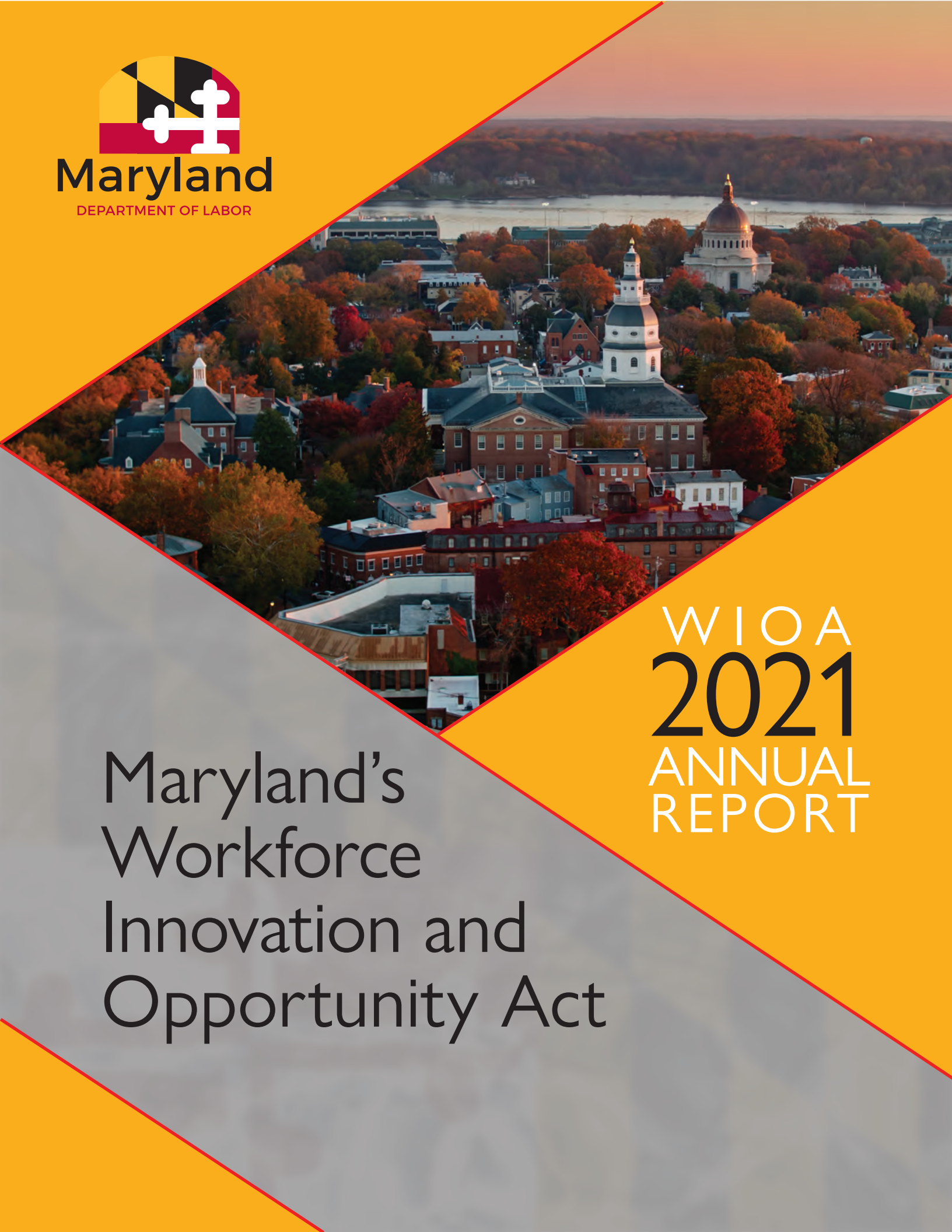




Maryland

DEPARTMENT OF LABOR



WIOA
2021
ANNUAL
REPORT

Maryland's
Workforce
Innovation and
Opportunity Act

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MARYLAND ANNUAL REPORT
Workforce Innovation and
Opportunity Act Titles I and III
Program Year 2021

December 1, 2022



Larry Hogan
Governor



Boyd K. Rutherford
Lt. Governor

Tiffany P. Robinson

Secretary

MARYLAND DEPARTMENT OF LABOR

James Rzepkowski

Assistant Secretary

MARYLAND DEPARTMENT OF LABOR

DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING

MISSION STATEMENT

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

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As required with the Stevens Amendment, federal funding details for Program Year 2021/Fiscal Year 2022 are provided at this link: <https://labor.maryland.gov/employment/wdfedfunding.pdf>.





December 1, 2022

On behalf of Governor Larry Hogan, it is my pleasure to present *Maryland's Workforce Innovation and Opportunity Act (WIOA) Program Year (PY) 2021 Annual Report Narrative – Titles I and III*. This publication illustrates Maryland's successful job placement and training activities for the period of July 1, 2021, through June 30, 2022, as required by United States Department of Labor's Training and Employment Guidance Letter No. 5-18.

Governor Hogan's vision is to change Maryland for the better. That vision drives the collaborative efforts of the Maryland Department of Labor (MD Labor) as well as our state and local workforce partners. The 2020–2024 *WIOA State Plan* demonstrates the commitment of partners to learn together, discuss pressing issues, and come to lasting solutions for the business and jobseeker customers we collectively serve. This commitment has been especially vital during the challenges of mass unemployment and business impacts caused by the pandemic. I am proud to report that with every regulation promulgated pursuant to the federal Act, with every piece of guidance issued by the federal agencies charged with oversight of the programs included in this Plan, and with every technical assistance and training received, Maryland's workforce system is making Governor Hogan's vision a reality.

I am excited to share with you the many successes of the workforce system as contained in this report. Utilizing an employer-driven model, and through partnerships formed in the state's 32 American Job Centers (AJCs), 13 Local Workforce Development Areas, and WIOA partnerships, Maryland is providing services fundamental to Maryland's economic stability and growth.

During this year, Maryland has made key strategic investments in the work-and-learn model of Registered Apprenticeships, reaching a record number of over 12,000 apprentices. Thanks to Maryland's innovative EARN Maryland (EARN) program, more than 8,000 individuals, 11,000 incumbent workers have received training that enabled them to gain new skills and credentials that will supply Maryland employers with the talent their businesses need to compete and grow.

By fostering open communication and collaboration among state and local partners and implementing effective strategies to engage populations with significant barriers to employment, we are empowering citizens with the skills and expertise they need to secure and advance in family-sustaining employment on career pathways. In short, we are changing Maryland for the better.

Best regards,



Tiffany P. Robinson
Secretary
Maryland Department of Labor



Maryland's Workforce Innovation and Opportunity Act PY 2021 Annual Report Narrative – Titles I and III

Based upon Training and Employment Guidance Letter (TEGL) No. 5-18

The Workforce Innovation and Opportunity Act (WIOA) is landmark legislation designed to strengthen and improve our nation's public workforce system and help put Americans, especially those with significant barriers to employment, back to work. WIOA's central mission is to reach jobseeker customers with career services, training, and educational services and to connect employers with the resources and skilled workforce their businesses need to thrive. WIOA promotes program coordination and the alignment of key employment, education, and training programs at the federal, state, local, and regional levels. Furthermore, this legislation ensures that federal investments in employment and training programs are evidence-based, data-driven, and accountable to participants and taxpayers.

The prompts listed in TEGL 5-18 precede each response.

4.a *Identify each waiver that the state has had in place for at least one program year and provide information regarding the state's progress toward achieving the goals and performance outcomes in ETA's letter of approval for the waiver (sec 189(i)(3)(C)(ii)) and outlined in the state's waiver request (when applicable). Discuss how activities carried out under each approved waiver have directly or indirectly affected state and local area performance outcomes. To the extent possible, provide quantitative information.*

Maryland currently does not have any waivers in place related to WIOA.

4.b *Identify the two approaches the state has chosen for the Effectiveness in Serving Employers performance indicator pilot. If the state is piloting a state-established measure of Effectiveness in Serving Employers, or has any other metrics to assess employer engagement, describe the measure or metric as well.*

WIOA Effectiveness in Servicing Employers Measures

States must select two of the three measures below to report on for PY 2021. Maryland has chosen to track and report on all three measures:

WIOA Effectiveness in Servicing Employers Measures

- **Employer Penetration Rate** - Addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy. Percentage of employers using WIOA core program services out of all employers in the State.
- **Repeat Business Customers** - Addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; the percentage of employers who have used WIOA core program services more than once during the last three reporting period.
- **Retention with Same Employer in the 2nd and 4th Quarters after Exit** - Addresses the programs' efforts to provide employers with skilled workers; percentage of participants with wage records who exit and were employed by the same employer in the second and fourth quarters after exit.

4.c *Include brief descriptions of: (1) current or planned evaluation and related research projects, including methodologies used; (2) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (3) a list of completed evaluation and related reports and links to where they were made accessible to the public electronically; (4) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (5) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.*

1) Current or planned evaluation and related research projects, including methodologies used;

The Division of Unemployment Insurance (DUI) set aside funds from the Reemployment Services and Eligibility Assessment (RESEA) grant to evaluate Maryland's RESEA program. The W.E. Upjohn Institute for Employment Research is currently undergoing an in-depth analysis of the program. The Process Analysis Report is the first of three RESEA PY 2019 evaluation reports Upjohn is conducting with the Jacob France Institute (JFI) at the University of Baltimore for MD Labor. The three reports are:

- Process Analysis Report
- Formative Evaluation Report
- Plan for Annual Assessments with Incremental Improvements

2) Efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards;

The Office of Workforce Development (OWD) and DUI work to improve coordination of current data systems between programs. This has been identified as a need for future successful management and evaluation of RESEA and other WIOA programs. The Maryland Workforce Exchange (MWE) has recently been reprocured with emphasis placed on coordination with DUI systems and services. In addition, DUI continues work on adapting BEACON to integrate with the MWE. BEACON ultimately will have greater coordination with the MWE, and Unemployment Insurance (UI) claimants will experience a seamless experience related to reemployment. Local boards and staff are knowledgeable of the RESEA programs as related to the evaluation team and use this knowledge and partnership with reemployment staff to refer eligible claimants to the Title I program.

3) A list of completed evaluation and related reports and links to where they were made accessible to the public electronically.

See attached Process Analysis Report.

4). State efforts to provide data, survey responses, and timely site visits for Federal evaluations;

The Process Analysis Report notes the disparities between RESEA data in the ETA 9128, the Participant Individual Record Layout (PIRL), and program administrative data. These sources should be harmonized, or the differences should be explained. Perhaps the federally required formatting and timing of reports explains the differences, but each of these three sources gives a dramatically different picture of RESEA program activity in Maryland. We plan to use the RESEA administrative data because it provides the most complete picture.

5) Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

The final report will set the plan for the RESEA PY 2020 evaluation. That will promise an incremental improvement over the PY 2019 evaluation. The Process Analysis Report suggests improvements in program management and data systems. The Formative Evaluation Report will identify if there are any differences in effectiveness between component services of RESEA and Worker Profiling and Reemployment Services, and whether there are any gaps in service needs. Future evaluation results may suggest improvements that could be tried in a randomized controlled trial context. These include such things as nudges for participation, making ineffective services optional, and testing new required services.

4.d *Describe the state's approach to customer satisfaction, which may include such information used for one-stop center certification, in accordance with 20 CFR 678.800. This description should include: 1) the state's methodologies; 2) the number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate; 3) the results and whether the results are generalizable to the entire population of customers; and 4) a description of any continuous improvement processes for incorporating the customer satisfaction feedback.*

1) The state's methodologies;

Customer/Employer Satisfaction Measurement PY 2021

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

2) The number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate;

For customer satisfaction, 2,131 surveys were sent, and 77 responses were received which is a 3.6% response rate. The Customer Satisfaction survey consisted of 10 questions. These questions were relating to the level of satisfaction with services, and whether the customer's satisfaction was met and if services received were close to the ideal set of services customers would like to see for a person in their situation. If the customer accessed the MWE, we inquired whether the system was helpful and whether they would recommend the system to a friend.

For business customers, 958 Employers that received staff-assisted services were contacted, with 64 Employers responding, which is a 6.7% response rate. The Employer Survey consisted of 10 questions, which included how Employers learned about business services available through AJCs. The Employer Survey also inquired about their overall satisfaction with services they received, if staff were available for them and had a genuine interest in serving them, and whether they would recommend our services to others.

3) The results and whether the results are generalizable to the entire population of customers;

A total of 66.2% of jobseeker customers reported being somewhat or very satisfied with the services we provided. Over 59.7% of customers

felt the services they received met or exceeded their expectations. A little over 58.4% felt the services they received were ideal for individuals in their circumstances. 59.7% felt the staff was accessible and reachable, and 62.3% trusted that staff had a real interest in serving them. 67.5% would recommend our services. Of those who visited the MWE, 56.6% found the site helpful or very helpful, and 68.4% would recommend it to a friend. Overall, a majority of customers who utilized our services found them useful and helpful in supporting their needs.

Among employers who responded to the survey, 53.1% felt the services they received met and exceeded their expectations. About 53.1% felt the services they received were ideal for employers in their circumstances. A majority of employers surveyed, 45.3%, were introduced to our AJCs through the MWE. Over 56.3% felt staff was accessible and reachable, and 54.7% of employers trusted that staff had a real interest in serving them. 79.7% of employers would recommend our services to colleagues. Of employers who used the MWE, 57.6% found the site helpful or very helpful.

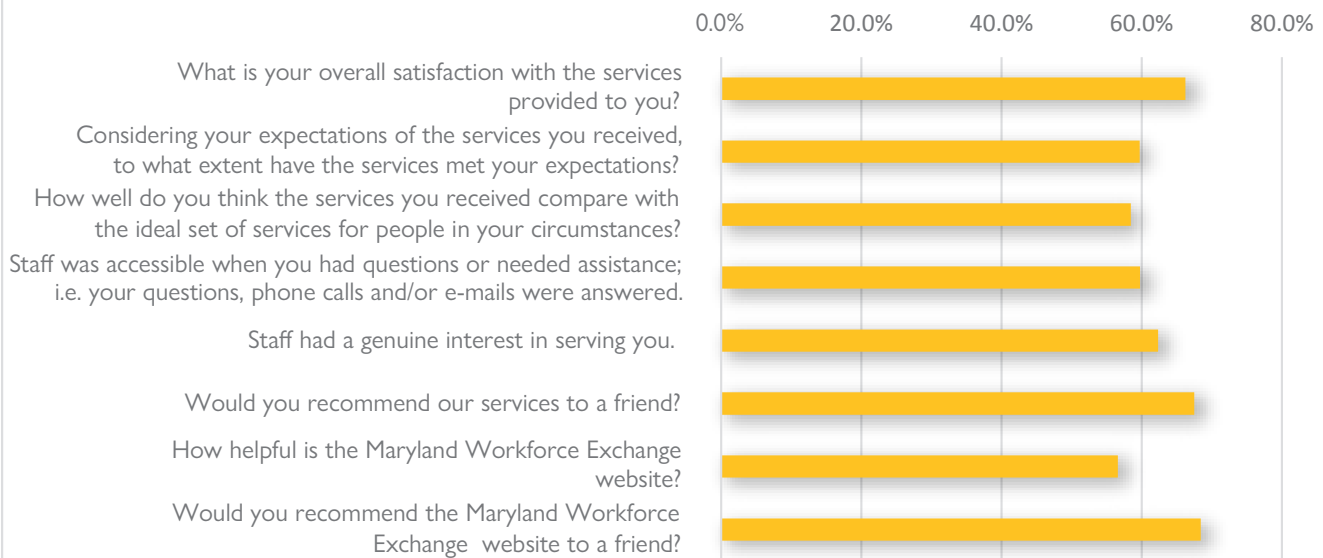
4) A description of any continuous improvement processes for incorporating the customer satisfaction feedback.

The survey results show that there are areas that may require some growth and improvement. Once all areas are thoroughly examined and specific opportunities for improvement are identified, solutions will be developed and implemented.

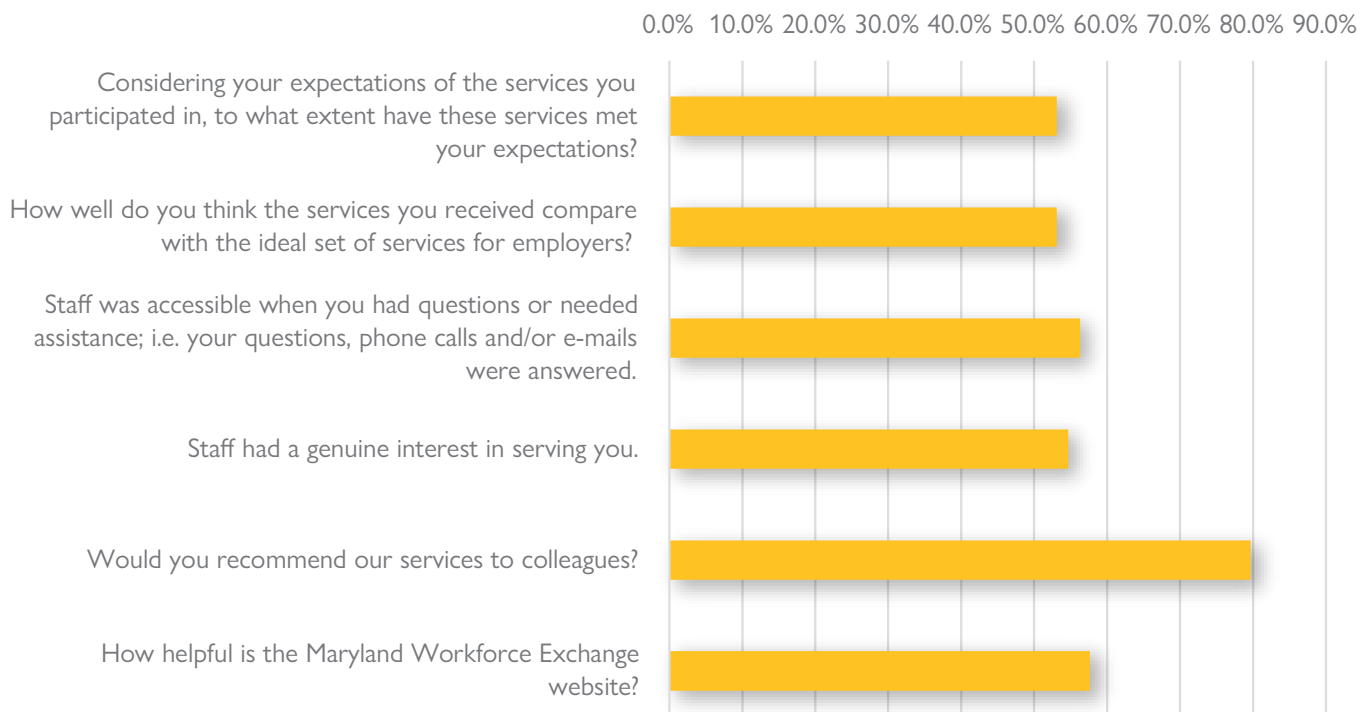
Customers commented on the invaluable services Maryland is providing through the AJCs and the MWE. What stands out in these survey results is that our staff, our system, and the services provided were a beneficial and valuable asset to our jobseeker and employer customers alike.



Customer Satisfaction - Question by Percent



Employer Satisfaction - Question by Percent



4.e *Progress made in achieving the state’s strategic vision and goals, as described in the state’s Unified or Combined State Plan, for developing its workforce and meeting employer needs in order to support economic growth and economic self-sufficiency.*

The State’s workforce system is committed to implementing the *Benchmarks of Success for Maryland’s Workforce System* (Benchmarks of Success), a strategic initiative that focuses on a shared vision of excellence.

As described in Maryland’s 2020 - 2024 State Workforce Plan, the Benchmarks of Success defines five strategic goals to increase the earning capacity of Marylanders by maximizing:

1. Access to employment;
2. Skills and credentialing;
3. Life management skills;

And by:

4. Eliminating barriers to employment; and
5. Strengthening and enhancing the effectiveness and efficiency of Maryland’s workforce system.

Each of the strategic goals has a series of benchmarks that the State tracks to gauge progress and better understand the system’s success in working towards this shared vision. Maryland’s workforce system uses the Benchmarks of Success as a framework, guiding the shared objectives and activities of the WIOA system. The Benchmarks of Success encourages partners to think systematically about how workforce services are delivered, whether services are reaching priority populations, and where to eliminate gaps to build a more prepared, responsive workforce for Maryland’s businesses.

To implement the Benchmarks of Success and the vision articulated in the State Workforce Plan, Maryland partner agencies created a system of committees, including:

- **Executive Steering Committee** – including the executive leadership from the core WIOA partner agencies, responsible for providing strategic oversight and direction to the Benchmarks of Success initiative, and governing the WIOA Alignment Group;
- **WIOA Alignment Group** – responsible for ensuring the strategic vision of the Executive Steering Committee is realized by providing operational guidance to the other Benchmarks of Success committees;
- **Data and Dashboard Committee** – responsible for developing a consistent, sustainable system all workforce partners can use to measure, analyze, display, and apply the Benchmarks of Success data to continuously improve the quality and effectiveness of services;
- **Communications Committee** – responsible for fostering the integration of Maryland’s workforce system by broadly promoting the activities of the Benchmarks of Success committees and the services and resources of partner agencies and programs;
- **Policy Committee** – responsible for identifying opportunities to support the implementation of the Benchmarks of Success via policy change; and
- **Professional Development and Technical Assistance Committee** – responsible for producing, disseminating, and facilitating professional development and technical assistance programming that supports Maryland’s WIOA partners in what the Benchmarks of Success are and how they can be used to drive continuous improvement; additionally, this committee is responsible for conducting a stakeholder analysis.

These committees feed back into each other for continuous collaboration and improvement of services, data, and vision.

The WIOA partners recognized a need for streamlined professional development across the Maryland workforce system and in 2019 they collaborated with one another to establish the Chief Learning Officer (CLO) position. The primary purpose of

this position is to create and maintain a comprehensive, statewide professional development and technical assistance portfolio that supports the strategic goals set forth in the WIOA State Workforce Plan and reflects the vision of the *Benchmarks of Success*. As defined in the State Workforce Plan, the CLO works to support the Division of Workforce Development and Adult Learning (DWDAL) as well as the State's workforce system as a whole by delivering integrated services to staff, partners and customers. The CLO also chairs the Professional Development and Technical Assistance Committee which has effectively distributed virtual professional development training across the workforce system. The training series currently consists of eight modules, each focusing on a different aspect of the WIOA system. The subjects of the training include the WIOA Titles (Title I, Title II, Title III, etc.), the Governor's Workforce Development Board (GWDB) and the Benchmarks of Success, though more topics and modules are constantly being added and made available to staff.

In the first four implementation years of the *Benchmarks of Success*, the committees brought local and state stakeholders together and developed and executed the following deliverables:

- A communications plan for sharing the *Benchmarks of Success* vision and updates (videos, newsletters, collateral materials, presentations to Local Workforce Development Boards and other stakeholders, etc.);
- Collection and analysis of *Benchmarks of Success* data from the partner agencies, programs, and systems, including a baseline across the multi-agency system (in progress);
- Regional and Local Planning Guidance for WIOA Regions and Local Areas to correspond to the State Workforce Plan in 2018, 2020, and for 2022;
- A series of policy recommendations concerning: (1) jobseeker advisory groups: including customer voice in decision-making, (2) workforce solutions to the opioid epidemic, (3) youth apprenticeship, (4) transportation, (5) abating the benefits cliff, (6) measurable skill gain, and (7) engaging employers around priority populations;
- Creation of a CLO position to oversee professional development for the workforce system as a whole as well as a professional development framework for the system; and
- Research and recommendations regarding the continuation of virtual services for Maryland's workforce system (in progress).

4.f *Progress made in implementing sector strategies and career pathways. The discussion may include business engagement strategies, work-based learning (including apprenticeship), work experiences for youth and adults, transitional jobs, and incumbent worker training strategies and policies in the state.*

Maryland Apprenticeship and Training Program (MATP)

MATP has continued to make significant progress in implementing sector strategies and career pathways. Registered apprenticeship was transferred to the Division of Workforce Development and Adult Learning (DWDAL) in October 2016. Since that time, Maryland has focused on making the MATP a key component of its workforce strategy.

Initially, MATP came to DWDAL with a total of three staff, 400 registered apprenticeship sponsors, and 8,500 apprentices listed. After a thorough evaluation, MATP was overhauled to bring the program into compliance and to help facilitate growth. This process has included reinitiating compliance and quality reviews of existing registered apprenticeship sponsors and provisional reviews of newly approved registered apprenticeship sponsors. As a result of these reviews, numerous overdue apprentices, cancelled apprentices, and apprentices who should have completed were found to still be on the apprenticeship roster. MATP staff worked with USDOL, and the number of registered apprentices was adjusted to a new baseline number of 7,340.

The process of conducting these reviews has continued. Three hundred and seventy-two reviews have been conducted from January 2017 through September 2022. This process is more than just ensuring that the apprenticeship program data is accurate or that apprenticeship continues to be the highest quality workforce training system. This process is also designed to provide sponsors and signatory/participating employers with the highest level of customer service. During the review process,

sponsors/employers are provided information about items such as grants, tax credits, local workforce areas, and Maryland business services. Direct interaction with the sponsors/employers has assisted them in expanding their existing apprenticeship programs, enhancing recruitment, and increasing diversity.

MATP staff continue to provide customer service that includes regular engagements with each registered apprenticeship sponsor (business) along with continued outreach to prospective new businesses. These engagements include site visits, round tables, industry conferences, and other events that facilitate the regular exchange of information between staff and businesses.

As a result of this engagement, Maryland has experienced the largest growth of new registered apprenticeship sponsors in the program's history. There have been 134 new registered apprenticeship sponsors added since November of 2016, with an additional 32 reactivated for a net gain of 166 before adjusting for cancelled apprenticeship programs. (For comparison, the previous combined activity for the years 2012 through November 2016 in Maryland showed 23 new sponsors and six reactivated, for a net gain of 30 before adjusting for cancelled programs.) Additionally, Maryland has increased the number of apprentices working for businesses to over 12,100 as of August 31, 2022. Maryland first crossed the 11,000-apprentice threshold in 2020 and achieved 11,000 again in 2021, marking the first time in Maryland history the program had over 11,000 active apprentices. This record was surpassed in August 2022 when the program reached 12,000 active apprentices for the first time in state history. To reinforce this growth, Maryland has now maintained over 10,000 registered apprentices, working and learning, for over 27 consecutive months and over 11,000 registered apprentices for 13 consecutive months as of August 2022.

The diversity of Maryland's program has also improved. In the first eight months of Calendar Year 2022 (CY22), through August 31, there were 3,705 new apprentices registered, up 56.13 % as compared to the full CY14. Of the 12,116 apprentices registered as of August 31, 2022, there were 5,137 total minority apprentices, up 75.5 % from the end of CY14; 805 total women apprentices, up 164.8% from the end of CY14; and 805 total veteran apprentices, up 29.4% % from the end of CY14. For the year over all, there were over 3,800 participating employers, up 12.55 % from CY14.

To strengthen career pathways, the higher education community in Maryland has also been a focus for registered

apprenticeship. Recognizing the strong ties between related instruction for apprenticeship and the college system, seven of Maryland's community colleges and the University of Maryland Baltimore County (UMBC) Training Centers have now become registered apprenticeship sponsors for the first time in Maryland's history. These post-secondary institutions are now able to work directly with businesses on related instruction. They are also able to provide a pathway for their students, or the incumbent workers of their employer partners, to earn and learn, rather than only participate in the educational process with which the colleges are normally associated. Participating post-secondary institutions are enhancing their relationship with employers by maintaining the paperwork and registration components for the businesses.

Maryland has made great strides in promoting youth apprenticeship opportunities. MD Labor has been proud to partner with the Maryland State Department of Education (MSDE) and the Department of Commerce (Commerce) to develop a youth apprenticeship program available for participating local Maryland school systems (currently, Baltimore City as well as Allegany, Anne Arundel, Baltimore, Calvert, Caroline, Carroll, Charles, Dorchester, Frederick, Harford, Howard, Kent, Montgomery, Prince George's, Queen Anne's, St. Mary's, Talbot, Washington, Wicomico and Worcester counties).

House Bill 942 originally established an apprenticeship pilot program in 2015, Apprenticeship Maryland, to prepare students to enter the workforce by providing on-site employment training and related classroom instruction needed to obtain a license or certification for a skilled occupation. The program began in the summer of 2016 and lasted for two years. In June 2018, MSDE and MD Labor were pleased to announce the implementation of the Apprenticeship Maryland Program (AMP) as a new Career and Technology Education Program of Study.

Members of the MD Labor's MATP and MSDE's Career and College Readiness team continue to meet with officials at Maryland K-12 public school systems who express interest in the youth apprenticeship model. For the 2020-2021 school year, a total of 90 students were registered as youth apprentices, representing growth of 91.5 % since the end of the prior school year. For the 2022-2023 school year, a total of 186 students were registered as youth apprentices, representing growth of 156% from the 2019-2020 school year and growth of 106.6% from the 2020-2021 school year. This constitutes a growth of 1,590% since the program's inception for school year 2016-2017. A total of 92 students completed the program at the end of the school year.



EARN Maryland (EARN)

EARN 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 compete.

EARN has been recognized as a national best practice for its innovation in sector strategies and is a model that many states seek to emulate. Currently, there are more than 60 Strategic Industry Partnerships in operation, targeting a wide array of industries. More than 6,000 unemployed and underemployed Marylanders have obtained employment as a result of EARN training, and over 8,600 incumbent workers have received training. In addition to targeted investments in Cyber/Information Technology and Green and Clean Jobs training, EARN received additional funding in FY 2020 and FY 2021 to serve residents and employers in and around Opportunity Zones.

EARN Maryland continues to be a sound investment of state resources. A recent study on the economic impact of the program shows that for every dollar the State invests, an additional \$18.43 in economic activity is created.

Maryland Business Works (MBW)

MBW is an incumbent worker training program administered by DWDAL in consultation with Commerce. The program was established to support employer strategies for retention, growth expansion, and layoff aversion through upgrading the skills of currently employed workers of Maryland's businesses. The program's training funds are available to businesses serious about increasing employee productivity, upgrading the skills of current employees, and creating opportunities for expanding the existing workforce. Projects funded through MBW are focused on in-demand occupations and skillsets, as defined by businesses, and are intended to lead to potential career growth and increased wages for participating workers. Participating companies are required to match the funds provided by the MBW program for the actual training costs on a dollar-to-dollar basis. Companies pay for 100% of total training costs and then receive a 50% reimbursement by MD Labor upon successful completion of the trainee. To date, Maryland has invested a total of \$2.5 M of Governor set-aside funds in MBW.

During PY 2022, 218 incumbent workers received training and industry recognized credentials with the support of the MBW program. \$235,244.46 was spent for training—for an average cost per participant of \$1,079.10. Businesses increased wages for 205 individuals, and 212 new positions were planned. In addition, registered apprenticeships utilized funding to train 202 registered apprentices in Maryland. Industries utilizing the grant included construction trades, manufacturing, IT/Cyber, and professional services.

Career Pathways

Maryland has invested \$1.5 million of its WIOA Governor's set-aside funding in local workforce entities since 2018 to support career pathway initiatives developed in partnership with Title II Adult Education providers. This program formally concluded in 2022. A total of 190 individuals were served, with 123 completing training, and 118 entering employment, which was 100% of the goal set.

In keeping within the focus of WIOA regulations on career pathway models, MD Labor developed this initiative with the following goals in mind:

- Increase WIOA Title II adult learners' access to WIOA Title I training and career opportunities;
- Focus on meeting lower-level adult learners where they are regarding education levels, and support them in meeting career goals;
- Increase adult learners' co-enrollment in WIOA Titles I and II;
- Address the needs of businesses;
- Expand career pathways through piloting one or more proven interventions;
- Support the creation of a Maryland WIOA Co-Enrollment and Career Pathways Guide to facilitate the distribution of information related to best practices, successes, challenges, and more; and
- Achieve sustainability once grant funds are exhausted or the project has ended through connecting to the Maryland Eligible Training Provider List or by other means.

Local workforce entities had the opportunity to apply for up to \$250,000 in funding to develop innovative demonstration projects with a consortium of local partners, including adult education providers and business partners. Eligible applicants were provided a menu of interventions that were selected by the department after careful consideration and review of national best practices.

- These interventions include:
 - English language acquisition,
 - Distance learning,
 - Registered apprenticeship or pre-apprenticeship,
 - Integrated education and training,
 - Integrated English literacy and civics education, and
 - Transition support specialists between local workforce and adult education entities.

Most of Maryland's local boards applied for this funding, and ultimately the state selected seven career pathway projects over three rounds of funding to offer adult learners innovative career pathways. Through strategic investments such as these, the department is changing the way the state approaches workforce development. The projects created with this funding began on April 1, 2018. All but one have been completed.

Areas of emphasis include:

- A focus on English Language Learners (ELLs) interested in allied healthcare careers and training for two certifications: Certified Nursing Assistant (CNA) and Patient Care Technician (PCT);
- Specialized workforce services to ELLs and low basic skills individuals to create and align career pathways into the construction trades by using the Integrated Basic Education and Skills Training (I-BEST) service delivery model;

this will integrate English as a Second Language (ESL) course instruction with pre-apprenticeship and occupational skills training;

- Career pathways as a method through which Adult Education students funded under Title II can gain skills, credentials, and upward mobility in the healthcare sector as Emergency Medical Technicians (EMTs);
- Innovative programming and services to qualified candidates interested in a career pathway in the healthcare or transportation and skilled trades industries; instruction in both career areas will be contextualized utilizing the I-BEST model with distance learning components; and
- A focus on trades, manufacturing, construction, transportation, healthcare, and leisure and hospitality industries allowing for support of entry level credentialing and providing candidates opportunities to move through stackable credentials or apprenticeship opportunities.

Youth Work Experience

MD Labor continues its efforts to ensure that local workforce development boards, youth managers, and vendors meet the fiscal requirements outlined to provide 20% of their budget to provide work experience for Title I Youth participants. MD Labor is working diligently to address all technical assistance and training requests to improve adherence to the required elements of WIOA youth services and funds. MD Labor's statewide disability and youth services coordinator works closely with MD Labor's fiscal staff to monitor local boards' fiscal adherence to the WIOA requirements on appropriate allowable work experiences, the usage of the reporting tool developed to track work experiences, as well as appropriate documentation on the quarterly financial status reports.

At the request of the Local Area Directors, MD Labor included a waiver request to USDOL with the 2020 State Plan to reduce the out-of-school expenditure requirement to 50%. MD Labor believes that the availability of the waiver would provide programmatic flexibility to the Local Areas that would foster the creation of innovative programming and improve outcomes for Title I Youth Participants. The waiver has been approved by USDOL for PY 20 and 21. As a result of the approved request, Local Areas will be required to articulate in their local plans how they will implement the waiver. MD Labor will closely monitor Local Areas that

chose to implement the waiver to ensure that performance in those areas improves as a result of the implementation.

Given the onset of COVID-19, Local Areas have been limited in their ability to provide work experiences. Although many have chosen to alter how work experiences are provided, offering variations of virtual and onsite opportunities, many have reduced the number of participants in their programs. Local Areas continue to provide feedback to the state on their efforts to meet the 20% work experience mandate. During these challenging times, Local Areas, partners, and contracted service providers have continued to address the 14 service elements, eligibility requirements, partnerships, and support major industries based upon labor market information. The use of virtual case management, mentoring, and job readiness training have allowed programs to remain connected with their enrolled participants.

Within this past year, Local Areas have consistently met or exceeded the required 20% work experience funding allocation for PY 2020. Labor will continue working with Local Areas to provide training and technical assistance to address any deficiencies in fiscal or programmatic performance.

4.g If the state has received a small state minimum allotment exception to decrease the minimum out-of-school youth expenditure requirement, describe how the exception has impacted services provided to both in-school youth and out-of-school youth, including specific strategies for serving each population, as well as how the state and/or local area is ensuring serving out-of-school youth remains a priority.

MD Labor does not have an exception.

4.h The state's performance accountability system, including

- *Any specific state performance measures or goals and progress towards meeting them.*
- *Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.*
- *The state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy.¹*

¹-Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned

- *Negotiated performance levels for local areas for titles I and III core programs for program years 2016-2017.*
- *The state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.*

1) *Any specific state performance measures or goals and progress towards meeting them.*

WIOA Adult, Dislocated Worker, and Wagner-Peyser Performance Measures

In accordance with §677.155(a)(1)(i-vi), and TEGL 10-16, Change 1, the primary indicators for performance are:

- Employment Rate QTR2 – Percentage of participants in unsubsidized employment in the second quarter after exit (Q2 post-exit).
- Employment Rate QTR4 – Percentage of participants in unsubsidized employment in the fourth quarter after exit (Q4 post-exit).
- Median Earnings – Median earnings of participants in the second quarter after exit (Median earnings Q2 after exit).
- Credential Rate – Percentage of participants with post-secondary credential attainment or high school diploma or GED® during participation in the program or within one (1) year after exit. (Wagner-Peyser is excluded from this measure)
- Measurable Skills Gain – Percentage of participants who, during the PY, are in education or training programs that lead to recognized post-secondary credential or employment, and who achieve measurable skills gain (documented academic, technical, occupational or other forms of progress, toward the credential or employment). (Wagner-Peyser is excluded from this measure)

Youth Program Indicators

In accordance with §677.155(d)(1-6), the primary indicators for the youth program under title I of WIOA are:

- Placement in Employment or Education QTR2 – Percentage of participants who are in education and training, or in unsubsidized employment, during the second quarter after exit (Q2 post-exit).
- Placement in Employment or Education QTR4 – Percentage of participants who are in education and training, or in unsubsidized employment, during the fourth quarter after exit (Q4 post-exit).
- Median Earnings – Median earnings of participants in the second quarter after exit (Median earnings Q2 after exit).
- Credential Rate – Percentage of participants with post-secondary credential attainment or high school diploma or GED® during participation in the program or within one (1) year after exit.
- Measurable Skills Gain – Percentage of participants who, during the PY, are in education or training programs that lead to recognized postsecondary credential or employment, and who achieve measurable skill gain (documented academic, technical, occupational or other forms of progress, toward the credential or employment).

Effectiveness in Serving Employers Indicators

In accordance with §677.155(a)(1)(vi), there is a primary indicator for the effectiveness in serving employers under WIOA, which is:

- Employer Penetration Rate – addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy. Percentage of employers using WIOA core program services out of all employers in the State.

- Repeat Business Customers – addresses the programs’ efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; the percentage of employers who have used WIOA core program services more than once during the last three reporting periods.
- Retention with Same Employer in the 2nd and 4th Quarters after Exit – Addresses the programs’ efforts to provide employers with skilled workers; Percentage of participants with wage records who exit and were employed by the same employer in the second and fourth quarters after exit.

States must select two of the three measures above to report on for PY2021 program year. *Maryland has chosen to report on all three measures for these program years.*

Title I and Title III Performance - Maryland PY 2021

		Standard	MD Performance	% Standard Achieved
Employment Rate QTR2	Adults	76%	74.3%	97.8%
	Dislocated Workers	80%	77.9%	97.3%
	Labor Exchange	59%	58.8%	99.7%
Employment Rate QTR2	Adults	72%	74.0%	102.7%
	Dislocated Workers	76%	79.8%	105.0%
	Labor Exchange	58%	63.5%	109.5%
Median Earnings	Adults	\$6,200	\$7,855	124.7%
	Dislocated Workers	\$8,000	\$10,053	122.6%
	Labor Exchange	\$5,550	\$6,839	122.1%
	Youth	\$3,410	\$4,104	120.4%
Youth Education and Employment Rate QTR2		69%	75.5%	109.4%
Youth Education and Employment Rate QTR4		63%	71.7%	112.1%
Credential Attainment	Adults	60%	62.9%	103.1%
	Dislocated Workers	56%	62.9%	112.3%
	Youth	62%	70.6%	113.8%
Measurable Skills Gains	Adults	52%	65.6%	123.8%
	Dislocated Workers	52%	72.4%	136.5%
	Youth	48%	58.7%	122.4%
Employer Effectiveness Measures				
Retention With Same Employer			63.2%	Baseline
Penetration Rate			8.4%	Baseline
Repeat Business			22.8%	Baseline

WIOA Assurance Statement

The State of Maryland assures the U.S. Department of Labor that all required elements of the PY 2021 WIOA Annual Report have been reported accurately and uniformly to permit state-by-state comparisons across WIOA programs. The State assures DOL that the WIOA Annual Report complies with the Act and federal regulations.

2) Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance.

Maryland exceeded 15 measures and met 3 measures. Maryland had no deficiencies in performance measures.

3) The state's common exit policy, including which ETA-funded partner programs are included in the state's common exit policy.²

Per Maryland Policy Issuance No. 2022-03, any participant who receives services funded in whole or in part from the WIOA, Wagner-Peyser, Veteran's Employment and Training Service and Trade Act Adjustment/Trade and Globalization Adjustment Assistance (TAA/TGAA) programs, sequentially or simultaneously, will be counted as a participant in each program, and will share a common "date of participation" and a common "date of exit" for Federal reporting.

4) Negotiated performance levels for local areas for titles I and III core programs for program years 2020-2021.

When negotiating performance goals with the Locals, the Maryland Department of Labor:

1. Took into account how the levels involved compared with the negotiated levels of performance established for other states. The Departments provided the most recent performance data for all states, including previous actual, negotiated, and adjusted levels of performance, and used this information throughout the negotiations process.
2. Used the statistical adjustment model;
3. Used continuous improvement; and
4. Used Government Performance and Results Act goals.

5) The state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities that occurred.

The State established processes for data validation that meet all federal guidelines issued by USDOL. Data validation is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. Maryland requires that the Local Areas use the Virtual One-Stop (VOS) system to upload documents upon receipt from the participants for data validation purposes. This digital medium streamlines the process by eliminating the need to maintain paper documents while allowing the validation process to be conducted remotely, accurately, and more frequently than in prior program years. Maryland has a process in place to ensure that all documentation related to eligibility and performance outcomes are in VOS by the end of the applicable program year.

DWDAL's Office of Workforce Information and Performance pulls a random sample of files quarterly and annually. The samples contain files from all Local Areas for all WIOA Title I and Title III programs, as well as TAA, the Jobs for Veterans Grant, and National Dislocated Worker Grants.

Quarterly - The information from the extract file is checked against our state Management Information System to ensure the information contained in all federal extract files is accurate. Data is reviewed for errors, inconsistencies, missing data out of range values and any anomalies. Local Areas are contacted to make any required corrections. This is done prior to the submission in the Workforce Integrated Performance System (WIPS). This proactive approach of reviewing records in our

2-Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.

case management system compared to the data extract are conducted on a quarterly basis to ensure the Local Areas are aware of any issues and can receive technical assistance during the year. The Monitoring and Compliance Unit then verifies the participant's eligibility against the source documentation to make sure all requirements have been met by reviewing a sample of the participant's records. Local Areas are required to address all identified findings and/or concerns in a timely manner. Monitoring staff verifies corrections within the MWE before the finding or concern is closed.

In addition, on a quarterly basis, USDOL provides grant recipients with feedback regarding their performance reports to aid in data integrity efforts and support data accuracy. USDOL's analysis will include, but is not limited to, a review of the data submitted, anomalies and outliers, and other potential data quality issues, which may indicate reporting inaccuracies. DWDAL's Performance unit within the Office of Workforce Information and Performance (OWIP) uses this data to identify and correct errors, to improve performance reporting and ensure the data properly reflects the program participants, services, and outcomes.

OWIP's Performance Unit also uses the WIPS logical value and data specification checks to identify issues and concerns. Local areas are contacted to make necessary data changes. In accordance with USDOL, MD Labor conducts a regular data integrity review of program data quarterly for errors, missing data, out-of-range variances in values reported, and other anomalies. The WIPS, along with the USDOL Quarterly Report Analysis, assists in this process. In order to process a clean data file, the MWE changes must be in place for any missing and erroneous data identified during the review process and ensure these were corrected in the system before the extract is submitted.

Annual - The annual data validation is used primarily to ensure data used in performance calculations is accurate, reliable, and comparable. A sample of participants contained in the WIOA measures is pulled. The 24 elements listed in TEGL 7-18 are monitored and assessed based on required source documentation and state procedures. All elements indicated in TEGL 23-19 are validated. This is the time of year when training is provided to Local Area staff and best practices are shared. Staff are trained on what, why, and how data validation works. Once a year Local Areas are asked to perform data file reviews on the files of another Local Area. This shows staff what they are required to have within their own records and facilitates sharing of best practices across Local Areas. DWDAL's Central Office

program management staff is available for any questions or issues that arise during training.

Each year, Maryland plans to assess the data validation process to ensure the process is working as intended and make revisions as needed.

Attachments - WIOA Labor Exchange and Title I Performance Maryland and Local Workforce Development Areas:

- Attachment A - PY 2021: Rolling 4 Quarters
- Attachment B - % of Performance Standard
- Attachment C - Performance Data Sheet

4.i.1 *Activities provided with the funds reserved by the governor, which can be up to 15 percent of the state's allotment. In this section of the narrative, states may describe activities undertaken in whole or in part with their Governor's Reserve and how those activities have directly or indirectly impacted performance.*

Baltimore's Promise Update

Baltimore's Promise is a collective established to coordinate strategy, identify quality programs, support alignment activities, establish shared measures for meaningful results, build public will, and advance policy on behalf of Baltimore City's youth. Most providers working through the Baltimore's Promise collective have continued to utilize hybrid service models to serve program participants. The training providers have utilized in-person instruction for the hands-on lab components of the training while other instruction remains virtual. Funding for this project has ended. However, providers are still working with program participants to access training, obtain employment, and wraparound supports. These supports include food resources, eviction support, and mental health services.



Below is the current list of providers and the training they provide:

Provider	Trainings
Baltimore City Community College (BCCC)	IT Helpdesk, CNA/GNA
Bon Secours Community Works (BSCW)	CNA/GNA
BioTechnical Institute of Maryland (BTI)	Biotechnology (BioSTART and Lab Associates)
Code in the Schools	IT
Civic Work(CW)s (Youthbuild)	Construction
Community College of Baltimore County (CCBC)	Geriatric Nursing Assistant, PCT, CAN, Medical Front Office with Phlebotomy, Pharmacy Technician
Maryland New Directions (MND)	Maritime, Transportation, Distribution and Logistics, Hospitality
NPower	IT
Urban Alliance (UA)	Land surveying program in collaboration with the Maryland Society of Surveyors
Job Opportunities Task Force (JOTF)	Construction
Year Up	Cyber Security, Helpdesk/Desktop Support training programs

Chart 1 – Performance Numbers – Cumulative-to-Date

Measure	Outcome
Total # Participants Enrolled	520
Total # Participants Receiving Industry Recognized Training	520
Total # Participants Completing an Industry Recognized Training	387
Total # Participants Receiving an Industry Recognized Credential	315
Total # Participants Placed into Unsubsidized Employment	251
Average Wage at Initial Placement	\$14.08
Total # Participants Retaining Unsubsidized Employment for 60 Days After Placement	179

Performance Numbers – Segmented By Vendor

Vendor's Name		Enrollment		Completion		Certifications		Placement		Average Wage	
		Month	Total	Month	Total	Month	Total	Month	Total	Month	Total
1	BCCC	0	44	0	24	3	8	0	15	-	\$13.43
2	BSCW	6	99	7	77	7	77	7	57	\$13.78	\$13.04
3	BTI	0	24	0	14	0	0	0	9	-	\$16.12
4	CCBC	0	137	7	91	4	91	10	71	\$15.19	\$14.38
5	CW	6	44	6	42	8	32	0	16	-	\$14.64
6	Code in the Schools	0	3	1	1	1	1	1	1	\$20.67	\$20.67
7	JOTF	0	23	0	21	1	22	2	14	\$14.00	\$13.95
8	MND	7	76	5	65	3	48	5	43	\$11.75	\$13.96
9	NPower	0	2	2	2	2	2	0	0	-	-
10	UA	0	49	0	42	0	34	2	24	\$15.20	\$13.93
11	YU	0	19	0	8	0	0	0	3	-	\$24.29
Total		19	520	28	387	29	315	27	253	\$14.93	\$14.05

Note: The total placement number and the wage at placement average in this table includes two Cycle 1 participants placed into subsidized employment. This is why average wage in the two tables above varies slightly.

The performance metrics included in the tables above include program participants from both Cycle 1 (training that started in 2018), Cycle 2 (training that started in 2019), and Cycle 3 (training that started in 2020) under Grads2Careers (G2C).

Reentry Navigators

MD Labor used \$500,000 of WIOA Governor set-aside funding to hire five Reentry Navigators. The Reentry Navigators serve the following Local Areas: Anne Arundel County, Baltimore City, the Lower Shore, Prince George's County, and Western Maryland. They interface with inmates in correctional education programs (both academic and occupational) and serve as the critical point of contact to the local AJCs. In addition, Reentry Navigators interact with businesses who hire ex-offenders.

These contractual positions report directly to the Labor Exchange Administrators in each Local Area. The goal of this intervention is to create a connection between the correctional education program and the workforce system as well as to inform the State regarding best practices for engaging the target population. During the report period, Reentry Navigators provided intensive services previously not provided prior to release to 946 returning citizens behind the fence. A total of 324 of the returning citizens who worked with Reentry Navigators were placed in employment opportunities.

The success of the program created a desire to expand to other local areas. Labor has hired or is in the process of hiring navigators in the remaining eight Local Areas that previously did not have access to these services.

School-to-Apprenticeship Pathway - International Brotherhood of Electrical Workers (IBEW)

MD Labor funded the Baltimore Electrician Joint Apprenticeship Training Committee (JATC) to continue expansion of its apprenticeship program by working with participating local public school systems to offer a School-to-Apprenticeship pathway. IBEW received \$57,000 to accomplish the following:

- Work with local public-school systems to recruit student candidates who: will be entering their senior year, are on pace to graduate, are able to pass a drug test, have taken and passed a minimum of Algebra I, and will have a valid driver's license and vehicle by the end of the School to Apprenticeship year.

- Have the opportunity to take the first year of the JATC’s related instruction in an online format (up to 50 students).
- Be provided classroom time and space to work with instructors as needed on both the curriculum and hands-on labs.

COVID-19 hampered the first year of activity. The DWDAL MATP Director and the Sponsor and Baltimore County Public Schools met multiple times to facilitate entry for high school students. Favorably, as recovery continued from the pandemic, 13 individuals have participated thus far with two entering apprenticeship.

Baltimore Alliance for Careers in Healthcare (BACH)

BACH is a nonprofit dedicated to eliminating the critical shortage of qualified healthcare workers in the Baltimore area by working with local agencies, healthcare institutions, and other entities to create opportunities for residents to pursue careers in health professions. Through its work with seven major healthcare employers in the Baltimore region, BACH has a frontline understanding of workforce needs and experience convening employers to ensure efforts are industry-led. Due to the organization’s history of delivering outstanding outcomes, along with their work as an intermediary, BACH leads this effort.

Since November 2016, BACH has been creating its own registered apprenticeship program by utilizing ApprenticeshipUSA Expansion Grant funding. To date, BACH has created the occupations of Environmental Care Supervisor, Surgical Technologist, Licensed Practical Nurse, Central Sterile Processing Technician, and Medical Assistant. Since inception, 84 apprentices have been registered in this program, with 36 completing, and 28 presently active as apprentices.

BACH was awarded additional funding in the amount of \$481,609 over a period of two years beginning on March 21, 2022 and ending on January 31, 2024 to support the continuation and expansion of its Healthcare Apprenticeship Program.

Center for Applied Technology North

In April 2022, a total of \$8,657 was awarded to the Center for Applied Technology North (CAT North), a Career and technical Education public high school in Anne Arundel County. This allocation funds an annual grant/scholarship

of \$8,500 to help support our students to participate in the SkillsUSA experience. The funds assisted current students in attending the National SkillsUSA Leadership Conference, and also helped future students attend the Maryland State Fall Leadership Conference in October and offset SkillsUSA membership, regional and state competition fees for the 2022 – 2023 school year. Lastly, this grant will assist CAT North in purchasing Educational Resources, which will help build leadership and professional skills among our members.

Independent Electrical Contractors (IEC)– Charles County Public Schools (CCPS), Apprenticeship \$73,748.95

The IEC-CCPS pre-apprenticeship grant is designed to serve a total of 13 CCPS seniors during the 2020-2021 school year. All 13 participants received OSHA-10 and Red Cross CPR Certifications along with their high school diplomas. Eight of the participants completed the entire pre-apprenticeship Electrical Pathway Program. Two of the 10 immediately entered employment and were registered or are in the process of being registered as apprentices with an average starting wage of \$12.80 per hour.

The remaining eight are all in the process of receiving their driver’s licenses. They meet on a weekly basis with IEC staff to provide updates on their progress. Upon receipt of their licenses, they will begin employment and be registered as apprentices.

Independent Electrical Contractors (IEC)– Montgomery County Public Schools (MCPS), Apprenticeship \$74,392.93

The IEC-MCPS pre-apprenticeship grant was designed to serve a total of 10 MCPS seniors during the 2020-2021 school year. All 10 participants received OSHA-10 and Red Cross CPR Certifications along with their high school diplomas. Eight of the participants completed the entire pre-apprenticeship Electrical Pathway Program. Five of the eight immediately entered employment and were registered or are in the process of being registered as apprentices with an average starting wage of \$12.80 per hour.

The remaining three are all in the process of receiving their driver’s licenses and meet weekly with IEC staff to provide updates on their progress. Upon receipt of their licenses, they will begin employment and be registered as apprentices.

Tranzed Apprenticeship Services \$87,320.64

Tranzed Apprenticeship Services received a grant designed to expand registered apprenticeship programs in the information technology industry by recruiting 100 new apprentices to at least 25 employer-partners. It is using its established partnerships across the State to accelerate the launch and effectiveness of the program, focusing on those counties experiencing high rates of un- and under-employment and employer need. TranZed will build as wide a recruit strategy for our apprentices as possible, supporting candidates from several underrepresented populations in the IT sector - including women, people of color, and candidates from low-income or single-income households.

Tranzed was awarded funding in the amount of \$87,320.64 on August 5, 2020 over a period of about two years ending on April 30, 2022. To date, a total of 59 new businesses have been engaged and 15 new apprentices have been registered.

Maryland Manufacturing Extension Partnership (MD MEP) \$250,000

The MD MEP received a grant designed to expand registered apprenticeship programs in the manufacturing industry by creating new registered apprenticeship programs, reactivating inactive registered apprenticeship programs, registering new manufacturing occupations, and bringing new employers into their Group Non-Joint Program.

To date, grant efforts have resulted in the reactivation of two sponsors, the registration of one new occupation for one sponsor and three new occupations for another sponsor. Six new apprentices have registered with more anticipated in the near future. Several new employers are scheduled for registration in the MD MEP Apprenticeship.

4.i.2 Rapid response activities and layoff aversion

Rapid Response is an early intervention strategy designed to provide and inform individuals of services to support them during the transition between positions. The goal of Rapid Response services is to shorten or eliminate the time between employment opportunities, reducing or eliminating the time an individual receives UI. Services are provided to businesses faced with reducing their workforce regardless of the reason(s) for the reductions.

Rapid Response teams (consisting of a state representative and a local WIOA representative as well as other partners) confidentially meet with companies to assess potential layoffs and closings and work collaboratively to plan a response that meets workers' needs. Depending upon the needs of the impacted workers, coordination with other partners may be necessary, such as those of the DUI, the Veteran Services Unit, the Division of Rehabilitative Services, and approved State of Maryland Contract Interpretation Services.

During Rapid Response events, participants receive information concerning the employment services and resources available through AJCs. Impacted workers are encouraged to visit their nearest AJC as soon as possible.

Case managers are encouraged to refer and co-enroll Trade Adjustment Assistance (TAA) Program participants in appropriate programs to ensure optimal service delivery leveraging resources from TAA, discretionary grants, and WIOA Title I programs concurrently. Partner programs may be able to assist with participant assessments, childcare, travel costs, case management, and on-the-job training not covered under TAA.

Maryland's Layoff Aversion services include strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs. As a result of the COVID-19 shutdown, all related activities have been re-structured to deliver required information virtually or via conference call, including Town Hall meetings in addition to in-person delivery. Services include:

- Immediate and on-site contact to determine assessment of layoff plans, reemployment prospects for workers, available resources, and possibility of TAA program impact;
- Short-time compensation;
- Work Sharing/Layoff Aversion and Reopening UI program;

- Employee skill upgrading and customized training;
- Provision of information and access to unemployment compensation benefits and programs;
- Information sessions on the TAA program;
- Information on Pell Grants and the GI Bill;
- Interviewing skills workshops;
- Résumé workshops;
- Job fairs and targeted hiring events;
- Providing on the job training assistance;
- Connecting businesses with workers;
- Working with economic development entities to learn of potential businesses coming to the area with hiring needs; *and*
- Working with employers on proactive measures such as succession planning or opportunities of potential economic and work transition or expanding of business.

During PY 2021, Rapid Response activities in Maryland included:

- 495 employers served;
- 295 Rapid Response events;
- Workforce Recruitment/Layoff Aversion services including 3,987 events servicing 1,984 employers.
- 1,203 Recruitment Postings/Flyers;
- 123 Virtual Job Fairs;
- Layoff Aversion/Direct Connect One Employer to Another = 10 (very difficult to do under current circumstances with COVID-19);
- 1,091 Job Blasts to Partners/Staff;
- 1,097 Assisting Employers with MWE for Posting;
- 83 dislocations events were filed with the state impacting 4,137 workers
 - 64 Worker Adjustment and Retraining Notifications [WARNs]
 - 19 Notices of Dislocation Event

The Dislocation Services Unit (DSU) works jointly with the Business Solutions Team to stay abreast of employment needs throughout the state and learn of any new industries potentially moving to Maryland.

When Worker Adjustment and Retraining Notifications (WARNs) or Notices of Dislocation events are received, the DSU looks to match of the industry sectors of the impacted workers to the potential placement of existing vacancies. Regular Business Engagement meetings are also held that provide an opportunity for business staff around the state to come together and make connections for our customers. The DSU and Business Solutions team also check each dislocation event for the possibility of TAA Program impact. If found, the DSU will assist the company or group of workers with filing an application for possible Trade program certification or file the petition on behalf of the company.

Layoff Aversion

Layoff aversion consists of strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs and includes both strategic and operational activities that are generally coordinated by our Regional or Local Business Solutions/Rapid Response teams. Layoff Aversion activities may include business and community engagement, feasibility studies, incumbent worker training programs or other worker upskilling approaches, work-based learning, connecting companies to short-time compensation programs, partnering with or contacting businesses in need of skilled workers, etc.

Over the course of the last program year, as the Regional Business Solutions Team has encountered situations of significant layoffs and company closures, they have engaged in layoff aversion activities to connect affected workers with employment and training opportunities to accelerate their transition back into the workforce. Often these layoff aversion activities take place during rapid response events coordinated in response to a WARN or Notice of Dislocation event being filed. MD Labor's statewide outreach with employers sometimes makes staff aware in advance of impending layoffs. In such cases, MD Labor can help to coordinate seamless transitions to viable companies with recruitment needs with similar talent requisitions. These layoff aversion events have taken place both virtually as well as in-person, depending upon the needs and request of the employer and the impacted workers. MD Labor's collaboration with program providers and partners has made it possible to offer an array of services and programs that help displaced workers access employment opportunities by conducting résumé building workshops, connecting them to short-term retraining programs, and hosting both virtual and in-person multiple employer job fairs and individual employer recruitments.

4.i.3 *Activities provided under the Wagner-Peyser Act Employment Service section 7(b) (e.g., services to groups with special needs or extra costs of exemplary models for delivering services).*

Under Title III of WIOA, the Wagner-Peyser Act, a greater emphasis is placed on providing services to UI claimants with referrals to additional AJC services, to ensure claimants remain eligible for UI benefits, and to provide them with meaningful assistance towards their efforts to regain employment. Wagner-Peyser staff provide reemployment services to UI claimants to facilitate a faster return to work to reduce the average week's duration of UI benefits. During this period, the average week duration decreased from 20 weeks to 14.8 weeks. MD Labor exchange services, which are the primary services provided under Wagner-Peyser, fall under the basic career services identified in WIOA. Wagner-Peyser staff must use funds authorized by WIOA to provide basic career services.

MD Labor increased staffing in the Tax Credit unit to increase productivity in the unit for the purpose of certifying applications more efficiently. *Work Opportunity Tax Credit* benefits are designed to incentivize businesses to hire individuals with barriers to employment or special needs. The addition of staff allowed the unit to process applications faster and reduced the unit backlog. The current backlog is under six months based on the added staff.

Funds have also been utilized to provide outreach to *Migrant Seasonal Farmworkers (MSFW)*, to distribute information regarding services available to eligible customers in the AJCs. Outreach to MSFW is conducted by Regional Business Services staff during the peak season for farm work.

MD Labor has allocated Wagner-Peyser funds to support the *Senior Community Service Employment Program* under the Older Worker program. Wagner-Peyser funds have been leveraged to support costs for increased staff support for AJCs to staff Employment Specialists. Employment Specialists recruit host agencies and eligible older workers to be placed in training slots for host agencies. They assist older workers in securing unsubsidized employment in conjunction with activities in Maryland's AJCs. Maryland exceeded the entered employment goal for the first time since transitioning to workforce due to leveraging these funds in this manner.

Registered apprenticeship navigators' function in Maryland is supported utilizing Wagner-Peyser funds. These funds are leveraged to allow greater flexibility to work with other regional outreach staff to further the registered apprenticeship messaging beyond traditional apprenticeship employers. Use of Wagner-Peyser also allows apprenticeship federal grant funds to be utilized to assist new program sponsors with funding initial projects.

4.j *Any National Dislocated Worker Grants (DWGs) awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the DWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.*

MD Labor is pleased to have been awarded funding under the *Support to Communities: Fostering Opioid Recovery Through Workforce Development* grant program. DWDAL applied for these funds to support the operations of Workforce Development's response to the opioid epidemic in Maryland, given the prevalence of opioid-related deaths.



In September of 2020, MD Labor was awarded \$4,589,064 from USDOL to provide training and other services through the *Support to Communities: Fostering Opioid Recovery through Workforce Development* grant. MD Labor awarded funding to seven Local Areas representing 14 jurisdictions across the state that have experienced negative social and economic impacts due to the opioid crisis. More than 700 Marylanders are anticipated to participate in the new pilot program, which will provide participants with job training and recovery services, leading to employment in 14 high demand industries and occupations. As of August 2022, nearly 230 individuals have completed training and over 150 have entered employment.

Maryland was awarded \$2,780,440 in COVID-19 National Dislocated Worker Grant funds that has supported 10 Local Areas who have served over 355 participants. The grant ended December 31, 2021.

MD NDWG Grants to Local Areas	Total Funded Awards	Total Projected Participants	Participants to 30 September
Anne Arundel - Workforce Development Corporation	\$525,000	150	40 - (27%)
Baltimore City - Mayor's Office of Employment Development	\$300,000	69	46 - (66%)
Baltimore County - Department of Economic and Workforce Development	\$81,500	25	13 - (52%)
Mid-Maryland Workforce Development Board - Howard County	\$125,000	115	22 - (19%)
Montgomery - WorkSource Montgomery	\$175,000	50	56 - (112%)
Prince George's - Employ Prince George's	\$450,000	49	48 - (98%)
Southern Maryland - Tri-County Council for Southern Maryland	\$315,060	77	37 - (48%)
Susquehanna Workforce Network	\$125,000	15	15 - (100%)
Upper Shore Workforce Investment Board	\$125,000	22	39 - (177%)
Western Maryland Consortium	\$250,000	95	39 - (41%)
TOTALS	\$2,471,560.00	667	355 - (53%)

(As of the end of Q3 2021 – September 30, 2021 – the 9th of 12 months of reporting. As of June 30, 2021, MDOL had allocated \$2,471,560 of the \$2,780,440 budgeted for LWDA contracts, is leaving a current unencumbered balance of \$ 308,880.)

Successes

- Accurate participant capacity/forecasting. Local Areas that set relatively smaller, more conservative participant targets have already achieved their goals or are on track to do so.
- Timing and alignment of funding streams. Local Areas with a clear sense of grant timing and spending have been able to position/time the NDWG expenditures as other funding sources expire. They requested their NDWG amount accordingly.
- Close working relationship with employers/participants/general community. Local Areas with a thorough knowledge of their clients and opportunities have been able to quickly maximize the NDWG funds and co-enroll participants in programs

Challenges

- The changing landscape of the COVID-19 pandemic ironically slowed and delayed the progress of a funding program hoping to quickly address its effects. The closing of job centers, shift to virtual operation, and technological divide between some providers and participants has taken months to adjust to.
- Enhanced and extended federal and state unemployment benefits may have slowed participant interest in committing to new training or a career change. All Local Areas reported initial interest in virtual outreach events, but less follow-through in committing to scheduled appointments and training during uncertain times.
- Overestimating capacity. Without being able to predict the above effects, a few of the Local Areas overestimated their funding needs and participant capacity. Five of the ten funded Local Areas requested and received more funding for more participants in May/June, but the same five now lag the others in percentages of target participants served.
- Initial reluctance to co-enroll and tendency to define qualified applicants too narrowly. Despite steady communications, training, and technical assistance, a few Local Areas were hesitant or uncertain as to how to apply the grant in context with other funding streams. In time, all have come to understand the grant's flexibility.

Projections

- Participation may increase. All Local Areas expect an increase in participants as the school year has begun, extended unemployment benefits expired in early October, and live meetings restarted.
- Additional Technical Assistance. MD Labor will concentrate efforts with Anne Arundel County and Howard County Local Areas to increase their participant service rates.

4.k Any technical assistance needs of the state workforce system.

MD Labor's engagement with Local Areas and other stakeholders has shown that we need to change how we think, market, and connect. We need to find ways to bridge the gap between the old and the new standards. AJCs will need to lead the charge as technology evolves faster than employers can keep up with in their daily recruitment practices. In order to move the new working class at the same pace with technology, it will be necessary to move training at the same pace. Many older adults are not as quick to embrace new technology as younger adults, but they are able to connect and bridge this new change. Eligible Training Providers will need to be on the cutting edge of this new technology thus offering the certifications that match the technology changes.

Maryland AJC staff are seeing an increasing number of young adults seeking employment in cybersecurity, artificial intelligence technology, and other areas of information technology. Increased demand by businesses cannot be met by the existing pipeline of qualified candidates.

What can AJCs do to keep up with the changing technology wave? How do you determine what skills the candidate must possess to meet that demand? It may be possible to assist in this area by ensuring that when individuals seek training from

the AJCs, the Individual Employment Plan depicts a career path that meets their needs. Additionally, it must be one that the individual is capable of completing. But is that enough?

To be effective and globally competitive, Maryland must provide the tools necessary for developing the next generation of technological workers. To accomplish this, Maryland will need to collaborate across networks, businesses, and educational systems that can influence an individual's career trajectory. In conjunction with state leaders, federal guidance would be helpful to ensure that individuals seeking IT training are prepared for the workplace.

4.1 Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state's evaluation and related research projects. This discussion should cover a broad range of at-risk and priority populations served, including out-of-school youth, low-income adults, dislocated workers, individuals who are basic skills deficient, individuals with limited language proficiency, individuals with disabilities, veterans, the long-term unemployed, and any other individuals with barriers to employment, or other populations the state may wish to discuss.

MARYLAND ISSUES NEW REPORT ON THE CAREER PATHWAY CONNECTIONS FOR ADULT LEARNERS GRANT

The state produced the *Career Pathway Connections For Adult Learners: Moving the Needle on Service Integration* report to promote best practices and share lessons learned from Maryland's innovative Career Pathway Connections for Adult Learners grant program. MD Labor invested over \$1.5 million of WIOA Governor's Set-Aside funds in the competitive grant program in 2018 and 2019 to expand use of the career pathways model and increase co-enrollment rates in WIOA Titles I and II. The new report, which provides a retrospective analysis of best practices and lessons learned from the five projects implemented by Local Areas across the state, was developed to offer guidance to other Local Areas interested in promoting greater integration of the Title I and II programs. The report includes detailed profiles of each project's design to illustrate diverse approaches, and offers in-depth input gathered during extensive interviews with Local Areas teams.

WIOA YOUTH | Meet Karmen

Karmen recovers from a personal crisis to pursue her career goals.

Karmen was a 19-year resident of Montgomery County, Maryland who participated in the local workforce area's Adult Basic Education program. Karmen was interested in pursuing a profession in healthcare and enrolled in a healthcare training program but struggled to stay engaged. Shortly after her training began, Karmen revealed that she had become pregnant with twins. Unfortunately, she suffered a miscarriage early in her second trimester. Naturally, she was devastated. The AJC staff who had worked with Karmen from the beginning were right there during this personal crisis to connect her with the mental health resources and support she needed to recover from her devastating loss. Karmen was soon able to get back on track with her program, and she has since applied for, interviewed, and been awarded a year-long position with the Public Health AmeriCorps program. The caring workforce system staff who stood by Karmen through her darkest hours have since followed up to see how she is doing in her new role. Karmen shared that she loved the work experience and is learning something new every day.

WIOA YOUTH AND BUSINESSES SERVICES | Meet Zachary

From earning his high school degree to training for a rewarding career, Zachary reached his goals with help from local workforce system staff.

Zachary was a 19-year-old high school dropout. He wanted to secure a career and become financially stable, but he knew that his lack of education and occupational skills would be daunting barriers to overcome. Zachary learned, with help from the Western Maryland Consortium, that challenges are much easier to face when you have support. The staff Zachary with whom worked at the Western Maryland Consortium's (WMC's) AJC said he was not only inspired, but he brought with him a passion and drive to accomplish his goals. In January of 2021, AJC staff began working with Zachary to help him study and take practice exams to achieve his first milestone of earning a high school degree. His hard work and determination paid off in April of 2021 when he earned his Maryland High School Diploma. Zachary recalls: "Honestly,

I don't think I could have done it without them [Consortium Staff]. When I tried to do things myself, I wasn't moving forward. They kept me motivated, and I never fell behind. My foot was on the gas the whole time."

Zachary knew he had accomplished something big, but he also recognized that it was only one piece to the puzzle. His next big step was enrolling at *Hagerstown Community College* with ambitions of following in his grandfather's steps and becoming a welder. To support Zachary along the way, WMC staff helped him access funding to cover the cost of training as well as a welding jacket and helmet. Just like his journey to obtaining his high school diploma, Zachary met this new challenge with passion and drive. Six months later, Zachary was able to add the newly earned *American Welding Society* certifications to his résumé.

Now Zachary was ready to enter the workforce. He met with a WMC Business Service Representative to develop a work experience plan at a local scrap metal recycling center, Conservit. The company created a temporary entry level "Junior Welder" position specifically for Zachary. Conservit could immediately see Zachary's value, and converted the temporary position to a permanent, full-time welder position. "They are great to work with," Zachary said. "Working with them, I always felt like I had their help and support all along the way. They just give you the push that you need."

WIOA ADULT/DISLOCATED WORKER | Meet Veronique and Jan

AJC Mobile Workforce Unit helps jobseekers with transportation barriers access workforce services.

Veronique and Jan were two UI claimants who had attended virtual RESEA workshops. The next steps for each of them involved participating in onsite staff-guided follow-up activities selected to help them find new jobs. There was just one problem: neither had transportation to get to the sites where the follow-up activities would be conducted. To ensure Veronique and Jan could access these vital services, Workforce Development Specialist Andrea Kinney leveraged the Local Area's AJC Mobile Workforce Unit to bring the resources of the workforce system to the women. Scheduling them for appointments at the AJC Mobile Workforce Unit posted at their community's public library made it possible for Veronique and Jan to complete mock interview exercises, and Andrea was also able to utilize the computers on the Mobile Unit to assess their job skills. Both were happy the Mobile Workforce Unit had been an option, and plan to use it again. Jan reached out to Andrea few months later to schedule a refresher Mock Interview to prepare for an interview she was having the next day.

VETERAN SERVICES | Meet Charlotte

A Disabled Veterans' Outreach Program Specialist helped Charlotte find a rewarding healthcare job.

A former Navy Corpsman came to the Frederick County American Job Center in late April and was screened for Jobs for Veterans State Grant (JVSG) eligibility and provided basic services. She qualified as a veteran eligible for JVSG case management services due to a service connected disability. She made an appointment with the Disabled Veterans' Outreach Program (DVOP) Specialist for early May. Starting at that point, the veteran worked toward objectives on her Individual Employment Plan (IEP) and completed an updated modern résumé with DVOP assistance. She was asked to upload her job search info and résumé into the Frederick County Workforce Services job candidate profile on the website, which connects the vet's résumé to Business Services Team members, who assist with job matching. The veteran customer went through a mock interview with the DVOP while still job searching to assist her with any upcoming interviewing issues. She also took a Career Assessment Test for additional career discernment assistance.

One of the Business Services team members read the veteran's résumé in the job candidate profile and spoke with the DVOP about current Medical Lab positions open at Frederick Health Hospital. The DVOP passed this information along to the veteran customer, and she applied, interviewed, and was hired. She started working at this full-time position on July 11, 2022. During a retention check initiated in September, the veteran still reported having the position and was starting a new shift soon.

WIOA ADULT/DISLOCATED WORKER/VETERAN SERVICES | Meet Mr. Hayes

The Veterans Career Club and One-on-One Assistance Helps Mr. Hayes find his Dream Job

Mr. Hayes was a very discouraged and desperate veteran when he decided to attend a *Veteran's Career Club* (VCC). At the meeting, he expressed his need for assistance in finding stable employment, which to him meant obtaining a federal job. Although he was a skilled Information Technology (IT) professional with a bachelor's degree in computer science, he had been unable to secure work in his field. He told the listening group that he had tried everything, that he was exhausted, and he needed a job to support his family. Disabled Veterans' Outreach Program (DVOP) Specialist Shirley Garner invited him to attend a *Navigating the Federal Hiring Process* offered at his local AJC. She also told him that she would work with him one-on-one and teach him how to apply for federal jobs – a task for which he had so far been unsuccessful.

When Shirley told Mr. Hayes he needed to update his résumé, he replied "...for the 100th time!" He stated that every time he had asked for help, he was told to update his résumé. He indicated that he was tired of updating his résumé, especially since updating his résumé had not helped him get a job. His frustration with his situation manifested in a negative attitude. Sometimes he even seemed rude and unappreciative. However, Shirley did not take the comments personally. She could sense that Mr. Hayes really needed help. She scheduled a virtual meeting with him to work on his résumé and to show him how to apply for jobs. After several meetings, Shirley sensed that Mr. Hayes had begun to trust her. He was following up with the tasks Shirley assigned him, which included tweaking his résumé to customize it for every federal job application he submitted, if needed. She worked with him on the lengthy federal application process, coached him on interviewing skills, and advised him on how to negotiate salary and how to follow-up on jobs – all jobs. While federal employment was his primary focus, they trained on employment strategies in general as well.

Shirley's guidance brought Mr. Hayes steady success, beginning with referrals, then interviews. He reached out to Shirley following an interview with the Transportation Security Administration (TSA) on Friday, September 10, 2021, to ask whether he should send a "thank you" note to the interview panel. Shirley responded, "Absolutely." She sent him samples of thank you letters and told him to be sure to send it to the hiring manager immediately following the interview. He did, and shortly after he sent the thank you letter, he received a phone call from the hiring manager, offering him the position. After accepting the tentative offer with the TSA for a Transportation Security Specialist (Cyber Analyst) position, he called Shirley and thanked her for all of her help. Today, Mr. Hayes is a very happy man, a complete change from the person Shirley met at the VCC asking for help – Mission accomplished!

WIOA ADULT/DISLOCATED WORKER/VETERAN SERVICES | Meet Tifiney

A team of local workforce system staff help a homeless veteran find employment and achieve a more stable life.

Tifiney was referred to Disabled Veterans' Outreach Program (DVOP) Cordia McArthur by her contact and relationship with the Clinton, Maryland Veterans Administration office. At the time of the referral, Tifiney was homeless. Although she had a job offer with Wounded Warriors, she needed a stable and reliable space and computer for the two-week onboarding and training process. Cordia helped Tifiney access a variety of resources that helped her secure housing, gas for her car, and food, so that she could move forward.

Cordia consulted with the Local Area's Labor Exchange Administrator (LEA), who found Tifiney a safe and quiet space at the AJC where Tifiney could complete the required training. She successfully completed the training and was on her way with her new employer, Wounded Warriors.

The LEA was so impressed with Tifiney's professional presentation and attitude when she came for training, that she asked Cordia to consider Tifiney for an opening at the AJC. Tifiney persevered and did everything asked of her. With the facilitation and support of DVOP, Cordia and LEA, Tifiney has achieved stable employment and a much more stable life.

4.m *Any challenges the state workforce system faces, which may include policy, implementation, or other relevant challenge.*

Since the COVID-19 pandemic hit in March of 2020, Maryland, like the rest of the country and the world, has been confronted by an ongoing, significant workforce shortage. Maryland employers continue to struggle with staffing shortages, even as the impacts of the pandemic have wound down. Many industries, especially those that require in-person contact, have had great trouble identifying skilled and qualified workers due to recent retirements or resignations, health concerns, lack of childcare or lack of access to transportation. In addition, many industries have adjusted their operations so that work can be completed in a virtual setting. This too has created workforce complications due to a lack of digital literacy or inaccessibility to internet connection among job seekers.

After recognizing the steady decline in the labor market, many economists have studied this trend and found that starting salary alone may no longer be the most important factor to jobseekers. Data show that structural changes in workers' preferences have shifted over the course of the last couple years, and today individuals generally tend to be more particular about the environment in which they work and the wrap-around services offered by employers such as transportation or childcare.

MD Labor has created and expanded on a number of initiatives to address the worker shortage.

Maryland continues to invest in growing diverse Apprenticeship opportunities throughout the State. In July 2022, Maryland reported more than 12,000 active Registered Apprentices, passing a new milestone in the state's continued growth of Apprenticeship. In total, more than 180 individual Apprenticeship programs were registered in Maryland, encompassing around 3,800 employers. Youth apprenticeships, organized under the Apprenticeship Maryland Program (AMP), engaged 225 high school-aged apprentices and 330 employers across 20 of Maryland's 24 school districts during the 2021-2022 school year. By the 2030-2031 school year, Maryland's public schools are expected to engage 45% of graduating seniors in apprenticeship or technical education.

During the 2022 legislative session, the Maryland General Assembly further emphasized the State's commitment to Apprenticeship by calling on MD Labor to convene workgroups of State agencies to study how Apprenticeship can be adopted by Maryland's public sector employers to fill worker vacancies. The workgroups will specifically explore opportunities to develop State-sponsored Apprenticeships in high demand occupations across public safety, healthcare, and transportation. MD Labor continues to work with agencies and employers across the state to support and advocate for the expansion of Registered Apprenticeship.

In addition to utilizing existing systems to fill worker shortages, Maryland is investing in new and emerging industries within the State. In 2022 MD Labor received an award of \$22,952,185 from the United States Department of Commerce Economic Development Administration (EDA) for the Good Jobs Challenge grant. With this funding MD Labor is planning to make Maryland the country's premiere destination for Offshore Wind (OSW) training, fabrication, and employment. The project, entitled Maryland Works for Wind (MWW), is built on a sectoral partnership with MD Labor as the 'System Lead Entity' and includes other State agencies, training providers, business alliances, workforce boards, unions, and employers. Together the partnership will work to develop a pipeline of skilled workers to support the emerging industry of OSW in Maryland. This initiative will generate a great number of new jobs in the State and target underserved populations who historically struggle with obtaining and sustaining quality jobs due to life circumstances and barriers to employment.

Although Maryland is still recovering from the pandemic and dealing with a workforce shortage, MD Labor is hopeful that these initiatives will make a positive difference and get Marylander's back to work, satisfying industry needs as well as the needs of jobseekers and employers.

4.n Any strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.

N/A

WIOA and Labor Exchange Title I Performance - Maryland and Local Workforce Development Areas - PY 2021
ROLLING 4 QUARTERS

	Standard	State Perform.	AA	BA	BM	FR	LS	MG	MM	PG	SM	SQ	US	WM	State Standard	
Performance Measure			Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.		
Employment Rate QTR2	<i>Local Adjusted Employment Rate QTR2 Adult</i>		76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%		
	Adults	76%	74.3%	74.3%	73.6%	78.0%	74.4%	83.9%	61.5%	75.4%	71.0%	62.5%	75.7%	92.2%	84.0%	76%
	<i>Local Adjusted Employment Rate QTR2 DW</i>		80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
	Dislocated Workers	80%	77.9%	77.3%	76.7%	79.2%	78.3%	80.0%	66.0%	83.9%	68.1%	71.4%	69.7%	100.0%	84.7%	80%
	<i>Local Adjusted Employment Rate QTR2 LX</i>		59%	59%	59%	59%	59%	59%	59%	59%	59%	59%	59%	59%	59%	
Labor Exchange	59%	58.8%	58.5%	54.6%	63.7%	53.2%	62.7%	52.4%	54.9%	57.3%	64.9%	55.7%	62.3%	61.6%	59%	
Employment Rate QTR4	<i>Local Adjusted Employment Rate QTR4 Adult</i>		72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%		
	Adults	72%	74.0%	68.8%	76.7%	79.1%	72.8%	86.1%	62.4%	76.0%	72.2%	61.5%	75.0%	85.5%	84.4%	72%
	<i>Local Adjusted Employment Rate QTR4 DW</i>		76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	
	Dislocated Workers	76%	79.8%	66.7%	80.6%	85.7%	71.4%	100.0%	72.3%	84.4%	76.7%	88.9%	72.7%	93.8%	84.9%	76%
	<i>Local Adjusted Employment Rate QTR4 LX</i>		58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	58%	
Labor Exchange	58%	63.5%	63.5%	62.1%	65.7%	63.0%	67.3%	59.5%	64.8%	61.4%	64.8%	63.4%	64.1%	63.8%	58%	
Median Earnings	<i>Local Adjusted Earnings Standard Adult</i>		\$6,500	\$7,000	\$5,500	\$7,000	\$5,700	\$6,500	\$5,900	\$7,000	\$5,100	\$7,900	\$6,000	\$6,500		
	Adults	\$6,300	\$7,855	\$7,570	\$7,708	\$7,176	\$8,804	\$8,636	\$9,079	\$6,978	\$8,973	\$6,761	\$8,780	\$8,038	\$7,434	\$6,300
	<i>Local Adjusted Earnings Standard DW</i>		\$8,600	\$9,000	\$7,100	\$9,000	\$7,000	\$9,400	\$9,000	\$11,000	\$7,000	\$8,500	\$7,000	\$7,500		
	Dislocated Workers	\$8,200	\$10,053	\$13,354	\$9,680	\$9,350	\$12,164	\$13,258	\$14,062	\$8,800	\$16,595	\$13,925	\$7,999	\$9,306	\$9,514	\$8,200
	<i>Local Adjusted Earnings Standard LX</i>		\$6,500	\$6,300	\$5,200	\$6,700	\$5,100	\$7,000	\$6,600	\$6,500	\$5,600	\$6,500	\$5,600	\$5,100		
	Labor Exchange	\$5,600	\$6,839	\$7,428	\$6,552	\$6,935	\$7,310	\$5,714	\$7,751	\$7,484	\$6,569	\$7,132	\$6,238	\$6,142	\$6,446	\$5,600
	<i>Local Adjusted Earnings Standard Youth</i>		\$3,800	\$3,500	\$3,300	\$3,900	\$3,410	\$3,500	\$3,500	\$3,450	\$2,500	\$3,500	\$3,600	\$3,500	\$3,500	
Youth	\$3,410	\$4,104	\$2,826	\$6,016	\$3,026	\$3,445	\$2,966	\$5,060	\$2,602	\$4,132	\$4,530	\$4,235	\$5,567	\$3,846	\$3,410	
<i>Local Adjusted Employment Rate QTR2 Youth</i>		70%	72%	69%	70%	71%	69%	69%	70%	71%	69%	69%	70%	70%		
Youth Education and Employment Rate QTR2	69%	75.5%	78.3%	86.3%	65.4%	68.8%	72.2%	76.5%	81.3%	74.0%	73.3%	74.1%	72.7%	86.4%	69%	
<i>Local Adjusted Employment Rate QTR4 Youth</i>		65%	65%	65%	65%	64%	64%	65%	65%	64%	64%	64%	64%	65%		
Youth Education and Employment Rate QTR4	64%	71.7%	72.7%	92.6%	70.2%	54.5%	71.4%	57.0%	70.0%	70.8%	80.0%	65.7%	81.3%	76.3%	64%	
Credential Attainment	<i>Local Adjusted Credential Attainment Adult</i>		59%	61%	61%	59%	62%	61%	60%	61%	61%	57%	61%	62%		
	Adults	61%	62.9%	37.3%	54.1%	63.9%	64.1%	82.9%	57.8%	61.8%	59.2%	50.0%	81.8%	80.3%	76.1%	61%
	<i>Local Adjusted Credential Attainment DW</i>		56%	56%	56%	56%	56%	56%	56%	56%	56%	58%	53%	56%	56%	
	Dislocated Workers	56%	62.9%	0.0%	16.7%	55.6%	71.4%	100.0%	54.2%	60.9%	57.1%	75.0%	72.7%	100.0%	78.1%	56%
	<i>Local Adjusted Credential Attainment Youth</i>		65%	65%	65%	62%	62%	62%	63%	61%	60%	53%	64%	62%		
Youth	62%	70.6%	66.7%	71.3%	71.7%	55.6%	30.8%	68.4%	72.7%	85.4%	0.0%	91.3%	81.3%	41.4%	62%	
Measurable Skills Gains	<i>Local Adjusted MSG Adult</i>		53.0%	53.0%	53.0%	55.0%	55.0%	53.0%	53.0%	53.0%	52.0%	53.0%	53.0%	55.0%		
	Adults	53%	65.6%	70.5%	70.0%	53.8%	64.3%	61.8%	65.8%	61.6%	54.2%	71.4%	77.9%	76.7%	69.4%	53%
	<i>Local Adjusted MSG DW</i>		53.0%	53.0%	55.0%	55.0%	55.0%	53.0%	55.0%	53.0%	55.0%	53.0%	53.0%	55.0%		
	Dislocated Workers	53%	72.4%	76.3%	91.2%	59.2%	64.3%	50.0%	67.3%	68.3%	65.4%	68.2%	84.2%	83.3%	79.5%	53%
	<i>Local Adjusted MSG Youth</i>		48.0%	48.0%	49.0%	47.0%	48.0%	48.0%	48.0%	48.0%	47.0%	48.0%	48.0%	48.0%	48.0%	
Youth	48%	58.7%	59.1%	52.0%	48.7%	55.6%	50.0%	57.6%	64.7%	67.4%	50.0%	60.0%	78.6%	76.1%	48%	
<i>Local Adjusted Employers</i>																
Retention With Same Employer		63.2%														
<i>Local Adjusted Employers</i>																
Penetration Rate		8.4%														
<i>Local Adjusted Employers</i>																
Repeat Business		22.8%														

Performance
 = Exceeded Standard
 = Meeting Standard (at least 90% of standard)
 = Failing Standard (Performed below 90% of standard)
 = No Participants in Measure

WIOA and Labor Exchange Title I Performance - Maryland and Local Workforce Development Areas - PY 2021

Percent of Performance Standard ROLLING 4 QUARTERS

		Standard	State Perform.	AA	BA	BM	FR	LS	MG	MM	PG	SM	SQ	US	WM
Performance Measure				Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.
Employment Rate QTR2	Adults	76%	97.8%	97.7%	96.9%	102.6%	97.9%	110.4%	81.0%	99.2%	93.4%	82.2%	99.6%	121.3%	110.5%
	Dislocated Workers	80%	97.3%	96.6%	95.8%	99.0%	97.8%	100.0%	82.5%	104.9%	85.1%	89.3%	87.1%	125.0%	105.9%
	LX	59%	99.7%	99.1%	92.6%	107.9%	90.2%	106.3%	88.8%	93.1%	97.0%	110.0%	94.5%	105.6%	104.4%
Employment Rate QTR4	Adults	72%	102.7%	95.6%	106.5%	109.8%	101.1%	119.6%	86.6%	105.6%	100.3%	85.5%	104.2%	118.8%	117.2%
	Dislocated Workers	76%	105.0%	87.7%	106.1%	112.8%	94.0%	131.6%	95.1%	111.0%	100.9%	117.0%	95.7%	123.4%	111.8%
	LX	58%	109.5%	109.5%	107.1%	113.2%	108.6%	116.1%	102.6%	111.7%	105.9%	111.7%	109.3%	110.5%	110.0%
Median Earnings	Adults	\$6,300	124.7%	116.5%	110.1%	130.5%	125.8%	151.5%	139.7%	118.3%	128.2%	132.6%	111.1%	134.0%	114.4%
	Dislocated Workers	\$8,200	122.6%	155.3%	107.6%	131.7%	135.2%	189.4%	149.6%	97.8%	150.9%	198.9%	94.1%	132.9%	126.9%
	LX	\$5,600	122.1%	114.3%	104.0%	133.4%	109.1%	112.0%	110.7%	113.4%	101.1%	127.4%	96.0%	109.7%	126.4%
	Youth	\$3,410	120.4%	74.4%	171.9%	91.7%	88.3%	87.0%	144.6%	74.3%	119.8%	181.2%	121.0%	154.6%	109.9%
Youth Education and Employment Rate QTR2		69%	109.4%	111.8%	119.8%	94.8%	98.2%	101.7%	110.8%	117.8%	105.7%	103.3%	107.4%	105.4%	123.4%
Youth Education and Employment Rate QTR4		64%	112.1%	111.9%	142.4%	108.0%	83.9%	111.6%	89.1%	107.7%	109.0%	125.0%	102.7%	127.0%	117.4%
Credential Attainment	Adults	61%	103.1%	63.1%	88.6%	104.7%	108.6%	133.6%	94.8%	103.1%	97.1%	82.0%	143.5%	131.6%	122.7%
	Dislocated Workers	56%	112.3%	0.0%	29.8%	99.2%	127.6%	178.6%	96.7%	108.7%	102.0%	129.3%	137.2%	178.6%	139.5%
	Youth	62%	113.8%	102.6%	109.7%	110.3%	89.6%	49.6%	110.4%	115.4%	140.0%	0.0%	172.3%	127.0%	66.7%
Measurable Skills Gains	Adults	53%	123.8%	133.0%	132.1%	101.5%	116.9%	112.3%	124.1%	116.3%	102.2%	137.4%	147.1%	144.8%	126.2%
	Dislocated Workers	53%	136.5%	144.0%	172.0%	107.6%	116.9%	90.9%	127.0%	124.1%	123.4%	124.0%	158.9%	157.2%	144.6%
	Youth	48%	122.4%	123.1%	108.3%	99.5%	118.2%	104.2%	119.9%	134.8%	140.4%	106.4%	125.0%	163.7%	158.5%

* Based on the locally adjusted standard.

WIOA and Labor Exchange Title I Performance - Maryland and Local Workforce Development Areas - PY 2021																
ROLLING 4 QUARTERS																
		Timeframe			Local Workforce Development Area											
Performance Measure			Calculation Basis	State Perform.	AA	BA	BM	FR	LS	MG	MM	PG	SM	SQ	US	WM
Employment Rate QTR2	Adults	7/01/2020 -6/30/2021	Numerator	920	101	81	99	61	26	152	95	98	20	78	83	89
			Denominator	1,238	136	110	127	82	31	247	126	138	32	103	90	106
	Dislocated Workers	7/01/2020 -6/30/2021	Numerator	348	17	23	19	18	4	66	73	32	10	23	27	61
			Denominator	447	22	30	24	23	5	100	87	47	14	33	27	72
	Labor Exchange	7/01/2020 -6/30/2021	Numerator	23,418	1,662	2,191	5,920	683	925	1,978	1,170	4,268	2,113	1,182	574	838
			Denominator	39,810	2,843	4,012	9,300	1,283	1,475	3,776	2,130	7,454	3,255	2,121	921	1,360
Employment Rate QTR4	Adults	1/1/2020-12/31/2020	Numerator	932	75	102	117	83	31	116	114	104	24	66	65	92
			Denominator	1,260	109	133	148	114	36	186	150	144	39	88	76	109
	Dislocated Workers	1/1/2020-12/31/2020	Numerator	289	12	25	12	15	3	47	54	23	8	24	15	62
			Denominator	362	18	31	14	21	3	65	64	30	9	33	16	73
	Labor Exchange	1/1/2020-12/31/2020	Numerator	41,882	3,196	4,863	8,840	1,305	2,672	2,926	2,332	6,762	3,046	2,433	1,217	2,376
			Denominator	65,942	5,032	7,832	13,462	2,072	3,969	4,917	3,598	11,013	4,700	3,839	1,899	3,723
Median Earnings	Adults	7/01/2020 -6/30/2021	Numerator	7,855	7,570	7,708	7,176	8,804	8,636	9,079	6,978	8,973	6,761	8,780	8,038	7,434
	Dislocated Workers	7/01/2020 -6/30/2021	Numerator	10,053	13,354	9,680	9,350	12,164	13,258	14,062	8,800	16,595	13,925	7,999	9,306	9,514
	Labor Exchange	7/01/2020 -6/30/2021	Numerator	6,839	7428	6552	6935	7310	5714	7751	7484	6569	7132	6238	6142	6446
	Youth	7/01/2020 -6/30/2021	Numerator	4,104	2826	6016	3026	3444.8	2966	5060	2602	4132	4530	4235	5567.3	3846
Youth Education and Employment Rate QTR2		7/01/2020 -6/30/2021	Numerator	515	18	113	106	11	13	91	13	71	11	20	16	38
			Denominator	682	23	131	162	16	18	119	16	96	15	27	22	44
Youth Education and Employment Rate QTR4		1/1/2020-12/31/2020	Numerator	421	16	87	80	6	15	69	14	68	8	23	13	29
			Denominator	587	22	94	114	11	21	121	20	96	10	35	16	38
Credential Attainment	Adults	1/1/2020-12/31/2020	Numerator	405	19	40	46	25	29	37	47	61	7	27	61	35
			Denominator	644	51	74	72	39	35	64	76	103	14	33	76	46
	Dislocated Workers	1/1/2020-12/31/2020	Numerator	105	0	2	5	5	3	13	14	12	6	8	16	25
			Denominator	167	9	12	9	7	3	24	23	21	8	11	16	32
	Youth	1/1/2020-12/31/2020	Numerator	307	8	67	81	5	4	52	8	41	0	21	13	12
			Denominator	435	12	94	113	9	13	76	11	48	0	23	16	29
Measurable Skill Gains	Adults	7/01/2021-6/30/2022	Numerator	748	55	98	128	27	21	50	61	65	15	53	145	68
			Denominator	1,140	78	140	238	42	34	76	99	120	21	68	189	98
	Dislocated Workers	7/01/2021-6/30/2022	Numerator	288	29	31	42	9	1	35	43	17	15	16	35	35
			Denominator	398	38	34	71	14	2	52	63	26	22	19	42	44
	Youth	7/01/2021-6/30/2022	Numerator	336	13	52	96	5	7	19	22	31	1	6	33	54
			Denominator	572	22	100	197	9	14	33	34	46	2	10	42	71
Same Employer		1/1/2020-12/31/2020	Numerator	25,835												
			Denominator	40,902												
Penetration Rate		7/1/2021-6/30/2022	Numerator	15,131												
			Denominator	179,918												
Repeat Business		7/1/2021-6/30/2022	Numerator	8,299												
			Denominator	36,369												



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