
WIOA LOCAL INTEGRATED PLAN

2020-2024

Southern Maryland Local Workforce Development Area

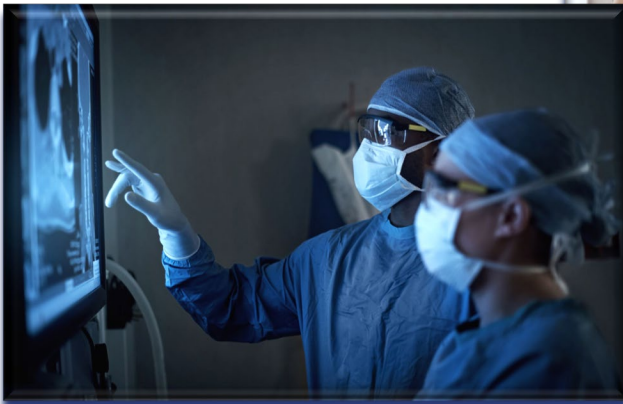


TABLE OF CONTENTS

		Page
Executive Summary		5
Section 1: Economic Analysis		
A.	Regional Economic Conditions	7
Section 2: Strategic Planning to Maximize the Earning Capacity of Marylanders		
A.	Knowledge and Skills Needed to Meet Employment Needs of Businesses in Local Area, Including In-Demand Industry Sectors & Partnerships	12
B.	Workforce in the Local Area	16
C.	Workforce Development Activities	28
D.	Local Board Strategic Vision & Goals for Preparing an Educated & Skilled Workforce, Including Youth & Individuals with Barriers to Employment	31
Section 3: Strategic Planning to Maximize the Earning Capacity of Marylanders		
A.	Strategy to Work with Core Programs to Align Resources to Achieve Vision & Goals	33
B.	Description of Workforce Development System	34
C.	Expanding Access to Employment, Training, Education & Supportive Services	39
D.	Description of Steps Taken by the Local Board to Engage Partners in Formation of Local Plan	41
E.	Description of Strategies & Services	42
F.	Description of How Local Board Will Ensure Jobseekers Have a Voice	44
G.	Description of Implementation of Initiatives	44
H.	Description of How Local Board Will Coordinate Workforce Activities with Economic Development	47
I.	Description of How Board Will Leverage and Coordinate Supportive Services	50
J.	Description of How Board Will Provide a Greater Business Voice Regarding Workforce Activities	51
K.	Description of How Board Will Promote and Cultivate Industry-Led Partnerships	52
L.	Description of Role of Faith & Community-Based Organizations	54
Section 4: American Job Center Delivery System		
A.	American Job Center Location and Contact Information Including Operator	55

B.	Customer Flow	58
C.	Solicitation & Selection of a One-Stop Operator	59
D.	Eligible Providers of Services Continuous Improvement & Meeting Needs of Businesses, Workers, and Jobseekers	60
E.	Workforce System Access	61
F.	Roles & Resource Contributions of Partners	63
G.	Individualized Training Accounts	64
H.	Priority of Service	64
I.	Incumbent Worker Training	68
J.	Customer Service	69
Section 5: Title I – Adult, Youth and Dislocated Worker Functions		
A.	Adult & Dislocated Worker Employment & Training Activities	71
B.	Coordination of Rapid Response	75
C.	Youth Workforce Development Activities	75
D.	Coordination with Secondary & Postsecondary Education Programs & Activities	79
E.	Coordination with Transportation & Other Supportive Services	80
F.	Local Adult Funding & Adult Priority Groups	81
G.	Dislocated Worker Funding	82
H.	Self-Sufficiency for Employed Adult & Employed Dislocated Worker Participants	82
I.	Unlikely to Return to Previous Industry or Occupation	83
J.	Documentation for In-School Youth <i>Requires Additional Assistant To Complete An Educational Program Or To Secure Or Hold Employment</i>	84
K.	Documentation & Eligibility Criteria for Out-Of School Youth <i>Requires Additional Assistance to Complete and Educational Program or to Security or Hold Employment</i>	84
L.	Documentation for <i>Need for Training</i>	84
M.	Youth Program Design Elements	85
N.	20% Youth Funds for Work-Based Training Activities	86
O.	75% Out of School Youth	87
P.	Basic & Individualized Career Service Provision	87
Q.	Follow-up Services Policy	88
Section 6: Adult Education and Family Literacy Functions		
A.	Integrating Provision of Adult Education & Literacy Activities	90
B.	Coordination with Title II Providers to Align Basic Skills & English Language Assessments	91
C.	Title II Representation Coordination with all Title II Grant Administrators	93
D.	Adult Education Services to American Job Center	93
Section 7: Wagner – Peyser Functions		

A.	State Employment Service Coordination	95
B.	Employment Services for Migrant & Seasonal Farm Workers	95
C.	Migrant & Seasonal Farmworker Housing Inspections	96
Section 8: Vocational Rehabilitation Functions		
A.	Replicated Cooperative Agreements	97
B.	Services for Individuals with Disabilities	98
Section 9: Temporary Assistance for Needy Families Functions		
A.	Description of how TANF is Integrated in the AJC system	99
B.	Implementation & Coordination Process	100
C.	LDSS Representation on the Local Board	103
D.	Strategies for Supporting TANF Recipients	103
Section 10: Community Service Block Grant Functions		
A.	List of Community Service Block Grant Providers in Local Area	104
B.	Implementation & Coordination Process to Enhance Services	104
C.	CAA Representation on Local Board	105
Section 11: Jobs for Veterans State Grants Functions		
A.	Veteran & Eligible Spouses Priority of Service	106
B.	Engaging Local Veterans Employment Representatives in Business Services	110
Section 12: Trade Adjustment Assistance for Workers Program Functions		
A.	Trade Adjustment Assistance in American Job Center System	112
B.	Description of How Title I Staff Will Provide TAA services	112
C.	Description of How Trade Participants Will Be Co-enrolled	112
Section 13: Unemployment Insurance Functions		
A.	Unemployment Insurance Claimants Support	113
B.	Description of How the Local Board Will Utilize Wagner-Peyser Program & the RESEA & ROW Programs	113
Section 14: Senior Community Service Employment Program Functions		
A.	List of Senior Community Service Employment Programs in Local Area	114
B.	Senior Community Service Employment Program Services Provided in American Job Center System	114
Section 15: WIOA Section 188 and Equal Opportunity Functions		
A.	Equal Opportunity Officer Designation	115
B.	Compliance with Section 188 WIOA and 29 CFR Part 39 & Applicable Provisions of the American with Disabilities Act	115
C.	Sub-recipient Compliance Requirements	116
D.	Meaningful Access to All Customers	117
E.	Grievances and Complaints Procedure	118
F.	Description of How An Individual Can Request Accommodation	120
G.	Policy Regarding Aid, Benefits, Services, Training and Employment	121
H.	Compliance with the American Disabilities Act	121

I.	Effective Communication with Individuals with Disabilities	122
J.	Meeting the Language Needs of Individuals with Limited English Proficiency	122
Section 16: Fiscal, Performance, and Other Functions		
A.	Responsible Entity for Disbursal of Grant Funds	124
B.	Center Financial Sustainability	124
C.	Sub-Grantee and Contract Competition	124
D.	High-Performing Board	127
E.	Individual Training Account Policy	127
F.	Training Services	134
G.	Use of Maryland Workforce Exchange	136
H.	Oversight & Monitoring of WIOA Activities	136
I.	Local Board Confidentiality Policy & Procedures	143
J.	Procurement System	147
K.	Acquisition, Management, and Disposition of Property	151
L.	Policies and Procedures Regarding Conflicts of Interest	152
M.	Fiscal Agent Accounting Procedures	153
N.	WIOA Funds Key Staff	155
O.	Tracing of Funds	155
P.	Accounting Systems	155
Q.	Cash Management System	157
R.	Cost Allocation Procedures	158
S.	Procedure for Collecting Debts Involving WIOA Funds	159
2021-2024 Local Plan Assurances		
Assurance Checklist & Signature Page		160

EXECUTIVE SUMMARY

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014 and became effective July 1, 2015. The Workforce Innovation and Opportunity Act of 2014 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. The Workforce Innovation and Opportunity Act is designed to help youth, job seekers and businesses. The Workforce Innovation and Opportunity Act requires each Local Workforce Development Area to develop and submit to the Governor a comprehensive four-year local plan, in partnership with the Chief Elected Officials and a mid-two-year plan. This plan represents a new four-year plan 2020 thru 2024.

The Southern Maryland Workforce Development Area, named JobSource by the Southern Maryland Workforce Development Board, is a three-county Local Workforce Development Area including Calvert, Charles, and St. Mary's Counties and is part of the American Job Center national network.

Sector partnerships is an important strategy in the Southern Maryland Workforce Development Area. Southern Maryland Workforce Development Area will focus its efforts on Construction, Health Care and Professional Services forecasted in-demand industries and occupations. In terms of having a comprehensive career pathways approach to building a talent pipeline for the in-demand occupations, Retail, particularly as it relates to Hospitality, will also be considered an existing in-demand industry that will provide a stepping-stone for upward movement into middle skill in-demand industries and occupations.

The Southern Maryland Workforce Development Board's strategic vision for preparing an educated and skilled workforce inclusive of youth and individuals with barriers to employment in order to support the local area economic growth and economic self-sufficiency is *to guide the Southern Maryland workforce delivery system in developing a skilled workforce that meets the needs of businesses and strengthens the local economy.*

The Southern Maryland Workforce Development Board supports Maryland's overarching theme of **Placing People Before Performance**. Southern Maryland will support the State's **Benchmarks of Success**, which are a foundational outline used to build system effectiveness, support transparency about progress, and help State and Local WIOA partners align resources and strategies with the vision and mission articulated in the State Plan. Maryland's Benchmarks for Success are built around five major strategic goals:

1. Increase the earning capacity of Maryland's workforce system customers by maximizing access to employment;
2. Increase the earning capacity of Maryland's workforce system customers by maximizing access to and use of skills and credentialing;

3. Increase the earning capacity of Maryland's workforce system customers by maximizing access to and use of life management skills;
4. Increase the earning capacity of Maryland's workforce system customers by eliminating barriers to employment; and,
5. Strengthen and enhance the effectiveness and efficiency of Maryland's workforce system.

Southern Maryland's Strategic Goals that complement Maryland's Benchmarks for Success goals:

1. Create a workforce system that is relevant to business customers.
2. Establish a sector partnership and career pathway model to grow the talent pipeline of new and emerging in-demand industries and occupations.
3. Embrace a customer-centric methodology that serves diverse populations and informs improved processes and procedures.
4. Identify industries that have sustainable wage and career opportunities.
5. Support dynamic partner alignment and integration to better serve business customers and jobseeker clients.
6. Document evidence-based return on investment through a performance management dashboard to track employment, retention, wages, and educational attainment.

Using Maryland's Benchmarks for Success as our framework, the Southern Maryland Workforce Development Board will partner to guide the shared goals and activities across the workforce system. Partners will think systematically about how Southern Maryland's workforce services are delivered, whether services are reaching priority populations, and where to eliminate existing gaps to build a more prepared and responsive workforce for Maryland's businesses.

This plan demonstrates a strong partnership of funding streams, economic development leaders, chief elected officials, private business leaders, and community-based organizations that will work together to build a talent pipeline that meets the needs and expectations of business in the coming years.

1. Local workforce system partners have agreed on a Memoranda of Understanding and Resource Sharing Agreements that can be found at <https://securereservercdn.net/45.40.152.13/s8v.f13.myftpupload.com/wp-content/uploads/2021/09/Southern-Maryland-MOU-2021-2023-Final.pdf>.

SECTION 1: Economic Analysis

(A) An analysis of the regional economic conditions including existing and emerging in-demand industry sectors and occupations, and the employment needs of businesses in those industry sectors and occupations. The analysis should identify local priority industries based on employer and Workforce Innovation and Opportunity Act partner input as well as how the Local Board plans to maximize opportunities for sustainable employment through those local industry priorities and needs.

The Southern Maryland Workforce Development Board convenes regular meetings of stakeholders including representatives from Economic Development, Vocational Rehabilitation, Adult Education and Literacy, Wagner-Peyser, Temporary Cash Assistance, Community College, and Adult/Dislocated Worker/Youth Provider to discuss existing and emerging industries and occupations within the Southern Maryland Workforce Development Area. There is a Partner Convening Group comprised of leadership from the core program partners within the Workforce Innovation and Opportunity Act. There is a Business Engagement Network that represents the partners and the Workforce Board Committee that focuses on employer services.

Labor market data provided to the Business Engagement Network of the Workforce Board identifies in-demand existing and emerging industries and occupations in the Southern Maryland:¹

- Asbury Solomons Island (Health Care)
- Booz Allen Hamilton (Professional Services)
- Calvert Memorial Hospital (Health Care)
- Chesapeake Biological Lab (Professional Services)
- Chesapeake Seal Coating (Construction)
- Facchina Construction Co Inc. (Construction)
- Food Lion (Retail and/or Hospitality)
- Giant Food (Retail and/or Hospitality)
- H & R Block (Professional Services)
- McDonalds (Retail and/or Hospitality)
- Recorded Books Lic (Retail and/or Hospitality)
- Safeway (Retail and/or Hospitality)

Along with the labor market information for Southern Maryland, the industries listed represent our focus of careers paths in construction, health Care, and professional services. Southern Maryland will also utilize retail and hospitality to serve as an entry point to work for low skill individuals with the intent to lead to entry onto a career path in a living wage in-demand industry and occupation.

¹ Source: Major Employer Lists by County provided by Maryland's Department of Labor LMI Team

Central to worker success is the Business Engagement Network with a mission to engage local business and industry to identify human capital needs and emerging employment opportunities in order to effectively direct training resources to sector strategies and career pathways that result in a skilled Southern Maryland workforce and create maximum economic value.

In addition, economic development representatives provide broad-based information with the understanding that new business inquiries and discussions are confidential until a general public announcement is made. Based on the input of stakeholders and considering the data provided here, it was determined, as aforementioned, that the Southern Maryland Workforce Development Area would focus its efforts on construction, health care and professional services. Construction includes truck-driving which is a key occupation within the construction industry in the Southern Maryland Workforce Development Area. In terms of having a comprehensive career pathways approach to building a talent pipeline for the in-demand industries and occupations, retail, particularly as it relates to hospitality, will also be targeted as it is considered an existing in-demand industry and will provide a stepping-stone for upward movement into middle skill in-demand industries and occupations. Many of our jobseekers have many barriers and may need an entry into the workforce system to gain essential skills prior to starting on a career path journey in a higher paying occupation that requires enhanced skills and knowledge.

Southern Maryland will invest training dollars primarily on the construction, health care, and professional services with work experience, when needed, with retail and hospitality to serve as a stepping-stone to the in-demand occupations. The Southern Maryland Workforce Development Board understands that other industries in the area are also growing and in-demand, thus the Board Director has the authority to approve training dollars for other occupational training that will lead to living wage employment and the opportunity for upward mobility. An example would be to train on forklift driving for warehousing, also a growing occupation in Southern Maryland.

As indicated in Maryland’s State Integrated Plan in the *Existing and Emerging In-demand Industries Analysis*:

Southern Maryland	
Existing	Emerging
Construction	Health Care and Social Assistance
Professional and Educational Services	Professional and Educational Services
Health Care and Social Assistance	Construction (Transportation Related)
Accommodations and Food Service	

The following graphs represent data for Calvert, Charles, and St. Mary’s Counties that support the selected in-demand industries and occupations.

The **Industry Group Jobs and Earnings Comparison** show growth in Health Care and Construction along with data to support the career pathways strategy to start with retail and hospitality as a stepping stone to move into Health Care and Construction industries and occupations.

Construction in the Southern Maryland Workforce Development Area has experienced a higher than national average job growth in the last five years. Construction has 35% more construction jobs in 2020 as compared to national statistics and the average earnings per job is \$72,940 compared to the national average earnings of \$77,602.

Professional Services has 14% above the national average for jobs in 2020, however the average wage is \$84,221 compared to a national average of \$81,543.

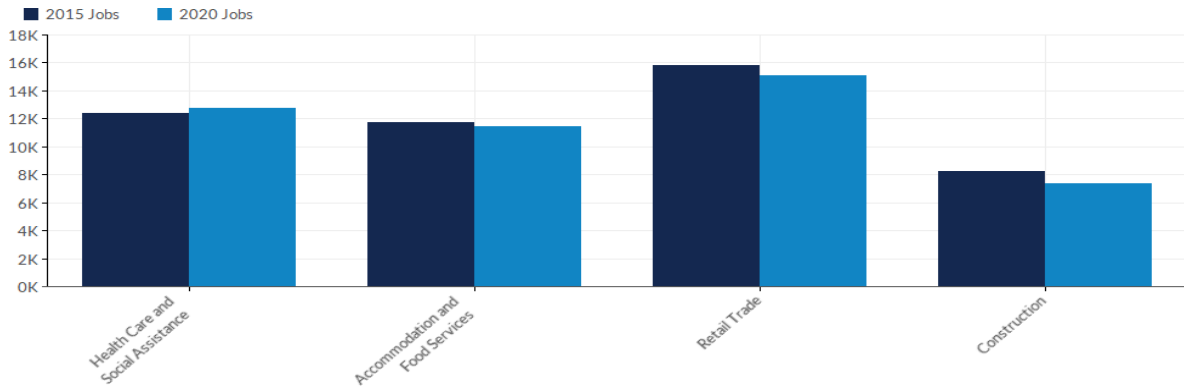
Health Care has 14% fewer jobs than the national average in 2020 and average earnings are \$64,386 compared to a national average of \$63,949.

Industry Group Jobs and Earnings Comparison



Group	2015 Jobs	2020 Jobs	Earnings Per Worker
Retail Trade	15,827	15,101	\$36,428
Health Care and Social Assistance	12,375	12,724	\$64,386
Accommodation and Food Services	11,758	11,419	\$21,269
Construction	8,239	7,396	\$72,940

Industry Group Growth Comparison



Group	2015 Jobs	2020 Jobs	Change	% Change
Construction	8,239	7,396	-843	-10%
Accommodation and Food Services	11,758	11,419	-339	-3%
Health Care and Social Assistance	12,375	12,724	349	3%
Retail Trade	15,827	15,101	-726	-5%

Industry Summary for Construction

7,396 Jobs (2020) 35% above National average	-10% % Change (2015-2020) Nation: 14.4%	\$72,940 Avg. Earnings Per Job (2020) Nation: \$77,602
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Industry Summary for Health Care and Social Assistance

12,724 Jobs (2020) 14% below National average	2.8% % Change (2015-2020) Nation: 8.5%	\$64,386 Avg. Earnings Per Job (2020) Nation: \$63,949
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Industry Summary for Professional, Scientific, and Technical Services

25,128 Jobs (2020) 14% above National average	4.6% % Change (2015-2020) Nation: 9.2%	\$84,221 Avg. Earnings Per Job (2020) Nation: \$81,543
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The Southern Maryland Workforce Development Board will maximize opportunities for sustainable employment by focusing training investments on the indicated demand industries and tracking training-related placements into career pathways in related occupations.

SECTION 2: Strategic Planning to Maximize the Earning Capacity of Marylanders

This section of the Plan should speak to the first four Strategic Goals of the BENCHMARKS FOR SUCCESS and include a description of the strategic planning consisting of:

A) An analysis of the knowledge and skills needed to meet the employment needs of the businesses in the Local Area, including employment needs in in-demand industry sectors and occupations.

Advertised job skills for the top 30 detailed job skills found in job openings advertised online in Southern Maryland Workforce Development Area (February 22, 2021):

Rank	Advertised Detailed Job Skill	Advertised Skill Group	Job Opening Match Count
1	Must be flexible	Basic Skills	2,347
2	Customer Service	Customer Service Skills	2,115
3	Problem Solving	Basic Skills	655
4	System Integration	Systems Engineer Skills	607
5	Risk Management	Risk Analyst Skills	548
6	Work Independently	Basic Skills	537
7	Software Design	Software Engineer Skills	509
8	System Design	Information Systems Manager Skills	405
9	Interpersonal Skills	Interpersonal Skills	405
10	Conflict Management	Interpersonal Skills	370
11	Financial Management	Controller Skills	365
12	Organizational Skills	Basic Skills	330
13	Data Analytics	Data Analyst Skills	320
14	Attention to Detail	Basic Skills	311
15	Software integration	Software Developer Skills	268
16	Develop Software	Software Engineer Skills	238
17	Network Modeling	Systems Engineer Skills	259
18	Verbal Communication Skills	Interpersonal Skills	238
19	Systems Analysis	Systems Engineer Skills	229
20	Identify Opportunities	Account Executive Skills	226
21	Software Development Experience	Software Engineer Skills	226
22	Decision Making	Basic Skills	225
23	Software requirements Analysis	Systems Engineer Skills	202
24	Word Processing	Office Clerk Skills	201
25	Typing	Office Clerk Skills	197
26	Develop Software Solutions	Software Developer Skills	197
27	Answer Questions	Basic Skills	183
28	Mathematical Concepts	Mathematical Skills	179
29	Financial Planning	Financial Analyst Skills	174
30	Critical Thinking	Basic Skills	172

JobSource and its partners provide the interpersonal skills and basic skills that business customers have indicated they are looking for. The other skills listed are offered through educational opportunities within industry and occupation training opportunities.

In addition, EMSI data was researched and analyzed for knowledge and skills in the in-demand industry sectors selected for Southern Maryland’s focus. This information was data taken directly from the O’NET database and the Maryland Department of Labor, Office of Market Analysis and Information. Skill set information covers Calvert, Charles, and St. Mary’s Counties.

CONSTRUCTION - COMPETENCIES - KNOWLEDGE		
Knowledge	Importance	Level
Building and Construction	77	60
Customer and Personal Service	55	57
Mechanical	64	57
Education and Training	55	54
Public Safety and Security	59	54
Mathematics	57	49
Transportation	47	48
Administration and Management	61	47
Engineering and Technology	41	44
Chemistry	33	42
Production and Processing	49	42
English Language	55	42
Design	38	41
Law and Government	43	39
Personnel and Human Resources	46	36

CONSTRUCTION - COMPETENCIES – SKILLS		
Skills	Importance	Level
Active Listening	53	43
Coordination	50	43
Operation Monitoring	50	41
Operation and Control	47	41
Speaking	50	39
Monitoring	41	37
Reading Comprehension	50	37
Complex Problem Solving	47	37
Critical Thinking	47	34
Time Management	41	34

Equipment Maintenance	31	34
Writing	35	32
Troubleshooting	31	32
Instructing	38	32
Social Perceptiveness	50	32

HEALTH CARE - COMPETENCIES – KNOWLEDGE		
Knowledge	Importance	Level
Customer and Personal Service	75	68
Psychology	66	62
English Language	70	48
Medicine and Dentistry	58	46
Education and Training	52	43
Public Safety and Security	56	37
Therapy and Counseling	50	35
Computers and Electronics	33	31
Clerical	31	30
Personnel and Human Resources	40	28
Administration and Management	43	27
Food Production	36	27
Transportation	44	25
Sales and Marketing	25	24
Mathematics	33	24

HEALTH CARE - COMPETENCIES – SKILLS		
Skills	Importance	Level
Service Orientation	75	50
Speaking	56	46
Social Perceptiveness	66	45
Reading Comprehension	53	45
Active Listening	66	43
Critical Thinking	53	43
Monitoring	56	43
Coordination	56	41
Writing	47	39
Judgment and Decision Making	47	36
Active Learning	38	36
Instructing	41	36
Complex Problem Solving	44	34

Time Management	47	32
Learning Strategies	38	32

PROFESSIONAL SERVICES AND HOSPITALITY - COMPETENCIES - KNOWLEDGE		
Knowledge	Importance	Level
Clerical	80	67
Customer and Personal Service	78	59
English Language	73	51
Computers and Electronics	59	49
Administration and Management	43	32
Mathematics	34	29
Communications and Media	38	26
Personnel and Human Resources	37	25
Public Safety and Security	40	24
Education and Training	28	23
Psychology	21	22
Medicine and Dentistry	30	21
Telecommunications	40	20
Economics and Accounting	25	18
Law and Government	25	18

PROFESSIONAL SERVICES AND HOSPITALITY - COMPETENCIES - SKILLS		
Skills	Importance	Level
Active Listening	66	48
Reading Comprehension	56	46
Critical Thinking	56	45
Service Orientation	63	45
Writing	56	45
Speaking	66	43
Social Perceptiveness	53	41
Time Management	47	39
Coordination	53	39
Complex Problem Solving	38	39
Persuasion	38	37
Monitoring	44	36
Negotiation	35	36
Learning Strategies	35	34
Instructing	44	34

The Board’s Business Engagement Network that includes representatives from all of these in-demand industries reviewed the knowledge and skills provided in O’NET and concurred with the findings.

In the event that knowledge and skills upgrade is needed for incumbent workers, Southern Maryland will utilize their Incumbent Worker Funds and work with Maryland Business Works to support employer strategies for retention, growth, and expansion.

Understanding data that outlines the skills and knowledge local businesses are looking for in applicants will help the local area maximize jobseeker access to employment opportunities. This focus will help increase the earning capacity of the workforce system customers by meeting the needs and expectations of our business customers through deliberate screening in specific skills and knowledge.

(B) An analysis of the workforce in the Local Area, including current labor force employment and unemployment data, and information on labor market trends, and the educational and skill levels of the workforce in the Local Area including individuals with barriers to employment.

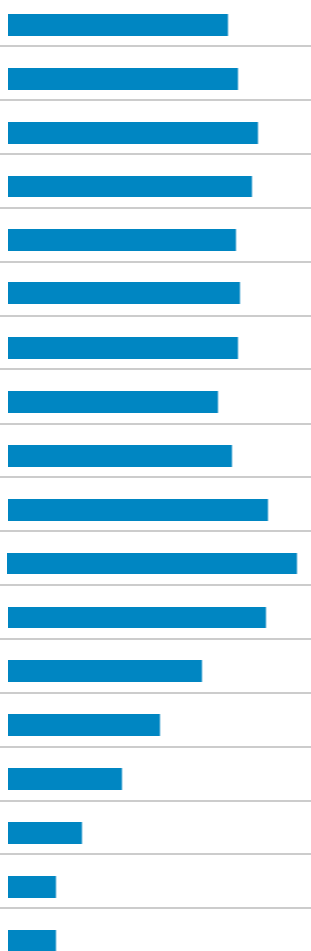
The population in the Southern Maryland three county area shows: 19.5% ages 15 through 29; 33.5% ages 30 through 54; and 22.2% ages 55 through 74. This bell curve shows that as older workers transition out of the labor force a much larger number of young people will enter the workforce. Due to the area’s proximity to military facilities and to the nation’s capital, government jobs continue to lead industries followed by construction, health care, and manufacturing. Professional services continue to be career options in Southern Maryland. Accommodations and food service jobs are plentiful which provide a stepping stone into the working world that can be followed by transition to a career pathway in one of the growth industry areas. The average wages for the lead industries are above average although the cost of living in Southern Maryland requires wages beyond most accommodation and food service opportunities.

Interesting is the low educational completions in the lead growth industries. This information provides a window of opportunity for Southern Maryland to provide educational options to appropriate jobseekers and youth. Only 31% of individuals over the age of 25 have a high school diploma in the area. This shows a need for continued support of the Adult Literacy programs and consideration of technical certifications and credentials as a career pathway strategy.

Calvert, Charles, and St. Mary’s Counties

Population (2020) 6% of the State	372,731 (4.4% growth for the last 5 years; state growth has been 1.5%)
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Jobs (2020)	123,361
Average Earnings (2020)	\$72,400
COL Adjusted Average Earnings (2020)	\$63,205
Unemployed (2020)	9,518

Age Group	2020 Population	% of Population	
Under 5 years	22,036	5.9%	
5 to 9 years	24,157	6.5%	
10 to 14 years	25,695	7.0%	
15 to 19 years	24,695	6.8%	
20 to 24 years	22,877	6.2%	
25 to 29 years	24,140	6.5%	
30 to 34 years	24,647	6.5%	
35 to 39 years	24,930	6.6%	
40 to 44 years	22,838	6.0%	
45 to 49 years	23,843	6.8%	
50 to 54 years	27,553	7.6%	
55 to 59 years	28,841	7.8%	
60 to 64 years	22,837	6.2%	
65 to 69 years	16,771	4.5%	
70 to 74 years	14,189	3.7%	
75 to 79 years	9,627	2.5%	
80 to 84 years	5,909	1.5%	
85 years and over	5,496	1.4%	

Jobs by Industry






















123,937 Total Jobs (2020)		49.07% Male (National: 49.2%)	50.93% Female (National: 50.7%)
NAICS	Industry	2020 Jobs	
11	Agriculture, Forestry, Fishing and Hunting	114	
21	Mining, Quarrying, and Oil and Gas Extraction	<10	
22	Utilities	1,395	
23	Construction	7,396	
31	Manufacturing	1,669	
42	Wholesale Trade	1,354	
44	Retail Trade	15,101	
48	Transportation and Warehousing	3,170	
51	Information	432	
52	Finance and Insurance	1,394	
53	Real Estate and Rental and Leasing	891	
54	Professional, Scientific, and Technical Services	12,404	
55	Management of Companies and Enterprises	501	
56	Administrative and Support and Waste Management and Remediation Services	2,966	
61	Educational Services	977	
62	Health Care and Social Assistance	12,724	
71	Arts, Entertainment, and Recreation	869	
72	Accommodation and Food Services	11,419	
81	Other Services (except Public Administration)	3,104	
90	Government	29,594	
99	Unclassified Industry	<10	

Average Earnings by Industry

\$72,400

Avg. Earnings (2020)

103% of Nation Avg.






















NAICS	Industry	Avg. Earnings (2020)	
11	Agriculture, Forestry, Fishing and Hunting	\$44,113	
21	Mining, Quarrying, and Oil and Gas Extraction	Insf. Data	
22	Utilities	\$169,634	
23	Construction	\$72,940	
31	Manufacturing	\$80,853	
42	Wholesale Trade	\$85,047	
44	Retail Trade	\$36,428	
48	Transportation and Warehousing	\$71,025	
51	Information	\$81,147	
52	Finance and Insurance	\$83,394	
53	Real Estate and Rental and Leasing	\$54,556	
54	Professional, Scientific, and Technical Services	\$104,568	
55	Management of Companies and Enterprises	\$84,230	
56	Administrative and Support and Waste Management and Remediation Services	\$49,111	
61	Educational Services	\$43,351	
62	Health Care and Social Assistance	\$64,386	
71	Arts, Entertainment, and Recreation	\$28,290	
72	Accommodation and Food Services	\$21,269	
81	Other Services (except Public Administration)	\$41,645	
90	Government	\$114,269	
99	Unclassified Industry	Insf. Data	

Cost of Living Adjusted Average Earnings

\$59,479

Adjusted Avg. Earnings (2020)

89% of Nation Avg.


NAICS	Industry	Adjusted Avg. Earnings (2020)	
11	Crop and Animal Production	\$34,680	
21	Mining, Quarrying, and Oil and Gas Extraction	Insf. Data	
22	Utilities	\$133,360	
23	Construction	\$57,343	
31	Manufacturing	\$63,564	
42	Wholesale Trade	\$66,861	
44	Retail Trade	\$28,638	
48	Transportation and Warehousing	\$55,837	
51	Information	\$63,795	
52	Finance and Insurance	\$65,562	
53	Real Estate and Rental and Leasing	\$42,890	
54	Professional, Scientific, and Technical Services	\$82,208	
55	Management of Companies and Enterprises	\$66,219	
56	Administrative and Support and Waste Management and Remediation Services	\$38,610	
61	Educational Services	\$34,081	
62	Health Care and Social Assistance	\$50,618	
71	Arts, Entertainment, and Recreation	\$22,241	
72	Accommodation and Food Services	\$16,721	
81	Other Services (except Public Administration)	\$32,740	
90	Government	\$89,834	
99	Unclassified Industry	Insf. Data	

Unemployment by Industry











9,518

Total Unemployment (2/2020)




NAICS	Industry	Unemployed (2/2020)	% of Regional Unemploy ment	
11	Crop and Animal Production	6	0%	
21	Mining, Quarrying, and Oil and Gas Extraction	2	0%	
22	Utilities	34	0%	
23	Construction	770	8%	<div style="width: 8%; height: 10px; background-color: #0070C0;"></div>
31	Manufacturing	32	0%	
42	Wholesale Trade	144	2%	<div style="width: 2%; height: 10px; background-color: #0070C0;"></div>
44	Retail Trade	1867	20%	<div style="width: 20%; height: 10px; background-color: #0070C0;"></div>
48	Transportation and Warehousing	332	3%	<div style="width: 3%; height: 10px; background-color: #0070C0;"></div>
51	Information	37	0%	
52	Finance and Insurance	77	1%	<div style="width: 1%; height: 10px; background-color: #0070C0;"></div>
53	Real Estate and Rental and Leasing	104	1%	<div style="width: 1%; height: 10px; background-color: #0070C0;"></div>
54	Professional, Scientific, and Technical Services	643	7%	<div style="width: 7%; height: 10px; background-color: #0070C0;"></div>
55	Management of Companies and Enterprises	22	0%	
56	Administrative and Support and Waste Management and Remediation Services	494	5%	<div style="width: 5%; height: 10px; background-color: #0070C0;"></div>
61	Educational Services	238	3%	<div style="width: 3%; height: 10px; background-color: #0070C0;"></div>
62	Health Care and Social Assistance	1,114	12%	<div style="width: 12%; height: 10px; background-color: #0070C0;"></div>
71	Arts, Entertainment, and Recreation	165	2%	<div style="width: 2%; height: 10px; background-color: #0070C0;"></div>
72	Accommodation and Food Services	2,296	24%	<div style="width: 24%; height: 10px; background-color: #0070C0;"></div>
81	Other Services (except Public Administration)	861	9%	<div style="width: 9%; height: 10px; background-color: #0070C0;"></div>

NAICS	Industry	Unemployed (2/2020)	% of Regional Unemployment
90	Government	282	3% 

Top Program Completions

CIP	Program	Completions (2019)
24	Liberal arts and sciences, general studies and humanities	1,098 
52	Business, management, marketing, and related support services	227 
51	Health professions and related programs	186 
11	Computer and information sciences and support services	136 
45	Social Sciences	96 
26	Biological and biomedical sciences	67 
13	Education	57 
42	Psychology	53 
50	Visual and Performing Arts	52 
14	Engineering	48 

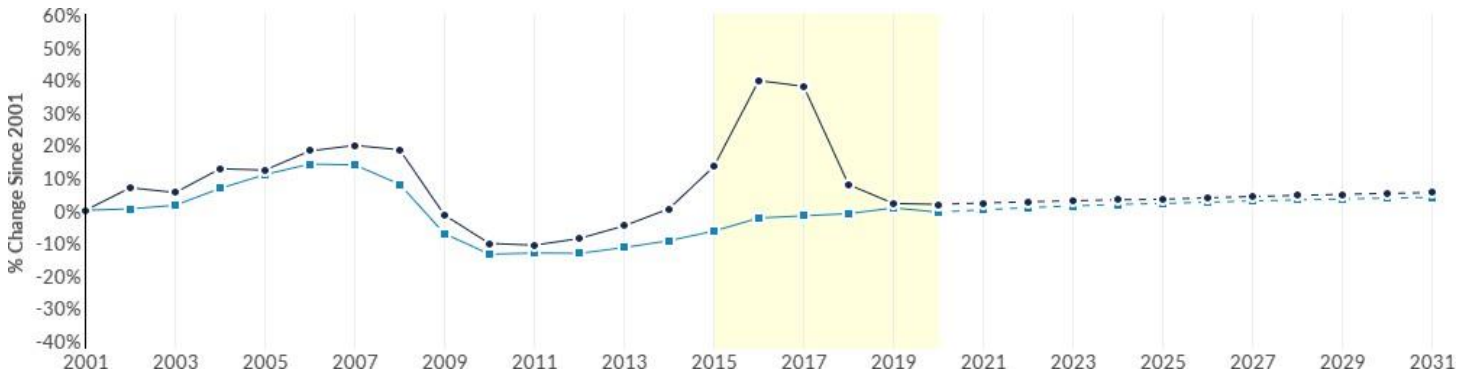
2020 Educational Attainment of Residents Age 25+

Education Level	2020 Population	2020 Percent
● Less Than 9th Grade	6,157	2% 
● 9th Grade to 12th Grade	12,225	5% 
● High School Diploma	77,939	31% 

Education Level	2020 Population	2020 Percent
Some College	55,096	22%
Associate's Degree	22,455	9%
Bachelor's Degree	46,005	18%
Graduate Degree and Higher	33,364	13%

Industry Summary for Construction

7,396 Jobs (2020) 35% above National average	-10.2% % Change (2015-2020) Nation: 14.4%	\$72,940 Avg. Earnings Per Job (2020) Nation: \$77,602
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Regional Trends for Construction

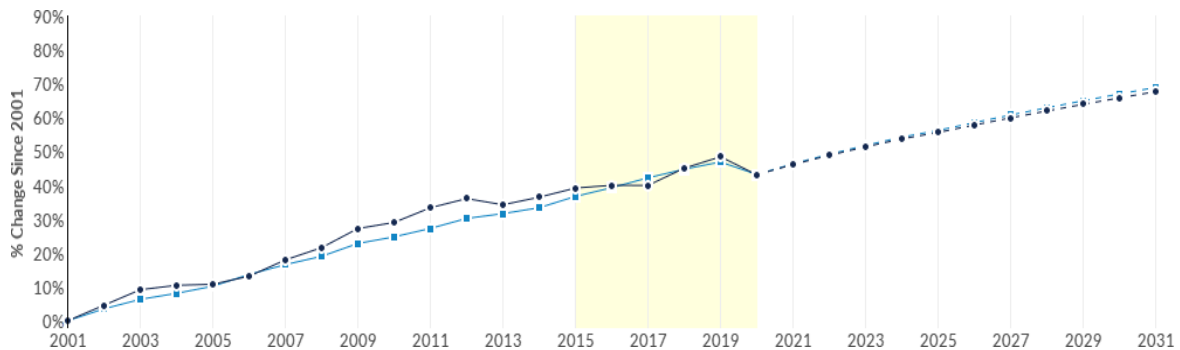
Region	2015 Jobs	2020 Jobs	Change	% Change
Region	8,239	7,396	-840	-10.2%
State	154,424	163,980	9,556	6.2%
Nation	15,045,355	16,885,590	1,840,235	12.2%

Construction - Occupations Employed by this Industry

Description	Employed in Industry (2020)	% of Total Jobs in Industry (2020)
Electricians	719	9.7%
Carpenters	663	9.0%
Construction Laborers	611	8.3%
First-Line Supervisors of Construction Trades and Extraction Workers	463	6.3%
Plumbers, Pipefitters, and Steamfitters	383	5.2%

Industry Summary for Health Care and Social Assistance

12,724 Jobs (2020) 14% below National average	2.8% % Change (2015-2020) Nation: 8.5%	\$64,386 Avg. Earnings Per Job (2020) Nation: \$63,949
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Regional Trends for Health Care and Social Assistance

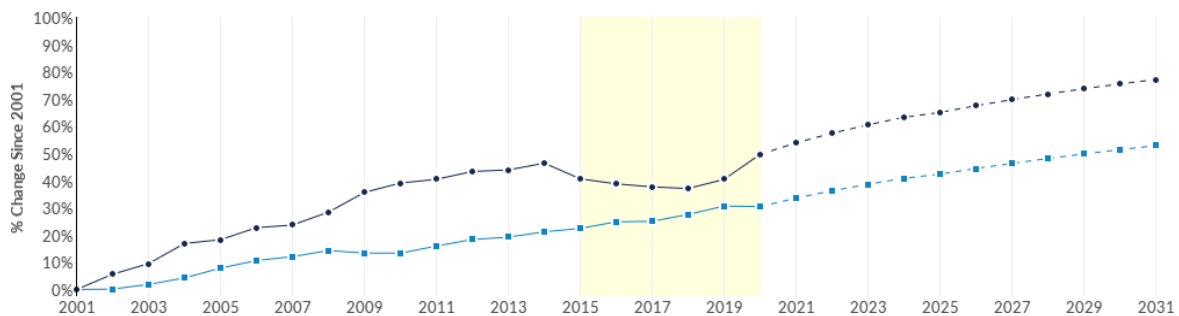
	Region	2015 Jobs	2020 Jobs	Change	% Change
●	Region	12,375	12,724	349	2.8%
●	State	355,040	371,890	16,850	4.7%
●	Nation	18,370,557	19,926,252	1,555,695	8.5%

Health Care and Social Assistance - Occupations Employed by this Industry

Description	Employed in Industry (2020)	% of Total Jobs in Industry (2020)
Registered Nurses	1,229	9.7%
Nursing Assistants	987	7.8%
Childcare Workers	677	5.3%
Medical Secretaries	477	3.7%
Receptionists and Information Clerks	451	3.5%

Industry Summary for Professional, Scientific, and Technical Services

12,404 Jobs (2020) 74% above National average	6.4% % Change (2015-2020) Nation: 10.6%	\$104,568 Avg. Earnings Per Job (2020) Nation: \$118,296
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Regional Trends for Professional, Scientific, and Technical Services

Region	2015 Jobs	2020 Jobs	Change	% Change
● Region	11,658	12,404	746	6.4%
● State	242,160	258,015	15,855	6.5%

Region	2015 Jobs	2020 Jobs	Change	% Change
• Nation	8,621,488	9,539,203	917,715	10.6%

Professional - Occupations Employed by this Industry

Description	Employed in Industry (2020)	% of Total Jobs in Industry (2020)
Software Developers, Systems Software	845	6.8%
Computer Systems Analysts	798	6.4%
Mechanical Engineers	525	4.2%
Electrical Engineers	488	3.9%
Management Analytics	440	3.5%

Barriers

Poverty rates are more pronounced among the younger population, aged 18 years or below. With the exception of St. Mary's County, poverty rates have generally been on the rise in the last few years, peaking at about 11 percent for Calvert County. This is nearly twice the poverty rate for the general population in Calvert County.

A significant percent of the homeowner population in each county faces housing costs that are 35 percent or more of household income. The shares are even more pronounced when looking within the population of renters. This is not surprising given the high rental costs in each county. The lack of affordable housing is therefore prominent in each county.

Fair Market Rent	Calvert County	St. Mary's County	Charles County
Efficiency	1,307	865	1,307
One Bedroom	1,402	1,019	1,402
Two Bedrooms	1,623	1,328	1,623
Three Bedrooms	2,144	1,856	2,144
Four Bedrooms	2,726	2,275	2,726

Residential and commercial areas within Calvert County are widely spread out. Given the high socio-economic status of most residents in comparison to other counties in the state, state funding for public transportation is limited. Each county has a separate bus service

with few routes and infrequent stops. While most county residents own at least one vehicle, nearly 12 percent of the population in Calvert County owns only one vehicle or no vehicle at all. The corresponding percentages for St. Mary's and Charles counties are 15.6 and 15.9, respectively. Transportation continues to be a significant barrier in the three-county area.

Individuals with disabilities comprise 5.9% of individuals under 65 years of age in Charles County.² Calvert County has 6.6% and St. Mary's County has 8.9%.

3.8% of the population under 65 years of age in Calvert County do not have health insurance. In Charles County it is 4.7% and in St. Mary's County 5.5%.

The College of Southern Maryland offers low or no cost Adult Basic Education, GED Preparation, and English as a Second Language instruction. The Maryland Adult National External Diploma Program is also offered in Calvert and St. Mary's counties. It is an alternative to the GED exam and is designed for adults who have developed high school level skills through life experience.

Veterans comprise 9.4% % of Calvert County's population with 8,738 Veterans. Charles County has approximately 16,132 Veterans that is nearly 9.9% of the population. St. Mary's County has 10,376 Veterans which is over 9.1% of the population. Veterans employment and training services are an essential partner in the local workforce system.

To assist job seekers with barriers, Southern Maryland provides a series of modules called Workplace Excellence comprised of training on:

- Adaptability
- Communicationability
- Dependability
- Presentability
- Reasonability
- Respectability
- Suitability
- Transitionability
- Workability
- Writability

This training is designed to help people understand and deliver what employers demand today and in the foreseeable future. Each module teaches the employer's perspective,

² Source: Census Bureau QuickFacts 2019

practical skills, and the bottom line on a key topic so participants can increase their company and career success.

The Southern Maryland Workforce Development Board supports maximizing the use of skills and credentialing. It is essential to understand and analyze the data related to the current labor force employed and unemployed as well as labor market trends. This data combined with the knowledge of educational and skills levels in the local area and barriers that our jobseekers have, will help us make informed decisions on where to invest dollars and how to create innovative and creative program designs.

(C) An analysis of the workforce development activities (including education and training) in the Local Area, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the Local Area.

Southern Maryland's Core Program Partners and Required Partners provide workforce development activities through a coordinated system. Details on the Basic Career Services, Individualized Career Services, and Training Services provided in the Southern Maryland Workforce Development Area are included in this integrated plan. Soft skills, essential skills, and job readiness skills are regularly taught at the American Job Centers and at partner agencies. As shown in previous data, business customers need both soft and hard skills from their employees. College of Southern Maryland plays an important role in providing the educational training needed.

Currently, College of Southern Maryland offers areas of study to gain the skills, knowledge, or certification needed to begin or enhance a career forecasted to be an in-demand industry or occupation. Offerings currently include:

- Business
 - Bookkeeper
 - Certified Administrative Professional
 - Entry Level Administrative Assistant
 - Human Resources
 - Project Management
 - Tax Preparation
- Computers and Information Technology
 - Basic Computer Skills
 - Certified Ethical Hacker
 - Certified Information Systems Security Professional
 - Cisco Certified Network Associate
 - CompTIA A+ Certification
 - Comp TIA IT Fundamentals

- CompTIA Network +
- (ISC) Continuing Professional Education
- Microsoft Office Suite
- Network Administrator
- Construction and Skilled Trades
 - Building Maintenance Technician
 - Construction Management
 - Core Skills
 - Carpentry
 - Electrical
 - Heating and Air Conditioning
 - Home Inspector
 - Home Improvement
 - Plumbing
 - Stationary Engineer
 - Certified Structural Welder
- Healthcare
 - Certified Clinical Medical Assistant
 - Certified Medical Administrative Assistant
 - Certified Medicine Aide
 - Certified Nursing Assistant
 - CPR and First Aid
 - Dental
 - Electrocardiogram Technician
 - Emergency Medical Services
 - Nurse Refresher
 - Phlebotomy Technician
- Hospitality
 - Food Services Manager
 - Meeting and Event Planner
 - SERV Safe
 - Training for Intervention Procedures
- Transportation
 - Commercial Driver's License – Class A and Class B

To assist job seekers with barriers, Southern Maryland provides a series of soft skill modules called Workplace Excellence comprised of training on:

- Adaptability
- Communicationability
- Dependability
- Presentability

- Reasonability
- Respectability
- Suitability
- Transitionability
- Workability
- Writability

This training is designed to help people understand and deliver what employers demand today. Each module teaches the employer's perspective, practical skills, and the bottom line on a key topic so participants can increase their company and career success.

Individual Training Accounts are used for specific skills and hard skills training in the in-demand occupations of Construction, Professional Services, and Health Care. In addition, EARN Maryland awarded a strategic industry partnership to Construction Workforce Partnership of Southern Maryland. EARN Maryland is a state-funded, competitive workforce development grant program that is industry-led, regional in focus, and a proven strategy for helping businesses cultivate the skilled workforce they need to complete. It is flexible and innovative, designed to ensure that Maryland employers have the talent they need to compete and grow in an ever-changing 21st central economy.

The College of Southern Maryland has a pre-apprenticeship construction training program. Individuals learn the skills necessary to enter a Registered Apprenticeship program in trades like electrical, plumbing, and HVAC. Students have the opportunity to earn a variety of industry-recognized certifications and training blends theory and hands-on opportunities. Industry-recognized certifications include:

- OSHA Certification
- Excavation Safety CEU
- First Aid, CPR & AED
- Confined Space Entry CEU

ATSSA Flagger Certification \ NCCER Core Construction Certification

A primary strength of the local area is the relationship between the workforce system partners, educational institutions, and economic development. College of Southern Maryland works with the partners to identify and establish training curriculum to meet area business needs and expectations. The College participates on the Local Workforce Development Board's Business Engagement Network.

Weaknesses continue to be in the area of transportation and barriers getting to and from training or worksites. In addition, with the current pandemic, technology capabilities and Internet access is a barrier to many of our jobseekers and youth. Local partners and Southern Maryland Workforce Development Board Members participate on the Regional Infrastructure Advisory Committee where regional transportation priorities are identified and transportation funding requests are coordinated with local and state officials. In addition, the mobile unit provides opportunities to reduce transportation requirements for

some of the training and resource options. The Southern Maryland Workforce Development Board works with jobseekers and youth to identify technology needs and assist using supportive services when feasible.

Another local strength in Southern Maryland is the Partner Convening Group relationships of Core Partners to identify areas of integration and seamlessness for job seekers and business customers.

A weakness associated with partnerships is the reduction in Wagner-Peyser staff in the local area and a decision to co-locate only in the comprehensive centers. This puts a financial burden on other partners for the satellite/affiliate locations that are needed to provide access points for all three counties. Currently many services are provided virtually. Southern Maryland anticipates virtual interactions to be part of the overall service strategy going forward due to the ease of access and now staff and participant familiarity with the process.

Southern Maryland Workforce Development Board embraces the principle of maximizing access to and use of life management skills. The local area has established networks of resources to assist with this essential ingredient to increasing the earning capacity of our workforce system customers.

(D) A description of the Local Board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to the performance accountability measures based on primary indicators of performance described in Section 116(b)(2)(A) of the Workforce Innovation and Opportunity Act in order to support Local Area economic growth and economic self-sufficiency.

The Southern Maryland Workforce Development Board's strategic vision is aligned with the Benchmarks of Success for Maryland's Workforce System. Our vision is to increase the earning capacity of Southern Marylanders by maximizing access to employment, skills, credentialing, life management skills, and supportive services.

Southern Maryland Strategic Goals:

1. Maximize access to employment
2. Maximize access to/use of skills and credentialing
3. Maximize access to/use of life management skills
4. Eliminate barriers to employment
5. Strength and enhance the effectiveness and efficiency of Southern Maryland's workforce system

To support the strategic goals, Southern Maryland Workforce Development Board will track both required performance accountability measures and voluntary measures that will help manage the local workforce system.

The following primary indicators of performance were negotiated with the State of Maryland for PY2021

Adult Measures	LWDA PY21 Goal
Employment Rate 2 nd Quarter After Exit	76%
Employment Rate 4 th Quarter After Exit	72%
Median Earnings 2 nd Quarter After Exit	\$5,100
Credential Attainment Within 4 Quarters After Exit	61%
Measurable Skills Gain	52%
Dislocated Worker Measures	LWDA PY21 Goal
Employment Rate 2 nd Quarter After Exit	80%
Employment Rate 4 th Quarter After Exit	76%
Median Earnings 2 nd Quarter After Exit	\$7,000
Credential Attainment Within 4 Quarters After Exit	58%
Measurable Skills Gain	55%
Youth Measures	LWDA PY21 Goal
Employment or Placement Rate 2 nd Quarter After Exit	71%
Employment or Placement Rate 4 th Quarter After Exit	64%
Median Earnings 2 nd Quarter After Exit	\$2,500
Credential Attainment within 4 Quarters After Exit	60%
Measurable Skills Gain	47%
Wagner-Peyser Act Measures	LWDA PY21 Goal
Employment Rate 2 nd Quarter After Exit	59%
Employment Rate 4 th Quarter After Exit	58%
Median Earnings 2 nd Quarter After Exit	\$5,600

SECTION 3: Strategic Planning to Strengthen the Local Workforce System

This section will speak to the fifth Strategic Goal.

A) *Taking into account analyses described in Section 2, a strategy to work with the entities that carry out the core programs to align resources available to the Local Area, to achieve the strategic vision and goals.*

The Southern Maryland Workforce Development Board has established a Partner Convening Group comprised of Core Program Partners to provide recommendations and advice on the local workforce system and to establish procedures for aligning resources. The Core Program Partners are Adult Education and Literacy, Temporary Assistance for Needy Families, Division of Rehabilitation Services, Wagner Peyser, and Title I Adult, Dislocated Worker and Youth. The Partner Convening Group has discussed and agreed to some aligned procedures that will enhance the Southern Maryland Workforce Development Area's ability to carry out the vision and goals for the workforce system:

- Provide training to all interested Core Program Partner staff on registering in the Maryland Workforce Exchange.
- Ensure that ALL appropriate jobseeker clients, regardless of where they first access the workforce system, will be registered in Maryland's Workforce Exchange.
- Create a common intake form that will be used until such time a statewide electronic common intake is established.
- Partner program inclusion in the mobile unit that is available for remote access to services throughout the region.
- Use initial screening questions to help in identifying potential partner engagement and referral opportunities.
- Use partner lists of typical characteristics for each program in regard to potential eligibility and decisions regarding readiness for enrollment to assist with targeted referrals.
- Each partner has negotiated a referral process included in the Memorandum of Understanding that kicks in based on the initial screening findings and partners agreed that if the initial screening is done at the American Job Center, basic individualized services will be offered and provided.
- Keep an updated service map of Local Area available basic and individualized career services, training, and supportive services.
- Use a system orientation to be used at appropriate access points in the Southern Maryland Workforce Development Area.

- Establish a tracking form that will be used until such time a statewide electronic tracking is available via an integrated case management system.
- Core Program Partners will meet regularly to review referral listings, enrollments, co-enrollments, and exits. These meetings will serve as informational to help partners follow through on referrals, to provide opportunities for pitching co-enrollment possibilities, discuss performance strategies, and to coordinate exits.
- Core Program Partners that have a “job” as a planned outcome have agreed to participate on a Business Engagement Network along with Southern Maryland Workforce Development Board Committee Members.
- Core Program Partners plus the College of Southern Maryland and Economic Development Representatives have assisted in the creation and support of sector partnerships for the identified existing and emerging industries and occupations. The sector partnerships incorporate career pathways into its responsibilities in terms of creating a flow of the career path options, analysis of the needs and expectations of business customers, analysis of the existing skills and knowledge of the talent pipeline, and work with education representatives to tap into existing training or create new credentialing or certification options. The College of Southern Maryland includes Carl Perkins options in the equation to assist with credits for eligible participants.
- The Business Engagement Network has agreed upon the existing and emerging in-demand industries and occupations that the Southern Maryland Workforce Development Area will focus on regarding business development and the building of a talent pipeline to meet business needs and expectations.

B) A description of the workforce development system in the Local Area that identifies the programs that are included in that system and how the Local Board will work with the entities carrying out workforce development programs identified in the State Plan. The description should also include how the Local Board and the programs identified plan to align and integrate to provide services to customers. The description should also include programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).

The Southern Maryland Workforce Development Area is a three-county area including Calvert, Charles, and St. Mary’s Counties. The Southern Maryland Workforce Development Area is fortunate to have had long standing relationships with the Core and Required Partners identified in the Workforce Innovation and Opportunity Act and a history of working together for the good of the communities they serve. The Southern Maryland Workforce Development Area is named JobSource and is part of the American Job Center national network.

The Chief Elected Officials, chaired by Commissioner Steve Weems, has designated the Tri-County Council for Southern Maryland as fiscal agent, grant recipient, and administrative entity for the Southern Maryland Local Workforce Development Area. This decision was made in partnership with the Southern Maryland Workforce Development Board. The Executive Director of Tri-County Council for Southern Maryland, John Hartline, oversees the fiscal agent, grant recipient, and administrative entity duties.

The Chief Elected Officials have appointed a diverse group to serve on the Southern Maryland Workforce Development Board that is representative of Core Program Partners as well as business and industry (particularly existing and emerging in-demand industries and occupations), union representation, and educational leaders. Core Program Partners, Required Partners, and other Community-Based Organizations serve on the Partner Convening Group that advises the Board on issues associated with alignment and integration of services.

The Board has four active committees including: Executive, Business Engagement Network, Special Populations, Quality Assurance, and Youth and Young Adult Advisory Committee.

The Southern Maryland Workforce Development Board in partnership with the Chief Elected Officials selected Tri-County Council for Southern Maryland to serve as the Title I Adult, Dislocated Worker, and Youth Provider. Ruthy Davis serves as Director, Regional Workforce & Business Development and functionally reports to the Southern Maryland Workforce Development Board and formally reports to the Executive Director of Tri-County Council for Southern Maryland. Mrs. Davis serves as support to the Southern Maryland Workforce Development Board. Details are provided within this plan regarding arm's length decision-making and assurance that no conflict of interest will be real or perceived in the procurement of a one-stop operator or related to monitoring and oversight of programs.

All Core and Required Partners that provide services in the Southern Maryland Workforce Development Area are part of the local workforce system. Funding streams that represent core and required partners include:

- Carl Perkins Career and Technical Education Act
 - *Services to individuals who are eligible to receive career and technical education at the secondary and post-secondary levels. The College of Southern Maryland and the public schools are providers.*
- Community Services Block Grant
 - *Services low-income individuals to empower, educate, coordinate and assist with reducing poverty and building self-sufficiency. Tri-County Community Action Committee is the provider.*

- Job Corps
 - *A no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16-24 improve the quality of their lives by empowering them to get great **jobs** and become independent.*
- Migrant and Seasonal Farmworkers
 - *Serves migrant and seasonal farmworkers to provide educational and employment assistance. MD Labor is the provider.*
- Native American Program
 - *Workforce activities targeting specifically for Native Americans*
- Older Americans Act
 - *Serves older adults through Senior Community Service Employment Program with employment and training assistance. Maryland Department of Labor.*
- Temporary Assistance for Needy Families (Temporary Cash Assistance)
 - *Serves individuals who have dependent children with cash assistance when available resources do not fully address the family's needs while preparing program participants for independence through work. Maryland Department of Social Services is the provider.*
- Title I Adult
 - *Serves target individuals who are 18 and older and who have been chronically unemployed or underemployed, have barriers to getting and keeping a job, and need assistance with job search and/or training. Tri-County Council for Southern Maryland is the current service provider.*
- Title I Dislocated Worker
 - *Serves target individuals who have lost their jobs due closure or downsizing with no fault of their own. Tri-County Council for Southern Maryland is the current service provider.*
- Title I Youth
 - *Serves target older youth 18 years to 24 years of age who have barriers to getting and keeping a job and are in need of educational and employment services. Tri-County Council for Southern Maryland is the current service provider.*
- Title II Adult Education and Literacy
 - *Serves target individuals in need of basic education classes with low basic skills and low educational attainment; English language acquisition for eligible learners to achieve competence in reading, writing, speaking and comprehension of the English language; and math skills needed to attain a high school credential and transition to post-secondary education and employment. These services are awarded through a competitive application process at the State level. College of Southern Maryland Continuing Education and Workforce Development is the current provider in Calvert and St. Mary's Counties and Charles County Public Schools is the current provider in Charles County.*
- Title III Wagner Peyser
 - *Serves target individuals who are in need of help with updating or developing a resume and labor exchange assistance that connects them to employment. Maryland Department of Labor is the service provider.*

- Title IV Rehabilitation Act
 - *Services target individuals with disabilities and as per the WIOA will be treated mainstream when accessing the American Job Centers. Division of Rehabilitation Services is the provider.*
- Trade Act
 - *Services individuals who are eligible workers who lose their jobs, or whose hours of work and wages are reduced, as a result of increased imports or production transfers abroad. Maryland Department of Labor is the provider.*
- Unemployment Compensation
 - *Services individuals who are unemployed and eligible to receive unemployment compensation. Maryland Department of Labor is the provider.*
- Veterans Program (Jobs for Veterans State Grant Program)
 - *Services individuals who are veterans with significant barriers to employment to receive tailored employment and training services. Maryland Department of Labor.*

Funding streams not available in the local area include:

- Employment and Training Housing and Urban Development
- Second Chance Act
- YouthBuild

The Southern Maryland Workforce Development Area embraces the concepts outlined in Maryland's State Plan regarding alignment and integration. The Southern Maryland Workforce Development Board has convened a group of Core Program Partner leaders. The group is called the Partner Convening Group and has been tasked with aligning and integrating services to provide a comprehensive approach to serving business customers and youth, jobseeker and worker clients DAA/TANF (TCA), Wagner-Peyser, Vocational Rehabilitation, Adult Education and Literacy, and Adult/Dislocated Worker/Youth all participate on the Partner Convening Group. This plan will outline strategies that have been created by the Partnering Convening Group in the areas of initial screening, workforce system registration, resource room coverage, assessment, testing, referrals, workshops, and co-enrollments. In addition, a business service focused team, Business Engagement Network, includes Economic Development and the Core Program Partners and other interested parties. Information regarding the Business Engagement Network is included in this Plan.

Specifically, the Partner Convening Group has aligned and integrated some services and working on others:

- Ensure that ALL jobseeker clients, regardless of where they first access the workforce system, will be registered in Maryland's Workforce Exchange when and if appropriate.
- Explore creating a common intake form that will be used until such time a statewide electronic common intake is established.
- Make sure partner programs are included in the mobile unit that is available for remote access to services throughout the region.
- Establish initial screening questions to help in identifying potential partner engagement.
- Establish partner lists of typical characteristics for each program in regard to potential eligibility and decisions regarding readiness for enrollment to assist with targeted referrals.
- Negotiate a referral process that kicks in based on the initial screening findings and has agreed that if the initial screening is done at the American Job Center, basic individualized services will be offered and provided.
- Create a service map of available basic and individualized career services, training, and supportive services.
- Create a system orientation to be used at all access points in the Southern Maryland Workforce Development Area.
- Establish a tracking form that will be used until such time a statewide electronic tracking is available via an integrated case management system.
- Core Program Partner first-line workers will meet regularly to review referral listings, enrollments, co-enrollments, and exits. These meetings will serve as informational to help partners follow through on referrals, to provide opportunities for pitching co-enrollment possibilities, discuss performance strategies, and to coordinate exits.
- Core Program Partners that have a "job" as a planned outcome have agreed to participate on a Business Engagement Network.
- Core Program Partners plus the College of Southern Maryland and Economic Development Representatives will assist in the creation and support of sector partnerships for the identified existing and emerging industries and occupations. The sector partnerships will incorporate career pathways into its responsibilities in terms of creating a flow of the career path options, analysis of the needs and expectations of business customers, analysis of the existing skills and knowledge of the talent pipeline, and work with education representatives to tap into existing training or create new credentialing or certification options. The College of Southern Maryland includes Carl Perkins options in the equation to assist with credits for eligible participants.
- Core Program Partners as members of the Business Engagement Network have agreed upon the existing and emerging in-demand occupations that the workforce will focus on regarding business development and the building of a talent pipeline to meet business needs and expectations.

All partners who have a “job” as a desired outcome also participate on a Business Engagement Network that is charged with:

- Creating a single point of contact for businesses
- Establishing a collaborative outreach and recruitment structure
- Coordinating workforce services and training options
- Leveraging resources
- Sharing performance outcomes
- Creating and managing a talent pipeline in existing and emerging in-demand industries and occupations
- Establishing an inventory of existing training options, particularly those that include a credential or certification in existing and emerging in-demand industries and occupations
- Identifying skill and knowledge gaps between what business needs and expects and what training options are available
- Working with Education to enhance or establish short-term training options for portable or stackable credential/certification opportunities
- Working with Economic Development Representatives to ensure a dynamic approach to meeting the ever-changing needs of business and industry as the in-demand sector landscape grows or diminishes

C) A description of how the Local Board, working with the entities identified in A, will expand access to employment, training, education, and supportive services for eligible individuals, particularly those with barriers to employment, including how the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate of certification, portable, and stackable).

Southern Maryland Workforce Development Board has a Board Committee entitled Special Populations that focuses on expanding access to employment, training, education, and supportive services for individuals with barriers to employment. The Committee has charged the Partner Convening Group to provide advice and guidance on accessibility.

The Partner Convening Group has agreed upon some fundamental concepts to achieve alignment and integration of service delivery including:

- Provide training to all interested Core Program Partner staff on registering in the Maryland Workforce Exchange.
- Ensure that ALL appropriate jobseeker clients, regardless of where they first access the workforce system, will be registered in Maryland’s Workforce Exchange.
- Create a common intake form that will be used until such time a statewide electronic common intake is established.

- Partner program inclusion in the mobile unit that is available for remote access to services throughout the region.
- Use initial screening questions to help in identifying potential partner engagement and referral opportunities.
- Use partner lists of typical characteristics for each program in regard to potential eligibility and decisions regarding readiness for enrollment to assist with targeted referrals.
- Each partner has negotiated a referral process included in the Memorandum of Understanding that kicks in based on the initial screening findings and partners agreed that if the initial screening is done at the American Job Center, basic individualized services will be offered and provided.
- Keep an updated service map of Local Area available basic and individualized career services, training, and supportive services.
- Use a system orientation to be used at appropriate access points in the Southern Maryland Workforce Development Area.
- Establish a tracking form that will be used until such time a statewide electronic tracking is available via an integrated case management system.
- Core Program Partners will meet at least monthly to review referral listings, enrollments, co-enrollments, and exits. These meetings will serve as informational to help partners follow through on referrals, to provide opportunities for pitching co-enrollment possibilities, discuss performance strategies, and to coordinate exits.
- Core Program Partners that have a “job” as a planned outcome have agreed to participate on a Business Engagement Network.
- Core Program Partners plus the College of Southern Maryland and Economic Development Representatives assisted in the creation and support of sector partnerships for the identified existing and emerging industries and occupations. The sector partnerships incorporate career pathways into its responsibilities in terms of creating a flow of the career path options, analysis of the needs and expectations of business customers, analysis of the existing skills and knowledge of the talent pipeline, and work with education representatives to tap into existing training or create new credentialing or certification options. The College of Southern Maryland includes Carl Perkins options in the equation to assist with credits for eligible participants.
- Core Program Partners as members of the Business Engagement Network have agreed upon the existing and emerging in-demand occupations that the workforce will focus on regarding business development and the building of a talent pipeline to meet business needs and expectations.

The Partner Convening Group will advise the Southern Maryland Workforce Development Board on its recommendations regarding alignment and integration to

inform the development of new policies and procedures to support the group's coordination.

The Board's strategic goals embrace career pathways for diverse populations in an integrated and aligned manner:

1. Create a workforce system that is relevant to business customers.
2. Establish a sector partnership and career pathway model to grow the talent pipeline of new and emerging in-demand industries and occupations.
3. Embrace a customer-centric methodology that serves diverse populations and informs improved processes and procedures.
4. Identify industries that have sustainable wage and career opportunities.
5. Support dynamic partner alignment and integration to better serve business customers and jobseeker clients.

Sector partnerships in the in-demand industries provide guidance on career pathway occupational flows. Southern Maryland Workforce Development Board supports the concept of meeting job seekers "where they are" on the continuum of skills and knowledge and working through barriers to employment to achieve success in finding a career that provides a living wage and opportunities for advancement. Often, meeting job seekers "where they are" entails starting with GED or ABE classes, working with Temporary Cash Assistance recipients, or assisting with individuals with disabilities before job readiness, work preparation, work-based learning, or specific skills training can be achieved. Policies and procedures allow for longer periods of time in the workforce system activities to allow for this career pathways approach and to ensure career planning team members are equipped with the tools to motivate and keep job seekers engaged in workforce activities.

Although retail is typically not considered a living wage job, Southern Maryland does consider it an entry-level access point for many job seekers with barriers. A career pathway will move individuals from low wage, low skill jobs up a ladder to a living wage.

D) A description of the steps taken by the Local Board to engage entities identified in A in the formulation of its Local Plan.

The Southern Maryland Workforce Development Board invited its Partner Convening Group to work on the local plan and provide the Board recommendations on its content.

As indicated, Tri-County Council for Southern Maryland serves as support to the Board and is also the Adult, Dislocated Worker, and Youth Program provider and is the current One-Stop Operator. The One-Stop Operator is independent of the Fiscal Agent and Administrative Entity regarding supervision to provide a firewall and ensure there is no

conflict of interest. The Southern Maryland Workforce Development Board contracted with an independent consultant to facilitate the development of the plan on their behalf and discuss its contents with the Partner Convening Group. The One-Stop Operator, as per WIOA, did not work on the plan.

The independent consultant facilitated a service mapping session to gather information on services, eligibility, target populations, priority of service, and age groups each partner serves. The Partner Convening Group local leadership and all levels of staff participated in the service mapping exercise.

A draft plan was created based on the partner input and was provided to the partners for feedback prior to publishing the draft plan for public comment. In addition, Southern Maryland Workforce Development Board Members and Chief Elected Officials provided feedback on the draft plan.

Public comments were compiled and provided to the Partner Convening Group and to the Southern Maryland Workforce Development Board Members and Chief Elected Officials along with plan revision recommendations as provided in the public comments. Partners advised the Southern Maryland Workforce Development Board and Chief Elected Officials of their support of the revised plan and the plan was finalized and submitted to the State of Maryland for the State review and approval process.

E) A description of the strategies and services that will be used in the Local Area—To facilitate engagement of businesses, including small businesses and businesses in-demand industry sectors and occupations, in workforce development programs; To support a local workforce development system that meets the needs of businesses in the Local Area; To better coordinate workforce development programs and economic development; To strengthen linkages between the American Job Center delivery system and Unemployment Insurance programs.

The Southern Maryland Workforce Development Board recognizes business and industry as a primary customer to the workforce system. It is expected business needs and expectations in our existing and emerging in-demand industries and occupations will drive the workforce services provided in the Southern Maryland Workforce Development Area. Employer needs and expectations will be established through the work of our sector partnerships along with recommended career pathways flow for each industry and occupation. Economic Development partners in the Southern Maryland Workforce Development Area have assisted in the formation of the sector partnerships and sharing information on the needs and expectations of business and industry. Existing and emerging industries and occupations representatives who are Southern Maryland Workforce Development Board Members will participate on the appropriate sector partnerships along with union representatives and educational institutions.

Successful workforce systems utilize both job development and business development methods in serving business and industry customers and assisting jobseekers in getting and keeping a job. It is understood that job development and business development are very different outreach and recruitment approaches to working with business and industry.

Southern Maryland sees job development as an approach that requires specific funding sources to reach out to small and family-owned businesses with a particular client in mind in an effort to place the individual with known barriers, strengths, and weaknesses in a work-based learning opportunity. Job development will remain the responsibility and role of individual partner programs.

Business development, on the other hand, is about outreach and recruitment of business customers to request applicants when openings occur. Typically, business development is medium size to large businesses. Southern Maryland Workforce Development Board and its JobSource partners formed a Business Engagement Network to conduct business development and manage the sector strategies.

As members of the Business Engagement Network, participating Core Program Partners as well as Economic Development and the College of Southern Maryland align and integrate business development activities within the Southern Maryland Workforce Development Area for the purpose of:

- Creating a single point of contact for businesses
- Establishing a collaborative outreach and recruitment structure
- Coordinating workforce services and training options
- Leveraging resources
- Sharing performance outcomes
- Creating and managing a talent pipeline in existing and emerging in-demand industries and occupations
- Establishing an inventory of existing training options, particularly those that include a credential or certification in existing and emerging in-demand industries and occupations
- Identifying skill and knowledge gaps between what business needs and expects and what training options are available
- Working with Education to enhance or establish short-term training options for portable or stackable credential/certification opportunities
- Working with Economic Development Representatives to ensure a dynamic approach to meeting the ever-changing needs of business and industry as the in-demand sector landscape grows or diminishes

All Core and Required Partners who have business facing staff are invited to participate on the Business Engagement Network. It is expected that once a contact list is established for each in-demand industry, partner representatives will team up to focus

on specific industries so that they can learn as much as possible about the industry. Partners will represent each other's job seekers as well as their own when communicating and recruiting business customers. One-on-one recruitment and customer relations meetings will take place. This will require goals that are cross-cutting funding streams. The Board will measure business success indicators for market penetration rates and repeat customer rates for the first six months to establish a baseline and then provide a goal to the Business Engagement Network to exceed the initial baseline on a quarterly basis. The Board's Business Engagement Network which includes business representatives from Southern Maryland's forecasted in-demand industries, will review the progress of the Business Engagement Network and provide advice and guidance on recruitment considerations.

The Southern Maryland Workforce Development Board recognizes that Unemployment Insurance claimants are a reasonable and logical pool of workforce system participants that could benefit from other JobSource partner services and activities. Unemployment Insurance will be included in the system orientation. Unemployment Insurance staff will be encouraged to have its claimants view the system orientation and provide each recipient with information on how to access other JobSource services. Coordination efforts will be negotiated in the Memorandum of Understanding process.

American Job Center partner staff will be trained in assisting customers with unemployment insurance. Staff will be trained on appropriate referrals. Details of the coordination will be included in the local Memorandum of Understanding.

F) A description of how the Local Board will ensure jobseekers have a role/voice in the Board's decision-making process and in informing the services the Local Area provides.

The Southern Maryland Workforce Development Board has representation from a diverse number of community-based organizations and public-sector entities that provide input from their targeted clientele on a regular basis. In addition, customer satisfaction surveys are used to identify areas for improvement and services and activities that need to be enhanced or established.

G) A description regarding the implementation of initiatives such as EARN Maryland, apprenticeship, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, integrated education and training, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of businesses in support of the strategy described in Section 1.

Business services and strategies are a key ingredient to the Southern Maryland Workforce Development Area. Initiatives related to helping business and industry get skilled workers are a priority. Adult, Dislocated Worker, and Older Youth Title I training

funds will focus on industries and occupations identified as in-demand during the life of this plan. The Workforce Board Director may approve other types of training when appropriate. Should a shift in forecasted growth industries occur, the local plan will be modified to reflect the new reality.

Southern Maryland Workforce Development Board has active involvement of forecasted in-demand industries that have participated in and helped with the various models in the local area including EARN and identifying apprenticeship opportunities.

One example of the sector partnerships in Southern Maryland is the Health Care Industry Partnership. Tri-County Council was awarded an EARN Planning Grant by MD Labor to convene the Southern Maryland Healthcare Industry Alliance, a strategic industry partnership (SIP). Three forums were held bringing together a diverse group of healthcare providers including hospitals, doctors' offices, long term care, assisted living and adult medical daycare facilities. Additional SIP members include TCCSMD, College of Southern Maryland, K-12 Education, Adult Basic Education, Chambers of Commerce, and Economic Development Organizations. The healthcare industry partners identified short- and long-term workforce needs and unanimously agreed that, with EARN Maryland funds, critical short-term needs could be addressed with the implementation of a ten-module training plan that includes technical, soft skills, and job readiness training. These modules focus on individuals with barriers, Veterans, and incumbent workers.

Incumbent workers also benefit in Southern Maryland through the Maryland Business Works training program. 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 are industry-focused and employer-based, targeting small business.

JobSource will continue to research and work with economic development, educational institutions, and labor unions to identify pre-apprenticeships and registered apprenticeship opportunities. The Southern Maryland Workforce Development Board will request that a speaker from the State's Apprenticeship Unit present to the Board and partners at a Southern Maryland Workforce Development Board meeting to assist in identifying specific strategies.

Economic Development partners will be apprised of the availability of Employee Training Grant, a WIOA Incumbent Worker Program, as well as On-the-Job Training, and Customized Training that can assist eligible existing workers and eligible new hires in building the necessary skills and knowledge to benefit the employers and provide a career path for workers. The Business Engagement Network will include these initiatives in their outreach and recruitment packages that will be used for business development. Southern Maryland has been successful in the area of Computer

Systems Design, Computer Programming in assisting with up-skilling current staff. \$80,899 was spent on 13 companies and 66 employees in our Employee Training Grant. Most participants in this program acquired a certification that enabled each to gain a larger salary and enabled the business to acquire more contracts.

Sector Partnerships will play an intricate role in identifying career paths and the skills and knowledge needed to be proficient in the existing and emerging in-demand industries and occupations.

All stakeholder partners comprised of workforce, education, economic development and other business resource related organizations and industry representatives participate in the 2020 formed Construction Sector Industry Partnership that is led by College of Southern Maryland. Pre-apprenticeship readiness safety courses, along with incumbent training for safety supervisors, are a result of the partnership. The trainings are targeted to at-risk youth ages 18 thru 24 and adults. The effort is promoted by all participating partners and through a series of Construction Industry 101 events led by an industry leader of the group. Interested individuals learn about the industry as a whole, including compensation and the career pathway chosen. The funding for this is made available through an EARN (Employment Advancement Right Now) Grant from the State of Maryland.

The Construction Sector Industry Partnership's first EARN grant was to train 61 individuals across these classes:

- ATSSA Flagger Certification
- First Aid and CPR
- OSHA 10 Hour Construction Education Card
- CSM Apprentice Certification
- Excavation Safety
- Confined Space Entry (for entry level positions)

The Safety Supervisor Certificate Program, designed for incumbent workers, consists of:

- OSHA 20 Hour Construction Education Card
- Job Safety Analysis
- Injury Prevention Awareness for Supervisors and First-Line Supervisor Course

The College of Southern Maryland has acquired additional funding through EARN from the State of Maryland to continue to support training in construction. The TriCounty Council along with the other partners will continue to participate on this SIP.

Integrated Employment and Training are jobs held by people with disabilities in typical workplace settings where the majority of persons employed are not persons with disabilities. Participants earn at least minimum wage and are paid directly by the employer. As a Core Program Partner, Division of Rehabilitation Services works with

American Job Center Partners to provide guidelines on referrals and where possible participate in co-enrollment with the Title I Adult or Older Youth Programs. Co-enrollments will leverage financial and career planning resources and provide the participant a more diverse array of services. The system orientation will include information regarding Integrated Employment and Training and the Business Engagement Network.

The Southern Maryland Workforce Development Board has a Chamber of Commerce representative on the Board from St. Mary's County that will assist in identifying business intermediaries throughout the three-county region. Business intermediaries will be apprised of the work of the Business Engagement Network and will help identify contacts for existing and emerging in-demand industries and occupations.

H) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with economic development activities carried out in the Local Area in which the Local Area (or planning region) is located, and promote entrepreneurial skills training and microenterprise services.

Economic Development is active in the local workforce system and assists in discussing and formulating strategies to serve business and industry effectively and play an important advisory role in the development of the local plan including input regarding existing and emerging industries and occupations that are forecasted to be in-demand during the upcoming four years.

Economic development representatives and chambers of commerce will participate in collecting information from business customers regarding the skills and knowledge they are looking for to fill entry level and middle skill jobs in the in-demand occupations. This may be done in the form of an electronic survey to their business and industry contacts. This survey will be conducted after the sector partnership for each in-demand industry and occupation has convened and provided the career path flow that will inform the appropriate industries and occupations to survey. Economic Development will be involved in the Sector Partnership meetings.

St. Mary's County Economic Development will provide a training session to JobSource partners on what they do and how the workforce system and Economic Development can work together. They also committed to assisting JobSource with identifying job-shadowing opportunities for jobseekers. In addition, St. Mary's County Economic Development has recommended that individuals wanting to start a business should initially meet with a counselor from the Small Business Resource Center that is co-located with the Department of Economic Development in Leonardtown. Classroom space is available to the workforce system if needed at the Leonardtown Small Business Resource Center.

JobSource co-sponsored an entrepreneurial skills program called PROJECT OPEN DOORS in partnership with the Small Business Development Center Southern Region, Tri-County Council for Southern Maryland, College of Southern Maryland, and the Rural Maryland Council. The program was a boot camp to help individuals with tools, resources, and support to launch a small business.

PROJECT OPEN DOORS;

modeled after the United States Department of Labor's Project GATE (Growing America Through Entrepreneurship) is a collaboration between the Southern Maryland Job Source and the Maryland Small Business Development Center (SBDC), Southern Region. PROJECT OPEN DOORS provides self-employment training, one-on-one counseling and business planning support to eligible participants.

Self-employment promotes both workforce development and economic development for the local economy. In difficult economic times self-employment is a viable option for those highly skilled, highly motivated individuals who have the talent, time and resources needed to start a business.



HOW IT WORKS:

10 future business owners will participate in an intensive, hands-on business development boot camp that provides tools, resources and supports strategically aligned to accelerate the path to business ownership and success.

Participants will learn how to build a profitable business and avoid common mistakes that lead to frustration and possibly failure. SBDC Strategic Growth Plan* is specifically designed to be used as the road map by the owner.

The plan will be developed in five planning phases:

- A. affirming Dreams (goals)
- B. understanding Obstacles & Opportunities
- C. identifying Resources, and
- D. outlining Steps with in a critical path.

This becomes the acronym DOORS® and is the foundation of our approach. Participants will also work on a loan proposal that will demonstrate ability to repay a proposed loan. Our objective is to share with the participants SBDC's secrets of presenting a proposal to a lender.

INFORMATION SESSIONS | AUGUST 24 & 26, 2020

Date	Time	Class	Campus	Instructor
8/24	6:00pm - 8:00pm	Project Open Doors Info Night	via ZOOM	Pam W.
8/26	11:00am - 1:00pm	Project Open Doors Info Night	via ZOOM	Pam W.

TRAINING SESSIONS | SEPTEMBER 12, 2020 - DECEMBER 3, 2020

Date	Time	Class	Campus	Instructor
9/12 & 9/19	8:30am - 5:30pm	Saturdays Accelerator Launch	via ZOOM	Russell Teter
9/24	6:00pm - 8:30pm	Developing Your Business Plan (pt. 1)	via ZOOM	Wynne Briscoe
10/1	6:00pm - 8:30pm	Developing Your Business Plan (pt. 2)	via ZOOM	Wynne Briscoe
10/8	6:00pm - 8:00pm	Building Your Brand	via ZOOM	TBD
10/15	6:00pm - 8:00pm	Prepare, Pitch & Pivot	via ZOOM	Wynne Briscoe
10/22	6:00pm - 8:00pm	Marketing Essentials	via ZOOM	TBD
10/29	6:00pm - 8:00pm	Financing Your Small Business	via ZOOM	TBD
11/5	6:00pm - 8:30pm	Legal & Records Management	via ZOOM	TBD
11/12	6:00pm - 8:30pm	Legal & Records Management	via ZOOM	TBD
11/19	9:00am - 3:00pm	Quickbooks	via ZOOM	TBD
12/3	6:00pm - 8:00pm	Program Wrap Up (Bus Consult)	via ZOOM	TBD

ALL TRAININGS ARE COMPLETELY VIRTUAL - First Annual "POD Pitch" Competition 12/07/2020 - One Winner receives \$500 towards business startup. You must register for Information Sessions by sending email stating your interest to: pwillkerson@tccsmd.org

OPEN FOR BUSINESS:

// At the conclusion of the 10 week training program you will have all the information you need to launch your new business and file for incorporation with the State of Maryland.

// SBDC consultants will continue to help you in all phases of your business growth and development.

Additional free and low-cost in person and online training is available to help with supporting the growth of your business.

For more information, please contact: Pamela Wilkerson, Project Lead on 301.444.6404 or email pwillkerson@tccsmd.org

JobSource will continue to pursue entrepreneurial partnerships.

1) A description of how the Local Board will leverage and coordinate supportive services in the delivery of workforce development activities carried out in the Local Area. Specifically, the Local Plan should address how the Local Board will work with Local Management Boards and other providers to deliver supportive services to jobseekers

The Southern Maryland Workforce Development Board has a supportive service policy specifying that supportive services are those services necessary to enable an individual to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act. Supportive services are only provided to individuals who are active participants in individual career services or training services and are not able to access supportive services through any other source. Participants must require the supportive service in order to participate in the program.

The Board encourages supportive services be provided from existing services in the area by partner agencies or other provider sources. When these services are not available, or are not the most effective or responsive to the job seeker's needs, Workforce Innovation and Opportunity Act funds will be used according to the Board's local policy.

Supportive services are approved on an individual basis when determined necessary and reasonable. Types of supportive services that may be approved include transportation, child care, dependent care, emergency housing, work clothing or uniforms, licensing or testing fees, medical and healthcare needs, and other items as deemed necessary to participate in the workforce programs.

The emphasis on co-enrollments for Title I Adults, Dislocated Workers, and Youth Programs will provide an opportunity to leverage resources and coordinate supportive service efforts across eligible funding streams. The Interagency Career Planning Team will work together in their regular meetings to identify and discuss opportunities for co-enrollments and corresponding contributions toward workforce activities and supportive services.

In addition, JobSource works with the Local Management Boards in Southern Maryland Workforce Development Area on services needed for Disconnected Youth.

- In Calvert County, Calvert County Family Network (CCFN) is the Local Management Board. It operates by partnering with county leadership, public and private agencies and businesses to build communities in which all children and families thrive.
- In Charles County, Charles County Advocacy Council for Children, Youth, and Families is the Local Management Board and is responsible for developing a comprehensive array of human services for all children, youth, and families in Charles County as well as monitoring and evaluating contracts for services, outcomes, and results provided by the County and private human services.

With the exception of advocacy and information, the agency does not provide human services directly but contracts with public and private agencies to provide a variety of services for which the agency has received funding. Funding for programs offered through the agency originate from the Governor's Office for Children, the Maryland State Department of Education, and the Department of Juvenile Services.

The overall mission is to improve the quality of life for Charles County children, youth, and families by ensuring that human service programs are plentiful, accessible, and excellent. Working with citizens, government, public and private human service agencies, the Local Management Board strives to make Charles County a better place by aligning our focus with the Maryland's Results for Child Well-Being.

- In St. Mary's County, the Local Management Board coordinates a system of local services for St. Mary's County children, youth, and families (Code Human Services Article, secs. 8-301 through 8-305). Health, education, social and justice services are provided to young people who may be moved from their home because of abuse, neglect, delinquency, or special needs. In the community, the Board coordinates services so that children, placed in programs out-of-state, may be helped closer to home.

J) A description of how the Local Board intends to provide a greater business voice in the delivery of workforce development activities carried out in the Local Area. The description should include how the Local Board will engage businesses on decisions regarding the type and content of training activities.

As is required in the Workforce Innovation and Opportunity Act, the Southern Maryland Workforce Development Board is comprised of at least 51% private business representatives and is chaired by a private sector businessperson, Michelle Nicholson of



the Polaris Project. Ms. Nicholson is also a private sector businessperson. The Southern Maryland Workforce Development Board has put in place a Business Engagement Network to tap into local business and industry leaders to identify human capital needs and emerging employment opportunities. This effectively directs training resources to sector strategies and career pathways that will result in a skilled workforce and create maximum economic value. The Committee is chaired by the

Charles County Economic Development Representative.

The Southern Maryland Workforce Development Board expects that the sector partnerships that comprise small and large business leaders from the in-demand industries and occupations will take the lead regarding identifying career paths and the skills and knowledge needed to be proficient in the industries and occupations

identified. Along with the Business Engagement Network, the sector partnerships analyze the gaps between what business needs and expects versus the skills and knowledge of the workforce participants and will work closely with local educational partners to create training credentials and certifications and with employers to identify work-based learning opportunities. Union representatives are involved in union-relevant industries and occupations.

The Southern Maryland Workforce Development Board is considering establishing a balanced scorecard metrics that would provide a format to analyze success ratios of each eligible training provider in terms of participant engagement including but not limited to:

- Receipt of a credential or certification in an in-demand industry and occupation
- Receipt of a job
- Receipt of a job in a training related in-demand industry and occupation
- Six Month Retention in a job
- Six Month Retention in a training related in-demand industry and occupation
- Median wage at job entry comparable to the local negotiated level
- Entry into a more advanced course of study to achieve progress towards a career path goal

The Business Engagement Network will review employer placements. Business customers utilizing work-based learning opportunities that are intended to result in a job will be monitored according to the same criteria as eligible training providers. This will include on-the-job training, customized training, and incumbent worker training opportunities. An employer who has had three (3) or more placements in a program year and has a track record of not meeting the negotiated levels will not be able to participate for a period of six (6) months at which time the situation will be evaluated and a recommendation to the full Board made by the Business Engagement Network.

Business success indicators will be tracked on the balanced scorecard including market penetration rates for forecasted in-demand industries as well as loyal customer or repeat customer rates. A baseline will be established in the first six months starting July 1, 2021 with subsequent quarterly reports to track progress toward expanding services to business customers.

K) A description of how the Local Board will promote and cultivate industry-led partnerships, such as career pathway, Registered Apprenticeships, and EARN Maryland, in the delivery of workforce training opportunities.

Economic Development along with other core partners and community partners like the SBDC, Chambers, CTE, and Industry (the Southern Maryland Workforce Committee

participate in a sector partnership involving computer programming, systems design and other related services. They are mostly DOD contractors. We felt it important to focus specifically on these training programs because DOD clients provide a huge jolt to the Southern Maryland economy. The sector partnership has four different work groups that target the four main problems within the industry: security clearances, training and certifications, career pathways and apprenticeship. The group meets quarterly. A plan that was developed for high school students and used successfully in another region is proposed for the Southern Maryland area. It helps students understand how their choices can impact employment where a security clearance is required. The apprentice group will be discussing three strategies: co-ops, internships, and apprenticeships.

The Board's Business Engagement Network, chaired by an Economic Development Representative, will work closely with the sector partnerships to identify the needs and expectations of business and industry and to analyze the skills and knowledge workforce participants currently have. Gaps between what is needed and what is possessed will provide evidence of the types of training that will need to be developed by the educational institutions or through apprenticeship and other industry-specific credentials.

Southern Maryland will revisit the Healthcare Industry Alliance in the 2nd quarter of 2021. Healthcare is changing and Southern Maryland held an Industry Town Hall to discuss changes. We will continue to identify opportunities for additional Industry Town Halls to assist with the development and/or enhancement of sector partnership activities.

Southern Maryland Workforce Development Board has active involvement of forecasted in-demand industries that have participated in and helped with the various models in the local area including EARN and identifying apprenticeship opportunities. Employers participating have included:

- Advanced Vision Systems, Inc.
- ASEC, Inc.
- Chaney Enterprise
- Chesapeake Apothecary, LLC
- Community Bank of Chesapeake
- MedStar Shah Medical Group
- Naval Systems, Inc.
- SMI General Contractors
- University of Maryland Charles Regional Medical Center
- Witte Hospitality 3:23, Inc.

L) A description of the role (if any) of local faith or community-based organizations in the local workforce development system.

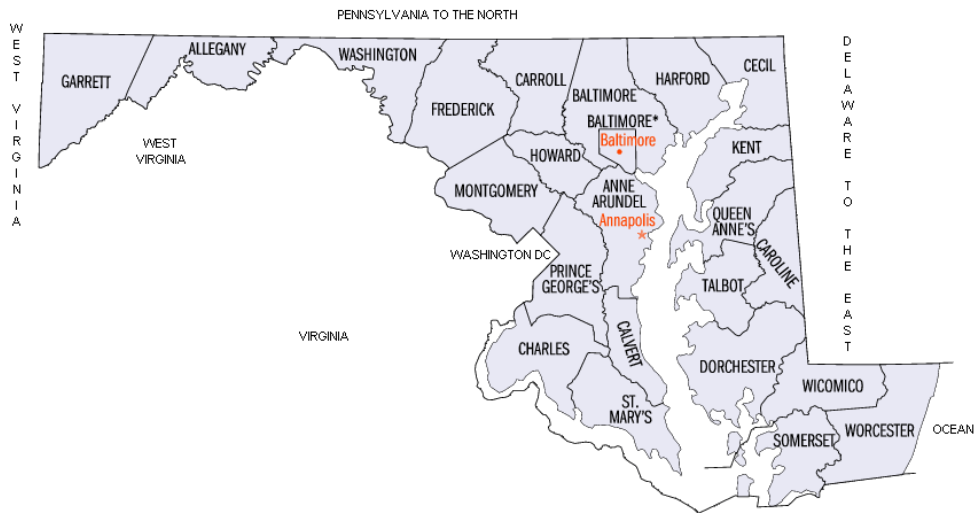
Community-based and faith-based organizations are part of the fabric of the communities served by the Southern Maryland Workforce Development Board. These organizations provide essential wrap-around services to individuals with barriers to getting and keeping a job and offer opportunities for outreach and recruitment.

JobSource will work with community-based and faith-based groups to identify opportunities for collaboration including assistance with supportive services and non-financial cooperative agreements in regard to serving hard-to-serve populations through job clubs or other workshops.

SECTION 4: American Job Center Delivery System

- A. List the American Job Centers in your Local Area, including address and phone numbers. Indicate the One-Stop Operator for each site and whether it is a comprehensive or satellite center.**

The Southern Maryland Workforce Development Area is comprised of three counties: Calvert, Charles, and St. Mary's.



There are three (4) American Job Centers in the Southern Maryland Workforce Development Area and one (1) mobile unit.

1. Charles County Southern Maryland JobSource
175 Post Office Road, Waldorf, MD 20602
Telephone: 301-645-8712
Fax: 301-645-8713
Email: dlwdalcharlescountyjs-LABOR@maryland.gov
Comprehensive American Job Center
One-Stop Operator: Tri-County Council for Southern Maryland



2. St Mary's County Southern Maryland JobSource

21795-F N. Shangri-La Drive,
Lexington Park, Maryland 20653
Telephone: 301-844-6404
Fax: 240-237-8384
Email: stmarysajc@tccsmd.org
Satellite American Job Center
One-Stop Operator: Tri-County Council for Southern Maryland



3. Calvert County Southern Maryland JobSource

District Court Building, 1st Floor, Suite 1900
Prince Frederick, Maryland 20678
Telephone: 443-550-6728
Email: pfajc@tccsmd.org
Satellite American Job Center
One-Stop Operator: Tri-County Council for Southern Maryland



4. Youth & Young Adult Southern Maryland JobSource

50 Post Office Road, Suite 103
Waldorf, MD 20602
Telephone: 301-374-8199
Email: yayacenter@tccsmd.org
Satellite American Job Center
One-Stop Operator: Tri-County Council for Southern Maryland



1. Mobile JobSource American Job Center

Hans Welch
Mobile Career Center Coordinator
Hwelch@tccsmd.org
Telephone: 240-412-7804



The 38' MCC allows JobSource to offer a full array of career services for job seekers and businesses on-the-go. It features 11 computer workstations, smart board instructional technology, Verizon high speed internet access, exterior audio visual and broadcasting capabilities, workforce applications, and even free Wi-Fi connectivity. It is a self-contained vehicle equipped with telecommunications equipment capable of being deployed inside or outside of the vehicle. Job seekers and businesses are welcome to use the MCC's greeter workstation, resource area, employee workspace, and a confidential interviewing space. The MCC is ADA-accessible with a working wheelchair ramp providing access for individuals with limited mobility. It also serves as a resource to our area county governments in event of emergencies.

B. Customer Flow System - Describe the customer flow system and process used in the Local Area. This description should include eligibility assessment, individualized training plans and case management.

Front Door of an American Job Center: (left to right)

Welcome	Referral Kiosk or Paper Version	Initial Verbal Screening	Maryland Workforce Exchange Registration	System Orientation Video	Basic Career Services	Program Referral Internal or External
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Internal Referral within American Job Center: (left to right)

Program Screening/Eligibility/Readiness/Assessment	Program Orientation	Individual Service Goals ³	Services and Activities	Training	Exit	Follow-up
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External Referral Access Points: (left to right)

Note: each funding source has its own unique customer flow but agrees at a minimum to include the following at the appropriate time to their consumers/clients/customers

Welcome	Initial Verbal Screening ⁴	System Orientation Video	Program Orientation	Program Screening/Eligibility/Readiness/Assessment	Individual Service Goals ⁵	Register in Maryland Workforce Exchange <i>If appropriate</i>	Training	Exit	Follow-up
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Jobseekers, youth, and workers may access the workforce system at the comprehensive American Job Center, a satellite American Job Center, the mobile American Job Center, Division of Rehabilitation Services, Department of Social Services, or Adult Education and Literacy. A “no-wrong door” approach agreed upon by the partner agencies provides agreed upon steps in each of the access points as shown in the diagrams above. The partners have created an initial screening tool that is comprised of some basic questions that provide an indication of whether the individual may be a potential candidate for another Core Program Partner. If the initial screening identifies a potential partner referral

³ Would this individual benefit from referral to another program for co-enrollment?

⁴ Refer individual elsewhere if he/she needs different services or if services are not currently available with this partner due to conditions such as lack of funds.

⁵ Would this individual benefit from referral to another program for co-enrollment?

may be helpful then the referral process negotiated by each partner agency is triggered. The Partner Convening Group created a system orientation for use at each access point in the form of a video. The system orientation provides information on the diverse array of options that may be available. Next, basic career services may be provided by the Center first accessed or a partner agency or an individual may be referred to an American Job Center to utilize the resource room if access is somewhere other than an American Job Center. Program screening is conducted by the respective partner and includes assessments. A unique program specific orientation for the services he or she will be enrolled in is provided by each partner. Funding streams provide appropriate program services.

Partners will meet regularly to review enrollment information and discuss co-enrollment possibilities and procedures. During these meetings, if co-enrollments are in place, exit information will be coordinated. For Title I Adult, Dislocated Worker, and Youth the Individualized Career Services will include an Individual Employment Plan or Individual Service Strategy. Career planning begins at enrollment onto a partner program. The partners in the Southern Maryland Workforce Development Area will be promoting co-enrollments when it is advantageous for service options to the client and to leverage resources.

C. A description on the process the Local Board intends to provide for the solicitation and selection of a One-Stop Operator as identified in Section 107 of WIOA.

Consistent with section 121(d) of the Workforce Innovation and Opportunity Act, the Southern Maryland Workforce Development Board, with the agreement of the Chief Elected Officials shall designate or certify one-stop operators and may terminate for cause the eligibility of the provider selected.

Selection of the One-Stop Operator will be through a competitive process and shall be a public, private, nonprofit, or consortium of entities comprised of three (3) or more American Job Center partners. The selected One-Stop Operator will have demonstrated effectiveness and will be located in the local area. Examples of organizations that may competitively apply include: institutions of higher education, employment service State Wagner-Peyser Act agencies, community-based organizations, nonprofit organizations, private-for-profit entities, government agencies, local chambers of commerce, business organizations, labor organizations, career and technical education schools, and other interested organizations or entities. Elementary schools and secondary schools shall not be eligible for designation or certification as a One-Stop Operator.

Organizations applying for One-Stop Operator designation must disclose any potential conflicts of interest arising from the relationships with other service providers. The selected One-Stop Operator(s) may not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-

term services, such as intensive employment, training and education services. And, the selected One-Stop Operator(s) must comply with Federal regulations and procurement policies related to calculation and use of profits.

The Southern Maryland Workforce Development Board will consider proposals that have direct costs associated with providing the One-Stop Operator roles and responsibilities, and proposals that have costs incorporated within other on-site service provider activities and no direct One-Stop Operator budget.

To ensure there is no conflict of interest or perceived conflict of interest, the Southern Maryland Workforce Development Board will contract with an independent consultant to facilitate the procurement process. The Executive Committee of the Southern Maryland Workforce Development Board will work directly with the independent consultant to develop a request for proposal and evaluation tool. No workforce system service provider or potential service provider will be involved in the development of the request for proposal or the selection process. In the event only one proposal is received, the Southern Maryland Workforce Development Board will proceed with sole source procurement with the approval of the Chief Elected Officials.

The One-Stop Operator procurement will comply with legislative requirements and will be done at least every four years as required.

D. A description of how the Local Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local businesses, and workers and jobseekers.

The programs provided through Title I of the Workforce Innovation and Opportunity Act are tied to negotiated common performance measures. Continued success and funding are directly related to meeting or exceeding the negotiated performance levels.

The Southern Maryland Workforce Development Board is considering establishing a balanced scorecard metrics that provides a format to analyze success ratios of each eligible training provider in terms of participant engagement including but not limited to:

- Receipt of a credential or certification in an in-demand industry and occupation
- Receipt of a job
- Receipt of a job in a training related in-demand industry and occupation
- Six Month Retention in a job
- Six Month Retention in a training related in-demand industry and occupation
- Median wage at job entry comparable to the local negotiated level
- Entry into a more advanced course of study to achieve progress towards a

career path goal

Eligible training providers will be trained on the negotiated common performance measure requirements. Providers that do not meet or exceed the requirements will be asked to create a continuous improvement plan that will be approved and monitored by the Southern Maryland Workforce Development Board for progress. Continued failure to meet negotiated requirements may result in discontinuing the respective training option(s).

Eligible Training Providers for classroom training will comply with Maryland's policy and be listed on the statewide Eligible Training Provider List.

Southern Maryland Workforce Development Board has a Business Engagement Network that includes in-demand industry representatives who are on the Board.

The Business Engagement Network will review employer placements. Business customers utilizing work-based learning opportunities that are intended to result in a job will be monitored according to the same criteria as eligible training providers. This will include on-the-job training, customized training, and incumbent worker training opportunities. An employer who has had three (3) or more placements in a program year and has a track record of not meeting the negotiated levels will not be able to participate for a period of six (6) months at which time the situation will be evaluated and a decision made by the Business Engagement Network.

E. A description of how the Local Board will facilitate access to services provided through the American Job Center delivery system, including in remote areas, through the use of technology and through other means.

Access to services will be achieved through a variety of mechanisms starting with training all Core Program Partners on registering individuals in the Maryland Workforce Exchange, providing workforce system initial screening questions, and offering the system-wide orientation developed by the Partner Convening Group. This "no wrong door" concept allows multiple and varied access points.

Technology is encouraged throughout the Workforce Innovation and Opportunity Act. Information will be provided on all Core Program Partner websites on services that are available via the web. Information on how to access web resources will be provided via the system orientation and through outreach and recruitment materials.

For remote access, JobSource has a mobile American Job Center. Many Southern Maryland Workforce Development Area citizens residing in the more remote communities of the region are severely limited in their ability to access the employment and training services made available by Federal funding at the American Job Centers in Prince Frederick in Calvert County, Waldorf in Charles County, and

Lexington Park in St. Mary's County. Since the services at these Centers are meant to benefit all citizens, an innovative and cost-effective means was designed to take the services to the individuals, regardless of where they are.

The Tri-County Council for Southern Maryland purchased this mobile unit in 2009 with U.S. Department of Labor funding from the American Reinvestment and Recovery Act. The greatest single benefit of the mobile unit is its ability to provide employment and training services in the more rural and remote communities of the Southern Maryland Workforce Development Area where transportation is difficult or nonexistent for individuals to attend one of the "bricks and mortar" American Job Centers. In the one-year period covering July 1, 2015 to June 30, 2016, the mobile unit served 1,667 Southern Maryland Workforce Development Area residents who would otherwise have been unable to take advantage of these services, positively impacting both job creation and retention.

The mobile unit is a 38' converted RV equipped with telecommunications equipment and information technology capable of being deployed inside or outside of the vehicle. It offers a full array of employment, reemployment and employer services. The mobile unit contains 11 computer workstations and one computer server with the ability to accommodate additional users utilizing wireless laptops, and all have Internet access. It is able to respond to private, public and workforce related needs including: rapid response sessions (business closings) and workforce reductions; trade shows, job fairs and expositions; targeting youth and elder services at schools, senior centers, and churches; serving incarcerated individuals soon to be released; serving those with disabilities via the mobile unit's wheelchair lift; visiting employer organization meetings, and providing tutorial and workforce skills training.

The mobile unit allows JobSource to work with partner agencies, community-based organizations, government, faith-based organizations, high schools, providers of post-secondary and adult education, and businesses. The partners include, but are not limited to:

- All job fairs in the region, sponsored by numerous organizations and communities for various clients – general public, youth and young adults, veterans, NAACP, disabled, etc.
- The College of Southern Maryland-all three campuses plus the Center for Trades and Energy Training where we work with students in the JOBS grant which trains young ex-offenders in construction trades.
- Farming 4 Hunger at Serenity Farm, working with the inmates interning there.
- 10 local libraries on a regular basis.
- 3 homeless shelters.
- Centers for those recovering from drug and alcohol abuse.

- Detention centers and centers for newly returning citizens.
- Food pantries.
- Community centers in remote locations – Callaway, Nanjemoy, Bel Alton, Newberg, Piney Pt. etc.
- Green Expo held annually at Annemarie Garden.
- On Track to Recovery at Calvert High School.
- Division of Rehabilitation Services.
- Leadership Southern Maryland – Economic and Workforce Development Day.
- Homeless Resource Day.
- Hispanic Resource Day.
- Youth and Young Adults Resource Day.
- Festivals and County Fairs.
- Others as the need arises.

Adult students are able to access the mobile unit to use the resource room and other services throughout the three-county area.

F. A description of the roles and resource contributions of the American Job Center partners.

American Job Center Core Program Partners will be negotiating and signing a Memorandum of Understanding along with Required Partners that include roles and resource contributions.

Fundamentally, partners have agreed to pay a square footage amount for direct space used in the Centers and the corresponding percentage of common areas. Each partner will provide their own materials and program specific equipment. Partners who will be “visiting” with regular office hours on a part-time basis may provide resources in the form of in-kind contributions such as shared staff for workshop trainers, resource room coverage, or front-desk coverage.

A service mapping exercise was conducted to identify basic career services, individualized career services, and training services each partner offers. The exercise included age group served, targeted populations, and eligibility requirements. This exercise provides an opportunity to coordinate like services and to tap into partner services through co-enrollments.

1. The updated Memorandum of Understanding and Resource Sharing Agreement will provide an up-to-date reference for partner roles and responsibilities. Local workforce system partners have agreed on a Memoranda of Understanding and Resource Sharing Agreements that can be found at <https://secureservercdn.net/45.40.152.13/s8v.f13.myftpupload.com/wp-content/uploads/2021/09/Southern-Maryland-MOU-2021-2023-Final.pdf>.

G. A description of how the Local Board will use Individualized Training Accounts based on high- demand, difficult to fill positions identified within local priority industries identified in Section 1(A).

Individual Training Account approvals will consist of eight steps that are required to be documented:

- 1) Is the applicant eligible to participate?
- 2) Are funds available?
- 3) Is the proposed training on the Eligible Training Provider List?
- 4) Is the proposed training an existing or emerging in-demand industry and occupation?
- 5) Is the applicant suitable for the selected training?
- 6) Does the training lead to a credential or certification, or provide a step in a career pathway plan on the Individual Employment Plan?
- 7) Is the cost and length of training in compliance with Southern Maryland Workforce Development Board policy?
- 8) Has the Eligible Training Provider met performance metric requirement or working through a continuous improvement plan?

This local policy took effect on July 1, 2017 due to work Sector Partnerships must complete in order to identify existing or emerging in-demand industry and occupation details and career pathway flows.

Currently, training covering Construction, Healthcare, and Professional Services will be approved as well as Retail/Hospitality as a steppingstone to advance toward a career path that involves one of the three sector groups chosen by the Southern Maryland Workforce Development Board as priority in-demand industries and occupations. The Workforce Director may approve other industry focused training when it is deemed appropriate for the job seeker and may extend the 12-month period for training when it is deemed appropriate.

H. A description of how the Local Board will provide priority of service that conforms to the State Plan. This should include a description of additional local requirements or discretionary priorities including data to support the need and how the local requirement or discretionary priorities will be documented and implemented for the Adult program.

To participate in the WIOA Adult Program, an individual must meet the following eligibility requirements:

- . 18 years of age or older;

- . U.S. citizen or non-citizen authorized to work in the U.S.;
- . Meet Military Selective Service registration, if applicable

WIOA Target Populations & Priority of Service

For WIOA Title I Adult Program employment and training services, local workforce areas must provide priority of service to individuals in the following target populations, in accordance with the Act, the State Plan, and the approved Local Plan.

Target Populations: Individuals with Barriers to Employment

- Displaced Homemakers
- Eligible Migrant and Seasonal Farmworkers
- Ex-offenders
- Homeless individuals
- Individuals facing substantial cultural barriers
- Individuals with disabilities, including youth with disabilities
- Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act
- Individuals who are English language learners
- Individuals who are unemployed, including the long-term unemployed
- Individuals who have low levels of literacy
- Individuals without a high school diploma
- Low income individuals (including TANF and SNAP recipients)
- Native Americans, Alaskan Natives, and Native Hawaiians
- Older individuals
- Single parents (including single pregnant women and non-custodial parents)
- Veterans
- Youth who are in or have aged out of the foster care system

Maryland is committed to ensuring its target populations are able to access the WIOA system on a priority basis. For the WIOA Title I Adult Program, priority must be provided in the following order:

1. First, to veterans and eligible spouses who are included in the groups given statutory priority for WIOA Adult formula funding. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient receive first priority for services with WIOA Adult formula funds for individualized career services and training services.
2. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA Adult formula funds.
3. Third to veterans and eligible spouses who are not included in WIOA's priority groups.

4. Fourth, priority populations established by the Governor and/or Southern Maryland Workforce Development Board.
5. Last, to non-covered persons outside the groups given priority under WIOA.

Basic Skills Deficient

For purposes of this policy the definition of basic skills deficient is an individual that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society (Workforce Innovation and Opportunity Act Section 3[5]).

<i>Criteria used to determine whether an individual is basic skills deficient:</i>	
Criteria Used	Documentation Required
Lacks a high school diploma or high school equivalency and is not enrolled in secondary education	Self-attestation
Enrolled in a Title II Adult Education/Literacy program	School records or verification from school official
English, reading, writing, or computing skills at an 8.9 grade level or below	Results of academic assessment
Determined to be limited English-skills proficient through staff-documented observations	Case note clearly demonstrating staff assessment of English skills
Lacking computer literacy defined as: non-technical knowledge of computers and how to use them; familiarity and experience with computers, computers, software, and computer systems	Case note clearly demonstrating staff assessment of computer skills or self-attestation

Low income

An individual that meets one of the four criteria below:

- A. Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the supplemental nutrition assistance program, temporary cash assistance, supplemental security income program, or state or local income-based public assistance.
- B. In a family with total family income that does not exceed the higher of the following: the poverty line; or 70% of the Lower Living Standard Income Level.
- C. A homeless individual.
- D. An individual with a disability, whose own income does not exceed the income requirement, but is a member of a family whose total income does (WIOA Section 3[36]).

Public Assistance Recipient

An individual that receives federal, state, or local government cash payments for which eligibility is determined by a needs or income test (WIOA Section 3[50]).

Self-Attestation

When a participant states his or her status for a particular data element, such as low income, and then signs and dates a form acknowledging this status. The key elements for self-attestation are:

- The participant identifying his or her status for permitted elements; and
- Signing and dating a form attesting to this self-identification. The completed self-attestation form with signature remains part of the eligibility verification and must be filed in the participant’s case file.

Note that self-attestation is not to be used as the primary method of gathering documentation to verify data elements. Self-attestation as a documentation source is only to be used when the preferred options of paper documentation or third-party corroboration are not available.

Basic career services are not subject to priority of service. Individualized career services and training services are subject to priority of service.

Documentation for Adult Priority of Service	
Priority of Service Criteria	Acceptable Documentation
Recipient of public assistance	Cross-match with public assistance database Copy of authorization to receive cash public assistance Copy of public assistance check Medical card showing cash grant status Public assistance records Refugee assistance records
Low income	Alimony agreement Award letter from Veterans Administration Bank statements Compensation award letter Court award letter Pension statement Employer statement/contact Family or business financial records Housing authority verification Pay stubs Public assistance records Quarterly estimated tax for self-employed persons Social Security benefits

	Unemployment Insurance documents Self attestation as a last resort
Basic skills deficient	School records Results of academic assessment documented in case notes Self attestation as a last resort

In addition to veterans’ priority of service, recipients of public assistance, low-income individuals, and individuals who are basic skills deficient must be provided priority of service in accordance with TEGL 7-20. At least 75% of individuals enrolled in individualized career or training services in the Adult program will be from at least one of the priority groups mentioned above.

I. A description of how the Local Board will utilize funding to create incumbent worker training opportunities.

Southern Maryland Workforce Development Board has a business-led Business Engagement Network including representatives from forecasted in-demand industries.

The Business Engagement Network plays an essential role in identifying and creating incumbent worker training opportunities.

Incumbent Worker Training funds are used to help avert potential layoffs or to increase the skill levels of employees so they can be promoted within the company and create backfill opportunities for others.

The Southern Maryland Workforce Development Board may spend up to 20% of its Adult and Dislocated Worker funds on Incumbent Worker Training. A separate line-item budget will not be established until such time a project is funded so as not to tie up funds for other training opportunities for Adults and Dislocated Workers. However, when a project is approved tracking will begin to ensure the Southern Maryland Workforce Development Area does not exceed the 20% cap. A project funded by Title I Adult and Dislocated Worker funds can only reimburse for training expenses and on a cost reimbursement basis. An employer will be required to provide a minimum 50% match that may include worker wages during training.

First, when a potential Incumbent Worker Training project is identified, the Business Engagement Network will research the availability of Maryland Business Works funds. Maryland Business Works is an Incumbent Worker Training program funded by the Maryland Department of Labor in partnership with the Maryland Department of Commerce. The Business Engagement Network may assist employers in applying for these targeted funds that help small business with upgrading the skills of current employees while creating opportunities for new hires. In accordance with the Division of Workforce Development and Adult Learning (DWDAL)’s Policy Issuance 2021-02, “Maryland Business Works,” businesses must be responsible for 50 percent of the training

costs to be eligible for Maryland Business Works.

The Adult and Dislocated Worker service provider will recommend Incumbent Worker projects to the Board's Business Engagement Network. Each project will be reviewed on a case-by-case basis and determined if the Board will support a project from Title I funds, refer the employer to Maryland Business Works, or negotiate a collaborative effort. In ALL cases, a project being reviewed for participation in must meet the following criteria:

- Are funds available?
- Is the proposed training an existing or emerging in-demand industry and occupation?
- Is the applicant suitable for the selected training?
- Does the training lead to a credential or certification, or provide a step in a career pathway plan on the Individual Employment Plan?
- Has the employer met performance metric requirements or working through a continuous improvement plan?
- Is the employer matching a minimum of 50% toward the project costs?

Another resource available for incumbent worker training that is reviewed and agreed to by the private sector Business Engagement Network is the EARN Maryland funds. As previously indicated, the Southern Maryland Workforce Development Board will promote and cultivate industry-led partnerships through the establishment of sector partnerships that will be chaired by respective industry leaders. Construction is active currently. Each sector partnership will create entry-level through middle skills flow of career options to formulate logical career paths for jobseekers and incumbent workers to consider.

J. A description of how the Local Board will train and equip staff to provide excellent, WIOA- compliant customer service.

The Southern Maryland Workforce Development Board supports a customer-centric model for customer service and adopts Maryland's Customer-Centric Workforce System principles:

- **Engaging business** through a more collaborative and proactive strategy;
- **Providing excellent customer service** to businesses and individuals through improved customer intake processes and an increased focus on businesses and jobseekers as customers of the system;
- **Building an efficient workforce system** through staff training and information sharing, increasing collaboration, streamlining service delivery using a "systems approach" where necessary partner strengths are maximized, and improving customer flow and access;

- **Developing standards, policies, and procedures** to ensure the sustainability of best practice efforts throughout the State through: the integration of career pathway models in competitive grant applications; the implementation of continuous improvement plans for service delivery; the provision of technical assistance and best practice resources; the negotiation of local performance measures utilizing regression models, the expansion of apprenticeship opportunities in high-demand industries; and, through the establishment of a robust Eligible Training Provider List;
- **Ensuring a system that serves all and is accessible to individuals** through the development of clear guidelines outlining the process for managing and referring customers between and among partners; ensuring provision of culturally appropriate materials and services; implementing universal design practices; creating multiple access points to increase outreach; and to ensure that all jobseekers can access services.
- **Utilizing technology** to ensure a collaborative system through: the integration of technology and data sharing between WIOA Partners; enhancing functionality of the Maryland Workforce Exchange; the creation of metrics, process maps, and models; working towards full accessibility of websites and web presences for those with disabilities; and, implementing enhanced technologies that increase data sharing and access.

All JobSource partners will be provided training on the fundamentals of the principles at least annually. Customer service training will be provided annually. Processes and procedures will embrace the concept of customer input and feedback to help make improvements. Secret shopping will be conducted at least once annually to evaluate customer service from the eyes of the customer both in-person and via the telephone.

SECTION 5: Title I – Adult, Youth and Dislocated Worker Functions

(A) A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area.

The Southern Maryland Workforce Development Board wants to make available as many options for Individualized Career Services and Training as possible to allow a tailored unique experience based on client needs. This supports our customer-centric model. The local workforce system will not prescribe to “a one size fits all” mentality. The toolbox of opportunities will be extensive providing front-line workers and Business Engagement Network members a chance to individualize the workforce system experience and create a meaningful plan of action.

The assessment of the type and availability of these employment and training activities was conducted through a service mapping exercise performed by the Partner Convening Group. The services will not all be the role of the title I Adult and Dislocated Worker provider. In some instances, the services are Basic Career Services that one or more partner agencies may be assisting with. In other instances, such as Adult Education and Literacy, a Core Program Partner will provide the service. Adults and Dislocated Workers may be co-enrolled across partner programs to leverage resources and expand the menu options.

Therefore, the Southern Maryland Workforce Development Area will consider all Title I service possibilities on the options menu:

Basic Career Service: Basic Career Services must be made available to job seekers through WIOA or Wagner-Peyser. The services without program enrollment may include:

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services (typically provided by Wagner-Peyser staff within the Center), including—
 - Job search and placement assistance, and, when needed by an individual, career counseling, including—

- Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
- Provision of information on nontraditional employment; and
- Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;

Full enrollment in WIOA Youth or Basic enrollment in WIOA Adult or Dislocated Worker is required for the following services:

- Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
- Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
 - Job vacancy listings in labor market areas;
 - Information on job skills necessary to obtain the vacant jobs listed;
 - And Information relating to local occupations in-demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- Provision of performance information and program cost information on eligible providers of education, training, and workforce services by program and type of providers;
- Provision of information relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State’s Medicaid program and Children’s Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for TANF, and other supportive services and transportation provided through that program;
- Provision of information and meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation. “Meaningful assistance” means providing assistance:
 - On-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - By phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - The costs associated in providing this assistance may be paid for by the State’s unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

Individualized Career Service (also known as Enhanced Career Service): Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. Full enrollment into WIOA Youth, Adult or Dislocated Worker must be completed prior to receiving Individualized Career Services. Staff must use assessments to determine if individualized career services would be appropriate. These services include the following services, as consistent with program requirements and Federal cost principles:

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
 - Diagnostic testing and use of other assessment tools; and
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
- Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers;
- Group counseling;
- Individual counseling;
- Career planning, job coaching and job matching services;
- Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for training or unsubsidized employment;
- Internships and work experiences that are linked to careers (as described in § 680.180 for Adults in the Final Rule);
- Workforce preparation activities including job readiness if not combined with a training service described below. Activities will help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, or training, or employment;
- Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of the Final Rule;
- Out-of-area job search assistance and relocation assistance; and
- Information gathering on English language acquisition and integrated education and training programs. Adult education and literacy activities if not combined with a training service described below.

Training Services: Training services can be critical to the success of a participant transitioning to employment. There is no sequence of service requirement; therefore staff may determine training is appropriate at any time during enrollment. Program staff must

determine if appropriate, after an interview, evaluation or assessment, and career planning, that the participant:

- In unlikely or unable to obtain or retain employment, that leads to economic self-sufficiency or wages comparable to or higher than wages previous employment through career services alone;
- Is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment, through career services alone; and
- Have the skills and qualifications to successfully participate in the selected program of training services.

This determination must be documented in case notes and through assessments. Training services may include the following referenced in WIOA Regs 134(c) (3) (D) (x):

- Occupational Skills Training, usually in the form of an Individual Training Account (ITA);
- On-the-Job Training (OJT);
- Incumbent Worker Training;
- Customized Training;
- Required pre-requisite courses or training could include:
 - Skill upgrade and retraining;
 - Accelerated Learning; or
 - Training that combines workplace training and related instruction
- Youth Work Experience/Internship as described in § 681.600 of the Final Rule (Adult WEX or Internship is considered an Individualized Career Service);
- Transitional Jobs;
- Accelerated Skills (learning/training), with a focus on work-based training, that leads to industry-recognized credentials and employment such as registered apprenticeship;
- Registered Apprenticeship;
- Entrepreneurial Training; or
- The following services if combined with one of the training types above:
 - Job readiness or
 - Adult education and literacy activities

Follow-up Services: Follow-up services are available to Adult and Dislocated Workers that entered unsubsidized employment and are required for all Youth participants. These services are available for a 12-month period from the job seekers placement date. Follow-up services do not extend the date of participation. The following services could be provided:

- Supportive Services (see above);
- Counseling regarding the workplace;
- Retention services; and

- Referrals to community resources

Front-line staff will be trained on each of the service options and the Southern Maryland Workforce Development Board will develop policies to support each service.

(B) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with statewide rapid response activities, as described in Section 134(a)(2)(A).

The State of Maryland has a goal in its Statewide Integrated Plan to *increase focus on businesses and jobseekers as customers of the system*. One strategy provided to accomplish this goal is to *create regional business service units working with business, as well as Rapid Response teams, to engage jobseekers early and to identify skills for other business partners*.

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 benefits. A Rapid Response team, which is comprised of State and Southern Maryland Workforce Development Area employees, offers its services to small organizations and large companies alike. The Dislocation Service Unit employees disseminate essential information to individuals, ranging from how to file for and what to expect from Unemployment Insurance to local resources available for individuals seeking reemployment.

In the Southern Maryland Workforce Development Area, Rapid Response is a collaborative effort that involves locally defined partnerships with staff from the Department of Labor, the Southern Maryland Dislocated Worker Program, the State's Business Services Team, Southern Maryland Workforce Development Area's Business Engagement Network and Division of Unemployment Insurance. Rapid Response teams work with both Worker Adjustment and Retraining Notification (WARN) and non-WARN businesses and employees to quickly maximize public and private resources that will minimize the disruptions on companies, affected workers, and communities associated with job loss. Generally, Rapid Response Teams provide customized services onsite at an affected company, accommodate work schedules, and assist companies and workers through the challenging transitions associated with job loss.

All Rapid Responses, irrespective of the size of the dislocation event and whether it is a WARN or non-WARN situation, involve: (1) an initial business consultation, which is employer-focused, and (2) an information session, which is employee focused. The Department of Labor works collaboratively with JobSource, the Division of Unemployment Insurance, and other relevant stakeholders to ensure effective, customer-centric Rapid Response provision.

(C) A description and assessment of the type and availability of youth workforce

development activities in the Local Area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce investment activities.

The Workforce Innovation and Opportunity Act requires that a minimum of 75% of Southern Maryland Workforce Development Area Title I youth funds, minus administrative costs, must be spent on out-of-school youth. The U.S. Department of Labor has approved Maryland's request to waive the obligation outlined in WIOA Section 129(a)(4) and 20 CFR 681.410 that not less than 75% of funds shall be used to provide youth workforce investment activities for out-of-school youth. Under the waiver both the State and local percentage for out-of-school youth expenditures has been lowered to at least 50%. This waiver became effective July 1, 2019 and extends through June 30, 2022. The Southern Maryland Workforce Development Board has chosen to use its Title I funds for out-of-school youth services ages 16 to 24.

Also, the Workforce Innovation and Opportunity Act requires a minimum of 20% of the Southern Maryland Workforce Development Area Title I youth funds, minus administrative costs, must be spent on work experiences.

- Summer Jobs
- Pre-Apprenticeship Programs
- On-the-Job Training
- Job Shadowing and Internships

Program expenditures on the work experience program element include wages as well as staffing costs for the development and management of the work experiences.

Examples of the 20% priority spending on work experiences:

- Youth wages including Federal Insurance Contributions Act (FICA) tax;
- Staffing and travel costs for developing and providing work readiness training for youth participants;
- Staffing and travel costs to meet and work with employers to develop work experiences for youth participants; and,
- Staffing and travel costs for on-site monitoring and job coaching at the youth participants' work site.

Southern Maryland's Title I Youth Program will include the fourteen (14) required program elements in our menu of services. Youth with disabilities will have access locally to each of the fourteen (14) program elements including:

1. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements

for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.

2. Alternative secondary school services, or dropout recovery services, as appropriate.
3. Paid and unpaid work experiences that have as a component academic and occupational education, which may include:
 - a. Summer employment opportunities and other employment opportunities available throughout the school year.
 - b. Pre-apprenticeship programs.
 - c. Internships and job shadowing; and,
 - d. On-the-job training opportunities.
4. Occupational skill training, which may include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area.
5. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.
 - a. Adult education and literacy activities such as basic academic skills training, critical thinking skills, or digital literacy skills;
 - b. Workforce preparation activities such as self—management skills grooming for employment, or following directions, and
 - c. Workforce training such as occupational skills training, on-the-job training, job readiness training, or customized training.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
7. Supportive services.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.
10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
11. Financial literacy education.

- a. Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions.
 - b. supporting participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit and,
 - c. Supporting a participant’s ability to understand, evaluate and compare financial products and services.
12. Entrepreneurial skills training
- a. Entrepreneurial skills training provides the basics of starting and operating a small business. These trainings should develop the skills associated with entrepreneurship and may include but not limited to:
 - i. Taking initiative, creatively seeking out and identifying business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option; and,
 - ii. Communicate effectively and market oneself and one’s ideas.
13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.
14. Activities that help youth prepare for and transition to postsecondary education and training.
- a. Inform participants of legal responsibilities after turning 18, assess participant strengths/abilities/interests, help participants prepare and submit post-secondary education applications and financial aid, investigate and apply for scholarships, and develop portfolio that demonstrates accomplishments and competencies.

As with the Adult and Dislocated Worker Programs, all fourteen (14) elements will not necessarily be provided by the Title I Youth service provider. Youth may receive some services through coordination with Core Partner Programs including Adult Education and Literacy, Wagner-Peyser, Vocational Rehabilitation, or other Required Partner Programs. Youth with disabilities may be co-enrolled onto a WIOA Youth Program and onto a Vocational Rehabilitation Program. Co-enrollment of youth with disabilities will include leveraging resources and expanding access to additional services such as Vocational Rehabilitation paying for training and WIOA Title I Youth paying for supportive services.

When appropriate, youth will be co-enrolled in a Core Program Partner funding stream to leverage resources and maximize service options to youth.

The Southern Maryland Workforce Development Area has had a focus on

youth services for many years.

We have participated and recruited for a Youth Community Conversation to discuss what challenges youth face in this day and age.



Who: Youth and Adults of All Ages Are Welcome!
What: An Open Discussion of Issues Facing Maryland Youth
Why: To Voice Community Concerns and Develop Solutions
When: Saturday, August 17th 12:00 – 2:00 PM
Where: Colwell Library - Prince Frederick Branch
400 Colwell Way, Prince Frederick, MD 20698
Meeting Room 3
RSVP: Christine Drexel Williams at christinedw@maryland.gov
Please Bring Your Ideas, Comments, and Suggestions
Interactions Will Be Recorded
Hosted by the Southern Maryland Board



In addition, JobSource has created a series of seminars to help youth with work readiness. Seminars are marketed on the Youth focused Facebook page that is updated at least weekly with important information regarding workshops, hiring events, and other items of interest to youth.

(D) A description of how the Local Board will coordinate education and workforce development activities carried out in the Local Area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

The Southern Maryland Workforce Development Board has established a Youth & Young Adult Advisory Committee that meets at least quarterly to ensure that youth workforce activities are focused on the needs and expectations specific to 16- to 24-year-old young people. The Committee is chaired by an Adult Education Representative who is a voting member of the Southern Maryland Workforce Development Board. Voting members on our Board engaged with youth services also includes a representative from the College of Southern Maryland.

The Youth & Young Adult Advisory Committee is tasked to ensure youth services are coordinated between education and workforce development activities, particularly in regard to postsecondary education. The engagement with secondary education includes recruitment efforts targeting individuals who have dropped out of school or who are graduating and need help with further education and training activities. As indicated above, youth with disabilities are encouraged to co-enroll in Title I-B Youth Programs and with the Department of Rehabilitation Programs. The Youth & Young Adult Advisory Committee works with the Board's Special Populations Committee to ensure individuals with disabilities are provided mainstream access to all services before, during, or after services elsewhere. Southern Maryland is committed to assisting youth with disabilities in regard to all of the fourteen youth elements.

K-12 and post-secondary educational institutions in Southern Maryland participate on the EARN strategic industry partnerships (SIPs) and assist in the planning and implementation of a career pathways model to support sector strategies.

Youth service delivery is projected to be as follows with the understanding that the current COVID pandemic may impact services. These figures represent a cut in funding

Southern Maryland has experienced last year and projected for the coming year. These numbers will be adjusted accordingly with the increase or decrease in WIOA funding.

PY	2021	2022	2023	2024
Walk-ins, Basic Services, Workshops	40	40	40	40
Enrolled Participants / Case Loads	44	40	40	40
Work-Based Learning Participants	30	22	22	22
Summer Employment Program	40	40	40	40
Total Served	154	142	142	142

(E) A description of how the Local Board will coordinate workforce development activities carried out under this title in the Local Area with the provision of transportation, including public transportation, and other appropriate supportive services in the Local Area.

Transportation barriers continue to be an area of concern for low-income and individuals with barriers to employment in all three (3) Southern Maryland Counties. JobSource provides transportation supportive services on a case-by-case basis if assistance is required to participate in an education or training activity. The difficulty in accessing transportation has been a driving force behind why it is necessary for Southern Maryland to have American Job Centers in each County.

Access to basic and individualized career services reduces the transportation needs through the use of our Mobile American Job Center which travels to remote locations and provides service options to youth and other workforce system clients.

The Southern Maryland Workforce Development Board collaborates with the nonprofit and public sector through a Regional Infrastructure Advisory Committee (RIAC). RIAC is the convening body where regional transportation priorities are identified and transportation funding requests are coordinated with local and state officials. The goal of RIAC is to focus on infrastructure, especially the transportation needs of Southern Maryland to accommodate the Patuxent River Naval Air Station, Indian Head NSWC, the business community and the citizens in this fastest growing region in the state.

A Regional Transportation Need Inventory is developed annually by the RIAC committee. After the Council’s approval, the list is then forwarded to the

Transportation Secretary for consideration for future funding. Committee members include: State Delegates, Three County Administrators, Chamber of Commerce Representatives, Commanding Officer of the Patuxent River NAS and Indian Head NSWC, County staff, and local citizens.

(F) A description of how the Local Board will utilize Local Adult Funding, based on adult priority groups as specified in the State Plan.

To participate in the WIOA Adult Program, an individual must meet the following eligibility requirements:

- . 18 years of age or older;
- . U.S. citizen or non-citizen authorized to work in the U.S.;
- . Meet Military Selective Service registration, if applicable

WIOA Target Populations & Priority of Service

For WIOA Title I Adult Program employment and training services, local workforce areas must provide priority of service to individuals in the following target populations, in accordance with the Act, the State Plan, and the approved Local Plan.

Target Populations: Individuals with Barriers to Employment

- Displaced Homemakers
- Eligible Migrant and Seasonal Farmworkers
- Ex-offenders
- Homeless individuals
- Individuals facing substantial cultural barriers
- Individuals with disabilities, including youth with disabilities
- Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act
- Individuals who are English language learners
- Individuals who are unemployed, including the long-term unemployed
- Individuals who have low levels of literacy
- Individuals without a high school diploma
- Low-income individuals (including TANF and SNAP recipients)
- Native Americans, Alaskan Natives, and Native Hawaiians
- Older individuals
- Single parents (including single pregnant women and non-custodial parents)
- Veterans
- Youth who are in or have aged out of the foster care system

Maryland is committed to ensuring its target populations are able to access the WIOA system on a priority basis. For the WIOA Title I Adult Program, priority must be provided

in the following order:

1 st Priority	Veterans and eligible spouses who are also low-income, recipients of public assistance and/or basic skills deficient.
2 nd Priority	Non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3 rd Priority	Veterans and eligible spouses who are not included in WIOA's priority groups.
4 th Priority	Priority populations established by the Governor and/or Local WDB
5 th Priority	Non-covered person outside the groups given priority under WIOA

In addition to veterans' priority of service, recipients of public assistance, low-income individuals, and individuals who are basic skills deficient must be provided priority of service in accordance with TEGL 7-20. At least 75% of individuals enrolled in individualized career or training services in the Adult program will be from at least one of the priority groups mentioned above.

(G) A description of how the Local Board will utilize Local Dislocated Worker Funding.

Title I Dislocated Worker funds will be used to cover direct and indirect services to assist eligible and suitable dislocated workers in the Southern Maryland Workforce Development Area. Funds will be used for individualized career services and training services. Enrollment into a training activity requiring an Individual Training Account must meet the criteria outlined in this plan for Individual Training Accounts. The Southern Maryland Workforce Development Board has authorized a maximum of \$5,000 for occupational skills training with a maximum length of training of 12 months. Exceptions to the Individual Training Account cap of \$5,000 and duration of 6-12 months may be approved by the Board Director as warranted by customer choice, rising training costs, or other factors on a case-by-case basis. The Southern Maryland Workforce Development Board will be revisiting its policies on Individual Training Accounts as career pathways are established for new and emerging industries and occupations that may require a series of trainings to reach self-sufficiency.

(H) A description of how the Local Board will define "self-sufficiency" for employed Adult and employed Dislocated Worker participants.

The Southern Maryland Workforce Development Board adopted a new policy that became effective January 1, 2017 for self-sufficiency.

A Dislocated Worker will be considered underemployed if the individual is making 80% or less of his or her pre-layoff income.

The Southern Maryland Workforce Development Board will use a living wage standard for self-sufficiency for employed Adults utilizing the web-based MET Living Wage Calculator.

Family Size	Calvert County	Charles County	St. Mary's County
	Living Hourly Wage Based On 2080 Hours Annually		
1 Adult	20.08	20.08	16.19
1 Adult 1 Child	37.12	37.12	32.70
1 Adult 2 Children	44.73	44.73	38.39
1 Adult 3 Children	58.45	58.45	50.31
2 Adults (1 Working)	29.48	29.48	26.79
2 Adults (1 Working) 1 Child	33.83	33.83	31.34
2 Adults (1 Working) 2 Children	38.44	38.44	35.94
2 Adults (1 Working) 3 Children	41.81	41.81	39.45
2 Adults (working)	14.74	14.74	13.39
2 Adults (working) 1 Child	19.68	19.68	17.47
2 Adults (working) 2 Children	24.74	24.74	21.57

(I) A description of the Local Board's definition of "unlikely to return to previous industry or occupation" when required for eligibility for Dislocated Worker services.

The Southern Maryland Workforce Development Board defines "unlikely to return to previous industry or occupation" as follows:

An individual who is laid off without a recall date or the recall date has passed, and falls into one of the following categories:

- The number of jobs in the applicant's previous industry and occupation is declining based on Labor Market Information data; or,
- The projected annual increase in employment growth within the local area based on Labor Market Information or O*Net is fewer than 100 jobs in the previous industry, including replacements, or the projected annual increase in growth openings is fewer than 30 jobs in the previous occupation; or,
- The applicant is dislocated from a job not on Southern Maryland's new and emerging industries and occupation sector priority approved list; or,
- The applicant has conducted a dedicated but unsuccessful job search in the previous

industry and occupation, as evidenced by employer rejection letters or employer contact logs; or,

- The applicant is unable to perform the duties of the previous job due to age, ability, or disability.

(J) A description of how the Local Board will interpret and document eligibility criteria for in-school youth “requires additional assistance to complete an educational program or to secure or hold employment” as set forth in the State’s Youth Policy and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII).

The Southern Maryland Workforce Development Board has elected to serve only Out-of-School Youth.

(K) A description of how the Local Board will interpret and document eligibility criteria for Out-of-school youth “requires additional assistance to complete an educational program or to secure or hold employment” as set forth in the State’s Youth Policy and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII).

The Southern Maryland Workforce Development Board defines “requires additional assistance to complete an educational program or to secure or hold employment” as follows:

All youth, including a youth with a disability, AND...

- Has dropped out of a post-secondary educational program during the past 12 calendar months; or,
- Has a poor work history, to include no work history, or has been fired from a job in the last 6 calendar months; or,
- Has previously been placed in out-of-home care (foster care, group home, or kinship care) for more than 6 months between the ages of 16 and 21; or,
- Currently has an incarcerated parent or guardian.

(L) A description of the documentation required to demonstrate a “need for training.” ^[17]_[SEP]

The Southern Maryland Workforce Development Board defines “need for training” as follows:

The individual...

- Has little or no work experience in the industry and occupation to be trained in; and,
- Is interested in and suitable for the industry and occupation to be trained in; and,

- Has not been trained in the proposed industry and occupation; or,
- Has not worked in the proposed industry and occupation for more than 5 years.

(M) A description of how the Local Board will provide access to the 14 required program elements for the WIOA Youth program design, including whether the Local Board has contracted with youth service providers or note.

As per the Workforce Innovation and Opportunity Act, design framework services may be done by the grant recipient/fiscal agent. Design framework elements include intake, objective assessment, individual service strategy, case management, and follow-up services. Tri-County Council for Southern Maryland, the grant recipient and fiscal agent for the Title I funds will do the design framework elements.

The Southern Maryland Workforce Development Area is rural in nature. The Southern Maryland Workforce Development Board determined that there is an insufficient number of eligible providers of youth workforce investment activities in the Southern Maryland Workforce Development Area, and thus has awarded the remaining youth elements to the Tri-County Council for Southern Maryland on a sole source basis as allowed in the Workforce Innovation and Opportunity Act, Section 123(b).

Wherever possible, such as providing financial literacy, the Tri-County Council for Southern Maryland in its role as a Title I provider will collaborate with an existing program to provide the element.

All fourteen youth program elements will be provided as follows:

1. Tutoring, skills training, and dropout prevention; Participants will be referred to Adult Basic Education and National External Diploma Program.
2. Alternative secondary school service; Participants will be referred to public secondary schools that address needs of students that typically cannot be met in regular school.
3. Paid and unpaid work experiences; Local businesses, agencies, and organizations
4. Occupational Skills Training; Community College, Prep 4 Success Academy and other providers of industry recognized certifications.
5. Concurrent Education and Workforce Preparation Activities; the participants Individual Service Strategy (ISS) will be combined with education and workforce preparation activities through diverse providers such as; co-enrollment in the WIOA Adult Program Vendors, Adult Basic Education, Women's Evolution

Center, Public Library, Community College, Local Businesses, Community Agencies, Organizations, and Youth and Young Adult Program Staff. (all based on the needs of the participant)

6. Leadership Development Opportunities; series of classes taught by program volunteers who are leaders with their community. Participants will be taught from the curriculum, Practical Guide To Self-Development for Emerging Young Leaders, written by, New Leadership Learning Center, Inc. In addition to classes, participants will be exposed to positive social and civic activities within the community.
7. Supportive Services; will be provided through WIOA program funding for transportation, uniforms and work shoes, tools, training equipment, gas stipend, interview attire, academic fees, etc.
8. Mentoring; Organizations, Agencies, and Adults willing to commit to a duration of 12 months of mentoring.
9. Follow-up Services; Youth and Young Adult Program Staff in collaboration with community partners.
10. Counseling; will be provided as needed by the local Health Departments, Substance Abuse Programs and Mental Health Services.
11. Financial Literacy; series of classes provided by an independent contractor.
12. Entrepreneurial Skills Training; Small Business Association at College of Southern Maryland.
13. Labor Market Information (LMI); the Performance & Quality Specialist of Tri-County County for Southern Maryland.
14. Preparing for Post-Secondary Education & Training; activities coordinated for participants by Youth and Young Adult Program staff.

Southern Maryland contracts to provide the 14 elements electronically.

(N) A description of the steps the Local Board will take to ensure at least 20% of Youth Funds are used for work-based training activities.

Tri-County Council for Southern Maryland will maintain a line-item budget that shows the breakout for the required 20% for work-based learning. As funds are obligated

and/or expended on work-based learning the line item will reflect a running total of both obligated and expended. The Executive Committee of the Southern Maryland Workforce Development Board will monitor the financial information on a monthly basis to ensure compliance.

(O) A description of the Local Board's plan to serve out of school youth and identify specific steps that have been taken to meet this goal. Local Boards whose goal is under 75 percent must include a description of how they will implement the waiver and how they will enhance connections to Youth Apprenticeship programming, increasing DORS co-enrollment, and any changes for In-School Youth services.

The Southern Maryland Workforce Development Board will use all youth funds for out-of-school youth. The Board voted to spend 100% of its youth funds on out-of-school youth with the following goals identified to meet the desired expenditure level as indicated in the chart previously provided in (M) above.

All fourteen program elements will be available as described in (M) above.

(P) A description of how the Local Board will provide basic and individualized career services to customers. The description should explain how individualized career services will be coordinated across program/partners in the American Job Centers, including Vocational Rehabilitation, TANF, Community Action Agencies, and Adult Education and Literacy activities. This description should specify how the Local Area will coordinate with these programs to prevent duplication and improve services to customers.

As outlined earlier in this plan, the Southern Maryland Workforce Development Board has established a Partner Convening Group that worked through the customer flow involving initial access through exit taking into consideration the Core Program Partner roles and services including Vocational Rehabilitation, Temporary Cash Assistance, and Adult Education and Literacy Activities. The Southern Maryland Workforce Development Board has representation from the Community Action Agency and as a Required Partner reviews and approves the Plan as well as participates in the Memorandum of Understanding.

Jobseekers, youth, and workers may access the workforce system at the comprehensive American Job Center, a satellite American Job Center, the mobile American Job Center, Department of Rehabilitation Services, Department of Social Services, or Adult Education and Literacy. A "no-wrong door" approach agreed upon by the partner agencies provides agreed upon steps in each of the access points as shown in the diagrams above. The partners have an initial screening tool that is comprised of some basic questions that provide an indication of whether the individual may be a potential

candidate for another Core Program Partner. If the initial screening identifies a potential partner referral may be helpful and the referral process negotiated by each partner agency is triggered. The Partner Convening Group created a system orientation for use at each access point. The system orientation provides information on the diverse array of options that may be available. Next, basic career services may be provided by the Center first accessed or a partner agency or an individual may be referred to an American Job Center to utilize the resource room if access is somewhere other than an American Job Center. Program screening is conducted by the respective partner and includes assessments. A unique program specific orientation for the services he or she will be enrolled in is provided by each partner. Funding streams provide appropriate program services.

Southern Maryland has a strong leadership team comprised of the core program partners. Significant work has been done related to service mapping and program knowledge to prevent duplication of services and leverage resource across partner agencies.

Further, partners will meet regularly to review enrollment information and discuss co-enrollment possibilities and procedures. During these meetings, if co-enrollments are in place, exit information will be coordinated to prevent duplication of services. For Title I Adult, Dislocated Worker, and Youth, the Individualized Career Services will include an Individual Employment Plan or Individual Service Strategy. Career planning begins at enrollment onto a partner program. The partners in the Southern Maryland Workforce Development Area will be promoting co-enrollments when it is advantageous for service options to the client and to leverage resources.

(Q) Describe the Local Board's follow-up services policy. This should include follow-up requirements, frequency of contact, and required documentation.

Title I Youth staff will contact youth on at least a monthly basis for one year following exit. The exit must represent exiting from ALL core program partners that will be coordinated in monthly partner case management meetings.

The monthly follow-up contact may be in person, by email, or phone. Contact will be documented in the youth's case file electronically and/or hard copy based on State requirements for case management data. If during follow-up interactions, a youth needs additional services steps will be taken to assist.

Follow-up services are available to Adult and Dislocated Workers that entered unsubsidized employment and are required for all Youth participants. These services are available for a 12-month period from the job seekers placement date. Follow-up services do not extend the date of participation. Follow-up must occur at least monthly for each individual. The following services could be provided:

- Supportive Services (see above);
- Counseling regarding the workplace;
- Retention services; and
- Referrals to community resources

• SECTION 6: Adult Education and Family Literacy Functions

(A) A description of how the Local Board will coordinate workforce development activities in the Local Area integrating the provision of adult education and literacy activities under Title II of WIOA, including, but not limited to, the implementation of the career pathways model. The description should include a discussion of how the Local Board will comply with requirements to review local applications submitted under Title II as set forth in guidance provided by the Division of Workforce Development's Office of Adult Education and Literacy Services. Once review has been conducted, the Local Board will submit documentation (MD Labor WIOA Alignment Form) of the review and any recommendations for increased alignment to the applicant for Title II services in a timely manner.

Adult Education and Literacy is a Core Program Partner and has been actively participating in the Partner Convening Group held in the Southern Maryland Workforce Development Area to prepare this plan and service map, identify areas of collaboration, and build day-to-day operational procedures.

The WIOA Title II Adult Education provider in Southern Maryland is the College of Southern Maryland, Continuing Education and Workforce Development Division serving Calvert, Charles, and St. Mary's Counties.

The Workforce Innovation and Opportunity Act focuses on targeted populations with more barriers than previous legislations. The Southern Maryland Workforce Development Area is expecting to "meet people where they are" and help individuals gain the skills and knowledge they need to get and keep a job. The Sector Partnership approach provides a blueprint for career pathways. Individuals will enter the system with the partner that they will most benefit from and begin a path toward self-sufficiency via career pathways. The career pathways model will create a talent pipeline to fill employment in industries and occupations that are forecasted to have growth and provide a self-sufficient wage over the next few years. The Southern Maryland Workforce Development Board believes that many of the workforce system individuals will start with Adult Basic Education or English as a Second Language and build from there. The partnership with Adult Basic Education and Literacy is essential.

Along with the other Core Program Partners, Adult Education and Literacy in all three (3) counties has agreed to the customer flow that provides for a "no wrong door" approach to serving individuals in the Southern Maryland Workforce Development Area. The design has Core Program Partner clients, when appropriate, registering in the Maryland Workforce Exchange and viewing a system orientation as well as receiving any basic career services available at the location they access. Adult Education and Literacy has also agreed to the referral process and initial screening to identify potential services for all American Job Center jobseekers in all three counties in Southern

Maryland that is detailed in the Memorandum of Understanding.

The Adult Education and Literacy providers are willing to consider having a presence on a part-time basis at the American Job Centers. This may be office hours, or it may include teaching some classes from space at the American Job Centers. A presence has already been established at the Comprehensive American Job Center in Charles County.

In accordance with statute and regulation, the Maryland Department of Labor, (MD Labor). will establish a uniform process for the Local Workforce Development Board to review for alignment applications for Title II funding under the Workforce Innovation and Opportunity Act (WIOA). WIOA specifies that the eligible agency (MD. Labor) ensure that the same process is used for all eligible providers in the State (Sec.231(c)(2)). Southern Maryland Workforce Development Board will review in accordance with the guidance provided by MD. Labor, the process at the time the RFP for Title II funds is released.

All three county services will work together to provide better coordination between Title I and Title II services. Coordination efforts will occur around the following opportunities:

- Partner Information Sessions – Coordination can be improved by a mutual understanding of each other’s programs, services, and processes. Southern Maryland Workforce Development Board will convene partner information sessions to cross-train all Title II and Title I staff and volunteers.
- Braided Funding - Title I and Title II partners will research braided funding options and consultation around industry-led occupational trainings, transitioning from Title II services to Title I opportunities, and co-enrollments between Title I and II services to leverage resources.
- Coordinated Referral Processes – as indicated throughout this plan, Title II from all three counties will be part of the Memorandum of Understanding that will provide process information on referrals and coordination strategies.
- Promote and Support Workplace Literacy – Southern Maryland JobSource will promote and support workplace literacy instruction and include information on the services offered in the business service outreach and recruitment strategies.

(B) A description of how the Local Board will coordinate efforts with Title II providers to align basic skills and English language assessments. The description should include:

- a. An outline of the agreed upon steps that will be taken to align basic education skills and English language assessments within the local area, including, but not limited to, any Memoranda of Understanding entered into by the workforce development and adult learning partners.***

Adult Basic Education and Literacy is a Core Program Partner and will be part of the

area's Memorandum of Understanding. As indicated, the Southern Maryland Workforce Development Board expects Adult Basic Education to frequently be the starting point of a career pathway for workforce system clients.

Basic education skills and English language assessments may be administered to participants enrolled in:

- WIOA Title I Adult Program
- WIOA Title I Dislocated Worker Program
- WIOA Title I Youth Program
- WIOA Title II Adult Education & Family Literacy Act Program; and
- Trade Adjustment Assistance for Workers Program

Effective July 1, 2016, Maryland WIOA Title I local workforce development areas and WIOA Title II adult education providers are required by MD Labor to assess Adult Basic Education or Adult Secondary Education learners with the: Comprehensive Adult Student Assessment Systems; and/or Tests of Adult Basic Education.

- b. ***An identification of how assessment scores will be shared among WIOA Title I areas and Title II providers. Consideration must be given to the Federal Education Rights and Privacy Act (FERPA)***

The Partner Convening Group will be working with each other to get release of information forms approved to allow for sharing of assessment scores. The release of information form must be in compliance with the Federal Education Rights and Privacy Act.

Adult Education and other Core Program Partners will administer Maryland approved assessments as outlined in the Maryland Basic Education Skills and English Language Assessments Policy. Individuals with limited English language proficiency will be administered the CASAS or other Maryland approved assessments. Staff involved in the assessments will be trained by Adult Basic Education subject matter experts. Assessments will be conducted in accordance with applicable guidelines set forth by the respective assessment publisher.

- c. ***An identification of who will conduct which of the approved assessments (including for Trade Participants) and when such assessments will be conducted, consistent with this policy.***

Individuals who will be clients of Adult Basic Education and Literacy as well as needing English language proficiency will be tested primarily by Adult Basic Education. Initial assessments take place during orientation and before services begin. Post testing occurs after no less than 40 hours of instruction in accordance

with the test publisher's guidelines. Other Core Program Partners may be trained on the proper testing standards and may assist in testing as deemed appropriate and necessary.

d. An outline of how the local area will coordinate testing between workforce development and adult education providers.

It is important that individuals only go through the testing process one time regardless of the partners they end up co-enrolling with so a release of information form that is in compliance with the Federal Education Rights and Privacy Act will be created. The release of information form allows for testing scores to be shared between partner agencies only.

e. An outline of how the local area will ensure that test administrators are to be trained in accordance with this policy and applicable testing guidelines as set forth by the applicable test publisher.

The partners are compiling a list of existing assessments, training required to oversee the assessment process, and creating a release of information form that is in compliance with the Federal Education Rights and Privacy Act. The intake and assessment specialists maintain CASAS administrator certifications, and they are required to renew certification annually or as recommended by the test publisher.

(C) A description of how the Local Board will ensure that the individual appointed to represent Title II services on the Board will coordinate with all Title II Grant Administrators in the Local Area in a uniform, regular and consistent manner.

In the Southern Maryland Workforce Development Area, the Title II representatives from all three counties will participate on the Partner Convening Group charged with alignment and integration.

An Adult Basic Education and Literacy representative is also on the Southern Maryland Workforce Development Board and Chairs the Youth and Young Adult Advisory Committee. The Adult Basic Education and Literacy Board Member will communicate at least quarterly with all of the program's grant administrators in Southern Maryland to ensure the interests of all the Title II providers are represented to the Board. The Board representative will be asked to document the coordination through the presentation of information to the Board at least quarterly.

The current Board Member is the Adult Education Coordinator at College of Southern Maryland for Calvert, Charles, and St. Mary's Counties.

(D) A description of how adult education services will be provided in the American Job

Center system within the Local Area.

As described above, Adult Basic Education and Literacy is a Core Program Partner and participates on the Partner Convening Group to align and integrate services. In addition, they have been active with service mapping, plan development, and customer flow.

The comprehensive Center will have Adult Basic Education and Literacy classes provided on-site on a regular schedule.

The Core Program Partner Convening Group that meets monthly will provide feedback to Adult Education on the services need in the American Job Center system. With transportation being an issue in Southern Maryland, Adult Education offerings and services at the American Job Center will be based on demand and focus on accessibility. The Core Program Partner Convening Group has established referral procedures that maximize all partner entry point capacity to identify potential Adult Education referrals. In addition, regular front-line worker meetings coordinate co-enrollments and referral opportunities.

(E) Describe how Adult Education Providers in the Local Area's will use Integrated English Literacy and Civics Education program under section 243(a) of WIOA

Southern Maryland's adult education population has seen a growth in foreign-born students in recent years and a demand for English language instruction that also addresses employment needs. Southern Maryland has specialized curriculum in which English language skills are aligned with Maryland's ESL Content Standards and are taught concurrently with instruction on the rights and responsibilities of citizenship and civic participation, understanding American systems of government, education, healthcare, etc. and participation in the workforce. This focus on understanding the American workplace has assisted students in Southern Maryland in making a smoother transition to employment. It is offered concurrently with occupational training in a high demand industry leading to potential advancement along a career path. The Local Workforce Development Board funds the training services and Adult Education funding is used to provide the EL/Civics and workforce preparation components.

SECTION 7: Wagner-Peyser Functions

(A) A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.

Wagner-Peyser is a Core Program Partner in the American Job Center delivery system and their local manager has been actively involved in the partner convening work done to prepare this plan, service map, identify areas of collaboration, and build day-to-day operational procedures.

Wagner-Peyser will be co-located full-time in the comprehensive American Job Center and share in the facility costs. In addition, a representative will set office hours in one of our affiliate American Job Centers with the intent to visit at least one day a week.

Along with the other Core Program Partners, Wagner-Peyser has agreed to the customer flow that provides for a “no wrong door” approach to serving clients in Southern Maryland. The design has appropriate Core Program Partner clients registering in the Maryland Workforce Exchange and viewing a system orientation as well as receiving any basic career services available at the location they access. Wagner-Peyser has also agreed to the referral process and initial screening to identify potential services for all Center clients.

Wagner-Peyser, along with WIOA Title I-B partner staff, will continue to provide front-door coverage, resource room coverage, and basic career service workshops open to all workforce system clients. Wagner-Peyser will participate on the Local Integrated Business Engagement Network to ensure employers are served according to a customer-centric model and that partners are not duplicating efforts. WIOA Title I-B staff as well as other Core Program Partners were trained to register individuals in the Wagner-Peyser database. WIOA Title I-B staff coordinate services, resource room coverage, and outreach activities with the local Wagner Peyser team.

(B) A description of how the Local Board will ensure that migrant and seasonal farm workers in its Local Area will be provided employment services.

When Migrant and Seasonal Farm Workers are identified a referral will be made through the agreed upon client referral system established by the Core Program Partners at the American Job Centers. The Migrant and Seasonal Farmworker Program

services are delivered by the Maryland Department of Labor in the Comprehensive American Job Center. All American Job Center partner staff are trained to serve customers identified as Migrant and Seasonal Farmworkers including outreach where appropriate, orienting to services available in the Center and/or through workforce partners, and local community resource referrals for food banks, faith-based and community-based organizations to assist these workers.

It is anticipated that potential Migrant and Seasonal Farm Workers will be identified at the point of entry into the Center during the initial screening and through local outreach visits.

(C) A description of who is responsible for conducting migrant and seasonal farmworker housing inspections.

The MD Labor State staff conduct the farmworker housing inspections. All American Job Center partner staff are trained to serve customers identified as Migrant and Seasonal Farmworkers including outreach where appropriate, orienting to services available in the Center and/or through workforce partners, and local community resource referrals for food banks, faith-based and community-based organizations to assist these workers.

SECTION 8: Vocational Rehabilitation Functions

(A) A description of the replicated cooperative agreements (as defined in section 107(d)(11)) between the Local Board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (The Maryland State Department of Education's Division of Rehabilitation Services) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

The Maryland State Department of Education/ Division of Rehabilitation Services, in accordance with 29 U.S.C. 721(a)(11) will provide the following services to youth and adults with disabilities:

- Provide intake, orientation, and assessments for disabled job-seekers;
- Promote employment of persons with disabilities;
- Based on a comprehensive assessment of an individual's disabilities, determine an individual's eligibility for services in accordance with the Division's Order of Selection criteria;
- Develop an Individualized Employment Plan;
- Provide guidance and counseling, physical restoration, and training to eligible persons with disabilities;
- Provide follow-up services to enhance job retention;
- Provide other services as may be available and appropriate;
- Provide Pre-Employment Transitioning Services for students with disabilities, as defined by WIOA;
- Provide Supported Employment Services for youth and adults with disabilities as defined by WIOA;
- Provide independent living services to enhance the capacity of persons with disabilities to live unaided in the community;
- Provide performance information as required by WIOA;
- Provide cross-training of workforce staff on disability related issues;
- Provide technical assistance on disability related issues and on assistive technology;
- Engage employers through the Division's Business Services Representatives;

- Work in a collaborative manner to coordinate services among the Workforce Partners for youth and adults with disabilities.

(B) A description of how individuals with disabilities will be served through the American Job Center system in the Local Area.

Vocational Rehabilitation is a Core Program Partner in the American Job Center system in the Southern Maryland Workforce Development Area and has actively participated in the local Partner Convening Group that has established a customer flow that ensures individuals with disabilities are treated mainstream and receive an initial assessment, referral options, registration into the Maryland Workforce Exchange database as appropriate, a system orientation, and basic career services.

In addition, Vocational Rehabilitation will participate in partner case management meetings to discuss co-enrollment and leveraging funds options. Those meetings will ensure that exits are coordinated and performance reviewed to determine if partners can assist each other with meeting the requirements.

As a partner with a “job” as a successful outcome, Vocational Rehabilitation will be represented on the Integrated Business Engagement Network to provide seamless service to employers and optimize client placement options.

Southern Maryland Local Workforce Development Area will provide supported employment services for youth and adults with disabilities as defined by WIOA.

SECTION 9: Temporary Assistance for Needy Families Functions

(A) A description of how the TANF is integrated in the AJC system (e.g. customer intake, service coordination, client monitoring and tracking, targeting employment services to low-skill, low-wage workers, etc.).

Individuals receiving TANF Services (called Temporary Cash Assistance in the State of Maryland) through the Local Departments of Social Services (LDSS) are a primary target population for Workforce Innovation and Opportunity Act Title I Adult and Youth Programs. This low-income and multi-barrier target population will be an important component of a successful local workforce system making the partnership with the three Southern Maryland LDSS' essential.

As referenced throughout this Plan, the partners, including the LDSS', have agreed to an integrated upfront system that includes at a minimum, initial screening, Maryland Workforce Exchange registration when appropriate, referrals, and basic career services. In addition, representatives of the LDSS will continue to participate in all workgroups and related committees including integrated case management meetings to facilitate co-enrollments, career pathway strategies, system orientation, and coordination of exits and supportive services. The LDSS' will also participate on the local Business Engagement Network that will conduct business development opportunities for job placements. The LDSS' is also active on the Partner Convening Group.

The Directors of the LDSS' will continue to participate as Core Program Partners in the three Counties that comprise the Southern Maryland Workforce Development Area. As members of the Partner Convening Group, they will continue to actively engage in its work to develop, revise and spearhead WIOA initiatives in the region. Specifically, the LDSS TANF partners will support the Maryland State WIOA Plan its commitment to invest in the partnerships that continue to form as a result of the Federal Act. The State is currently exploring ways, for instance, to incentivize connections between TANF/TCA and WIOA partners and 2Gen service delivery approaches. The State has also been in discussion with new plan partners to find ways to implement workforce interventions for homeless individuals. These potential interventions also align with the State's Benchmarks for Success and discussion with the Partners Group.

Building a strong partnership between the LDSS' and the Southern Maryland Workforce Development Area has been essential to the Partner Convening Group. The overall functional approach to service delivery in the local area compliments Maryland's plan for integration by forming teams across partners that comprise individuals with similar job functions such as case management or business engagement.

(B) A description of the implementation and coordination process to enhance the provision of services to individuals on TANF that includes:

a. Potential co-location of LDSS and/or WIOA Partners at AJCs or LDSS depending on the nature of local partnerships and operations.

The LDSS' are not co-located in the American Job Centers in the Southern Maryland Workforce Development Area. Partners and the AJC will continue to explore innovative options for improving customer access to services through the development of local business processes that are responsive to the unique challenges of each County and the region as a whole. The partners are currently evaluating space availability in our various sites and discussing options for enhanced coordination. With the changes brought about due to COVID 19, continued use of remote options to assess and train customers on a long-term basis is an area for further discussion as well.

b. Leverage existing financial and in-kind contributions to the WIOA system to ensure coordination of services provided by multiple programs, creating a seamless approach to delivering services.

1. Partners in the Southern Maryland Workforce Development Area, including the LDSS', will coordinate services such as business development through participation in the Business Engagement Network and have dialogue with the Local Board for improving service delivery through such things as sharing workshop delivery responsibilities and classroom space. All three LDSS offices in the Southern Maryland region may participate in the local Business Engagement Network. If there will be in-kind contributions, the details will be provided in the Memorandum of Understanding and the corresponding Resource Sharing Agreement. Local workforce system partners have agreed on a Memoranda of Understanding and Resource Sharing Agreements that can be found at:

<https://secureservercdn.net/45.40.152.13/s8v.f13.myftpupload.com/wp-content/uploads/2021/09/Southern-Maryland-MOU-2021-2023-Final.pdf>

At this point, with no co-location in place, the Southern Maryland Workforce Development Area is not anticipating a direct financial contribution, however the possibility of coordinating workshops and classroom space could result in partner financial savings.

c. Cross train and provide technical assistance to all WIOA Partners about TANF.

The LDSS' will prepare and provide training on the Temporary Cash Assistance Program including eligibility, processes, services, participation rate requirements,

performance goals, and strategies for partners on a regular basis as detailed in the Memorandum of Understanding. LDSS staff has agreed to provide a preliminary list of characteristics they look for and eligibility requirements to enhance workforce system referrals to and from their funding source and will update these characteristics as necessary.

d. Ensure that activities are countable and tracked for the TANF Work Participation Rate (WPR)

A key ingredient to successful partnerships is coordinating performance and helping each other with strategies that will enhance outcomes. Southern Maryland Workforce Development Area Core Program and Required Partners have established preliminary seamless processes, as described in the customer flow section of this Plan, upfront that will help all the partners be more effective and efficient. Co-enrollments will be a critical component to partner coordination particularly with the Temporary Cash Assistance Programs. Co-enrollment strategies must include ensuring that activities are countable and tracking is done by all partners to make sure participants meet required Work Participation Rates.

The LDSS' will provide training to all partners to assist them in understanding the work performance requirements under the TANF/TCA Program. LDSS staff involvement in integrated case management meetings will provide a forum for discussion and decision-making related to countable work and training activities and other data that is required to be collected by the TANF Program. DHS has revised its planning document for the TANF/TCA program and new measures for evaluating work participation by customers will be required. All partners and especially the AJC's assistance in collecting and sharing relevant data will be requested and training will be provided.

The State of Maryland has elected to take the option to exempt individuals from work requirements and participation rates that are single custodial parents of a child under the age of 12 months. This exemption applies for a cumulative total of 12 months for a parent's lifetime and does not apply to each child. LDSS team members will work with the Core Program Partners to understand how this exemption impacts referrals and co-enrollments.

The Partner Convening Group comprised of all of the Core Program Partner leadership is meeting with all funding stream front-line workers to explain and train on what co-enrollments are and how to utilize them to expand customer choice and service options as well as leverage resources. Front-line workers will meet monthly to review co-enrollment possibilities and update tracking documents.

Southern Maryland partners have created a partner website that includes a tracking

system for referrals across funding streams and to track co-enrollments.

- e. Access to business services and employer initiatives to attract and better serve employers by marketing joint services, minimizing the burden on employers who use the centers, and provide employer-focused services through a single point of entry rather than through all partnering programs.***

All three LDSS offices will participate in the Business Engagement Network to represent the TANF program requirements, services provided, and how the needs of businesses can best be met by TANF recipients. As members of the Integrated Business Engagement Network, participating Core Program Partners as well as Economic Development and the College of Southern Maryland will align and integrate business development activities within the Southern Maryland Workforce Development Area for the purpose of:

- Creating a single point of contact for businesses to dialogue with partners on the ever-changing business and training needs in the region
- Establishing a collaborative outreach and recruitment structure
- Coordinating workforce services and training options
- Leveraging resources
- Sharing performance outcomes
- Creating and managing a talent pipeline in existing and emerging in-demand industries and occupations
- Establishing an inventory of existing training options, particularly those that include a credential or certification in existing and emerging in-demand industries and occupations
- Identifying skill and knowledge gaps between what business needs and expects and what training options are available
- Working with Education to enhance or establish short-term training options for portable or stackable credential/certification opportunities
- Working with Economic Development Representatives to ensure a dynamic approach to meeting the ever-changing needs of business and industry as the in-demand sector landscape grows or diminishes

- f. Contribute and provide outcomes data to the WIOA system through strategies for collecting and reporting varied program reporting requirements.***

The Southern Maryland Workforce Development Area will participate in a local and State collaboration effort to create an integrated case management system that allows data to be easily compiled. Until such a system is established the Southern Maryland Core Program Partners, through the work done by the Partner Convening Group and the Integrated Case Management team, will determine, combine and

review baseline administrative data to assess outcomes of the overall success of the local workforce system. Guidance provided by the State regarding the collecting and reporting of data will be followed by the LDSS.

(C) A description of the LDSS representation on the Local Board to ensure that TANF expectations, roles, and responsibilities are addressed in the Local Area.

Southern Maryland Workforce Development Board has a voting member representing the Charles County Department of Social Services. In addition, the Calvert and St. Mary's County Departments of Social Services as well as Charles County Department of Social Services are active on three local teams including: Business Engagement Network, Integrated Case Management Team, and the Partner Convening Group.

(D) Provide a description of what strategies the Local Board will employ to support TANF recipients in Accessing skills and credentialing, life management skills, and employment to improve the financial status of those exiting the TANF Program.

TANF recipients, as a primary targeted population for WIOA services, are made aware by the LDSS TCA staff of services and activities that can help them learn the skills and secure the credentials needed to get and keep a job. Specific strategies to further support them in actually accessing such services and credentialing have been developed through the various WIOA Partner Convening Group meetings. TANF recipients will receive a workforce system orientation at the LDSS office and in the event services such as career exploration are not available at the LDSS the individual will be referred to the American Job Center for basic career services and consideration of co-enrollment onto WIOA Adult services. Life management skills are available to TANF participants through the American Job Centers in Southern as well as financial literacy coaching to assist with budget preparation. Partners will be well versed in how to co-enroll eligible and TANF recipients in other appropriate WIOA programs to leverage resources and increase the menu of services available to them. Core Program Partners participated in a service mapping session to identify the various options available to eligible individuals. Referrals will be made as prescribed within the Memorandum of Understanding.

SECTION 10: Community Service Block Grant Functions

(A) A list of Community Services Block Grant (CSBG) providers in the Local Area and whether they provide employment and training activities.

Southern Maryland Tri-County Community Action Committee, Inc. is the local area Community Services Block Grant provider in all three counties. This entity does provide some employment and training activities such as CDL training.

(B) A description of the implementation and coordination process to enhance the provision of services to individuals on CSBG that includes:

a. Potential co-location of Community Action Agencies (CAAs) and/or WIOA Partners at American Job Centers or CAAs depending on the nature of local partnerships and operations.

The Community Action Agency is not co-located in the American Job Center facilities, however, participates in the local area Memorandum of Understanding that outlines a referral process to ensure customers have access to workforce system resources. Information on Community Action services is available at the American Job Center and workforce system service information is available at the Community Action facilities.

b. Leverage existing financial and in-kind contributions to the WIOA system to ensure coordination of services provided by multiple programs, creating a seamless approach to delivering services.

Southern Maryland Tri-County Community Action Committee is a partner in the workforce system Memorandum of Understanding and Resource Sharing Agreement.

c. Cross train and provide technical assistance to all WIOA Partners about CSBG.

Community Action staff are invited to attend partner training sessions and partner meetings held to discuss workforce issues in our local area.

d. Ensure that activities are countable and tracked for CSBG performance metrics.

The Southern Maryland Workforce Development Board is considering creating a performance management dashboard to track and analyze partner success indicators. Southern Maryland Tri-County Community Action Committee will be invited to participate and include measures of importance to their customers.

e. Access to business services and employer initiatives to attract and better serve

employers by marketing joint services, minimizing the burden on employers who use the centers, and provide employer-focused services through a single point of entry rather than through all partnering programs.

Southern Maryland Tri-County Community Action Committee will be invited to participate on the local Business Engagement Network. The Business Engagement Network is comprised of workforce system partners who have a job as a desired outcome. The Community Action Agency will be an essential partner in Southern Maryland's strategy for serving employers in a partner integrated effort. Marketing materials and outreach materials will include joint services and available service access points. Employers have indicated they want a single point of contact rather than have multiple funding streams individually approaching them. The Business Engagement Network will share opening information and all members, including the Community Action Agency, will participate in employer contacts and job development/business development.

f. Contribute and provide baseline outcomes data to the WIOA system through strategies for collecting and reporting varied program reporting requirements.

Data sharing discussions will take place as additional instructions are received from partner funding sources.

(C) A description of the CAA representation on the Local Board to ensure that CSBG expectations, roles, and responsibilities are addressed in the Local Area.

Currently the President/CEO of the Southern Maryland Tri-County Community Action Committee is a member of the Local Workforce Development Board.

SECTION 11: Jobs for Veterans State Grants Functions

The Local Plan Section 11 is written and adhered to in accordance with Maryland's WIOA State Plan Section 9 established by Title 38, Chapters 41 & 42 United States Code; Veteran Program letters (VPLs) 03-14 & 07-10.

(A) A description of how the Local Board will provide priority of service to veterans and their eligible spouses.

The American Job Center (AJC) provides "Priority of Service" to veterans and their eligible spouses in accordance with the Jobs for Veterans Act of 2002 and the Veterans' Benefits, Health Care, and Information Technology Act of 2006. The purpose of Priority of Service is to give first consideration for program participation to covered Veterans and eligible spouses who also meet the eligibility criteria of a federal Department of Labor training, employment, or placement service in any workforce preparation program. AJC will ensure all vendors follow Priority of Service provisions.

To receive Veterans Priority of Service for a specific program, a Veteran or eligible spouse must meet the statutory definition of a "covered person" and also must meet any other statutory eligibility requirement applicable to the program. For all U.S. Department of Labor (DOL) funded programs, Priority of Service means access to services or resources earlier than others, or if resources are limited, it may mean access to services and resources instead of general service individuals.

Veterans Priority of Service will take precedence before applying WIOA Priority of Service for recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Programs with specific eligibility criteria, such as the WIOA Title I Adult program, will ensure covered persons meet all statutory eligibility requirements for the program before receiving Priority of Service.

Note: All criteria for veteran and spouse eligibility will be applied as written in Maryland's WIOA State Plan, Section 9. (review for more details on veteran and spouse eligibility)

In accordance with Maryland's State Plan, veterans and eligible spouses will continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority described below, priority must be provided in the following order:

1. First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
2. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3. Third, to veterans and eligible spouses who are not included in WIOA’s priority groups.
4. Last, to non-covered persons outside the groups given priority under WIOA.

1 st Priority	Veterans and eligible spouses who are also low-income, recipients of public assistance and/or basic skills deficient.
2 nd Priority	Non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
3 rd Priority	Veterans and eligible spouses who are not included in WIOA’s priority groups.
4 th Priority	Priority populations established by the Governor and/or Local WDB

Customer Service Flow for Veterans

AJC staff provides core services and initial assessments to veterans.

The receptionist or other American Job (AJC) staff who work at the front desks are trained to determine whether any customers are veterans. Information can also be gathered on veteran status when the AJC front desk has customers complete their county’s “Customer Activity Sheet”. Customers who self-attest to veteran status shall receive priority of service from this point forward.

AJC staff conduct the initial *Personalized Needs Assessment* with all new customers (including veterans). If a customer self-attests to veteran status, AJC staff complete *the MD Labor’s Significant Barrier to Employment (SBE) Checklist* to determine whether the veteran qualifies as having one or more Significant Barrier to Employment (SBE).

When the Personalized Needs Assessment is completed, veterans choose from the following options:

1. If the customer qualifies as SBE, requires intensive services to overcome a barrier to employment, and agrees to JVSG services, AJC staff assists in setting up an appointment for him/her to meet with Disabled Veteran Outreach Program (DVOP) Specialist.

2. If the customer does not require intensive services, or chooses not to utilize JVSG staff services, he/she is then referred to Basic Career Services resources, WIOA Title I resources, an AJC Job Service Specialist, or other resource as determined appropriate based on the Personalized Needs Assessment.

Note: When a veteran seeks services at an AJC where the DVOP is not currently available because of their rotation schedule, the receptionist provides the customer with the card and contact information of the DVOP and contacts the DVOP via email to provide them with the contact information of the customer so the two can coordinate a meeting time when the DVOP will be stationed at the AJC, if desired.

Verifying Veteran Status

Any individual **self-identifying** as a covered person should be **provided immediate priority** in the delivery of employment and training services. It is neither necessary nor appropriate to require an individual self-identifying as a veteran or eligible spouse to verify his or her status at the point of entry unless the individual who self-identifies as a covered Veteran or eligible spouse:

1. Is to immediately undergo eligibility determination and must be registered or enrolled in a program; or,
2. The applicable Federal program rules require verification of covered Veteran or eligible spouse status at that time.

Similarly, a covered person should not be denied access on a priority basis to any services provided by program staff in order to verify covered person status. Rather, *an individual self-identifying as a Veteran or eligible spouse should be enrolled and provided immediate priority and then be permitted to follow-up subsequently with any required verification of his or her status as a Veteran or eligible spouse.*

For services that require eligibility verification, such as classroom training, verification only needs to occur at the point at which a decision is made to commit the use of outside resources. For example, to receive training services under WIOA Title I programs, veteran status must be verified. In cases, such as these, verification is only necessary where a decision is made to commit outside resources to a covered person over another individual. For all other purposes, covered persons should be enrolled and provided immediate priority before providing verification as a covered person.

To receive Priority of Service for career services, covered persons may **self-attest** their veteran or eligible spouse status.

Veterans and Spouses as Dislocated Workers

WIOA Title I Dislocated Worker Funds can help Veterans, separating service members, and eligible spouses to enter or reenter the civilian labor force. To receive services under the WIOA Title I Dislocated Worker Program, a Veteran or eligible spouse must be a dislocated worker. By definition, according to WIOA, a dislocated worker is an individual who:

1. Has been terminated or laid off, or received a notice of termination or layoff from employment;
2. Is eligible for, or has exhausted, unemployment insurance (UI) benefits;
3. Has demonstrated an appropriate attachment to the workforce, but is not eligible for UI and is unlikely to return to a previous industry or occupation;
4. Has been terminated or laid off, or **received notification** of termination or layoff from employment as a result of a permanent closure or substantial layoff;
5. Is employed at a facility where the employer has made the general announcement that the facility will close within 180 days;
6. Was self-employed, but is unemployed as a result of general economic conditions in the community or because of a natural disaster;
7. Is a displaced homemaker as defined by WIOA 3(16); or,
8. Is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of Title 10, U.S.C.), and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is the spouse of a member of the Armed Forces on active duty and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Generally, service members exiting the military, including, but not limited to, recipients of Unemployment Compensation for Ex-Military members (UCX), qualify as dislocated workers. Active-duty service members who separate by retirement may also qualify as dislocated workers. However, an active-duty service member taking early retirement as an incentive must be taken on a case by case basis. In some cases, this type of separation may be the only choice a service member may have. Thus, the service member's retirement could be considered a *dislocation*. However, if the service member's separation is voluntary, then the service member would not qualify as a dislocated worker.

If a Veteran meets the definition of a dislocated worker, then he/she may also be eligible to receive Priority of Service. For WIOA Title I programs, Priority of Service is available to any Veteran who has served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. AJs may consider documentation of a service member's release from

active duty on a specific date as equivalent to a layoff notice for WIOA Dislocated Worker Program eligibility. However, service members are not eligible for Priority of Service until they leave active duty.

In the case of separating service members, because they may be on a terminal leave from the military, a separating service member may begin to receive career services while the service member may still be part of the Active Duty military but has an imminent separation date. It is appropriate to provide career services to separating service members who will be imminently separating from the military, provided that their discharge will be anything other than dishonorable.

JVSG Funds Are Provided to Fund Two Staff Positions

Disabled Veterans' Outreach Program (DVOP) Specialists -- Under 38 U.S.C. 4103A(a), a DVOP specialist provides intensive services and facilitates placements to meet the employment needs of veterans, prioritizing service to special disabled veterans, other disabled veterans, and other categories of veterans in accordance with priorities determined by the Secretary of Labor (Secretary); and

Local Veterans' Employment Representatives (LVER) -- Under 38 U.S.C. 4104(b), the LVER's principal duties are to: (1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups; and (2) facilitate employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

Monitoring Priority of Service

To ensure priority of service is implemented and operating correctly it will be monitored by the Regional Local Veterans Employment Representative (RLVER) and by the Labor Exchange Administrator or whomever they designate.

(B) A description of how the Local Board will engage Local Veterans Employment Representatives in engaging and providing services to local businesses.

Local Veterans Employment Representatives (LVER) conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of veterans. The Local Board will promote LVER services through social media, job fairs and email blasts based on information provided to the Local Board by the LVER. The Local Board will include the LVER in employer meetings convened in support of determining employer needs related to Career Services, Training Services, or Educational

Services. The LVER will be included in meetings and efforts convened on behalf of the AJC Partners, including meetings and efforts convened by the One-Stop Operator.

SECTION 12: Trade Adjustment Assistance for Workers Program Functions

(A) A description of how Trade Adjustment Assistance services will be provided in the American Job Center system within the Local Area.

State merit staff provide the following TAA services:

- Advise each worker who applies for unemployment insurance of all the benefits available under Trade and the procedures and deadlines for applying for such benefits.
- Facilitate the early filing of petitions for any workers that are likely to be eligible for benefits under the Trade Act.
- Advise each adversely affected worker to apply for training before, or at the same time, the worker applies for trade readjustment allowances.
- Perform outreach to affected workers, intake of, and orientation for adversely affected workers and adversely affected incumbent workers covered by a certification.
- Employment and case management services including Trade application in the Maryland Workforce Exchange, individual employment plans, labor market information, follow up activities, and benchmarks.
- Rapid Response activities.
- Referral for co-enrollment in WIOA Title I Dislocated Worker as appropriate.

(B) A description of how Title I staff will provide the TAA services listed above in an integrated manner.

WIOA Title I staff will work with State merit staff to identify areas of collaboration and opportunities to integrate services. The Memorandum of Understanding will document the coordination parameters.

(C) A description of how Trade participants will be co-enrolled in other programs.

Trade participants are typically eligible for dislocated worker funded programs. A referral system is in place with the Southern Maryland workforce partners to outline the process and procedures for referring and co-enrollment. These are outlined in the Memorandum of Understanding.

SECTION 13: Unemployment Insurance Functions

A. A description of how WIOA Title I and Title III partners will support Unemployment Insurance claimants and provide meaningful access to Unemployment Insurance claimants, as required by WIOA.

Unemployment Insurance (UI) programs provide income support benefits to eligible individuals. These benefits allow unemployed workers to engage in work search activities for suitable work, and the workforce system is a key source of services to support the reemployment of claimants. In order to ensure that UI claimants receive “meaningful assistance” American Job Center staff provide basic instruction on how to apply for unemployment insurance online or by telephone for an initial claim. Job Seeker and business services are provided to unemployment insurance claimants as their agent.

Additionally, American Job Center staff regularly administers two separate workshops for Unemployment Insurance recipients:

1) The Reemployment Services and Eligibility Assessment (RESEA) Program was developed by the US Department of Labor in an effort to reduce the number of weeks that UI claimants receive benefits, by assisting them in quickly returning to the workforce. The RESEA Program is designed to help claimants to identify potential barriers to employment and assesses work search progress. It also includes an eligibility review, which in turn helps the MD Labor Division of Unemployment Insurance to identify claimants that may be out of compliance with basic UI laws and policies regarding ability and availability to work, school attendance, and active work search.

2) The Reemployment Opportunities Workshop (ROW) Program is a full-day workshop offered to certain UI claimants to shorten the duration of UI benefits received through reemployment efforts.

B. A description of how the Local Board will utilize the Wager-Peyser program and the RESEA and ROW programs to provide access to local workforce development services for Unemployment Insurance claimants.

The Partner Convening Group has established a referral and co-enrollment process that will be followed to ensure maximum service options to unemployment insurance claimants.

SECTION 14: Senior Community Service Employment Program Functions

A. A list of Senior Community Service Employment Program providers in the Local Area.

The Maryland Department of Labor, Division of Workforce Development and Adult Learning, administers the Senior Community Service Employment Program in Calvert, Charles, and St. Mary's Counties in the Southern Maryland Workforce Development Area. Specific locations in each County can be found at www.labor.maryland.gov/county/smd/.

B. A description of how Senior Community Service Employment Program services will be provided in the American Job Center system within the Local Area. Include the components of the SCSEP program that are offered in the local area.

The Senior Community Service Employment Program provider participates in the local area Memorandum of Understanding that outlines referral processes. Information on the services and how to access the components of the SCSEP program are available at all American Job Centers in Southern Maryland. In general, the following services are offered:

- Career exploration
- Referrals to training programs
- Resume preparation
- Workshops to enhance job seeking skills and work readiness
- Access computers with internet capabilities
- Use printers, photocopiers, fax machines, and telephones
- Job search resource materials

SECTION 15: WIOA Section 188 and Equal Opportunity Functions

A. A designation of the local Equal Opportunity Officer, including their name, location, email, and telephone number.

Cristina Dandroff
Finance & IT Coordinator
Equal Opportunity Officer
Tri-County Council for Southern Maryland Administrative Offices
CVandroff@tccsmd.org
301-274-1922 extension 313

You can contact Maryland Relay at 800-552-7724 or 410-767-6960 (Voice/TTY) or 443-453-5970 (Video Phone)

B. A description of how entities within the American Job Center delivery system, including American Job Center operators and the American Job Center partners, will comply with Section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities and individuals with Limited English Proficiency, including providing staff training and support for addressing the needs of individuals with disabilities and for individuals with Limited English Proficiency.

The Southern Maryland Workforce Development Board supports and requires compliance as follows:

- Section 188 of the Workforce Innovation and Opportunity Act prohibiting discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief.
- Section 188 of the Workforce Innovation and Opportunity Act requires reasonable accommodations be provided to qualified individuals with disabilities in certain circumstances.

All JobSource partners will post required notices to ensure all eligible individuals are aware of the system's obligations to operate programs in a non-discriminatory manner. Equal Employment Opportunity is the Law notices will be posted in all partner facilities and will be reviewed with each program participant and documented in each client file. Equal Employment Opportunity language will be placed on all new and reprinted outreach and recruitment documents including information for individuals with Limited English Proficiency.

Census Reporter provides research data on languages that are spoken at home for the population eighteen years and over in Limited English-Speaking Households. The most current information is 2019 and shows the following for the Southern Maryland Workforce Development Area. Spanish is the largest group by far in the Local Area with limited English-speaking individuals.

All American Job Centers will be accessible to individuals with disabilities including the mobile unit. Customers who have Limited English Proficiency will be assisted to ensure their individual needs are met.

Monitoring will include a review of system compliance regarding all of the above and be conducted at least one time during each program year and will be done in conjunction with the WIOA Title I program monitoring. It will take place in the second quarter of each program year and documented.

The Southern Maryland Workforce Development Board is requesting that the Division of Rehabilitation Services do a review of the American Job Centers, as part of their in-kind resource contribution, to validate compliance. In addition, Division of Rehabilitation Services will provide training to JobSource partner staff regarding serving individuals with disabilities as part of the resource sharing agreement. Training will be done in prior to the program monitoring and the monitoring will review the curriculum and partner participation as part of the compliance monitoring.

C. An acknowledgment that the Local Board understands that, while Section 188 of WIOA ensure equal opportunity for individuals with disabilities, sub-recipients may also be subject to the requirements of:

- a. Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance;**
- b. Title I of the ADA, which prohibits discrimination in employment based on disability;**
- c. Title II of the ADA, which prohibits State and local governments from discriminating on the ~~SEP~~ basis of disability;**
- d. Section 427 of the General Education Provisions Act; and**
- e. Maryland Anti-Discrimination laws.**

In addition to Section 188 of the Workforce Innovation and Opportunity Act, all subrecipients are required to comply with:

- I. Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance.
- II. Title I and Title II of the Americans with Disabilities Act, which prohibits discrimination in employment based on a disability, and prohibits State and local governments from discriminating on the basis of disability.
- III. Section 427 of the General Education Provisions Act that requires recipients ensure equitable access to, and participation in, certain programs run by the United States Department of Education.

- IV. Maryland's Anti-Discrimination Laws, that prohibit discrimination on the basis of marital status, sexual orientation, gender identity, or genetic information in addition to those covered by Section 188 in the Workforce Innovation and Opportunity Act.

This information must also be posted for review by eligible individuals.

D. A description of how the Local Board will ensure meaningful access to all customers.

The Southern Maryland Workforce Development Board will support a customer-centric approach to customer service.

The American Job Centers in the Southern Maryland Workforce Development Board provide opportunities for a universal population starting with basic career services for anyone looking for work or a different job. Individuals may access any of the four (4) Centers or Mobile Unit and participate in preparing or enhancing a resume and job search activities.

In addition, all JobSource partner agencies have agreed to provide a "no wrong door" approach and register their applicants and participants in the Maryland Workforce Exchange. That will either be done at the partner location or they will refer individuals to a satellite or comprehensive American Job Center.

All JobSource partners will provide a workforce system orientation that will be created to represent all related services that comprise the Southern Maryland Workforce Development Area.

An initial screening set of questions are being developed by the partner convening group that will serve as a tool to identify potential needs of individuals at any of the access points and provide enough detail to make referrals to Core, Required, and Voluntary partner services. Partners have agreed upon referral processes tailored to the desires of the agency receiving referrals. Individuals with a declared disability will be referred to the Division of Rehabilitation Services, however, upon entry into an American Job Center will be treated just like everyone else and given an opportunity to access basic career services including registration into the Maryland Workforce Exchange and resource room materials, tools, and guidance. Veterans and spouses of Veterans will be given priority and will also be provided immediate services in regard to registering in the Maryland Workforce Exchange and having access to resource room materials, tools, and guidance.

Business customers will be treated with respect and urgency to include information on available resources and a referral to an Integrated Business Service Team Member.

Census Reporter provides research data on languages that are spoken at home for the population eighteen years and over in Limited English-Speaking Households. The most

current information is 2019 and shows the Southern Maryland Workforce Development Area with Spanish as the largest group by far in the Local Area with limited English-speaking individuals.

The Local Workforce Development Board will ensure that materials are translated to Spanish for appropriate documents and materials as needed. Staff will attend training session offered by the Department of Labor to assist in understanding the compliance and meaningful access requirements.

It is the intent of the Southern Maryland Workforce Development Area to provide reasonable accommodations to individuals with limited English-speaking abilities

E. A description of the Local Board's procedures for handling grievances and complaints from participants and other interested parties affected by the local American Job Center system, including partners and service providers. Provide a separate description for the:

a. Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I – financially assisted program or activity.

Southern Maryland will comply with 29 CFR Part 38 in regard to implementation of the nondiscrimination and equal opportunity provisions of the Workforce Innovation and Opportunity Act.

Complaints alleging discrimination on the basis of race, sex, religion, color, national origin, age, political affiliation or belief, and for beneficiaries only, citizenship or participation in any program funded under the WIOA or in the process of admission or access to, opportunity or treatment in, or employment in the administration of or in conjunction with, any WIOA funded program or activity, may file a complaint, either by him/herself or through a representative, within one hundred eighty (180) days from the date of the alleged violation with the Equal Opportunity Officer. If such a complaint is received, the Equal Opportunity Officer will immediately notify the State and the directorate of Civil Rights, Washington, D.C. of the existence of the complaint. If the Equal Opportunity Officer has not provided the complainant with a written decision within ninety (90) days of the filing of the complaint, the complainant need not wait for a decision to be issued, but may file a complaint with CRC within thirty (30) days of the expiration of the ninety (90) day period (in other words, within one-hundred twenty (120) days of the date on which the original complaint was filed). If the complainant is dissatisfied with the Equal Opportunity Officer's resolution of the complaint, the complainant may file a complaint with CRC. Such complaint must be filed within thirty (30) days of the date the complainant received notice of the Equal Opportunity Officer's proposed resolution.

Complaints can be filed with:

Cristina Vandroff
Finance & IT Coordinator
Equal Opportunity Officer
Tri-County Council for Southern Maryland Administrative Offices
CVandroff@tccsmd.org
301-274-1922 extension 313

A complaint may be filed directly with the Civil Rights Center (CRC) within one-hundred eighty (180) days of the alleged discrimination through the Complaint Information Form sent by postal mail to the Director, Civil Rights Center Attention: Office of External Enforcement, US Department of Labor, 200 Constitution Ave NW Room N-4123, Washington DC 20210; by fax to 202-693-6505 attention: Office of External Enforcement; or by email to CRCExternalComplaint@dol.gov. Persons with a disability who require auxiliary aids and services in order to file a complaint, to access the CRC complaint form, or during the complaint process should contact the CRC by email at CRCExternalComplaints@dol.gov, by phone at 202-693-6500 or Maryland Relay at 800-552-7724 or 410-767-6960 (Voice/TTY) or 443-453-5970 (Video Phone).

b. Complaints and grievances not alleging illegal forms of discrimination. This includes grievances from individuals alleging labor standards violations.

Tri-County Council of Southern Maryland's Equal Opportunity Officer will facilitate:

- Complaints and grievances alleging illegal forms of discrimination on the ground of race, color, religion, sex, national origin, individuals with limited English proficiency, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in WIOA Title I – financially assisted program or activity;
- Complaints and grievances not alleging illegal forms of discrimination including grievances from individuals alleging labor standards violations.

c. Remedies that may be imposed for a violation of any requirement under WIOA Title I, limited to, suspension or termination of payments under the title; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment (where applicable); and other equitable relief as appropriate.

Remedies will be tailored to the specific circumstances and violations and may include, but not limited to:

- Provision of services, benefit or employment opportunity denied;
- Monetary payment for loss of employment opportunity or benefit;
- Disciplinary action(s) against the individual(s) found to have discriminated;
- Training for individual(s) found to have discriminated and for other appropriate individuals;
- Nullification of an adverse action;
- Removal of adverse records or documents from client/personnel files; and
- Preparation of statement of no retaliation.

Should the proposed remedies be acceptable to all parties, if appropriate, the Equal Opportunity Officer shall prepare a written Settlement Agreement which contains the specified remedies and which the complainant and respondent will sign. The Settlement Agreement will include a stated timeframe for implementation of the remedies. Should the complainant or respondent be dissatisfied with the recommended remedies and no solution appears probable, the Equal Opportunity Officer shall inform the complainant of additional filing rights and timeframes for filing as appropriate.

Where the Equal Opportunity Officer makes the decision that there is no probable cause to believe that an act of illegal discrimination has occurred, the complainant will be so notified.

Where the complainant does not accept the decision, the Equal Opportunity Officer shall inform the complainant of additional filing rights and timeframes, as appropriate.

F. A description of how an individual can request an accommodation.

Information will be posted at all access points of the workforce system on alerting staff to the need for an accommodation. Access points include entrances to the American Job Centers, in Center Resource Rooms, in the Mobile Unit, and on the Tri-County Council for Southern Maryland's website.

When a customer enters the American Job Center and self identifies as having a disability, American Job Center staff will inquire if the person needs special accommodations to access workforce services. The American Job Center will comply with ADA by promoting inclusion, choice, and accessibility and ensure that job seekers with disabilities have access to all resources and services. If the customer determines there are accommodation needs in order to access American Job Center services, they will be offered support including:

Referral to DORS services if customer is needing access to American Job Center services, multiple or extensive vocational services, qualifies for Ticket to Work, or is interested in specialized vocational rehabilitation services to assist with getting and keeping

employment.

- Direct referral to a Vocational Rehabilitation Specialist/Counselor.
- American Job Center will promote blending, leveraging and braiding of resources to benefit job seekers with disabilities.
- Staff and customers will be provided information regarding reasonable accommodations at job sites.
- Employers will be provided information regarding ADA and reasonable accommodations.
- Assistive technology located in the American Job Center.
- Supportive services as appropriate.

G. A description of the Local Board's policy and procedures with regard to aid, benefits, services, training, and employment, include a statement of assurance that you will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.

The Southern Maryland Workforce Development Board will provide reasonable accommodations to qualified individuals with disabilities unless providing the accommodations would cause undue hardship.

Southern Maryland Workforce Development Area Workforce Innovation and Opportunity Act providers, administrators, and partners will comply with the Local, State, and Federal Equal Employment Opportunity policies as well as Complaint Grievance procedures and policies.

American Job Centers will have wheelchair accessible ramps, handicap parking spaces, customer accessible bathrooms, Universal Accessible workstation, and Virtual Interpreter Interaction. Assistive technology resources will be available: screen reader applications, adjustable table, large print keyboard, Microsoft Narrator, NVDA Magnification applications, Microsoft Magnifier, trackball, multi-function LaserJet printer, and Headphones that are noise cancelling.

H. A description of how the Local Board will comply with the Americans with Disabilities Act. The description should include how the Local Board will provide reasonable accommodations regarding materials, technology, and physical and programmatic accessibility of facilities. The description should also include how the Local Board will provide staff training and support for addressing the needs of individuals with disabilities.

Maryland Division of Rehabilitation Services, as a Core Program Partner, will provide staff and partner training and support for addressing the needs of individuals with disabilities at least one time annually at the American Job Center. In addition, the Southern Maryland Workforce Development Board will request Maryland Division of Rehabilitation Services offer, as an in-kind contribution, an evaluation of the American Job Centers in the local area to identify areas that may need to be corrected or

enhanced to ensure compliance with the Americans with Disabilities Act. Included in the evaluation will be accessibility, assistive technology, rest room availability, and support materials.

The Southern Maryland Workforce Development Board will provide reasonable accommodations to qualified individuals with disabilities unless providing the accommodations would cause undue hardship.

I. A description of the Local Board's policy and procedures in place to ensure that communications with individuals with disabilities, including individuals with visual or hearing impairments, are as effective as communications with others.

The Southern Maryland Workforce Development Board has made serving individuals with disabilities a priority by ensuring buildings and services are accessible. The mobile American Job Center also has a disability lift to allow easy access for individuals with disabilities.

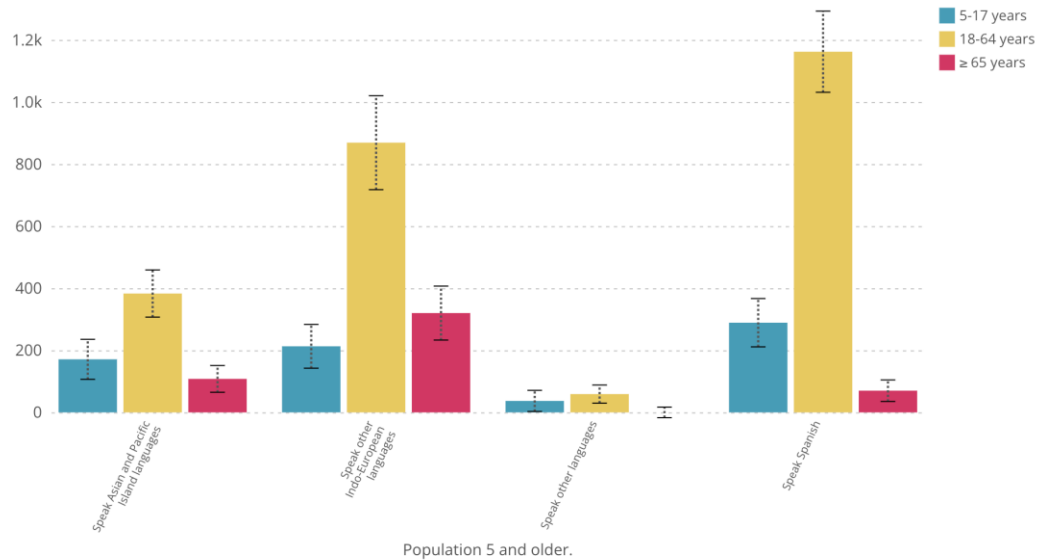
At the time of the Maryland Division of Rehabilitation Services evaluation, Southern Maryland Workforce Development Board is requesting they review methods of communication and provide suggestions for improvement. Training will be done in prior to the program monitoring and the monitoring will review the curriculum and partner participation as part of the compliance monitoring. Monitoring will include a review of system compliance regarding all of the above and be conducted at least one time during each program year and will be done in conjunction with the WIOA Title I program monitoring. It will take place in the second quarter of each program year and documented.

Southern Maryland works with sign language translators and Maryland Relay services to ensure messages are consistent with all customers. Assistive technology at the American Job Center is available including zoom technology for the visually impaired.

J. A description of the steps the Local Board will take to meet the language needs of limited English-speaking individuals who seek services or information. The description should include how the Local Board proposes that information will be disseminated to limited-English speaking individuals, including using oral interpretation and written translation services in accordance with Maryland Anti-Discrimination laws, including 5 MD. State Government Code Ann. 10-1101, which stipulates that oral language services must be delivered on-site for those in frequent contact with a service provider.

The most recent Census Data shows:

Language Speakers: by Age (2015-2019)



Adult Education and Literacy is a Core Program Partner and very active on the local partner convening group. A coordinated referral system will be outlined in the Memorandum of Understanding which provides procedures for assisting individuals in accessing services.

Materials may be translated to Spanish for appropriate documents and materials. Staff will attend training session offered by the Department of Labor to assist in understanding the compliance and meaningful access requirements.

It is the intent of the Southern Maryland Workforce Development Area to provide reasonable access to individuals with limited English-speaking abilities.

Other accounts available through Maryland state agencies that we have access to are:

- Telephone Interpretation: Language Line Services
1-800-752-6096
BPO050B2400001
- On-Site Interpretation: Ad Astra
1-800-308-4807
BPO050B3400003
- Written Translation: Schreiber Translations, Inc.
BPO050B3400002

SECTION 16: Fiscal, Performance, and Other Functions

- A. An identification of the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under section 107(d)(12)(B)(i)**

The Chief Elected Officials have designated Tri-County Council for Southern Maryland as the entity responsible for the disbursement of grant funds.

- B. A description of financial sustainability of the American Job Center services with current funding levels, and a description of the ability to make adjustments should funding levels change.**

Workforce Innovation and Opportunity Act funded programs depend on Congressional appropriations and line item budgeting which has always carried a risk of not being funded or being funded at a greatly reduced level. Recent annual cuts in formula dollars has created a burden and the necessity to reduce staff. It has been necessary to adjust the budgets which will likely result in serving fewer individuals, offering fewer opportunities for training expenditures and supportive services. It is important in a rural area with transportation issues to have access points in each County. If funding continues to be a problem, the Southern Maryland Workforce Development Board may consider either identifying less expensive facilities or may co-locate with other partners or provide part-time access.

1. The Southern Maryland Workforce Development Board will continue to negotiate dollars and in-kind contributions with all the Core Program Partners and Required Partners during the Memorandum of Understanding and Resource Sharing Agreement updated negotiations. In addition, the Board will be pursuing a variety of grants to diversify funding. Local workforce system partners have agreed on a Memoranda of Understanding and Resource Sharing Agreements that can be found at <https://securereservercdn.net/45.40.152.13/s8v.f13.myftpupload.com/wp-content/uploads/2021/09/Southern-Maryland-MOU-2021-2023-Final.pdf>.

- C. A description of the competitive process to be used to award the subgrants and contracts in the Local Area for activities carried out under this title, including risk assessment of potential subgrantees and contractors.**

The Southern Maryland Workforce Development Board is not incorporated. Tri- County Council for Southern Maryland was designated the Fiscal Agent and Grant Recipient by the Chief Elected Officials. In its capacity as Administrative Entity, Tri- County Council for

Southern Maryland serves as the Southern Maryland Workforce Development Board support and assists the Board in fulfilling its duties. In cases where there is a need for a firewall between responsibilities such as monitoring, evaluation, procurement, plan development, and policy development, the Southern Maryland Workforce Development Board requests the Administrative Entity contract with an independent consultant to provide assistance directly to Board Members independent of Tri-County Council for Southern Maryland.

An independent consultant will be contracted with to assist the Southern Maryland Workforce Development Board in procuring the one-stop operator. Southern Maryland Workforce Development Board and the Southern Maryland Chief Elected Officials, have selected and approved Tri-County Council for Southern Maryland to serve as service provider for the Title I Adult and Dislocated Workers and will be asking the Governor to approve the decision. As a result, no competitive process will be used for Adult and Dislocated Worker Procurement. Training services that require an Individual Training Account must be on the Eligible Training Provider List. Youth services will be procured according to guidance from Maryland Labor. In each case, the Board will contract for an independent consultant to assist a Board Committee with procurement.

The risk assessment of having Tri-County Council for Southern Maryland serve in the service provider capacity is low. Chief Elected Officials comprise the agency Board of Directors and the Chair of the Chief Elected Officials is a member of the Southern Maryland Workforce Development Board. In addition, Tri-County Council for Southern Maryland has served as the service provider for several years and has proven to be credible and high-performing. The Southern Maryland Workforce Development Board will contract for monitoring at least two times each program year to provide an independent review.

The Board will incorporate a risk-assessment approach to its oversight of contractors. The process for risk assessment shall include:

1. Define scope. Consider which, if any, contracts involve the most risk exposing the local board to adverse consequences.
2. Identify areas of possible exposure associated with additional risks. Consider the

level of vulnerability of the local area or local board if a contractor's compliance with programmatic and fiscal system requirements is monitored less frequently.

3. Identify the factors used to assess risk. Consider: has the contractor experienced major changes in personnel or practices since the last review; what is the structure for provision of services; is there a history of disallowed costs; is there a significant history of prior oversight findings; and what is the contractor's share of the local area's allocation?
4. Project the risk. Assign point values to the scoring system. The numerical ratings can be used to help the Board determine how to allocate its oversight resources.

Service providers may be classified as high risk, medium risk, or low risk for the purposes of measuring program accountability. At a minimum, all providers must be monitored at least once during each program year (July 1 - June 20), with medium or high-risk providers being monitored more frequently.

Risk Assessment Scoring System:

1. Were there any changes in provider's personnel or practices since last on-site review? 15 Points = extensive change; 8 points; some change; 0 points = little to no change.
2. What is the structure for provision of services? 10 points = if provider does not provide services directly; 5 points = if provider provides some services and purchases some services; 0 points = if provider provides all or nearly all services directly.
3. Is there any history of disallowed costs? 20 points = if more than 1 instance of disallowance; 5 points = a single instance of disallowance; 0 points = no disallowances have occurred.
4. What is the extent of recent audit or monitoring findings? 25 points = if substantial oversight findings occurred within the past 2 years; 20 points = if some findings occurred within past 2 years; 0 points = no oversight findings occurred in the past 2 years.
5. What is the contractor's share of the local area's allocation? 15 points = if more than 25% of local board's allocation; 8 points = if 10% to 25% of local board's allocation; 0 points = if less than 10% of local board's allocation.

The entity selected for one-stop operator will be checked on epls.gov for suspension and/or debarment to minimize risk.

Risk Assessment in regard to procurement and vendor selection processes are defined in 2 CFR 200.205 C. Southern Maryland will consider the following risk factors as part of the procurement and vendor selection processes: financial stability, quality of management and ability to meet management standard, history of performance including timely reporting, compliance, and expenditure levels, audit findings, and ability to implement requirements.

D. A description of the actions of the Local Board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the State board pursuant to Section 101(d)(6). This should include a description of the process used by the Local Board to review and evaluate performance of the local American Job Center(s) and the One-Stop Operator.

Southern Maryland Workforce Development Board is and will continue to be a high-performing Board. The Southern Maryland Workforce Development Board will analyze evidence-based return on investment through a performance management dashboard to track employment, retention, wages, and educational attainment.

An independent evaluation will be conducted annually to review the local workforce delivery system and provide feedback on enhancement possibilities and areas that may be of concern to the Southern Maryland Workforce Development Board. In addition to a third-party evaluation, mystery shopping of each American Job Center to evaluate customer service will be done at least once annually.

Southern Maryland Workforce Development Board Members will receive at least six (6) hours of training annually regarding the workforce system to keep them apprised of changes, promising practices, sector partnership progress, and local considerations.

E. A description, including a copy of the Local Area's Individual Training Account policy. The description should include information such as selection process, dollar limits, durations, etc. and must be in accordance with the State's WIOA Title I Training and the Eligible Trainer Provider List policy.

The current local policy:

Individual Training Account (ITA) Policy TCCSMD Policy Series #OP-2013-05^{SEP} Date 7/2013, Revised 1/22/15, Revised 9/1/16

Purpose: To establish requirements and procedures for the Southern Maryland Development Area staff, contractors and service providers in establishing Individual Training Accounts (ITA's) for eligible Workforce Innovation and Opportunity Act customers.

References: Workforce Innovation and Opportunity Act of 2014 and related Regulations

Background: Services for adults and dislocated workers under the Federal Workforce Innovation and Opportunity Act are provided after an assessment of the specific needs of each job seeker. Tri-County Council for Southern Maryland, through the American Job Centers, uses a career assessment process that assists job seekers in determining the most appropriate services and training plan for each individual. Developing a plan to address the needs of each job seeker is a strategy that embodies the key principals of the Federal Workforce Innovation and Opportunity legislation, customer choice, flexibility and a market-oriented approach to job training.

Procedures: The ITA is an account established by the Southern Maryland JobSource Career Counselor on behalf of a Workforce Innovation and Opportunity Act eligible individual. ITAs are funded with adult and/or dislocated worker funds authorized under Title I of the Workforce Innovation and Opportunity Act. Eligible individuals may use ITA's in exchange for training services for skills in demand occupations from training providers on the approved Maryland Higher Education Commission (MHEC) list <http://www.mhec.state.md.us>.

Occupational Skills Training

Tri-County Council for Southern Maryland, in conjunction with the local Workforce Development Board, has implemented a system to authorize occupational skills training for adult and dislocated workers using an Individual Training Account (ITA) voucher. The ITA system makes funds available to cover the costs of tuition, books, and fees, or portions thereof, for programs and courses offered by eligible training providers.

Occupational skills training is defined as a program or course that trains individuals for gainful employment or entry into a specific occupation. Examples of occupation specific programs and courses include training in areas such as nursing and health care, tractor trailer and truck driving, information technology and computer programming, welding, electronics, automobile mechanics, machine tool, etc.

To be an eligible provider, each program or course of occupational skills training must be placed on the “State List of Occupational Providers” and approved by the local Workforce Board. Occupational skills training programs that are tuition based and available to the general public, offered by community colleges, four- year colleges and universities, community based, non-profit organizations and private schools are eligible to be included on the State list of Occupational Training Providers.

In the State of Maryland, training providers that offer occupational skills training to the public are required to obtain certification from the Maryland Higher Education Commission (MHEC).

The Maryland Department of Labor has taken the lead in developing and maintaining the State List of Occupational Training Providers. Tri-County Council for Southern Maryland uses only those training providers and specific courses/programs included on the State List of Occupational Providers when referring Workforce Innovation and Opportunity Act eligible adults and dislocated workers for occupational training.

Tri-County Council for Southern Maryland has established an individual training cap of \$4,000.00 for each individual. The maximum length of training in an ITA program is twelve months.

Pre-Vocational Services

The Workforce Innovation and Opportunity Act legislation makes a distinction between occupational specific training and pre-vocational services. Pre-vocational activities are considered an Individualized Career Service rather than a training activity. Pre- vocational services include basic and remedial education courses including GED programs, basic computer skill offerings such as keyboarding and word processing, computer software offerings such as Excel, Word and Access, and other offerings that are not occupational specific training. Since these types of services are not considered occupational training programs, the Maryland Department of Labor will not include such programs on the State List of Occupational Training. Each local Workforce Development Area determines the method for the provision of

these types of services. Tri- County Council for Southern Maryland will identify eligible vendors to provide pre- vocational services to job seekers, as needed. Pre-vocational services are also off the shelf, tuition based, and available to the public. Workforce Innovation and Opportunity Act adults and dislocated workers are authorized for pre- vocational services on an individual referral basis.

Customer Assessment, Counseling and Individual Service Strategy (ISS)

Workforce Innovation and Opportunity Act Career Counselors will perform a customer assessment for each eligible customer desiring occupational skills training. The Career Counselor will develop and maintain an ISS on each customer to document training requests, work history, and to identify any possible barriers to training. The employment barrier identification will occur through the pre-screening assessment.

If the ISS has determined the customer's primary service needs to be occupational training services, and the customer has significant work history, adequate test scores, and no major barriers to employment, they should be considered suitable at that time for an Individual Training Account (ITA).

If the customer has a limited work history or significant barriers to training, the Career Counselor will complete a more in-depth suitability evaluation before recommending the customer for a training program. This will include the administration of an interest inventory, a plan for managing barriers, and /or referral to partner agency, if required.

Training and Occupations/Approved Provider List

The list of approved training providers will be available to the public via the Maryland Department of Labor web site <https://www.labor.maryland.gov/employment/train/>. This information will also be available at all Southern Maryland One-Stop locations. Vendor selection is based on informed customer choice. The customer decides on which vendor to use; however the counselor ensures that the customer has the information necessary to make an informed choice. Career Counselors are responsible for communicating the ITA process in simple understandable language, giving the customer good information and choices.

The counselor reviews with the customer the vendors that provide the occupational training that the customer is interested in taking. The review should include: The begin

date; The length of training; The location of training; Performance data for the vendor for that training; the cost of the training

Once the review is completed the customer is asked to make an onsite visit. Based on their visit, the customer chooses the vendor.

ITA Policy/Process

The Career Counselor will orient the customer to the ITA process. The following information must be discussed with each Workforce Innovation and Opportunity Act customer: Customer Responsibilities (sign training agreement form); Tri-County Council for Southern Maryland/ One-Stop responsibilities; Amount and limitations of the ITA; Procedures that must be followed in order to obtain an ITA; and Responsibilities of the training vendor

Workforce Innovation and Opportunity Act training assistance is only provided if the customer is unable to obtain other grant assistance to pay for training, including Pell Grants. All Workforce Innovation and Opportunity Act customers must apply for other forms of assistance, if applicable. The training vendor must certify that it has assisted the customer in applying for other financial assistance. The vendor will apply any Pell Grant and other financial awards toward the total training cost to offset the amount of costs billed to Tri-County Council for Southern Maryland.

ITA Contract

The Individual Training Account Contract is a contract between TCCSMD and the College. The contract is used to show the college which program the client is authorized to attend, and how to invoice TCCSMD as well as the start and end of the contract and the contract amount. The completed contract is sent to the College for approval. The signed contract is then forward to TCCSMD for final approval by the Director of Regional Workforce & Business Development. If a client is planning on taking classes during fall and spring semester the ITA would list the end of the spring semester for the end date.

If any of the information on the approved contract changes, a new contract will need to be completed.

Billing Authorization Form

The Billing Authorization form is used to obligate individual classes authorized under the ITA. Workforce Innovation and Opportunity Act customers cannot begin class without the

training vendor having in its possession a signed (approved) Billing Authorization Form. TCCSMD will not be liable for training fees occurred prior to the approval of the

Billing Authorization. The training vendor must submit a copy of the Billing Authorization with an invoice to request payment from TCCSMD.

The billing authorization can only list the current semester's classes. Two separate Billing Authorization forms will need to be completed; one for the fall semester and then one for the spring semester when the client is able to register for these classes.

The Billing Authorization is also used to make modifications to the ITA. Examples: de-obligations, change in class dates, address etc. The Counselor must submit modifications to Tri-County Council for Southern Maryland within thirty (30) days. Workforce Innovation and Opportunity Act Career Counselors must be informed of vendor's policies regarding refunds to ensure that we are not wasting federal dollars.

Submission of ITA/Billing Forms to TCCSMD

The Career Counselor will scan the completed ITA, Billing Authorization Form and Verification Checklist and email to supervisor and Workforce Innovation and Opportunity Act Program Manager at TCCSMD to review. Supervisor or designee will have up to 2 business days to review and forward the email to the Workforce Innovation and Opportunity Act American Job Center Operations Manager. The American Job Center Operations Manager will have up to 3 business days to review. If approved, the American Job Center Operations Manager will print and sign the documents and will forward the originals to TCCSMD. If denied, the Manager will email the Career Counselor, supervisor, Accounting Assistant, and Workforce Innovation and Opportunity Act and Special Program Manager the reason for denial. TCCSMD will have up to 10 business days to review and sign all documents. The approved ITA and Billing Authorization will be scanned and emailed to the Career Counselor, supervisor, and the American Job Center Manager.

Upon TCCSMD approval of the ITA, the Career Counselor is responsible for the following:
Notifying customer that training has been approved and to give customer a copy of the approved ITA/ Billing Authorization to bring to the vendor so he/she can register for class;
Update data in MWE (within 5 days of approval)

NOTE: Customers cannot begin training services until Tri-County Council for Southern Maryland has approved the ITA and Billing Authorization Form. The ITA is a non-financial agreement and is used in conjunction with the Billing Authorization Form to obligate

Workforce Innovation and Opportunity Act training. Vendors must have an approved Billing Authorization Form in order to invoice TCCSMD. TCCSMD will not be liable for any customer costs occurred prior to the approval of the ITA / Billing Authorization.

Costs Associated with the ITA

The Workforce Innovation and Opportunity Act Career Counselor will work in conjunction with the customer, service provider/vendor, and other appropriate staff to determine what costs are allowable and reasonable based on the training requested, funding availability, and priority of service. Southern Maryland Workforce Development Board has established a ceiling of \$4,000.00 for Workforce Innovation and Opportunity Act funded training programs; standard duration of an ITA shall be 6-12 months (pending Southern Maryland Workforce Development Board Executive Committee approval ITA may be extended beyond 1 year due to extraordinary circumstances). Workforce Innovation and Opportunity Act Career Counselors will ensure that PELL and other funding is utilized prior to committing Workforce Innovation and Opportunity Act funds, which will be documented on the ITA contract. Extraordinary circumstances may include health issues, life events such as a family member death, and other factors that make it difficult to meet training requirements.

Process for Tracking ITA Expenditures

Once the ITA has been fully approved and accepted, the ITA is put into the fiscal accounting system managed by Tri-County Council for Southern Maryland, which obligates the funds for the customer's training. As the service provider/vendor invoice for the customer's training, the amount is charged against the obligated funds. Then a check is dispersed to the service provider/vendor.

Case Management Activities

The Workforce Innovation and Opportunity Act Career Counselors must provide case management services to customers as indicated by their ISS. All customers at a minimum should receive the following: Before training - the Career Counselor contacts customer before the training is to begin to ensure that the customer still plans to attend and to offer assistance with any problems that would prevent participation; During training – Career Counselor contacts customer at least monthly to ensure that the customer is attending and to offer assistance with any problems that would prevent continued participation; One month prior to completion of the training – Career Counselor should have customer come in to begin their Center job search assistance; After employment - the Career Counselor contacts the customer at a minimum bi-

monthly, or as identified in the ISS to ensure that the customer is still employed and to offer assistance with any problems that would prevent continued employment. Follow up with client will continue for a minimum of 12 months.

Note: If during follow-up the Career Counselor determines that the customer is no longer employed, the Career Counselor is to provide re-employment services.

Follow-Up/Job Search Assistance

The Career Counselor as part of case-management provides follow-up services. Once the customer completes training, the Career Counselor ensures that the customer is conducting a job search. All customers will receive at a minimum the following:

One week prior to the scheduled end date for training, the Career Counselor should schedule an appointment with the customer to initiate job search activities.

Once training is complete, the customer is encouraged to come to the American Job Center to participate in weekly Job Club, or other job search activity as coordinated with the Career Counselor.

If the customer remains unemployed after a month of job search, an assessment of their job search activities should be made and an action plan developed.

Exit and Termination

Customers are considered exited from intensive or training services when they no longer receive services, other than follow-up services. A soft exit will be automatically generated when the customer does not receive or is not in an active service for 90 days.

NOTE: To ensure positive performance outcomes are obtained, it is imperative that the Career Counselor conduct timely case management. This includes ensuring that customer files remain up to date, i.e. updating services, documenting case notes, case closures, etc.

Participants who exit from services because they are incarcerated, deceased or have health/medical conditions that prevent them from participating are excluded. If a Career Counselor is aware that a customer is not participating because of one of these reasons, they must update the Maryland Workforce Exchange using the appropriate exit codes.

F. A description of how training services under chapter 3 of subtitle B will be provided in accordance with Section 134(c)(3)(G), including, if contracts for the training

services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

Training services for the Southern Maryland Workforce Development Area will be provided in accordance with 134(c)(3)(G) of the Workforce Innovation and Opportunity Act. Training services provided will maximize customer choice in the selection of an eligible provider of such services.

As required in the Workforce Innovation and Opportunity Act, in the Southern Maryland Workforce Development Area, training services shall be directly linked to an in-demand industry sector or occupation or related entry level career path course of study. Input from economic development, employers, core program partners, and labor market information resulted in the Southern Maryland Workforce Development Board selecting Health Care, Construction (including construction related truck driving), and Professional Services (including IT), as the forecasted new and emerging industry sectors or occupations. In addition, to support career pathways and meet clients where they are, the Southern Maryland Workforce Development Board has approved Retail and Hospitality as a career pathway “starter” industry sector or occupation.

Labor market data and local economic conditions can change with little warning. As a result, the Southern Maryland Workforce Development Board may decide to approve training services for occupations determined by the Board to be in sectors of the economy that have a high potential for sustained demand or growth in the Southern Maryland Workforce Development Area. If this occurs, the Southern Maryland Workforce Development Board will document the decision in Board meeting minutes along with the justification for the decision.

Training services will be done through the Individual Training Account process for educational institution training services and through a contract process for other training services including on-the-job training, customized training, incumbent worker training, or transitional employment. Tri-County Council for Southern Maryland will not directly provide training services.

Line item tracking will be done for Individual Training Account funds versus Training Contract funds.

Customer choice can be achieved through a comprehensive case management strategy that involves an assessment and the development of an Individual Employment Plan that leads to training and self-sufficiency. The Career Counselor's role is to help the customer make an informed choice after looking at the State's list, program and cost information, and taking into considerations the dollar amount of the training and the Board policy on expenditures.

G. A description of how the American Job Centers are utilizing the Maryland Workforce Exchange as the integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by American Job Center partners.

The Maryland Workforce Exchange will be used for all workforce system job seekers regardless of the access point to the system. The Core Program Partners have agreed to register all applicants/participants in the Maryland Workforce Exchange. Title I Adult, Dislocated Worker, and Youth Program providers will use the Maryland Workforce Exchange as its intake and case management system and tracking system for service engagement and performance outcomes. Due to the need to coordinate assessments, co-enrollments, exits and case records, it is important that the other Core Program Partners join Wagner-Peyser and Title I Adult, Dislocated Worker and Youth Programs in using the Maryland Workforce Exchange as a coordinated database. Until that is possible, Southern Maryland Workforce Development Area will hold regular conversations to coordinate essential service delivery components.

H. A description of the Local Board's procedures for conducting oversight and monitoring of its WIOA activities and those of its sub-grantee and contractors. The monitoring plan shall address the monitoring scope and frequency and shall include the following:

The Board will incorporate a risk-assessment approach to its oversight of contractors. The process for risk assessment shall include:

1. Define scope. Consider which, if any, contracts involve the most risk exposing the local board to adverse consequences.
2. Identify areas of possible exposure associated with additional risks. Consider the level of vulnerability of the local area or local board if a contractor's compliance with programmatic and fiscal system requirements is monitored less frequently.
3. Identify the factors used to assess risk. Consider: has the contractor experienced major changes in personnel or practices since the last review

what is the structure for provision of services; is there a history of disallowed costs; is there a significant history of prior oversight findings; and what is the contractor's share of the local area's allocation?

4. Project the risk. Assign point values to the scoring system. The numerical ratings can be used to help the Board determine how to allocate its oversight resources.

Service providers may be classified as high risk, medium risk, or low risk for the purposes of measuring program accountability. At a minimum, all providers must be monitored at least once during each program year (July 1 - June 20), with medium or high-risk providers being monitored more frequently.

Risk Assessment Scoring System:

1. Were there any changes in provider's personnel or practices since last on-site review? 15 Points = extensive change; 8 points = some change; 0 points = little to no change.
2. What is the structure for provision of services? 10 points = if provider does not provide services directly; 5 points = if provider provides some services and purchases some services; 0 points = if provider provides all or nearly all services directly.
3. Is there any history of disallowed costs? 20 points = if more than 1 instance of disallowance; 5 points = a single instance of disallowance; 0 points = no disallowances have occurred.
4. What is the extent of recent audit or monitoring findings? 25 points = if substantial oversight findings occurred within the past 2 years; 20 points = if some findings occurred within past 2 years; 0 points = no oversight findings occurred in the past 2 years.
5. What is the contractor's share of the local area's allocation? 15 points = if more than 25% of local board's allocation; 8 points = if 10% to 25% of local board's allocation; 0 points = if less than 10% of local board's allocation.

The entity selected for one-stop operator will be checked on epls.gov for suspension and/or debarment to minimize risk.

Risk Assessment in regard to procurement and vendor selection processes are defined in 2 CFR 200.205 C. Southern Maryland will consider the following risk factors as part of the procurement and vendor selection processes: financial stability, quality of management and ability to meet management standard, history of performance including timely reporting, compliance, and expenditure levels, audit findings, and ability to implement requirements.

The Workforce Innovation and Opportunity Act requires a firewall exist between operations and administration. In addition, the Workforce Innovation and Opportunity

Act allows grant recipients and fiscal agents to operate Title I Youth Programs. Also, the Southern Maryland Workforce Development Board staff may serve a dual role in providing career services for Adults and Dislocated Workers without applying a competitive request for proposal process.

The Southern Maryland Workforce Development Board, the Chief Elected Officials, and the Governor through approval of this plan, has approved Tri-County Council for Southern Maryland, in its role as fiscal agent, administrative entity and Workforce Board staffing to provide the Title I Youth services and Title I Adult and Dislocated Worker Career Services. Training services will be done through the Individual Training Account process for educational institution training services and through a contract process for other training services such as On-the-Job Training and other work-based training. Tri-County Council for Southern Maryland will not directly provide training services.

With the multi-role complexity of the Southern Maryland Workforce Development Area, the Southern Maryland Workforce Development Board will ensure that procurement of the One-Stop Operator and any desired service provider procurements are not handled by Tri- County Council for Southern Maryland but instead by an independent contractor working directly with Southern Maryland Workforce Development Board Members who do not have a conflict of interest.

As the Title I Youth Services and Adult and Dislocated Worker Career Services provider, Tri- County Council for Southern Maryland will conduct ongoing monitoring according to the policy provided below. In addition, an independent contractor will be used to do administrative, fiscal, and program monitoring at least once a year that provides an objective evaluation directly to the Executive Committee of the Southern Maryland Workforce Development Board.

a. The roles and responsibility of staff in facilitating this procedure.

Staff will conduct ongoing monitoring and provide reports to the Executive Committee of the Southern Maryland Workforce Development Board. At least once annually, the Board will contract with an independent contractor to perform an objective monitoring to evaluate Tri-County Council for the Southern Maryland Workforce Development Board's administrative, fiscal, and program functions.

b. A requirement that all sub-grantee agreements and contracts be monitored at least annually.

During the independent evaluation that will be done at least once annually, all sub-grantee agreements and contracts will be monitored and a report provided on findings to the Executive Committee of the Southern Maryland Workforce Development Board.

c. Procedures for determining that expenditures have been made against the cost categories and within the cost limitations specified in the Act and WIOA regulations.

Title I front-line workers will be provided training on cost categories and cost limitations at least once annually. Paperwork and requisitions submitted cost information will be checked by the individual initiating the request in regard to appropriate cost category and if funds are available related to cost limitations. Next, the Director will review the request for cost category selected and cost limitations prior to signing off on it. Finally, the Fiscal Department will review the request to ensure accuracy and compliance prior to processing. If there is a problem, it will be returned to the Director for action.

At least once annually, an independent contractor will monitor cost categories and expenditures and provide findings in the overall monitoring report provided to the Southern Workforce Development Board Executive Committee.

d. Procedures for determining compliance with other provisions of the Act and regulations and other applicable laws and regulations, including the method of monitoring to be used for subgrantees and contractors.

A comprehensive independent monitoring will be conducted at least once annually that reviews every aspect of financial, administrative, and programmatic requirements within the Workforce Innovation and Opportunity Act as well as its Regulations.

e. Provisions for the recording of findings made by the recipients' monitor(s), the forwarding of such findings to the sub-grantee or contractor for response and the recording of all corrective actions.

Ongoing monitoring done by Tri-County Council for Southern Maryland will result in the issuance of a monitoring report within thirty (30) days of completion

of the on-site visit. The sub-recipient will have 30 days from the date of initial report to respond. The sub-recipient may request an extension if unable to respond with the thirty (30) day period to include justification for the delay. Any final monitoring report that identifies a compliance exception, administrative issue, negative observation, or non-performance under the Workforce Innovation and Opportunity Act, TANF Program, associated regulations, State provisions, local policy, Strategic or Operations Plan, or the organization's sub-contracts shall require a written corrective action plan.

The corrective action plan, if approved, must be completed within a reasonable timeframe agreed upon in the plan.

A written record of each correction action requested and submitted will be retained in the sub-recipient's contract file at Tri-County Council for Southern Maryland.

When the independent monitoring is conducted, the review will include all internal monitoring reports for the last three quarters and any corrective action plans approved along with progress.

The Southern Maryland Workforce Development Board will request validation of corrective actions being taken. If corrective actions are not remedied, the Executive Committee of the Board will recommend action regarding the provider.

f. Provisions of technical assistance as necessary and appropriate.

Staff and partner capacity building is an essential part of developing and maintaining a high-performance Workforce Development Area. The Southern Maryland Workforce Development Area will provide technical assistance through training opportunities, peer networking, and State information.

g. Specific local policies developed by the Local Board for oversight of the American Job Center system, youth activities and employment and training activities under Title I of WIOA.

Southern Maryland has revised all policies and has added to the monitoring policy the remedies and protocol for non-compliance. Remedies will include: corrective action plan with follow-up review, the provision of technical

assistance or seeking the proper expertise to quickly remedy all issues and ensure positive practices; and may include sanctions, funding reductions or cancellation, and the process for appeals and hearings.

Here is the current monitoring policy that will be updated as additional guidance is received from the Federal funding agency and the State of Maryland:

MONITORING POLICY Date: 7/2013; Date Revised 9/1/16 TCCSMD Policy Series #OP-2013-12; Date Revised 7/1/21

Purpose:

To determine whether those receiving Workforce Innovation and Opportunity Act funds are complying with the provision of their contracts and with applicable State and Federal regulations.

References:

Workforce Innovation and Opportunity Act and Regulations

Background:

Tri-County Council for Southern Maryland will monitor service provision according to a schedule approved by the Local Workforce Board. In addition, an independent monitoring review will be held at least once annually to ensure compliance with administration, fiscal, and program procedures and policies.

To determine whether provisions of a contract are being met a Tri-County Council contact monitor or independent consultant for Southern Maryland may conduct site visits, examine program operations, review beneficiary and trainee eligibility, and review outcomes and quality of training being provided. Investigations may include examining records and case files, questioning employees, interviewing clients, and visiting sites where any Workforce Innovation and Opportunity Act Title I program or activity is conducted or records of participants are kept. Contract monitors and/or an independent contractor may also review employer record to assure that participants are receiving proper wages. They may make a work site visit to ensure that participants are employed in the agreed upon position, at the appropriate wage, utilizing the skills obtained through training.

Internal Contract Monitor Review Procedures:

Tri-County Council for Southern Maryland (TCCSMD):

1. Has established and adheres to appropriate systems for the award of monitoring of agreements with sub-recipients. The system contains acceptable standards for accountability and includes the acquisition of threshold documentation of the administrative capacity of each sub-recipient.
2. Enters into written agreements with sub-recipients that establish clear goals and obligations in unambiguous terms.
3. Acts with due diligence to monitor the implementation of these agreements including the carrying out of the monitor activities described below.
4. Takes corrective action related to performance issues and violations of the Workforce Innovation and Opportunity Act and associated regulations, State provisions, local policy and sub-recipient agreements.

Specific Monitoring Procedures:

The specific internal monitoring and related procedures conducted by Tri-County Council for Southern Maryland to full its responsibilities include the following:

1. Submission of oversight requirements for the internal compliance review.
2. A thorough review of invoices and supporting documents submitted by sub-recipients, monitoring to assure that expenditures have been made appropriately against cost categories and within cost limitations.
3. A thorough review of invoices submitted by sub-recipients to monitor planned versus actual expenditures.
4. A thorough review of management information system documents submitted and entered into the Maryland Workforce Exchange to monitor planned versus actual performance and equity in service delivery.

5. Provision of ongoing training and training and technical assistance to sub-recipients.
6. Provision of ongoing consultation to sub-recipients on the topics of fiscal invoicing and documentation, management information system procedures, documentation of eligibility and service delivery, performance management, and program service delivery design.
7. Provision of ongoing hands-on training.
8. On-site monitoring of sub-recipients in conformance with the annual monitoring plan to be conducted at least annually with follow-up as indicated in resultant monitoring reports.

Remedies for Non-Compliance:

Remedies will include: corrective action plan with follow-up review, the provision of technical assistance or seeking the proper expertise to quickly remedy all issues and ensure positive practices; and may include sanctions, funding reductions or cancellation, and the process for appeals and hearings.

- I. A description of the Local Board’s policy and procedures regarding the safeguarding and handling of personally identifiable and confidential information. Include incident response plans for loss of records.***

The Southern Maryland Workforce Development Board will follow Maryland Labor Policy Issuance 2019-04 entitled Privacy and Data Security dated March 28, 2019. The policy covers the protection and use of Personally Identifiable Information (PII) and sensitive information and the obligations to DWDAL regarding any breach.

Background

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. By design, the workforce system established under WIOA is integrated to help both

businesses and jobseekers. WIOA envisions connecting businesses with job seekers, through meaningful partnerships among workforce, education, human services, and economic development entities to ensure optimum results and leveraging of resources. The law addresses the needs of job seekers through establishing a workforce system that helps them access employment, education, training, and support services to succeed in the labor market. Through the American Job Centers (AJCs), WIOA works to address employer needs by matching them to the skilled workers they need to compete in the global economy. In order to ensure that AJCs and WIOA programs are effectively serving both jobseekers and employers as well as meeting federal compliance requirements, states must collect participant and program-level data to track performance. Local and state partners are bound by law to protect customer and employee sensitive information and Personally Identifiable Information (PII), both in electronic and physical file format.

Policy

1. The Southern Maryland Workforce Development Board will follow Maryland Labor Policy Issuance 2019-04 entitled Privacy and Data Security dated March 28, 2019.
2. Sensitive information includes any unclassified information whose loss, misuse, or unauthorized access to or modification of could adversely affect the interest or the conduct of federal programs, or the privacy to which individuals are entitled under various state and federal law.
3. PII is participant-level and employee data that either by itself or combined with other data can link to a specific individual or identity.
4. PII is divided into two categories: protected and non-sensitive. Protected falls under the sensitive information category. While non-sensitive PII has a much lower risk of harm if misused, confidentiality must still be maintained.
5. Table 1 in the State of Maryland's Policy Issuance 2019-04 provides examples of protected and non-sensitive PII.
6. The Local Workforce Development Director will be the contact person at the Local Workforce Area in Southern Maryland.
7. All staff and partners with access to participant-level data:
 - a. Must complete the Staff Confidentiality Agreement every six months and submit it to the Director of the appropriate DWDAL office granting the access,

- according to the chart in Policy Issuance 2019-04.
- b. Maintain client confidentiality and protect PII, sensitive information, confidential UI data, and education records as defined in Policy Issuance 2019-04.
 - c. Inform Maryland Labor of any users who were previously granted access to a Maryland Labor data system and need to be restricted or inactivated within ten business days of decision to inactivate user.
 - d. Participate in training for the protection of PII and sensitive information on-hire and on an annual basis.
 - e. Notify mandated and relevant parties in the case of a security breach, as outlined in Policy Issuance 2019-04, and as required by other legal or contractual requirements.
8. Southern Maryland will put in place the following safeguards to protect physical data:
- a. Reduce the volume of collected and retained physical data to the minimum necessary as is needed for reporting, eligibility determination, and case management;
 - b. Limit access to those individuals who must have access to perform job functions;
 - c. Keep files in cabinets and offices that lock;
 - d. Keep equal opportunity data (e.g. medical information and requests for accommodations) in files separate from employees' personnel files in accordance with 29 CFR Part 38.41;
 - e. Ensure that all cabinets and offices are locked before leaving the office unattended;
 - f. Ensure that files are not left out (e.g. on a desk during a lunch break) where unauthorized individuals can access them;
 - g. Develop and adopt a risk-aware culture;
 - h. Conduct due diligence on all third-party service providers and requiring appropriate information security standards to be written into contracts;
 - i. Conduct on-hire and annual training on the protection of physical data;
 - j. Develop a data governance policy and/or procedure;
 - k. Develop and test an incident response plan, which should involve key stakeholders;
 - l. Use unique identifiers to de-identify records and remove PII (e.g. new unique number specific to organization versus use of social security number);
 - m. Use locked boxes when transferring data for auditing; and
 - n. Use confidential recycling to dispose of records.
9. Southern Maryland will:
- a. Limit the number of records from secure storage to only those

- immediately in use.
 - b. Use a paper file tracking log.
 - c. Retain and dispose of physical records according to Policy Issuance 2019-04.
- 10. Participant-level data retained in electronic data systems will be safeguarded as follows:
 - a. Reducing the volume of collected and retained electronic data to the minimum necessary;
 - b. Limiting data access to only those individuals who must have such access;
 - c. Using password-protection, encryption-preferred, strong authentication procedures, and other security controls to make the information unusable by unauthorized individuals (necessary when transmitting PII through email or other electronic format; e.g. staff may not email social security numbers without encryption, even if the email is addressed to an individual that has authorized access);
 - d. Immediately deleting received emails containing unencrypted PII and instructing the sender to also delete (including removing from the “deleted files” folder) the email from their “sent” and “deleted files” folders;
 - e. Ensuring that data is not left unattended (e.g. MWE data must not be left open on screen while on a lunch break);
 - f. Logging out of data systems when leaving one’s desk;
 - g. Limiting network access to approved devices certified with appropriate security controls;
 - h. Not accessing data systems from non-secure computers (e.g. personal computer);
 - i. Conducting due diligence on all third-party service providers and requiring appropriate information security standards to be written into contracts;
 - j. Following all electronic and physical record requirements when scanning a document into a data system, including not using PII or sensitive information in the naming convention of scanned documents;
 - k. Conducting on-hire and annual training on the protection of electronic data;
 - l. Developing a data governance policy and/or procedures;
 - m. Developing and testing an incident response plan, which should involve key stakeholders; and
 - n. When receiving data requests: Providing aggregate-level data (i.e. all PII and sensitive information removed and performance numbers combined to represent the whole program or class) or If participant-level is required, only providing participant-level data if the entity or partner has an MOU in place.
- 11. In addition, Southern Maryland will:

- a. Set computers to go to screensaver after a maximum of five minutes of inactivity;
 - b. Set computer to lock after a maximum of 15 minutes of inactivity
 - c. Develop and maintain access by documenting and reviewing users and roles regularly;
 - d. Block PII and sensitive information from being downloaded to individual devices (e.g. flash drive);
 - e. Develop and maintain an inventory of all hardware and software;
 - f. Use the most current versions of applications and operating systems;
 - g. Require complex passwords and use multi-factor authentication;
 - h. Develop and adopt a risk-aware culture;
 - i. Conduct vulnerability testing and risk assessments;
 - j. Invest in cyber insurance;
 - k. Use unique identifiers to de-identify records and remove PII (e.g. new unique number specific to organization versus use of social security number); and
 - l. Implement access control for mobile devices.
 - m. Retain and dispose of electronic records according to Policy Issuance 2019-04.
12. If a staff member or partner suspects that a security breach has occurred, they must notify their supervisor immediately in order to investigate whether there has been an incident.
13. Notification to DWDAL will follow the requirements in Policy Issuance 2019-04.
14. Southern Maryland will follow the steps outlined in Assess the Level of Breach, Risk and Harm in Policy Issuance 2019-04. Partners and staff will be trained at least annually on these steps.
15. In the event Southern Maryland experiences a breach, a corrective action plan will be established to cover all phases of an incident response, including preparation, identification, containment, eradication, recovery, and lessons learned.

J. A description of the Local Board's procurement system, including a statement of assurance that the procedures conform to the standards in DOL regulations set forth in 29 CFR Part 95, Part 97 and 2 CFR 200.

Tri-County Council for Southern Maryland serves as the administrative entity and fiscal agent and handles procurement, other than services they may be bidding on which is facilitated by an independent consultant. TCCSMD does not procure goods and services for its sub-recipients.

Tri-County Council for Southern Maryland will procure goods and services

through competitive negotiations, non-competitive, and small purchase negotiations. It is not anticipated that sealed bids will be used. While cost is an important consideration in any procurement process, it is not the only consideration. The Tri- County Council for Southern Maryland and its agents will endeavor to select the method of procurement that will bring the most efficient and effective services available. In most instances, this means using the competitive negotiation method. The Tri-County Council for Southern Maryland will use procurement procedures that reflect applicable State and Local Laws and Regulations which comply with DOL regulation 29 CFR Part 95 Uniform Administrative Requirements for Grants and Cooperative Agreements with Institutions of Higher Education, Hospitals, and other Non-Profit Organizations and Part 97 and 2 CFR 200.

The current policy is:

- I. **Introduction-** TCCSMD makes purchases that will sometimes require certain measures to be taken depending on the grant that the goods or services will be purchased with. In those cases, it is mandatory that the Procurement Procedures are followed. In all cases it is necessary that the guidelines of the grantor are followed.
- II. **Purchasing Agent-**
- III. **The Purchasing Agent will be the department making the purchase and is responsible for the following:**
 1. Confers with vendors to obtain product or service information such as price, availability and delivery schedule
 2. Selects products for purchase by testing, observing or examining items
 3. Estimates values according to knowledge of market price
 4. Determines method of procurement such as direct purchase or bid
 5. Prepares purchase orders or bid requests
 6. Discusses defective or unacceptable goods or services with inspection or quality control personnel, users, vendors and others to determine source of trouble and takes corrective action
 7. Approves invoices for payment
 8. Expedites delivery of goods to users
- IV. **Finance Department-**
 - a. The Finance Department will be responsible for the following when

necessary:

- i. Review Requisitions
- ii. Reviews bid proposals and negotiates contracts within budgetary limitations and scope of authority
- iii. Maintains procurement records such as items or services purchased costs, delivery, product quality or performance and inventories

V. Purchases-

Small Purchases (\$0-\$25,000)

A. \$0-\$1,000

1. Departments may make purchases where the cost does not exceed \$1,000 directly without going through the Finance Department. It will be understood that the department making the purchase of goods or services is responsible for making sure that the price is fair and reasonable through price comparisons. If office furniture or equipment, which falls under this price range, is purchased then the Finance Department needs to be notified so that it is inventoried properly. Where applicable, the approved vendor list must be used.

VI. VI. \$1,000-\$10,000

1. Purchases within this range will need at least 3 quotes which can be obtained through listed catalog prices, telephone quotes, internet, or written requests for quotations (no advertising or posting required). When possible, at least one quote must be made locally (within the tri-county area). It will be the departments who wish to make the purchase to obtain the 3 quotes, if they need assistance that department will need to contact the Finance Department. Copies of the quotes and any other information will need to be sent to the Finance Department so that it can be filed and inventoried. (Purchase Orders and/or other requests may be needed for certain procurements within this range at the discretion of the Department Director)

VII. \$10,000 - \$25,000

1. Purchases within this range will require all of the guidelines above be complete and in addition they will need to be made through a more formal request for quotation. The request must be in writing. This process will need to go through the Finance Department for cash flow, budget review, and inventory purposes. Purchase Orders will be necessary with any procurement within this price range. Purchases in this range must be pre-approved by the Executive Director of Tri-County Council or The Executive Director of Southern Maryland Agricultural Development Commission for SMADC purchases and at his/her discretion the Executive Board must also be given advance notice of the purchase for their approval.

Large Procurements (\$25,000+)

Procurements exceeding \$25,000 must be procured through the appropriate department in cooperation with the Finance Department through one of the following methods. The type of method is determined by the type of project. All advertisements will include local solicitations. The Executive Director of TCCSMD and/or Executive Director of SMADC and Executive Board and/or Southern Maryland Agricultural Development Commission Board pre-approval are required for purchases above this threshold. In addition, Procurement Review Committees may be needed to assist in Bid preparation and/or Bid review. In coordination with TCCSMD's conflict of interest policy, any members of the committees will be precluded from bidding.

Any change orders throughout the process that are above 10% of total procurement cost must be reviewed by Procurement Review Board and/or the appropriate Executive Director. If the change order puts the procurement into a new category the procedures of that range would apply.

Any previous contracts prior to the approval of Procurement Procedures will be grandfathered in until such time that contracts are to expire.

A. Invitation for Bid (IFB)



1. IFB, also known as the Bid Request or Sealed Bid Method, is the method of procurement used when price is the primary factor in selection of a contractor. An IFB is typically used for construction projects and other capital projects that have clear-cut specifications. Sealed bids are publicly solicited; the reasonable bidder with the lowest price is awarded a fixed priced contract. (The Maryland LOTS Manual, March 2004)

B. Request for Proposal (RFP)

1. An RFP, also referred to as the Competitive Proposal method, is the method of procurement used when factors other than price are important in the selection of the chosen contractor. An RFP is typically used to procure management, operations, maintenance, planning, software and other consulting services.
2. In determining which proposal is most advantageous, grantees may award (if consistent with State Law) to the proposer whose proposals offer the greatest business value to the organization based upon an analysis of a tradeoff of qualitative technical factors and price/cost to derive which proposal represents the “best value” to the procuring agency. “Best Value” is a selection process in which proposals contain both price and qualitative considerations. Qualitative considerations may include technical design, technical approach, and quality of proposed personnel and/or management plan. The award selection is based upon consideration of a combination of technical and price factors to determine (or derive) the offer deemed most advantageous and of the greatest value selection method as the basis for award, however, the solicitation must contain language which establishes that an award will be made on a “Best Value” basis. (The Maryland LOTS Manual, March 2004). TCCSMD will include points for local vendors as part of their criteria for RFPs.

C. Request for Qualifications (RFQ)

1. Under this method, professional services are publicly solicited and qualifications of offers are evaluated without regard to price. Once the most qualified offers are identified, the sub

grantee engages in price negotiations with that offers. Failing agreement on an acceptable price, negotiations with the next most qualified offers are conducted until a contract award can be made to the most qualified offers with an acceptable price. (The Maryland LOTS Manual, March 2004) A separate cost bid will be required in addition to the qualification bid.

VII. Competitive Negotiation^[1]_{SEP}

1. This State-defined method is used when the item or service to be procured is not such that to a complete, adequate and realistic specification can be developed or when the item or service does not lend itself to a firm, fixed- price contract. Proposals are publicly solicited from a minimum of two qualified sources to permit reasonable competition and the award is made to the responsible offer whose proposal will be most advantageous to the project. (The Maryland LOTS Manual, March 2004) This method will only be used by TCCSMD as a result of large procurements not resulting in a clear single award.

IX. Contract Negotiation

If procurement is not feasible under any of the above procedures, then you may negotiate with a single source if the item is only available from a single vendor, the urgency for the item will not permit a delay characteristic of competitive solicitation or after solicitation of a number of sources, competition is determined to be inadequate. Noncompetitive negotiation is also referred to as Sole Source procurement. (The Maryland LOTS Manual, March 2004)

The above process is allowed when a demonstrated emergency such as a contracted is eliminated for just cause.

- K. The Local Board's procurement procedures are being revised in the fourth quarter and will ensure that procedures conform to federal and state regulations. Procurement procedures will be reviewed annually in the fourth quarter of each program year to ensure information is relevant and current.

L. A description of any documentation to demonstrate that the acquisition, management, and disposition of property adhere to the Property Management

Procedures taken from DOL regulations 29 CFR Part 97 and 29 CFR Part 95.

All fiscal policies have been revised and include documentation to demonstrate that the acquisition, management, and disposition of property of property will adhere to the Property Management Procedures of DOL Regulation 29 CFR Part 97 and 29 CFR Part 95 and those of the grant recipient.

M. A description of any policies or procedures the Local Board adopted to avoid conflicts of interest or the appearance of such conflicts in the exercise of their responsibilities, particularly those related to the awarding of contracts.

It is the policy of the Tri-County Council for Southern Maryland that all procurement transactions of the Southern Maryland Workforce Development Board shall be conducted in an effective and efficient manner, avoiding conflicts of interest or the appearance of such conflicts in the exercising of its responsibilities, particularly those related to the awarding of contracts. This code of conduct governs the conduct and performance of members of the Tri-County Council for Southern Maryland, the Southern Maryland Workforce Development Board, its officers, employees, and authorized agents engaged in the selection, award, and administration of contracts and sub-grants and/or the procurement of goods and services with Federal funds.

A Southern Maryland Workforce Development Board member shall not cast a vote on, or otherwise participate in the selection of or in the award of a contract supported by Federal funds if a conflict of interest, real or apparent, is involved. Such a conflict shall arise when: the member, officer, employee, or authorized agent, any member of his or her family, his or her business partner, or an organization which he/she belongs to or employs any of the above, has a financial or other interest in the being considered for an award.

Southern Maryland Workforce Development Board staff may not participate in developing, advertising, collecting, or scoring the request for proposal process and subsequent decision-making for any service in which Southern Maryland Workforce Development Board staff may be applying for or have a conflict of interest related to.

N. A description of the Local Board or fiscal agent's accounting procedures, including the procedures used in preparing reports to the State. In addition to the requirement that all financial transactions be conducted in compliance with

Generally Accepted Accounting Principles (GAAP), the fiscal management system must include the following in the accounting procedures. This description must address how the fiscal system:

The Tri-County Council for Southern Maryland utilizes SAGE accounting system. The Sage 100 Fund Accounting is the award-winning financial management solution preferred by nonprofits and government agencies for planning and managing budgets, increasing transparency and accountability, and producing accurate reports. Our accounting procedures are in accordance with GAAP. The Tri-County Council for Southern Maryland's finance director will use this system to record accounting transactions. As administrative entity and grant recipient, the Tri-County Council for Southern Maryland has the fiduciary responsibility for all funds received and disbursed by the Tri-County Council for Southern Maryland.

a. Tracks funding types, funding amounts, obligations, expenditures and assets.

The fiscal system must be adequate to track by grant award, the following:

- 1) Obligations-The Tri-County Council for Southern Maryland's accounting system will track all obligations by account code in the data system. The system's reporting features can provide original obligations, liquidations, adjustments, and current balances. The obligation reduces the authorized available account balance, which reduces the possibility of an account exceeding its spending authority.
- 2) Expenditures-The Tri-County Council for Southern Maryland's accounting system has accounts for each grant cost category. Each expense will be reviewed by the Finance Director for appropriate allocation, cost reasonableness, and funding availability. It will then be charged to the account cost category/line item. The Tri-County Council for Southern Maryland Executive Director will sign all invoices as well as the Regional Workforce Director.

b. Permits the tracking of program income, stand-in costs, and leveraged funds.

For each individual grant, the fiscal system must permit the tracking of:

- (1) Program income-

Program income earned during the year shall be retained by the Tri-

County Council for Southern Maryland Workforce Development Board and will be used to fund projects and to further program objectives.

(2) Stand-in costs-SAGE The accounting system will track costs.

(3) The tracking of profits is not applicable to WIOA Title I grants.

c. Is adequate to prepare financial reports required by the State.

The SAGE accounting system addresses specific needs such as tracking and reporting on individual funds from multiple sources. Complies with FASB, GASB, and other reporting requirements. It's flexible system setup and built-in reporting helps your organization master its critical accounting and administration tasks

N. An identification of key staff that will be working with WIOA funds.

The Tri-County Council for Southern Maryland's Finance Director, Director of Regional Workforce & Business Development Director, and Executive Director will have primary responsibility for Workforce Innovation and Opportunity Act funds. Executive Director of the Tri-County Council for Southern Maryland will be responsible for budgetary and financial oversight.

O. A description of how the Local Board's(or fiscal agent's) financial system will permit tracing of funds to a level adequate to establish that funds have not been used in violation of WIOA standards or DOL regulations.

The Tri-County Council for Southern Maryland's financial/accounting system will assure all funds have been used in compliance with Workforce Innovation and Opportunity Act standards and DOL regulations. The Tri-County Council for Southern Maryland utilizes the Sage accounting system. Through the use of the Sage accounting and other manual systems, the Tri-County Council for Southern Maryland will ensure that financial transactions are conducted and records maintained in accordance with federal and state guidelines regarding cost and classification.

P. Provide a brief description of the following:

a. Fiscal reporting system

Using the Sage system as well as manual worksheets, Tri-County Council for



Southern Maryland staff can prepare monthly financial reports for internal management and quarterly financial reports for submission to the Maryland Department of Labor. The basis for preparing State reports are reports for each funding source, which include expenditures, accruals and any adjustments.

b. *Obligation control system*

The system will provide funding availability by grant, the amounts of encumbrances, the amount of expenditure, and the amount of the current balance. Fiscal staff approves and records all contract obligations in the financial management system.

c. *ITA payment system*

Individual Training Accounts payments will be established through training authorizations. These will identify the cost of training, the training provider, and the services to be received by the participant. The participants will be given the training provider list authorized by the state and they must select from that list. The participants will also be given paperwork to present to the provider, and the Tri- County Council for Southern Maryland will be billed directly.

d. *Chart of account system*

The Tri-County Council for Southern Maryland’s accounting system will maintain a chart of accounts that specifically identifies balance sheet, revenue, and expense accounts in accordance with Workforce Innovation and Opportunity Act regulations and requirements established by the Tri-County Council for Southern Maryland.

e. *Accounts payable system*

After the approval of coding by the Tri-County Council for Southern Maryland’s Director of Regional Workforce & Business Development Director and fiscal staff, invoices will be processed for payment. Expenditure information is then entered into the financial system using budget codes. Each transaction can be identified in the general ledger. The Tri-County Council for Southern Maryland Finance Director will closely monitor general ledger transactions to ensure that payments are charged to the proper grant and cost category.

f. *Staff payroll system*

Bi-weekly time and attendance reports will be used for Tri-County Council for Southern Maryland staff. These reports will be signed by the submitting employee and their supervisor or his/her designee. Timesheets will then be forwarded to the fiscal staff and leave days checked against leave records. Staff checks will be

distributed bi-weekly.

g. ***Participant payroll system***

The Tri-County Council for Southern Maryland will not process payroll for program participants. This will be done by our sub-recipients or employers in those cases where participant payrolls are involved.

h. ***Participant stipend payment system***

The Tri-County Council for Southern Maryland will process participants' stipends based on time and attendance reports submitted by the participant through his or her provider. Payments will be made only for those days in training.

Participants must submit a completed request for payment not to exceed authorized expenses and stipend caps.

Participant timesheets will be submitted bi-weekly by the Southern Maryland Workforce Development Board staff and to the Tri-County Council for Southern Maryland fiscal staff for payment. Participant timesheet older than 60 days will not be accepted and those encumbrances will be de-obligated sixty days after training is completed.

Q. A description of the Local Board's (or fiscal agent's) cash management system, providing assurance that no excess cash will be kept on hand, and that procedures are in place to monitor cash.

Tri-County Council for Southern Maryland staff will prepare requisitions for cash for the Maryland Department of Labor on a month to month basis (biweekly as needed). The amount of funds requested for each grant agreement includes cash expenditure to date and may include an estimate of cash expenditure for the upcoming month. After funds are made available by the Maryland Department of Labor, the Tri-County Council for Southern Maryland fiscal staff ensures that the funds are deposited into the appropriate bank account. Procedures are in place to monitor cash balances. Since the Tri-County Council for Southern Maryland receives funds on a reimbursement basis, excess Workforce Innovation and Opportunity Act cash will not be kept on hand.

Training providers and contractors, if any, will request funds from the Tri- County Council for Southern Maryland by submitting a monthly expenditure/invoice report.

The Tri-County Council for Southern Maryland staff will review, approve and code all payments. All disbursements are made by check.

R. A description of the Local Board's cost allocation procedures including:

a. Identification of different cost pools

The Tri-County Council for Southern Maryland will use a program cost pool for the allocation and distribution of staff and operating costs that cannot be directly assigned to a specific Workforce Innovation and Opportunity Act funding source or cost category.

The Tri-County Council for Southern Maryland assures that it will use cost allocation methods that are reasonable and consistently applied. Adequate documentation to support distributions will be maintained. Costs that benefit a single funding source will be directly charged. All indirect and unassigned costs will be identified and accumulated in the cost pools and distributed based on acceptable cost allocation methodologies

b. Procedures for distribution of staff costs between cost categories (Administrative cost, program cost and indirect cost).

Staff costs will be distributed to the administrative and program categories based on staff time sheet distribution reports. The fiscal staff responsible for payroll will assign project numbers, which will automatically distribute time in the payroll system and post it to the general ledger according to the split entered.

c. Procedures used for distribution of funds from each cost pool.

Procedures used for distribution of funds from each cost pool: The program cost centers will identify program costs (e.g., program staff wages, benefits, supply, communications and other costs) and allocate them based on each grant's expenditure level in each quarter.

d. Description of funds included in each cost pool.

The funds in the program cost pool will be from Workforce Innovation and

Opportunity Act Title I source (youth, adult and dislocated worker grants) as well as from other grants which receive benefits from the program cost pool expenditures.

e. Description of cost allocation plans for American Job Centers.

Salaries and fringe benefits of staff will be paid by the employing agency. Operating costs (such as telephone, utilities, and supplies) will be based on a proportionate share staff and/or facility. A major objective of our cost allocation plan will be to reduce actual cash transfers to a minimum level. This cost allocation method is applied consistently throughout the program year.

S. A description of the Local Board's (or fiscal agent's) procedure for collecting debts involving WIOA funds

Describe in detail the LWDB or fiscal agent's procedure for collecting debts involving Workforce Innovation and Opportunity Act funds.

The Tri-County Council for Southern Maryland's Fiscal Department will send a standard letter to the individual or organization in arrears. It will identify the dollar amount of the debt and suggested time frame for payment. A follow-up telephone call will be made in order to confirm a payment schedule. If the Tri-County Council for Southern Maryland cannot make contact, or if the recipient does not respond, a second letter will be mailed.

If this fails, the debt will be turned over to legal counsel and/or a debt collection agency to initiate formal collection proceedings. If the county and Tri-County Council for Southern Maryland staff determine cash repayment is not possible, other methods may be explored. The Tri-County Council for Southern Maryland may accept allowable Workforce Innovation and Opportunity Act services in lieu of cash as a satisfactory alternative. Such services must be in addition to those provided under any existing agreement. Another method for settling debt is reduction of payments to a current sub recipient while that sub recipient continues to provide Workforce Innovation and Opportunity Act services at existing levels.

2020-2024 Local Plan Assurances

		Assurance	References
✓	1.	The Local Board has processes and timelines, consistent with WIOA Section 108(d), to obtain input into the development of the local plan and provide the opportunity for comment by representatives of business, labor organizations, education, other key stakeholders, and the general public for a period that is no less than 30 days.	WIOA Sections 108(d); proposed 20 CFR 679.550(b)
✓	2.	The final Local Plan is available and accessible to the general public.	Proposed 20 CFR 679.550(b)(5)
✓	3.	The Local Board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes.	WIOA Section 107(e); proposed 20 CFR 679.390 and 679.550
✓	4.	The Local Board makes publicly available any local requirements for the Local Area, such as policies, including policies for the use of WIOA Title I funds.	Proposed 20 CFR 679.390
✓	5.	The Local Board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts.	WIOA Section 107(h); proposed 20 CFR 679.410(a)-(c)
✓	6.	The Local Board has copies of memoranda of understanding between the Local Board and each American Job Center partner concerning the operation of the American Job Center delivery system in the Local Area, and has provided the State with the latest versions of its memoranda of understanding.	WIOA Section 121(c); proposed 20 CFR 678.500-510


✓	7.	The Local Board has written policy or procedures that ensure American Job Center operator agreements are reviewed and updated no less than once every three years.	WIOA Section 121(c)(v)
✓	8.	The Local Board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA.	WIOA Sections 121(d) and 123; proposed 20 CFR 678.600-615 and 681.400
✓	9.	The Local Board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts.	WIOA Sections 107(d)(10), 122(b)(3), and 123; Proposed 20 CFR 679.370(l)-(m) and 680.410-430
✓	10.	The Local Board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts.	WIOA Section 181(c); proposed 20 CFR 683.600
✓	11.	The Local Board has established at least one comprehensive, full-service American Job Center and has a written process for the local Chief Elected Official and Local Board to determine that the center conforms to the definition therein.	WIOA Section 121(e)(2)(A); proposed 20 CFR 678.305;
✓	12.	All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in the Local Area's American Job Centers for individuals with disabilities.	WIOA Section 188; 29 CFR parts 37.7-37.9; 20 CFR 652.8(j)
✓	13.	The Local Board ensures that outreach is provided to populations and sub-populations who can benefit from American Job Center services.	WIOA Section 188; 29 CFR 37.42

✓	14.	The Local Board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals.	WIOA Section 188; 29 CFR 37.42
✓	15.	The Local Board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented.	WIOA Section 188; 29 CFR 37.54(a)(1)
✓	16.	The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA.	WIOA Section 185; 29 CFR 37.37
✓	17.	The Local Board complies with restrictions governing the use of federal funds for political activities, the use of the American Job Center environment for political activities, and the Local Board complies with the applicable certification and disclosure requirements.	CFR Part 230 Appendix B; 48 CFR 31.205-22; RCW 42.52.180; TEGL 2-12; 29 CFR Part 93.100
✓	18.	The Local Board ensures that American Job Center staff, along with the Migrant and Seasonal Farmworker program partner agency, will continue to provide services to agricultural employers and MSFWs that are demand-driven and consistent with ESD's mission.	WIOA Section 167
✓	19.	The Local Board follows confidentiality requirements for wage and education records as required by the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable Departmental regulations.	WIOA Sections 116(i)(3) and 185(a)(4); 20 USC 1232g; proposed 20 CFR 677.175 and 20 CFR part 603
✓	20.	The Local Board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process.	WIOA Section 108(b)(16); proposed 20 CFR 679.560(a)(15); WIOA Title I Policy 5601; WIOA Section 134(c)(3)(G); proposed 20 CFR 680.300- 310
✓	21.	The Local Board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds.	WIOA Section 108(b)(15), WIOA Title I Policy 5230; WIOA Title I Policy 5250


✓	22.	The Local Board ensures compliance with the uniform administrative requirements under WIOA through annual, on- site monitoring of each local sub-recipient.	WIOA Section 184(a)(3); proposed 20 CFR 683.200, 683.300, and 683.400-410
✓	23.	The Local Board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities.	WIOA Section 184(c); 20 CFR Part 652; proposed 20 CFR 683.410(a), 683.420(a), 683.750
✓	24.	The Local Board has a written policy and procedures for ensuring management and inventory of all properties obtained using WIOA funds, including property purchased with JTPA or WIA funds and transferred to WIOA, and that comply with WIOA, and, in the cases of local government, Local Government Property Acquisition policies.	WIOA Section 184(a)(2)(A); proposed 20 CFR 683.200 and 683.220; OMB Uniform Administrative Guidance; Generally Accepted Accounting Procedures (GAAP)
✓	25.	The Local Board will not use funds received under WIOA to assist, promote, or deter union organizing.	WIOA Section 181(b)(7); proposed 20 CFR 680.850
✓	26.	The Local Board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA- funded individualized career services and training services, consistent with state policy on eligibility and priority of service.	Proposed 20 CFR Part 680 Subparts A and B; proposed 20 CFR Part 681 Subpart A
✓	27.	The Local Board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized.	WIOA Section 134(c)(3)(G); Proposed 20 CFR 680.300-320
✓	28.	The Local Board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs- related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs.	WIOA Sections 129(c)(2)(G) and 134(d)(2); proposed 20 CFR 680.900-970; proposed 20 CFR 681.570

✓	29.	The Local Board has a written policy for priority of service at its American Job Centers and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services.	Jobs for Veterans Act; Veterans' Benefits, Health Care, and Information Technology Act; 20 CFR 1010; TEGL 10-09; Veterans Program Letter 07-09
✓	30.	The Local Board has developed plans and strategies for maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.	
✓	31.	The Local Board will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.	

The Local Workforce Development Board for Southern Maryland Workforce Development Area certifies that it complies with all required components and assurances of the Workforce Innovation and Opportunity Act plan development guidelines issued by the State of Maryland. The Local Board also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act, Wagner-Peyser Act, and their regulations, written U.S. Department of Labor guidance implementing these laws, Office of Management and Budget circulars, and all other applicable federal and state laws, regulations and policies.



Local Chief Elected Official(s)



Local Workforce Development Board Chair

12-10-2021
Date

12/8/2021
Date

