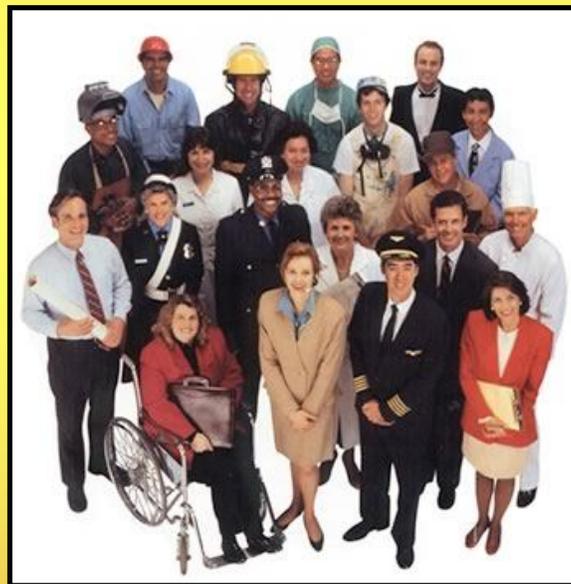


Annual Report Maryland

Workforce Investment Act Title I - B Program Year 2008



MARTIN O'MALLEY
Governor

ANTHONY G. BROWN
Lieutenant Governor

THOMAS E. PEREZ
Secretary

LEONARD J. HOWIE, III
Deputy Secretary

ANDREW MOSER
Assistant Secretary

Maryland Annual Report

Workforce Investment Act Title 1-B Program Year 2008

State: *Maryland*

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Authorized Official: *Andrew Moser, Assistant Secretary
Department of Labor, Licensing and Regulation
Division of Workforce Development and Adult Learning*

Mission Statement:

To advance Maryland's economic growth through an integrated and comprehensive workforce development system that is responsive to the needs of job seekers, businesses and all system partners.



Martin O'Malley
Governor



Anthony G. Brown
Lieutenant Governor

Secretary's Message

On behalf of Governor Martin O'Malley, it is my pleasure to present Maryland's Program Year (PY) 2008 Workforce Investment Act Annual Report. This publication describes our job training activities for the year and details required financial and performance information for the reporting period July 1, 2008 through June 30, 2009.

This Annual Report details the collaborative approach Maryland has instituted in its implementation of the Workforce Investment Act. Over the past year, the Department of Labor, Licensing and Regulation (DLLR) has formed partnerships with our sister state agencies, local governments, and the private sector to ensure every Marylander can realize his or her full potential and participate successfully in the workforce. Governor O'Malley recognizes that one of our most precious resources is our human capital, and DLLR is leading the charge to ensure Maryland's top notch workforce will reach even greater heights in the future.

The Governor's Workforce Investment Board (GWIB) is the Governor's chief policy-making body for workforce development. In PY 2008, this business-led, 45-member board engaged in various strategic planning activities, including: monitoring the transition of Adult and Correctional Education programs from the Maryland State Department of Education (MSDE) to DLLR; developing a set of recommendations to ensure the successful transition of all Maryland youth to careers and college; and supporting STEM (Science, Technology, Engineering and Math) educational programs. GWIB's industry initiative committees also examined strategies to prepare untapped and emerging workers for entry into the workforce.

Local workforce investment boards guide Maryland's twelve workforce investment areas. Using a demand-driven model, the workforce investment system provides services fundamental to Maryland's economic stability and growth. The system is uniquely aligned with the state's economic and educational goals, which enable employers to better access the human resources they need to be successful. In PY 2008, more than 163,000 job seekers utilized the services of Maryland's 33 one-stop career centers. In an effort to provide more services and opportunities for more people, Maryland recently instituted the innovative merger of adult education with workforce development.

As we look to the future, our greatest challenge will be to provide every Marylander with the skills and resources necessary to participate in the 21st century workforce. We will accomplish this task through investments in incumbent workforce training programs, creating strategic partnerships with the business community, strengthening adult and correctional education programs, and developing innovative strategies that engage populations with significant barriers.

Thomas E. Perez
Secretary
Maryland Department of Labor, Licensing & Regulation



Maryland Annual Report Workforce Investment Act Title 1-B Program Year 2008

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Overview of the Maryland System

The origins of the *Division of Workforce Development* date back at least as far as 1896 when, facing a labor shortage, the State created the Bureau of Immigration to attract immigrants from Europe and Canada, and residents of other states, to live and work in Maryland. In 1902, the General Assembly approved the creation of a state employment agency for the free use of all Marylanders “for the purpose of securing employment for unemployed persons.”

Though it has since taken many forms, the *Division of Workforce Development and Adult Learning* is still charged with ensuring employers have the skilled workforce they need to be competitive as well as helping Marylanders access employment and training resources and services. With a number of critical and imminent challenges facing Maryland’s workforce and economy – including a recession-impacted economy resulting in unemployment rates higher than Maryland has experienced in decades, impending baby boomer retirement wave, the influx of up to 60,000 jobs from the military base realignment, and worker shortages in a number of key high-growth industries – Governor O’Malley has made workforce creation a top priority for his Administration.

DLLR and the *Division of Workforce Development and Adult Learning* have been tasked with leading the State’s efforts to create a collaborative and comprehensive workforce creation and training system that forges better connections between state agencies and better aligns state education systems with workforce needs. The Division of Workforce Development and Adult Learning is diligently working to build upon the state’s existing workforce and adult learning systems and to ensure more Marylanders have greater access to career opportunities and training.

In Program Year 2008, the *Division of Workforce Development and Adult Learning* and its local partners provided workforce services to more than 163,000 Maryland residents, including 15,264 veterans. Approximately 30,000 – 40,000 customers visited one of the state’s 33 full service One-Stop Career Centers each month, and 20,734 Marylanders who received unemployment benefits completed early intervention workshops through the Division of Workforce Development and Adult Learning. DLLR’s web-based employment search resource, the Maryland Workforce Exchange (MWE) enrolled 111,953 new jobseekers, including 20,787 individuals age 55 or older. The state’s system of One-Stop Centers offers job seeker services as well as employer services. Each center caters to the local needs of the surrounding community, ensuring the workforce needs of each unique county or workforce investment area are answered. The Division of Workforce Development worked throughout the year to strengthen connections between the state and local workforce systems and to enhance the services offered at the One-Stop centers.



The General Assembly in 2008 passed legislation to merge adult education and literacy and correctional education programs with workforce development programs under the DLLR umbrella. The program transfer took place on July 1, 2009 and began a major step in the realization of Governor O’Malley’s vision of a comprehensive and collaborative system of workforce creation in Maryland. The move ensures adult learners in Maryland can seamlessly access a broad array of educational, job training and career services, providing them with more opportunities to become self sufficient and improve their lives.

Program Year 2008 Highlights

- ◆ Of the funds received by DLLR which were allocated in the *American Recovery and Realignment Act (ARRA)* of 2009, the Division of Workforce Development received \$43.4 million in US Department of Labor funds to assist with employment and training for individuals throughout the state. Funds were allocated for use in three workforce development areas: \$9.8 million for youth training and summer employment, \$11.7 million for economically disadvantaged adults and those impacted by lay-offs, and \$21.9 million to be used for training of other unemployed populations. Utilizing the Youth ARRA funds, Maryland was able to provide summer employment and work-readiness training for 9,318 youth ages 14-24 throughout the state of Maryland.
- ◆ DLLR has continued to meet the workforce challenges that the *Base Realignment And Closure (BRAC) Act of 2005* move presents to our state. By assisting individuals associated with the BRAC transitioning bases make the move, training current Marylanders to staff the remaining jobs and continuing to work with other agencies within the state to develop our future workforce, DLLR is continuing to build the capacity of our workforce to maximize the benefits this transition will bring.

BRAC Initiatives to date include:

- DLLR has established out-of-state One-Stop centers located in New Jersey and Virginia. Fort Monmouth, NJ, established in 2008, has served over 6,000 clients.
- Coordinating relocation events both in New Jersey and Maryland to assist those transferring with information and participation by a number of state agencies.
- At the Defense Information Systems Agency (DISA) in Virginia, three interactive touch screen kiosk locations have been opened. Presently, the kiosks have received over 2,000 individuals uses and continue to be an integral part of Maryland's outreach efforts.
- DLLR has also sponsored 2009 legislation granting waivers for licensing restrictions for construction contractors transferring from New Jersey and Virginia. This legislation allows contractors who currently hold a professional license in one of the transferring states to waive the time requirement needed to apply for a Maryland license.
- DLLR has held two competitive rounds of grant funding to support projects for the BRAC. Nearly \$1 million in grants has funded multiple collaborative and creative projects focused on workforce development planning and readiness activities. These projects address a variety of issues, from security clearance education to procurement training, and are critical to building the workforce capacity necessary for BRAC-related occupations.
- U.S. DOL and DLLR partnered to launch the REAL Lifelines advisor initiative to be located at National Naval Medical Center in Bethesda, MD. The Recovery and Employment Assistance Lifelines (REALifelines) Advisor will provide veterans and transitioning service members wounded and injured, and their family members, with the resources they need to successfully transition to a rewarding career.
- Representatives from the District of Columbia, Maryland and Virginia's respective workforce systems, with guidance from the U.S. Department of Labor, have established the Mid-Atlantic Regional Collaborative, whose goal is to build a globally competitive regional talent development system in order to drive and sustain regional prosperity in the MARC region. MARC recently commissioned and published a Regional Workforce Development System Gap Analysis and Asset Mapping Study. This report seeks to establish a baseline workforce, economic and education supply and demand analysis resulting from the impacts of BRAC in the region.

- ◆ DLLR takes the lead on the development of *Maryland's Green Economy Strategic Plan* with Assistant Secretary Moser's appointment as chairperson of the Governor's Delivery Unit, Green Jobs/Green Economy Working Group. The purpose of this group is to develop a strategic plan to grow the state's green economy and to work towards developing a sustainable future through implementation of green policies in state government. As Chair, Assistant Secretary Moser has facilitated the development of the State's Green Economy Strategic Plan which outlines the State's green priorities and deliverables for the future. This work group also promotes interagency communication that is essential for coordinating these various initiatives across state agencies. In addition, Mr. Moser has developed a definition for what is a green job and has begun to align current workforce development activities to produce workers ready to capitalize on this vital opportunity for the State of Maryland.
- ◆ During PY 2008, the *Rapid Response* team (comprised of members from local WIA areas and state employees) responded to many requests for services across the state. Companies that received these services ranged from small companies, such as Captain's Quarters that was reducing its staff by 3 to 4 people, to US Foodservice, which was closing its offices, thus laying off approximately 147 people. However, no matter the size or location of the company, the Rapid Response team was able to share information with individuals ranging from how to file for unemployment, as well as what to expect from it, to tapping into local resources available for individuals seeking re-employment.
- ◆ The *Maryland Workforce Exchange (MWE)*, the State's job matching and case management system, continues to evolve. Enhancements are continuing to be made to the employer, job seeker and staff functionality. The MWE is available to job seekers and employers online to assist in their employment needs. In PY 2008, enhancements have been made to highlight and prominently provide information on Base Realignment and Closure (BRAC), Apprenticeship opportunities, Green Jobs, and American Reinvestment and Recovery Act. Other enhancements have included upgrades to the reports server and recent improvements to the data management system.
- ◆ The highly successful statewide incumbent worker training program called *Maryland Business Works (MBW)* continued with a sixth year of operation. During PY 2008, MBW supported 239 projects, serving 3,079 workers at an average cost of \$334 per trainee. As a result, many Maryland employers are more productive, profitable, and competitive. MBW has also provided employment stability, career growth, and wage increases for workers through training in transferable skills or industry-recognized certification or credential programs.

- ◆ The State of Maryland Department of Labor, Licensing and Regulation (DLLR), Division of Workforce Development and Adult Learning (DWDAL) in partnership with the Maryland Department of Human Resources (DHR) allocated \$5 million to collaboratively develop Job Readiness, Placement and Retention Employment Programs aimed at benefiting *Temporary Assistance To Needy Families (TANF)* customers via a collaboration between DLLR's Workforce Investment Areas (WIAs) and DHR's Local Departments of Social Services (LDSS).

The primary objective of this initiative was for Local Workforce Investment Boards (LWIBs) to design and operate programs that would aid in the employment and retention of mandatory Temporary Cash Assistance (TCA) customers referred by LDSSs. The overarching objective of the TANF Projects has been to empower these customers with in-demand employability skills that would increase their marketability in the job market, thus improving their family stability. Customers would, in turn, be prepared to secure full-time, unsubsidized employment that is meaningful, gainful, and provides livable, self-supporting wages that promote independence and self-sufficiency while simultaneously impacting the economic growth and development of Maryland business.

A secondary, yet equally important, objective is for customers currently receiving TCA to meet designated Federal Work Participation requirements. The intent is that mandatory daily interface along with the rigors of program participation would ensure that TCA customers are routinely engaged, and therefore countable in the Federally-mandated 40-hour per week work activity goals for DHR of Universal Engagement and Work Participation.

Of the twelve (12) Workforce Investment Areas currently operating in the State, eleven (11) have accepted the challenge to design, develop, and implement new projects OR expand, enhance, and improve existing projects with our partners at DHR in an effort to essentially reduce the State's TANF rolls. Funding priority was given to those WIAs that did not have an existing TANF project at the inception of the award.

Our collective goal...to ultimately reduce the number of *dependent customers* on Public Assistance while successfully developing well-equipped, career-minded *independent employees* who can consistently generate an income substantive enough to support themselves and their families *without* governmental assistance. Target populations include TCA Applicants/Recipients, Retention Customers, Diversion Customers, Foster Care Youth, Summer Employment Youth, and Non-Custodial Parents of TCA Customers.

Projects are currently underway, progressing according to plan, and slated to produce a viable, qualified workforce that can sustain, contribute to, and stimulate our economy. The funding period for the TANF Projects spans a 24-month period from July 1, 2008 - June 30, 2010.

- ◆ Currently, the *Veterans Program* serves Maryland Veterans and eligible persons by 19 Local Veterans Employment Representatives (LVER) and 29 Disabled Veterans Outreach Program (DVOP) staff. In addition to being housed at the One-Stop Career Centers, staff are assigned to the Maryland Center for Veterans Education and Training (MCVET), Baltimore; Perry Point Medical Facility, (Ft. George G. Meade); and the VA Vet Center in Baltimore County. During 2008 the following services and partnerships were forged:
 - Combining efforts with Community Based Organizations, Veteran Services Organizations, and Faith Based Organizations to assist veterans with employment or supportive services needs
 - Providing off-duty individual and personal assistance workshops (“Stand Downs”) as well as employment support (“Musters”) bi-weekly for veterans returning from the Global War on Terror.
 - Outreach to colleges and universities and correctional facilities to inform veterans and college personnel about services available to veterans
 - Partnering with the Way Station to provide veterans with classroom training, program assistance to obtain license and certifications, and tools and job-related equipment to enter employment
 - Assignment of an Intergovernmental Personnel Act Appointee to the Bethesda Naval Hospital to provide assistance to seriously wounded and injured military personnel and family members as part of the re-integration process into civilian status
 - Promoting the Workforce Opportunities Tax Credit (WOTC) and other tax credit programs on behalf of veterans as an incentive for employers to hire veterans



- ◆ The *Maryland Re-entry Initiative (MRI)* started as a collaborative venture between the Maryland Department of Public Safety and Correctional Services (DPSCS) and DLLR's Division of Workforce Development and Adult Learning (DWDAL) with the goal of improving and enhancing services and resources as well as increasing employment opportunities for incarcerated and formerly incarcerated individuals. The Initiative's goals are being accomplished through collaboration among local, state, and federal partnerships that include representatives from One-Stops, DPSCS, Social Service agencies, and community/faith-based organizations, the National Institute of Corrections, Office of Federal Probation and Pre-trial, Adult Learning/Correctional Education, and others. Formerly, there had been two areas which had fully-operational Re-entry programs: MOED's Northwest Career Center/Re-entry Center and Montgomery County's Montgomery Works. Baltimore County Workforce Development System had begun a Re-entry Program at the Eastpoint Workforce Development Center. As part its partnership with Baltimore County and MOED, and because of the large number of incarcerated people returning to these to locations upon release, MRI provided two Re-entry Specialist/Case Managers: one located at Eastpoint to enhance the Re-entry programs in that location, and one at the Northwest Re-entry Center to work with Federal Probationers and Federal Home Detention Detainees.



Governor's Workforce Investment Board

The Governor's Workforce Investment Board (GWIB) is the State's chief policy-making body for workforce development. The GWIB is a business-led board of 45 members, a majority of whom represent the business community, as mandated by the Workforce Investment Act of 1998 (WIA). Other members include the Governor and the Lieutenant Governor, cabinet secretaries, college presidents, the State Superintendent of Schools, elected officials, labor leaders, and representatives of non-profit organizations. The GWIB develops policies and strategies to form a coordinated workforce system from a variety of education and employment and training programs. It brings together various workforce development partners to focus on two key outcomes – preparing a workforce that meets the current and future demands of Maryland employers, and providing opportunities for all Marylanders to succeed in the 21st century workforce.



GWIB Committees

Governor's Workforce Investment Board's (GWIB) Emerging Workforce Committee was formed in 2007 and charged with developing a set of recommendations to ensure the successful transition of all Maryland youth to careers and college, with an emphasis on those young people with barriers and those who are disconnected from school/work. Since its formation, the committee has met monthly and drafted a whitepaper that includes a set of policy recommendations supporting a new Maryland State Youth Employment Policy.

An Emerging Workforce Summit was held in May of 2009 to validate the critical need to invest in the development of an educated and skilled emerging workforce as an economic competitiveness issue for the state. The summit provided an excellent opportunity for the committee: to prioritize and spotlight the key issues directly related to promoting a prepared and qualified emerging workforce; garner support/advocacy for policy recommendations and recruit champions from across the stakeholder community; and encourage the governor to initiate a "Campaign for Maryland's Future Workforce." The final whitepaper, entitled the Maryland Youth Employment Policy, is expected to be finalized and released in the fall of 2009.

GWIB's Untapped Workforce Committee began its work in January 2008 and was charged with developing a set of recommendations for the creation of a marketing plan and budget designed to ensure that businesses are aware of the potential human resources that often exist in overlooked populations. Populations that can serve as a viable source for employees, and align with the Governor's vision for ensuring that there are "No Spare Marylanders," and that all citizens are provided with the opportunities to become productive workers.

The committee's research found that in order to reach out to a broader representation of the state's business community, consistent, coordinated, and compelling communications and marketing are critical and must include the following: a clear branding identity; a clear message; a standardized approach; dedicated marketing expertise and resources; and strong linkages to the state's economic development. The final report from the GWIB Untapped Workforce Committee was developed and delivered to the full Board in the Spring of 2009 and included their findings, policy recommendations, and next steps designed to bridge the existing gaps between the untapped workforce, organizations that serve them, and businesses seeking a qualified workforce.

GWIB Monitors Transition of Adult and Correctional Education

The Governor's Workforce Investment Board (GWIB) was tasked with monitoring the transition of the adult and correctional education programs from the Maryland State Department of Education to the Department of Labor, Licensing and Regulation at the December 10, 2008 Board meeting. As a result, the GWIB formed the **Adult Learning Oversight Committee** to be convened for a period not to exceed eighteen months beginning in early 2009 and ending no later than June 30, 2010.

A long-time advocate for adult education, Fred Mason, Jr., President of the Maryland and D.C. AFL-CIO and GWIB Board member, has agreed to serve as the Chair for the Adult Learning Oversight Committee. Membership for the GWIB Adult Learning Oversight Committee was defined by the Workforce Creation and Adult Education Transition Council report to include: two GWIB members; the Secretary of the Department of Labor, Licensing and Regulation; the State Superintendent of Schools; two adult education experts; two correctional education experts; and the Executive Director of the Maryland Association of Community Colleges. The Secretary of the Maryland Higher Education was added by committee vote after the first meeting. The GWIB Committee will report directly to the GWIB Executive Committee and has been charged to review programs, performance accountability, and ensure coordination as well as to recommend policy changes related to these issues. Additionally, the Committee will oversee the restructuring of the Educational Coordinating Council for Correctional Institutions (ECCCI) and State Advisory Council on Adult Learning.

Maryland Team Presents at Innovation 2008 Pre-Conference

Maryland was identified as an innovator and model of "Best Practice" for its efforts to address youth workforce challenges. As a result, a Maryland Team, comprised of Secretary Brenda Donald, Secretary of the MD Dept of Human Resources; Trudy Chara, Innovations and Programs Manager with the Governor's Workforce Investment Board/DLLR; and Tim Senecal, Youth Advisory Council, Governor's Office for Youth, were asked to present at the Innovation 2008 Pre-Conference. This honor was bestowed upon Maryland because of the innovative efforts put in place by the Maryland Ready by 21 Action Agenda, (a result of the combined efforts of the Children's Cabinet, the Youth Advisory Council and the Shared Youth Vision partners), to help jump start DOL's Share Youth Vision.



Karen Sitnick and George Littrel, Co-Chairs of the Emerging Workforce Committee facilitate to GWIB Youth Summit at Stevenson University.

Looking Forward

Adult Learning

The Division of Workforce Development and Adult Learning will continue the drive toward a statewide workforce system that is seamlessly integrated and maximizes the resources available to produce a world-class workforce for the 21st Century. The transfer of adult education and correctional education to the Division of Workforce Development has provided an exciting opportunity to create a new paradigm for providing more Marylanders with greater opportunities with which to improve their lives. The Department will continue to seek avenues for partnership with other state agencies. We envision a well-aligned and streamlined system – one that matches the education outcomes of our K-12 systems, community colleges and four year institutions – with the needs of growing industries and employers. We envision a system that allows individuals, no matter what challenges they face, to realize their full potential in the workplace. We envision a system that keeps Maryland competitive in an economy that becomes more global each day.



Microsoft Elevate America E-Learning Voucher Training

A donation agreement was made between the Microsoft Corporation and the Maryland Department of Labor, Licensing and Regulation (DLLR) to provide the citizens of Maryland with 13,500 training vouchers for Microsoft eLearning courses and select Microsoft certification exams. Courses range from basic technology literacy to intermediate-level technology skills. The vouchers will be broken into three subgroups:

- 6,000 vouchers - Microsoft E-Learning: to include Microsoft Worker (Windows XP, Office 2003 or Windows Vista & Office 2007)
- 1,500 Vouchers - Microsoft E-Learning: IT Professional Standard and Extended Library
- 6,000 Vouchers - Microsoft Business Certification Exams to be divided (3,000 each) among Office 2003 and Office 2007

DLLR will make the vouchers available to the local Workforce Investment Areas and their training partners, the Maryland community college system the Maryland Department of Disabilities, and the Maryland Division of Rehabilitative Services beginning this fall 2009.



Customer Service Training—Universal Access

A critical part to the success of the programs coordinated by the Division of Workforce Development and Adult Learning (DWDAL) is the staff who implement those programs. In an effort to offer continuing staff development, DWDAL will assist staff members with training opportunities in various customer service areas. One such staff training, *Universal Access* training, is designed to increase the skills of staff who serve the most difficult to serve populations, including: people with disabilities, at-risk youth, individuals who have been incarcerated, welfare recipients, those with unstable housing, adults without a high school diploma, English language learners, and increasingly, dislocated workers. A critical component of DWDAL's strategy is to open doors to employment for the historically underutilized and untapped populations

In order to assure that there truly are *No Spare Marylanders*, all of Maryland's potential workers will be provided with universal access, services and processes according to the principles known as Universal Design.

These principles result in workforce services that are designed to benefit job seekers who possess a wide range of learning styles, languages, educational levels, intelligences, and abilities. The goal is to assist workforce development system partners, One-Stop centers and other stakeholders to institute policies and practices that reflect the best principles of Universal Design in the delivery of workforce development services.



Background: In April of 2008, The National Technical Assistance and Research Leadership Center to Promote Employment and Economic Independence for Adults with Disabilities (NTAR Leadership Center) selected Maryland, Connecticut, and Minnesota to participate in its first State Leaders Innovation Institute. The State Leaders Innovation Institute is part of a national effort to improve employment for adults with disabilities. Implementation of Universal Design across Maryland's workforce system, particularly in the One-Stop Career Centers, was identified as a priority in Maryland's NTAR Plan. Universal Design is a way to provide inclusive access and services that benefit job seekers with a wide range of learning styles, languages, educational levels, intelligences, and abilities.

Statewide Highlights and Successes

Youth - Summer

Sheryi arrived at a Mayor's Office of Employment Development Youth Opportunity (YO! Baltimore) Center in search of a summer job, but she was not the typical participant. Sheryi was already enrolled in Randolph-Macon College. YO! found her the summer job she was looking for and much more. During the first year, Sheryi worked in the National Cemetery office in Baltimore as her summer work experience. She benefited from the YO! Center's programming to support youth in their post-secondary educational efforts.



Sheryi enjoyed cultural enrichment trips to book fairs, where she met bestselling authors. She also participated in the Skills USA Current Events Competition nationally. She describes these experiences by sharing, "There was no comparison to the opportunity to meet with others who have many similarities and differences to your story. It was fun meeting so many different people."

Sheryi kept coming back for summer jobs and worked on projects such as Campaign for Our Children. She gained an appreciation for at-risk youth. She earned her Bachelor of Arts degree from Randolph-Macon College and her Master of Arts degree from the University of Baltimore.

Now Sheryi has found a way to give back. She works in the financial aid office of a local college as the scholarship coordinator and helps at-risk youth access scholarship funds. She understands how to help them and tells them, "Always remember your goals and talk to people about what you want to do and about the best way to move forward with your goals."

The Southern Maryland Workforce Investment Board is proud to announce the success of the Summer Youth Employment Program 2009, sponsored through the Federal Stimulus Bill. The program consists of a partnership between the Tri-County Council, Department of Labor, Licensing, and Regulation, and the Southern Maryland Workforce Investment Board. The program is designed to match summer interns with worksites in the Southern Maryland region that will provide relevant work experiences. The local program is designed to mentor and coach low-income youth, ages 17-24, who possess various barriers to employment.

This program has been a benefit and helping hand for many of its participants. In the words of program intern Rebekca, "This opportunity has impacted my life a lot; it has helped me get on my feet. I am able to pay my bills on time and support my daughter Amanda. I also have been able to get myself out of Three Oaks Women and Children's Shelter and get my own apartment. This opportunity has helped me get my life on track." With the support that the individuals receive in the program, it has proven to be a life changing experience.



This program also helps the youth participants hone and determine their areas of career interest, "... I find computer applications very useful for me and I am very fascinated by the things you can do with the

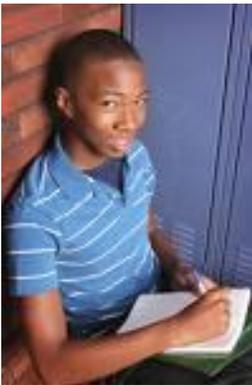
computer, therefore I would like to pick a career in it. Before this job I would have never wanted to pursue computers," says Sherri Johnson, another program intern.

The worksites in the program are providing Southern Maryland youth with hands on experience that will help to shape their careers, lives, and the Southern Maryland community as a whole. While many toil away at dead end jobs, many of these program enable interns the opportunity to extend their employment into permanent status.

Additionally, there has been an outstanding level of support from area businesses and we hope that there will be continued support for this program again, next year.

Youth – Year-Round

Elijah's Story



"Before coming to Maryland Multicultural [Youth] Center, (MMYC) [in Montgomery County], my life was different. I was on the streets hustling, smoking, partying, and clubbing. I dropped out of school when I was 15 years old and I did not have any direction in my life. I wanted to find a solution. I started to go to church. It was there I realized I needed to do things differently.

My brother Bill encouraged me to enroll in the MMYC Summer Youth Jobs Program. At first, I was reluctant, but then I decided to put in an application. Although, the application was late, I was chosen and felt blessed.

The MMYC summer program has helped me in many ways. Primarily, the program placed me in a job that was initially challenging. Despite the challenge my self-confidence was improved. Since being in the Montgomery's County Summer Jobs Program I have decided to enroll in the GED classes which will begin on September 7th. I feel very fortunate. If it was not the summer jobs program I would have never known about MMYC's GED classes and other services. I hope next year more students can enroll and get the same help that this program has given to me.

Overall, I feel that I have learned a lot from the program. I have learned a lot from my work experience and I really enjoy the developmental workshops and job readiness seminars held every Friday at our local community college. Those classes help prepare us for future employment opportunities and teach life skills.

Some of the skills that I have obtained on the job consist of customer services greeting, and meeting customers, and conflict resolution skills. I have learned data entry skills, filing, and how to talk to customers. Through the Job Readiness Trainings, I have learned many valuable job skills including appropriate dress, showing up to work promptly to work and how to deal with conflict on the job. I have learned to how to ask questions to employers when clarification is needed. I have found many mentors. The Maryland Multicultural staff has helped me to grow as a person. In particular, I was very inspired by one of the job coaches, Bruce Banks, who asked me, "How are you going to get something in life if you never try? His words have encouraged me to push myself and exceed my own expectations. Each job coach has assisted me in this journey and provided me with invaluable advice for the future."

Dislocated Worker

Crystal was laid off from Under Armor where she worked as a Demand Planning Manager. She had an MBA and project management experience but lacked project management certification.

She completed project management training at Howard Community College on June 18. She has not yet taken the Project Management certification exam. In spite of that, she landed a position as a Network Team Business Services Liaison with the Baltimore City Public School system.

She is advising the Chief Academic Officer regarding fiscal policy. She more than doubled her previous salary. We are finding that individuals who take this level of training often are able to secure a position even before they receive the certification.

Adult

Unemployed and looking for work, George Hanley learned from his Frederick County Workforce Services (FCWS) Career Specialist about a five-day, intensive workshop for job seekers called Dependable Strengths. Facilitated by representatives from partner organizations in Frederick County, this ARRA-funded workshop introduced him to a unique approach to the job search process, one that encourages participants "to value yourself and to find places where you will thrive because others will value what you have to offer," George explains.

The Center for Dependable Strengths (www.dependablestrengths.org) describes the process as one that is based on the premise that every person has some form of excellence deep within him or herself. The Dependable Strengths Articulation Process, a peer-assisted, interactive group process, is the means for identifying this excellence within each individual. In a planned sequence of experiences, participants identify their unique pattern of core talents, skills, and abilities—Dependable Strengths—which unlock hidden potential and puts them in touch with their "best self."



According to George, as a direct result of his participation in this workshop, "My entire approach to looking for a job was changed, and more importantly - is energized. By using the Dependable Strengths approach, I was able to effectively market myself and my abilities."

Shortly after his participation in the Dependable Strengths workshop, George was hired by the National Kidney Foundation, and is now serving the National Capital Area as the Division Communications Manager.

George Hanley summarizes his experience in the following way: "I sing the praises of Frederick County Workforce Services because I experienced first-hand people who cared to share resources to help me better my own life. Finding a job doesn't just help one person, it helps entire families and then helps communities and towns...it has a ripple effect."

On May 28, 2009, Baltimore County Government launched a new web-based tool, ***A Helping Hand in Hard Times***, which is designed to assist all Baltimore County citizens and service providers in identifying and accessing resources that may be needed to deal with the myriad challenges individuals face in these trying times. The tool was created because Baltimore County officials are keenly aware that some of our citizens are facing difficulties in employment and in meeting their families' needs in today's economy. Spearheaded by the Baltimore County Office of Workforce Development, a committee of various Baltimore County agencies developed the tool to be a one-stop resource that would provide quick answers to the most pressing questions about what services are available and where to access them.



With so many job seekers having multiple barriers to employment and daily living, it is important to assist the frontline staff to be more nimble in locating and supplying information to the customer about more than jobs, although a job is many times a solution to many problems citizens face. The web-based tool includes topics ranging from unemployment insurance, foreclosure prevention, medical assistance, identity theft, food assistance, and replacing lost identification just to name a few. The site, which can be found at <http://www.baltimorecountymd.gov/Directory/helpinghands.html>, is a centralized resource that provides help for staff as well as the end user. ***A Helping Hand in Hard Times*** connects our residents to the services they need quickly without forcing the customer to go from one physical location to the other or spend precious hours on the telephone trying to find the assistance they need in a timely manner.

Disability Program Navigator (DPN)

On March 27, 2009, Jennifer, a woman with a mental illness, attended an intensive, day-long job seeker workshop called, "No Spare Marylander," held at the One-Stop Job Market in Salisbury, MD. The "No Spare Marylander" workshop series is a partnership between the Division of Workforce Development's Disability Program Navigator (DPN) initiative and the Maryland Department of Disabilities (MDOD). Workshops included several sessions about employment and training resources, success stories, resume writing, mock interviews, job applications, and benefits counseling.

During a workshop conversation between the Eastern Shore's DPN/Business Leadership Network (ESBLN) Director and Jennifer, Jennifer shared that she recently earned a medical records certification from Goodwill Industries and was ready, willing, and able to work in the field of medical records! A week after the workshop, the ESBLN Director was informed by the Salisbury Area Chamber of Commerce Director that a Chamber small business member was in need of a part-time employee to assist with her medical transcription and document scanning business, Nick, Inc. Because the ESBLN is a branch of the Salisbury Area Chamber of Commerce, the BLN Director contacted Jennifer directly, making the crucial connection between her and the owner of Nick, Inc. Jennifer immediately sent the employer her resume and was contacted to set up an "on-the-job" interview to ensure that she could operate the scanning equipment and computers. In competition with one other job candidate, Jennifer was hired immediately due to her obvious capabilities to perform the job during the interview. To date, Jennifer is still successfully working at Nick, Inc.



Re-entry Initiative

A letter from "Jewelle" –

"...I would like to express my thanks to the staff at the Anne Arundel County One-Stop Career Center. I was recently released from the Women's Prison in Jessup Maryland and I am currently on Home Detention. Upon my release it was my desire to find employment. After making contact with Mr. Andre James, he invited me to meet him at the One-Stop Career Center in Glen Burnie. Mr. James contacted my Home Detention Case Manager and arranged for me to have the necessary time to meet with him.

During my visit he qualified me to become Federally Bonded which he explained would assist me with finding employment. He also advised me of interviewing techniques that would make employers willing to hire based on the benefits they would receive. Overall, Mr. James was very helpful and very supportive.

Soon thereafter, Mr. James referred me to Mrs. Denise Carey who orchestrated making contact with my Home Detention Case Manager to allow me to come into the Career Center and use the resources available. Not only was Ms. Carey successful with getting the necessary approval for me to spend time at your location, she assisted me with proper use of the Maryland Workforce Exchange database. It was during the time spent at the career center I was able to submit my resume for the job opportunity I am currently employed. On April 9, 2009 I interviewed with Downtown Baltimore Child-Care Inc. I was very open, honest, and transparent about my circumstances. Having recently been released from prison it was scary to "let my guard down." Within three days I received a phone call and I was offered me the position of Administrative Assistant. My first day of work was Monday April 20, 2009 and I am so grateful to both Mr. James and Mrs. Carey.



Sometimes we fail in life to exercise the ability to say thank you or to effectively show our genuine appreciation towards others. I humbly want you to know I appreciate the assistance I have received. They both will never be forgotten."

Veterans

In February, 2009, a Montgomery Works, Montgomery County, Business Representative visited a small Israeli company, Controp, in Bethesda. They produce very high-tech gyroscopic guidance systems for unmanned aircraft, and they needed a highly skilled person to perform and supervise maintenance operations in the U.S.

The Business Representative forwarded the job specifications to the Local Veteran's Employment Representative at Montgomery Works, Bob Pelletier, who identified a veteran with an avionics background, which is a close, albeit not exact, fit for the required skill set. Working with the Veterans Workforce Improvement Program representative, Francis Hightower, the veteran received immediate additional training, enabling him to qualify for the position. He was hired, sent to Israel for further training, and is an integral and significant part of their ongoing success.



Green Jobs

The Baltimore Workforce Investment Board, (BWIB), in coordination with the Mayor's Office of Employment Development, is taking a leadership role in the "green jobs" arena by coordinating the Green Collar Jobs Creation Coalition. As this emerging cadre of green or environmentally-driven employment opportunities could offer many Baltimore residents the chance to be productively engaged in the workforce, it is essential that youth and other job seekers are properly informed about future career pathways with green business enterprises.

The Baltimore City Council adopted legislation to establish this coalition focused on green jobs. Comprised of representatives from education, economic and workforce development, local government, community organizations and business, the Green Collar Jobs Creation Coalition is charged with examining the green labor market, identifying the needs of businesses, developing training programs, and working to move the city's unemployed and under-employed into gainful employment opportunities. By virtue of its expertise and public and private sector contacts, the BWIB is poised to facilitate the overall implementation of this coalition.

Limited English Proficiency

Mr. Jose Castillo went to Montgomery Works in 2008 for training services. He was registered in the adult program, and his employment goal was to obtain a CDL Class B drivers license so that he could gain employment as a Truck Driver. He had previously been employed as a driver, but he was not licensed so his employment opportunities, thus his income, were limited. In spite of the fact that English was not his first language, he followed through on all the directives given to him by his Career Transition Specialist. Additionally, he passed the CDL Learner's permit exam, completed the training program, and obtained his CDL Class B Driver's License on the first try! He is now employed by Ecology Services, Municipal Operations LLC in Gaithersburg, MD. He began working in late August 2008 as a Truck Driver and earns \$20.00 per hour as well as benefits. One year later he is still employed.



Diesel Technology Program

On Monday, August 10, 2009, Lt. Governor Anthony G. Brown toured the K. Neal International Trucks, Inc., headquarters in Hyattsville with President/CEO, Stephen K. Neal, and senior representatives from the Prince George's County Economic Development Corporation (EDC). During the tour, the Lt. Governor was briefed on the public-private partnership that was responsible for creating the Diesel Technology Program and was introduced to the first graduates of the program as well as the entire K. Neal staff.

K. Neal International Trucks, Inc., partnered with the Prince George's County Economic Development Corporation's Workforce Services Division to offer a Diesel Technology Program, which provides full-time, entry-level employment for several candidates from Prince George's County Workforce Services. These positions offered livable wages within the Service Department of K. Neal, Parts Department and Body Shop, and enabled the company to train workers through the on-the-job training program.



"The Diesel Technology Program has far outreached my expectations, because of the individuals who are in the program, and also the continued support from EDC's Workforce Services Division," said Stephen W. Neal, President and CEO of K. Neal International Trucking, Inc. "The individuals, who come from different and various backgrounds, have a willingness to learn different skills sets, show initiative, and develop teambuilding skills. But most importantly, this program affords them an opportunity to change their lives and gives them a better quality of life. I also believe the Diesel Technology Program is a successful and outstanding program for K. Neal International."

STEM & Leadership Camp

Prince George's County Economic Development Corporation Workforce Services Division utilized the Maryland Summer Youth Connection funds to employ 22 students in the STEM/Leadership Day Camp. These rising 10th graders were 15 years old and were taught professional development skills, engineering methodologies, and standard engineering concepts on a mock RFP. The first week culminated with the production launch and engineering presentations of the robots they assembled. During the second week, the students participated in workshops that focused on employability skills, conflict resolution, time management, and fundamentals on building a business. Career Development activities included behind the scenes tour of NASA and Northrop Grumman to get first hand information on various STEM-related careers.



Partnership with Prince George's County Literacy Council

Prince George's County Economic Development Corporation's Workforce Services Division partnered with the Prince George's County Literacy Council to expand its Math and English remediation classes and GED Preparation to evening and daytime classes. This move was targeted at increasing program access to more One-Stop Career Center customers.

On November 4, 2008, the Prince George's One-Stop Career Center began offering daytime services on Monday through Thursday from 9:00 am to 2:00 pm while continuing to provide working residents with evening services on Tuesdays and Thursdays from 6:00 pm to 8:00 pm.

This partnership allows a direct pathway for customers to access the services offered through the One-Stop and the Literacy Council in one location. This alliance also utilized the One-Stop Career Center as an assessment and testing site for the Literacy Council.



Dislocated Worker

In June of 2008, the Holiday Inn in Chevy Chase notified Montgomery Works that they would be closing for remodeling and laying off 67 workers. After first meeting with management staff, the Montgomery Works Business Services Department conducted Rapid Response orientations to workforce services on two occasions. Holiday Inn staff provided language translation where needed. On-site job fairs were initiated which included personnel from four employers, 3 hotels, and one hospital, each of which had housekeeping, food service, maintenance, and administrative positions available. More than half of the workers received job offers as a result of this effort.



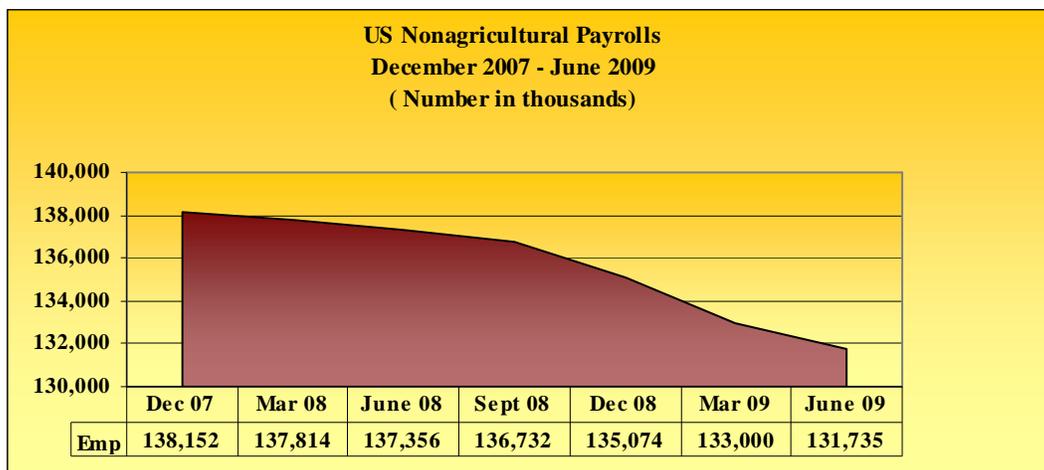
In March and April of 2009, the hotel was ramping up to re-open as Courtyard Chevy Chase, and once again partnered with Montgomery Works to screen, interview, and hire more than 70 workers in all positions to staff the new hotel. Courtyard management reports that turnover is now essentially non-existent and credits this success to the pre-screening of applicants conducted by Montgomery Works.

The National Slide... In a Nutshell

By the end of 2007, the signs could no longer be ignored. Escalating problems in the credit and housing markets were beginning to overtake the performance in the rest of the economy. Continued deterioration in the construction, manufacturing and finance sectors slowed the overall rate of job creation to less than 1% between December 2006 and December 2007. During 2008, the problems in these industries were compounded further by a plethora of other economic issues -- higher energy costs, rising food prices, tightening credit, weakening in the retail market and falling home prices causing a chain reaction of decline in virtually every business sector within the economy.

Slashing the key interest rate, instituting a multi-billion dollar bailout of the financial system, and creating mortgage relief programs were just some of the measures taken to contain the damage and jolt life back into the economy. The downturn, however, continued to intensify, with the massive pullback in consumer spending perpetuating the cycle of business retrenchment. The number of jobs in the national economy, after peaking at 138.2 million in December 2007, spiraled downward throughout 2008 and into 2009, a decline which not only continued without interruption but also accelerated over time. By September 2008, more than 1.4 million jobs had vanished from the nation's industry payrolls. Additional losses averaging 555,000 per month through June 2009 further underscore the severity of the employment contraction.

The current economic casualty, similar in its intensity to the downturn experienced in the early 1980's, has been characterized by a rapid rate of deterioration (4.6%), resulting in a staggering loss to date of over 6.4 million jobs.



Designated by the National Bureau of Economic Research as the point in time beginning the phase of diminishing activity leading into the recession.

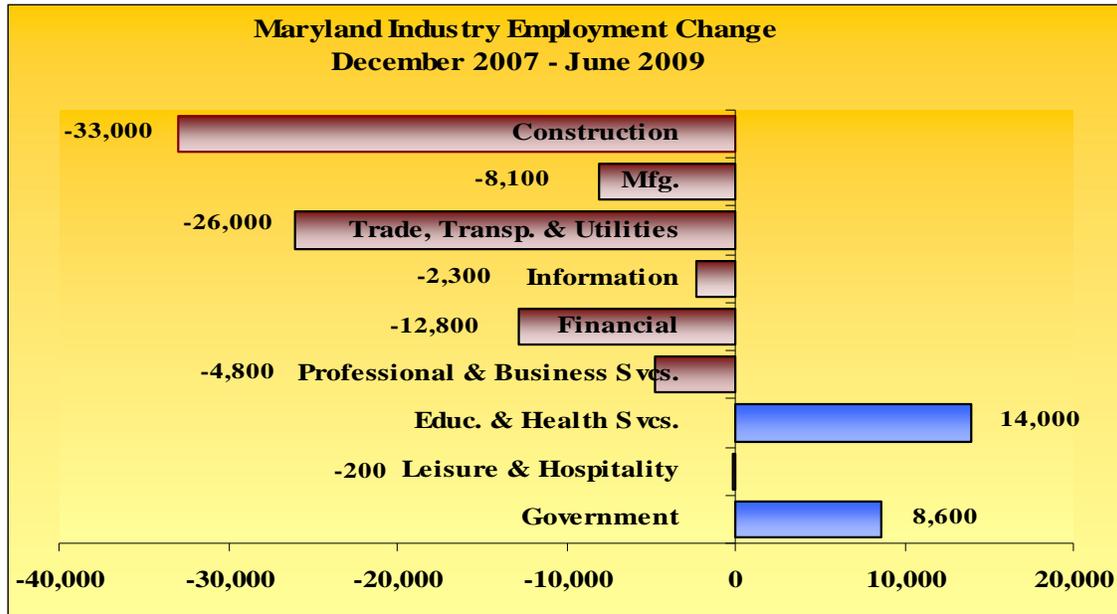
The Trickle Down Effect...Maryland's Reaction

In the early months of 2008, Maryland's economy was little changed. While select business sectors were softening and the rate of overall industrial expansion was slowing, the economy-wide slump that had already kicked into gear nationally as well as in a number of states across the nation had not yet surfaced in Maryland. The fact that Maryland would be pulled into the recession was, however, almost a foregone conclusion since the statewide industries showing the most strain – construction, manufacturing, finance and trade – were the same sectors leading the national business slide. When the recession would hit in Maryland? How deep would the cuts be? Those were the questions on everyone's minds.

News on the national front worsened on almost a daily basis. Consumers, worried about their job status and watching their home values, retirement accounts and discretionary income levels dwindle, became even more cost conscious. Businesses, faced with declining profit margins, scrambled to cut costs. Maryland employers began to feel the pain of national developments. During the first six months of 2008, nearly twenty Maryland employers had, according to official WARN notification filings, shuttered their operations. These closings, impacting businesses in every region of the state, resulted in the layoff of nearly 1,500 workers.

The financial crisis reached global proportions by mid 2008, sending shock waves throughout the economy. By the 3rd quarter 2008, the pressure was mounting and Maryland's economy was visibly faltering. Monthly job losses, reported in both August and September, pushed Maryland's business payrolls down by just over 10,000 jobs between the 2nd and 3rd quarters of 2008. Nearly every major business sector was affected. This decline caused industrial payrolls to plunge nearly 20,000 below year ago levels. The "when" was no longer a question -- it appeared as if the recession had finally arrived in Maryland.

Maryland's economic climate became even cloudier in the months to follow. Consecutive monthly declines slashed industry payrolls through the end of 2008 and, aside from a slight up tick in January and May 2009, Maryland's job count continued to spiral downward through June 2009. Since December 2007 (the national recession start date), statewide industrial payrolls have declined at a rate of 2.7% -- a deceleration which translates into a loss of an estimated 70,200 jobs. Every major private sector industry, with the exception of education and health care and social assistance, has been impacted. The cuts have been deepest in construction where jobs have declined at a rate of 17.7%. An estimated 33,000 jobs have disappeared from construction payrolls, diminishing this industry presence in Maryland's marketplace from 7.2% in December 2007 to 6.1% in June 2009. Nearly two-thirds of the job loss in construction resulted from downsizing among specialty trade contractors. Performance in the consumer-sensitive trade, transportation and utilities sector has also been curtailed dramatically by deteriorating business conditions. On average, nearly 1,650 jobs per month have been shed by this sector since December 2007. About 80% of the industry decline has resulted from downsizing in the retail component. General merchandise and clothing stores have been the hardest hit.

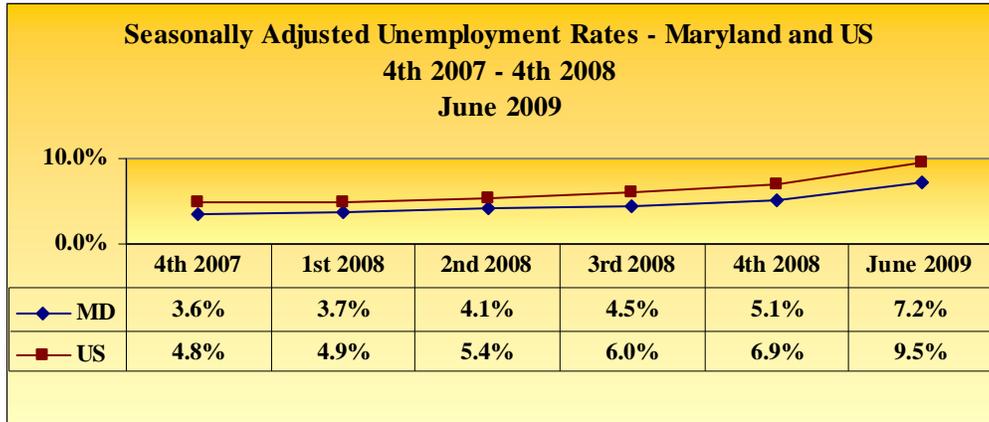


The finance sector, the epicenter of the economic fallout, has been on shaky ground since the subprime meltdown in 2007. Over the past 18 months, 12,800 jobs have vanished from financial industry payrolls. Employment in this sector is currently running nearly 11% below its March 2006 peak employment level of 160,400. Declines in credit intermediation and related services, the subsector in which mortgage banking is centered, have fueled the overall industry downturn.

Detailed Industries with the Largest Employment Changes December 2007 - June 2009	
Positive	Negative
Educational Services	Specialty Trade Contractors
Hospitals	Construction of Buildings
Nursing & Resident Care Facilities	General Merchandise Stores
Computer Systems Design & Rel. Services	Employment Services
Social Assistance	Clothing & Accessories Stores
Food Services and Drinking Places	Credit Intermediation & Related Services

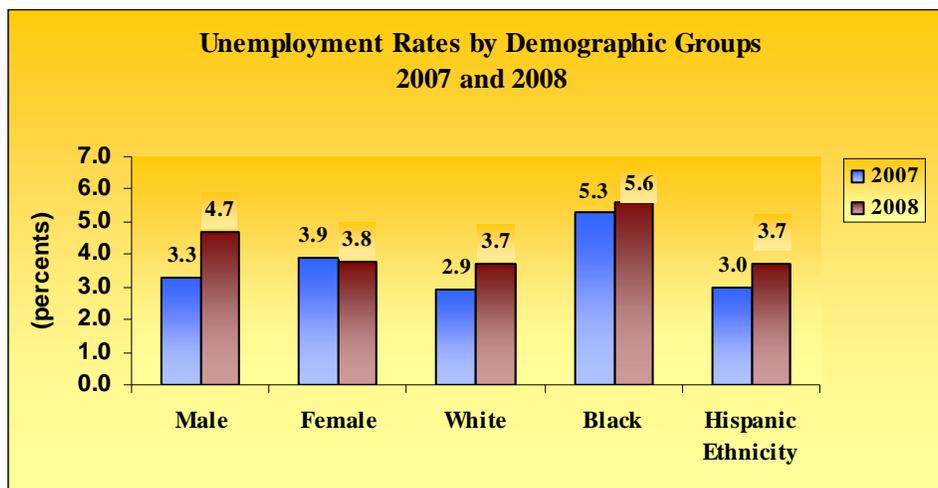
The Impact on Maryland Jobseekers

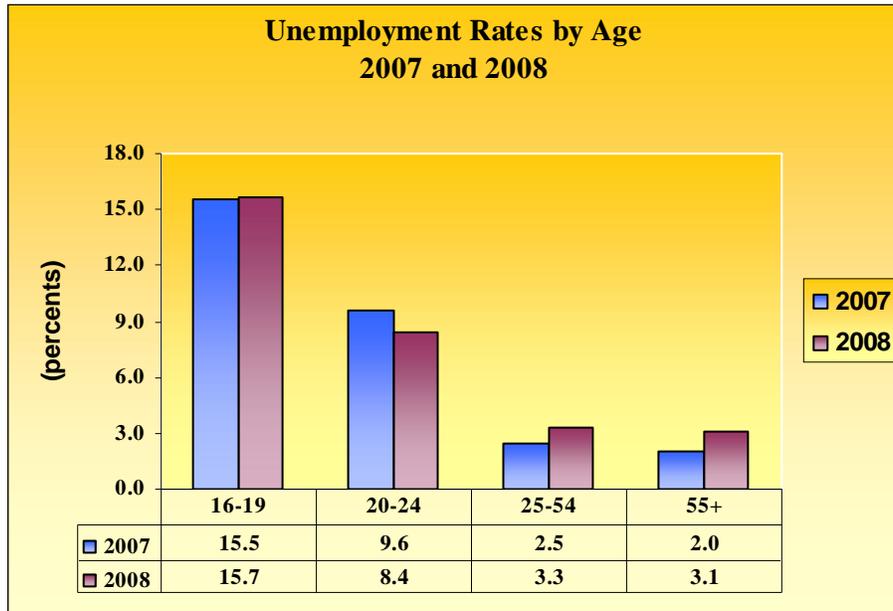
For just over two years, Maryland's seasonally adjusted unemployment rate remained within a narrow band, ranging between 3.4% and 3.9%. During the first six months of 2008, the acceleration in the national contraction and the rumblings in both the statewide and regional economies began to noticeably impact the employment status of Maryland residents. While the number of employed spiraled downward, jobseekers continued to enter the labor market, causing Maryland's unemployment rate to gradually rise.



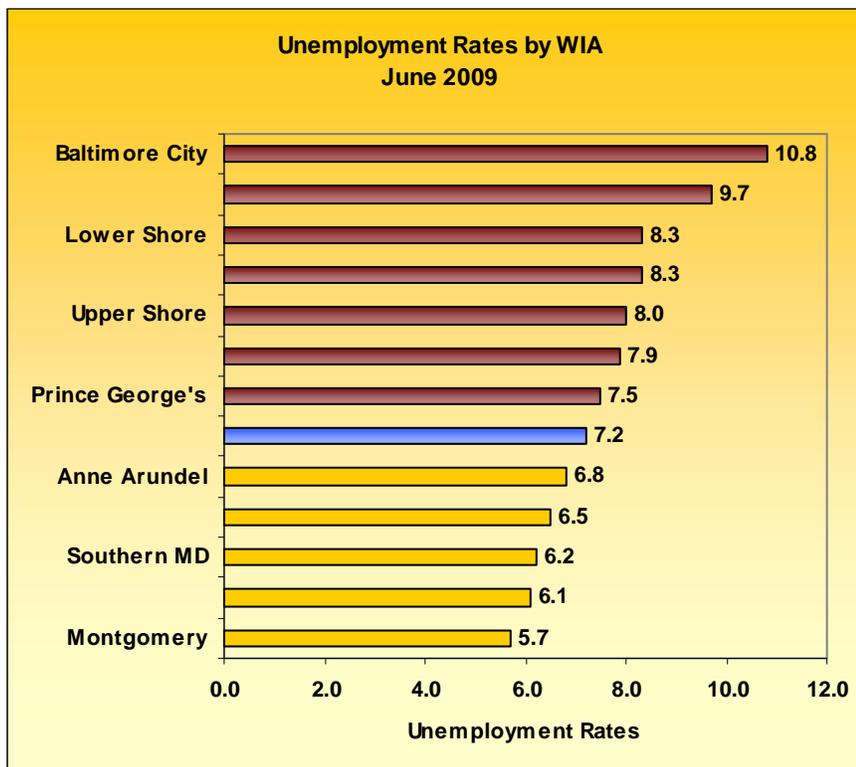
The 4th quarter 2008 was a decisive turning point for Maryland jobseekers – a point when the downturn in Maryland abruptly shifted from slow motion to full speed ahead. Employment steadily declined and unemployment rose above 5.0%. By February 2009, the number of unemployed Marylanders had risen to an unprecedented high, topping 200,000. The unemployment headcount grew even higher in June, causing Maryland’s unemployment rate to skyrocket to 7.2% -- its highest level since 1983. Unemployment in Maryland, while rising, has remained well below that of the nation and, in June 2009, was the 2nd lowest in the Mid-Atlantic region, above that of 6.9% in Virginia.

According to the latest statistics available by demographic groups, in terms of rising joblessness, the economic slowing during 2008 appears to have had a greater impact on males, whites and persons aged 55 and over. Among older persons, workers 65 and over were the most severely impacted. Unemployment for this worker group has risen by three full percentage points, from 2.6% in 2007 to 5.6% in 2008.





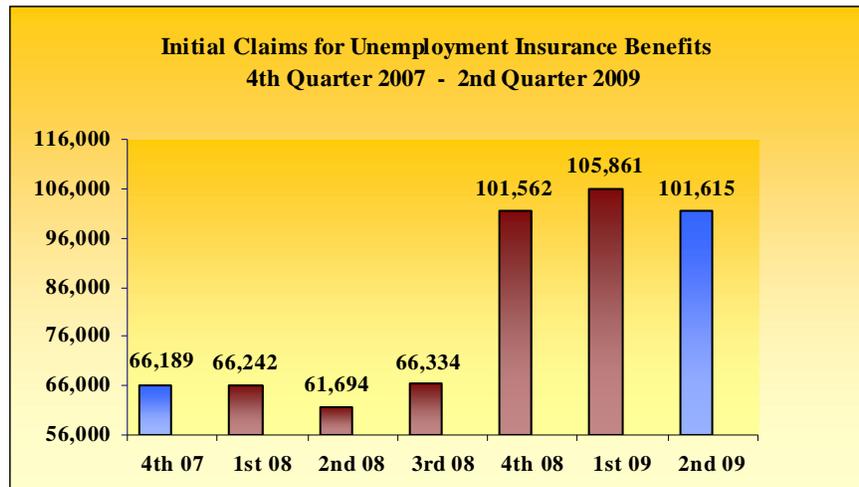
Deteriorating market conditions have caused unemployment rates in each of Maryland's Workforce Investment Areas (WIA's) to rise above pre-recession levels, pushing Baltimore City's rate into double digits.



Unemployment Benefits Ease the Financial Burden

Deteriorating market conditions have caused unemployment claims activity to rise dramatically. The number of claims filings began to advance in September 2008, rising without interruption through the end of the year until peaking at 42,982 in December. Quarterly initial filings topped out at over 101,500 during the 4th quarter 2008, and, despite declining in January and February, ended the 1st quarter 2009 on an even higher note. Nearly 106,000 initial claims were filed during the 1st quarter 2009. Second quarter filings, while dropping off by just over 4.0%, were nearly 65% higher than 2nd quarter filings in 2008 and more than 103% higher than initial claims taken during the 2nd quarter of 2007.

Payment activity has reached unprecedented levels. During the 2nd quarter 2009, close to 927,000 weeks of unemployment were compensated, resulting in an outlay of about \$284.1 million from Maryland's Unemployment Trust Fund.



In addition to regular unemployment compensation filings, activity reported under both the extended unemployment compensation (EUC) program and the short-time compensation (STC) program -- a benefits program which provides prorated benefits to workers whose hours have been reduced as an alternative to layoff -- has also trended upward. During the first six months of 2009 alone, nearly 23,400 initial claims were filed under the EUC program and close to 1,000 claims were taken under the STC program.

Where Are We Now – Where Are We Going?

The recession has yet to play itself out. How long it will take to reach bottom is the million dollar question. According to recently released reports and latest indices monitoring, signs are beginning to emerge that the intensity of the economic slide appears to be weakening. The stock market appears to be regaining its equilibrium somewhat, no longer showing the mercurial swings which have been characteristic of activity over the past year. Home sales and construction spending appear to be stabilizing and consumer confidence is slowly rising. Current reports are, however, sporadic at best and fall short of being characterized as sustainable improvements.

The general consensus is that before economic repair and recovery can actually begin credit and financial markets need to be restored to normal operating levels. The financial system bailout monies, earmarked to shore up banking operations, were designed to set this in motion. While about \$443 million in federal emergency aid (TARP - Troubled Asset Relief Program funds) has been allocated to Maryland, executives in Maryland's banking industry have been quoted as saying that the money still has not made its way to the public.

Economic uncertainties are far from over. Although credit conditions have loosened somewhat, financial markets have remained under stress. Close to 70 banks have closed across the nation -- closures which have impacted Maryland. In early 2009, Suburban Federal Savings in Crofton was ordered to close by federal regulators. More recently, Bradford Federal Savings, plagued by capital deficiencies, was ordered by federal regulators to merge with, be acquired by or sell to another financial institution. In general, lending has loosened somewhat but the customer base has been restricted to the credit worthy.

Consumers, even those who have managed to retain their jobs during the recession, are remaining gun shy. The weak labor market, sluggish income growth and declines in equity have impeded consumer spending. Businesses, although starting to make headway in reducing their inventories, are also remaining cautious and layoffs are continuing. The spending necessary to jumpstart the recovery has yet to begin.

Current market conditions suggest that there will probably be quite a few bumps in the road ahead, at least through 2009-2010. Will there be labor demand? Probably, but vacancies will continue to be less prevalent than they were prior to the downturn and demand will be selective. Recruitment will continue for workers with skills in health care professional and support occupations. Hiring will occur on the federal level among auditors, program analysts and workforce analysts – positions dedicated to monitoring activities and expenditures of programs funded by federal stimulus monies. Additionally, in Maryland, funding under the BRAC grant, monies which will be used for base building projects and infrastructure improvement, will result in job generation.



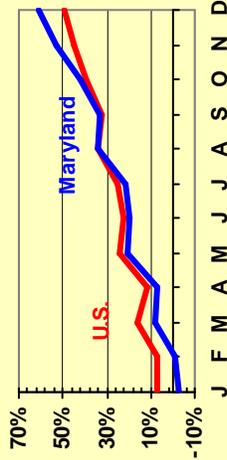
Beyond that, forecasts are cloudy. The recession has resulted in structural changes in the economy – jobs lost in construction, finance and manufacturing have contributed to these changes. It is likely that employment levels in these industries, in particular, may never return to pre-recession levels. While the worst of the recession may be over, recovery will most likely be a slow process and workers whose jobs have disappeared will need to be retrained in order to find a place in the post-recession economy.

MARYLAND FACT SHEET

LABOR FORCE STATISTICS 2007 & 2008

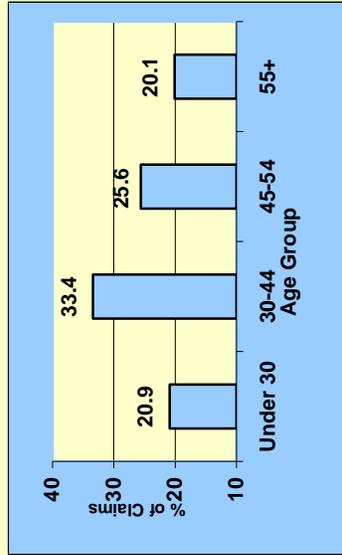
	2007	2008
Civilian Labor Force	2,987,698	2,997,709
Employed	2,882,447	2,867,178
Unemployed	105,251	130,531
Unemployment Rate	3.5%	4.4%

Year-over-year percent change in number of unemployed by month
2007-2008



CLAIMANT CHARACTERISTICS 2008 ANNUAL AVERAGES

Male	55.0	Female	45.0
White	51.4	Black	42.6
		Hispanic	4.0
		Other	2.0



JOBS BY INDUSTRY DIVISION 2008 ANNUAL AVERAGES

Industry	Employment
Total Employment	2,537,400
Government Total	470,409
Federal	127,150
State	99,683
Local	243,576
Private Sector Total	2,066,991
Natural Resources & Mining	6,528
Construction	178,076
Manufacturing	128,440
Trade, Transportation, & Utilities	461,249
Information	49,820
Financial Activities	149,220
Professional & Business Services	398,952
Education & Health Services	367,671
Leisure & Hospitality	236,048
Other Services/Unclassified	90,987

PRIVATE SECTOR WORKFORCE DYNAMICS

	2007*	2008*
New Hires	375,234	351,034
Separations	417,212	408,080
Turnover	9.5%	10.2%

Top Industries for New Hires - 2008*

Food Svcs. & Drinking Places	55,427
Administrative & Support Svcs.	47,943
Professional, Sci. & Tech. Svcs.	26,191
Specialty Trade Contractors	19,021
Food & Beverage Stores	12,323

* Four quarter average ending 2nd quarter.

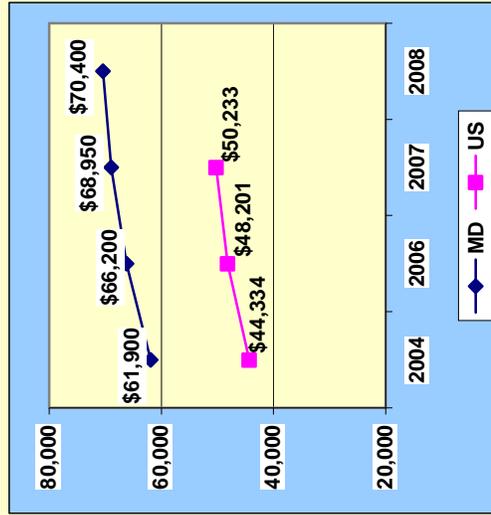
Source: LED Program, U.S. Census Bureau

DEMOGRAPHIC PROFILE 2008

Total Population	5,633,597
Male	2,727,323
Female	2,906,274
White	3,571,589
Black/African American	1,658,422
Other	403,586
Hispanic Origin	375,830
Selected Age Groups	
0-4	371,787
5-19	1,135,092
20-44	1,933,399
45-64	1,513,754
65+	678,565
Median Age of Population	37.7

Source: MD Department of Planning

MEDIAN HOUSEHOLD INCOME ESTIMATES



Source: MD Dept of Planning & U.S. Census Bureau

ANNE ARUNDEL COUNTY FACT SHEET

LABOR FORCE STATISTICS 2007 & 2008	CLAIMANT CHARACTERISTICS 2008 ANNUAL AVERAGES	JOBS BY INDUSTRY DIVISION 2008 ANNUAL AVERAGES																																																																		
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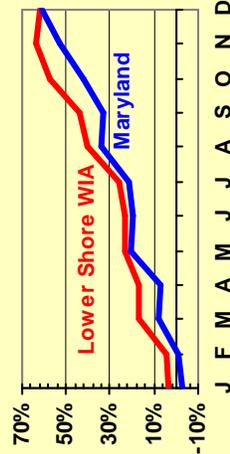
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LOWER SHORE FACT SHEET

LABOR FORCE STATISTICS 2007 & 2008

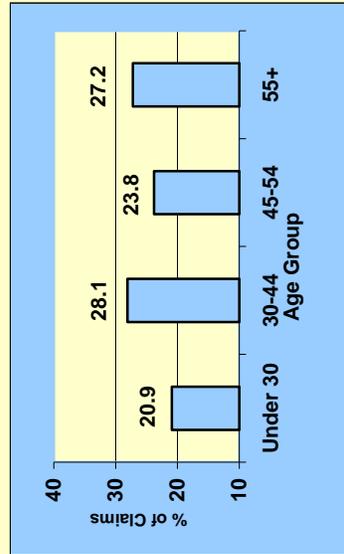
	2007	2008
Civilian Labor Force	91,347	91,632
Employed	87,022	85,994
Unemployed	4,325	5,638
Unemployment Rate	4.7%	6.2%

Year-over-year percent change in number of unemployed by month 2007-2008



CLAIMANT CHARACTERISTICS 2008 ANNUAL AVERAGES

Male	54.5	Female	45.5
White	64.0	Black	34.0
		Hispanic	1.4
		Other	0.6



JOBS BY INDUSTRY DIVISION 2008 ANNUAL AVERAGES

Industry	Employment
Total Employment	77,623
Government Total	14,081
Federal	590
State	4,606
Local	8,885
Private Sector Total	63,542
Natural Resources & Mining	809
Construction	4,621
Manufacturing	5,277
Trade, Transportation, & Utilities	15,370
Information	1,022
Financial Activities	3,323
Professional & Business Services	5,937
Education & Health Services	11,046
Leisure & Hospitality	13,456
Other Services/Unclassified	2,681

PRIVATE SECTOR WORKFORCE DYNAMICS

	2007*	2008*
New Hires	13,078	11,753
Separations	15,508	14,311
Turnover	11.4%	11.1%

Top Industries for New Hires - 2008*

Food Svcs. & Drinking Places	3,171
Administrative & Support Svcs.	1,002
Accommodation	865
Specialty Trade Contractors	523
Clothing & Accessories Stores	378

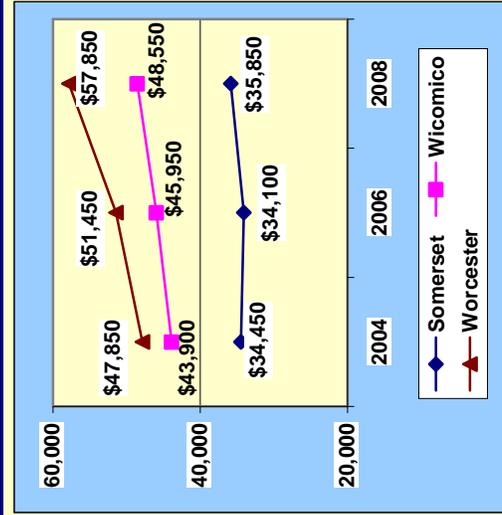
* Four quarter average ending 2nd quarter.
Source: LED Program, U.S. Census Bureau

DEMOGRAPHIC PROFILE 2008

Total Population	169,439
Male	82,870
Female	86,569
White	124,319
Black/African American	40,243
Other	4,877
Hispanic Origin	5,067
Selected Age Groups	
0-4	10,145
5-19	31,066
20-44	59,224
45-64	41,340
65+	27,664

Source: MD Department of Planning

MEDIAN HOUSEHOLD INCOME ESTIMATES



Source: MD Department of Planning

MID MARYLAND FACT SHEET

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MONTGOMERY COUNTY FACT SHEET

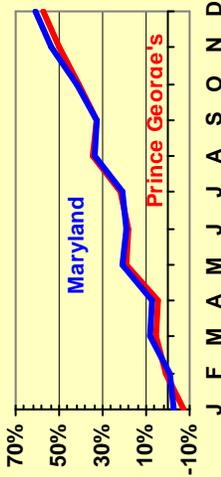
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PRINCE GEORGE'S COUNTY FACT SHEET

LABOR FORCE STATISTICS 2007 & 2008

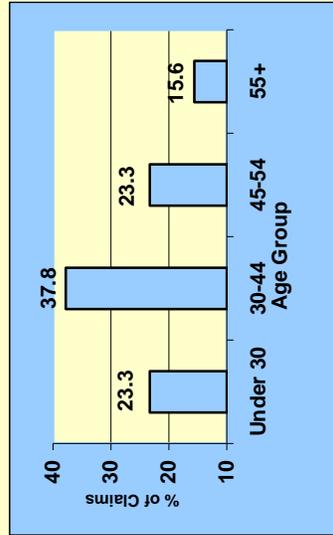
	2007	2008
Civilian Labor Force	448,144	450,970
Employed	431,782	430,894
Unemployed	16,362	20,076
Unemployment Rate	3.7%	4.5%

Year-over-year percent change in number of unemployed by month 2007-2008



CLAIMANT CHARACTERISTICS 2008 ANNUAL AVERAGES

Male	55.1	Female	44.9
White	13.5	Black	74.3
		Hispanic	10.1
		Other	2.1



JOBS BY INDUSTRY DIVISION 2008 ANNUAL AVERAGES

Industry	Employment
Total Employment	313,396
Government Total	85,429
Federal	25,439
State	16,801
Local	43,189
Private Sector Total	227,967
Natural Resources & Mining	230
Construction	31,795
Manufacturing	9,834
Trade, Transportation, & Utilities	60,273
Information	4,922
Financial Activities	12,994
Professional & Business Services	42,596
Education & Health Services	28,054
Leisure & Hospitality	27,353
Other Services/Unclassified	9,916

PRIVATE SECTOR WORKFORCE DYNAMICS

	2007*	2008*
New Hires	48,048	45,461
Separations	53,044	52,105
Turnover	11.3%	11.2%

Top Industries for New Hires - 2008*

Food Svcs. & Drinking Places	6,474
Administrative & Support Svcs.	6,017
Specialty Trade Contractors	3,926
Professional, Sci. & Tech. Svcs.	2,913
General Merchandise Stores	1,787

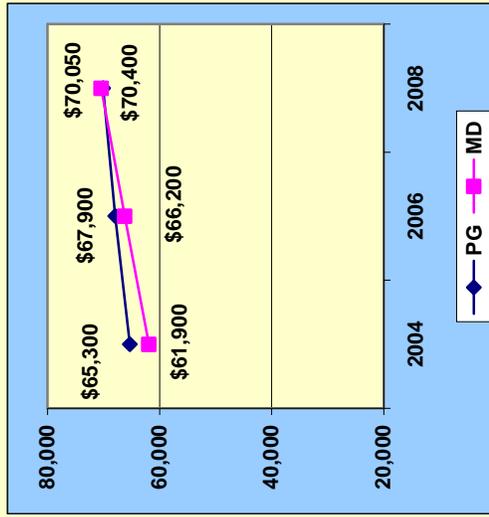
* Four quarter average ending 2nd quarter.
Source: LED Program, U.S. Census Bureau

DEMOGRAPHIC PROFILE 2008

Total Population	820,852
Male	393,673
Female	427,179
White	230,701
Black/African American	538,142
Other	52,009
Hispanic Origin	105,325
Selected Age Groups	
0-4	57,356
5-19	173,763
20-44	298,426
45-64	213,939
65+	77,368
Median Age of Population	35.6

Source: MD Department of Planning

MEDIAN HOUSEHOLD INCOME ESTIMATES



Source: MD Department of State Planning

SOUTHERN MARYLAND FACT SHEET

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UPPER SHORE FACT SHEET

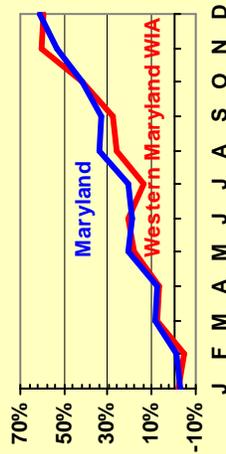
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WESTERN MARYLAND FACT SHEET

LABOR FORCE STATISTICS 2007 & 2008

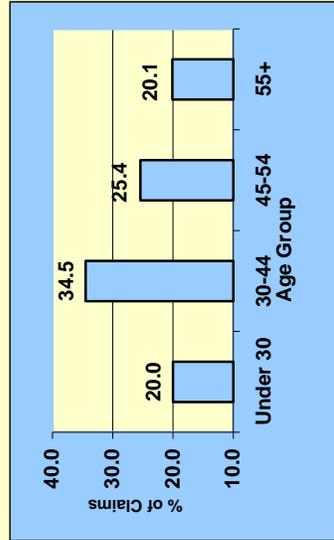
	2007	2008
Civilian Labor Force	120,364	120,377
Employed	114,774	113,585
Unemployed	5,590	6,792
Unemployment Rate	4.6%	5.6%

Year-over-year percent change in number of unemployed by month 2007-2008



CLAIMANT CHARACTERISTICS 2008 ANNUAL AVERAGES

Male	64.1	Female	35.9
White	92.2	Black	6.3
		Hispanic	0.9
		Other	0.6



JOBS BY INDUSTRY DIVISION 2008 ANNUAL AVERAGES

Industry	Employment
Total Employment	107,252
Government Total	17,284
Federal	1,431
State	5,513
Local	10,340
Private Sector Total	89,968
Natural Resources & Mining	726
Construction	6,086
Manufacturing	10,854
Trade, Transportation, & Utilities	23,834
Information	2,087
Financial Activities	7,600
Professional & Business Services	7,691
Education & Health Services	17,384
Leisure & Hospitality	10,602
Other Services/Unclassified	3,104

PRIVATE SECTOR WORKFORCE DYNAMICS

	2007*	2008*
New Hires	14,895	13,935
Separations	16,824	16,895
Turnover	9.5%	9.8%

Top Industries for New Hires - 2008*

Food Svcs. & Drinking Places	2,579
Administrative & Support Svcs.	1,244
Specialty Trade Contractors	768
Clothing & Accessories Stores	595
Food & Beverage Stores	594

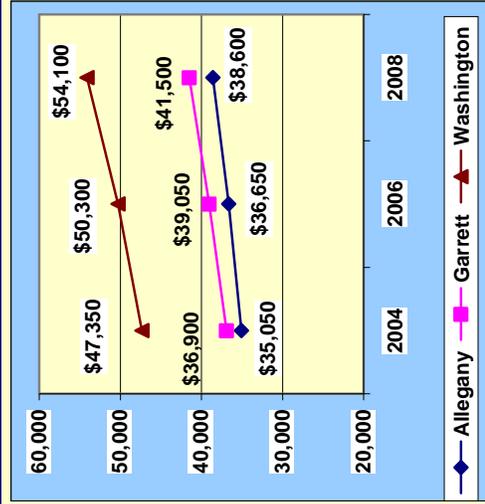
* Four quarter average ending 2nd quarter.
Source: LED Program, U.S. Census Bureau

DEMOGRAPHIC PROFILE 2008

Total Population	247,320
Male	125,190
Female	122,130
White	222,287
Black/African American	19,140
Other	5,893
Hispanic Origin	4,900
Selected Age Groups	
0-4	14,292
5-19	44,847
20-44	88,957
45-64	60,861
65+	38,363

Source: MD Department of Planning

MEDIAN HOUSEHOLD INCOME ESTIMATES



Source: MD Department of Planning

WIA Financial Statement

6/30/09

Operating Results

	Available	Expended	Pct.	Balance Remaining
<hr/>				
Total All Funds Sources				
Adult Program Funds	\$7,263,554	\$5,555,842	76.49%	\$1,707,712
Carryin Monies (no add)	\$1,113,349	\$1,073,978	96.46%	\$39,371**
Dislocated Worker Program Funds	\$7,637,517	\$5,638,224	73.82%	\$1,999,293
Carryin Monies (no add)	\$2,828,013	\$2,651,172	93.75%	\$176,841**
Youth Program Funds	\$7,659,951	\$6,089,848	79.50%	\$1,570,103
Carryin Monies (no add)	\$1,909,441	\$1,860,933	97.46%	\$48,508**
* Out-of School Youth		\$4,705,519		
* In-School Youth		\$2,682,186		
* Summer Employment Opportunities		\$701,465		
Local Administration Funds	\$2,506,780	\$1,585,380	63.24%	\$921,400
Carryin Monies (no add)	\$971,630	\$971,630	100.00%	\$0
Rapid Response Funds	\$2,200,108	\$1,736,524	78.93%	\$463,584
Carryin Monies (no add)	\$498,241	\$43,795	8.79%	\$454,446***
Statewide Activity Funds	\$4,811,984	\$3,420,716	71.09%	\$1,391,268
Carryin Monies (no add)	\$1,362,605	\$1,362,605	100.00%	\$0

* No breakout for fund availability by these categories.

** The unexpended PY 07 funds will be recaptured from local areas.

***The Carryin Amount was adjusted by \$277,280 due to FIFO to PY 06.

Annual Report Narrative

Maryland has taken the approach that waivers can be used to improve performance, increase local flexibility and administrative efficiency, to support the State's and USDOL program vision. The following sections will discuss the rationale for and the impact of waivers that the State has operated under through Program Year (PY)2008.

Common Measures

Probably the most significant waiver that the State received was the authorization to begin using the Common Measures in Program Year 2006. Rather than using the 17 Core Measures, the State would be subject to the 9 Common Measures. This was done for a number of reasons:

- ◆ The Common Youth measures would support USDOL's and the State's vision to increase the number of older, out-of-school youth served. The Youth Core Measures had the unintended consequence of making it much easier to meet performance, if an LWIA primarily operated in-school, younger youth programs.
- ◆ It would facilitate the on-going integration of WIA services in the One-Stops. Prior to the waiver, WIA operated under different measures, with different definitions and criteria.
- ◆ This waiver has accomplished many of its goals.
- ◆ The Youth Program is now serving a higher percentage of older, out-of school youth. For the two youth measures where we have comparable pre and post waiver data, there was a significant improvement in performance. The PY 05 Placement in Employment or Education is 60.3%. In PY 08, even with the recession, 71.2% were successfully placed. In PY 05, only 38.7% Attained a Degree or Certificate. For PY 08, the number is 71.5%.

The use of Common Measures has facilitated the continued integration of WIA and LX. The major impact was on the number of participants served in the One-Stops; in PY 05, 98,456 were served. By PY 08 the number had increased to 179,888 participants. This increase was accomplished by more efficient use and deployment of resources rather than an increase in resources.

Increase the Percentage of Allowable Fund Transfer

WIA Section 133(b)(4) allows Local WIB to transfer up to 20% of their funds between Adult and Dislocated Workers. The State requested that the allowable percentage be increased to 50%. There were a number of reasons for the waiver request.

- ◆ The demand for Dislocated Worker funds are difficult to predict, LWIA found themselves with unused dislocated worker funds.
- ◆ Even if there is a mass dislocation, additional Dislocated Worker funding is available at the State and Federal level, this was not true for Adult funds.
- ◆ LWIA found themselves with insufficient Adult funds to support the One-Stop infrastructure. Funds could be transferred from Dislocated Workers that would provide the additional support. The One-Stop services would be available to the Dislocated Workers.
- ◆ In terms of impact, the waiver allowed the LWIAs to effectively plan One-Stops service delivery. This played a part in the previously mentioned increase from the 98,456 participants served in PY 05 to the 179,888 participants PY 08 served.

Use ITAs for Older and Out-of-School Youth

A waiver was requested to allow the use of Youth funds for Individual Training Accounts (ITAs) for older and out-of-school youth program participants, which was not currently permissible. The request was a result of some of the rural areas in the State not being able to identify qualified vendors for some of their older, out-of-school youth. The approval of the waiver would give them a larger pool of providers.

In terms of impact of the waiver, its utilization has been limited. In PY 06 there were 28 Youth ITAs, PY 07 there were 25, and in PY 08 there were 19 Youth ITAs. There has been no significant improvement in performance for this group. Further investigation on how to fully utilize this waiver will be pursued in PY 09.

Permit use of Up to 10% of Local Funds for Statewide Activities

This waiver was requested to permit local areas to request the use of up to 10 percent of local area formula funds to provide statewide training and employment activities. The rationale for the request was the belief that the State has more flexibility to fund certain programs than the LWIAs. This waiver did not take into account the increased flexibility of WIA, as compared to JTPA. Consequently, this waiver has not been utilized.

performance statement

OMB Approval No.: 1205-0420

Expires: 02/28/2009

WIA Annual Report (ETA Form 9091)

State Name: MD

Date Submitted: September 24, 2009

WIA Title IB

Annual Report Form (ETA 9091)

I. Narrative Section

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

B. A description of State evaluations of workforce investment activities, including:

1. The questions the evaluation will/did address;
2. A description of the evaluation's methodology; and
3. Information about the timing of feedback and deliverables

II. Table Section

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	86.0%	77.8%	883
			1,135
Employment Retention Rate	88.0%	86.6%	1,063
			1,228
Average Earnings	\$13,100	\$14,115	14,495,872
			1,027

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	63.4%	26	83.3%	60	66.1%	44	75.5%	105
		41		72		72		139
Employment Retention Rate	77.8%	28	83.3%	70	79.6%	43	85.5%	112
		36		84		54		131
Average Earnings	\$8,015	224,419	\$17,823	1,176,964	\$11,330	464,547	\$14,246	14,330,794
		28		66		41		877

performance statement

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	82.5%	386 468	74.5%
Employment Retention Rate	87.1%	439 504	86.2%	624 724
Average Earnings	\$13,884	5,900,757 425	\$14,278	8,595,115 602

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	91.0%
Employment Retention Rate	92.0%	90.3%	901 998
Average Earnings	\$17,000	\$16,341	14,330,794 877

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	83.0%	83 100	76.9%	20 26	79.9%	167 209	87.5%
Employment Retention Rate	86.5%	77 89	92.3%	24 26	88.8%	158 178	100.0%	8 8
Average Earnings	\$21,683	1,582,880 73	\$19,139	440,186 23	\$15,868	2,459,547 155	\$15,527	108,679 7

performance statement

Table G- Other Outcome Information for the Dislocated Workers Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	89.2%	362 406	87.1%
Employment Retention Rate	91.5%	334 365	89.6%	567 633
Average Earnings	\$16,069	5,206,493 324	\$16,500	9,124,301 553

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

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	67.0%	71.2%	605
			850
Attainment of Degree or Certificate	52.0%	71.5%	441
			617
Literacy or Numeracy Gains	51.0%	69.0%	231
			335

performance statement

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.6%	1,057 1,235	\$3,589	4,235,471 1,180	1.6%	14 883	\$6,338	5,368,345 847	34.5%	133 386
Dislocated Workers	89.7%	893 996	91.7%	14,698,656 16,036,564	0.4%	4 967	\$7,581	7,019,969 926	29.8%	108 362

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	162,561	127,853
Total Adult self-service only	158,350	125,651
WIA Adult	161,054	127,076
WIA Dislocated Worker	2,184	1,045
Total Youth (14-21)	2,196	832
Out-of-School Youth	1,131	550
In-School Youth	1,065	282

Table N Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$6,629,820
Local Dislocated Workers		\$8,289,396
Local Youth		\$7,950,781
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$1,780,319
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$4,293,654
Statewide Allowable Activities WIA Section 134(a)(3)	Capacity Building	\$67,878
	Incumbent Worker Training	\$421,789
Total of All Federal Funding Listed Above		\$29,433,637

performance statement

Table O - Local Performance

Local Area Name Anne Arundel County	Total Participants Served	Adults	6,243	
		Dislocated Workers	10,625	
		Youth (14 - 21)	44	
ETA Assigned # 24055	Total Exiters	Adults	5,604	
		Dislocated Workers	12	
		Youth (14 - 21)	39	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	89.0%	78.6%	
	Dislocated Workers	94.0%	90.0%	
Retention Rates	Adults	87.0%	72.9%	
	Dislocated Workers	91.0%	76.2%	
Average Earnings	Adults	\$16,816	\$12,414	
	Dislocated Workers	\$16,884	\$18,948	
Placement in Employment or Education	Youth (14-21)	64.0%	72.4%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	65.6%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	90.5%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

performance statement

Table O - Local Performance

Local Area Name Baltimore City	Total Participants Served	Adults	27,947	
		Dislocated Workers	136	
		Youth (14 - 21)	414	
ETA Assigned # 24060	Total Exiters	Adults	22,183	
		Dislocated Workers	74	
		Youth (14 - 21)	271	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	70.5%	
	Dislocated Workers	91.0%	88.1%	
Retention Rates	Adults	88.0%	81.9%	
	Dislocated Workers	92.0%	88.4%	
Average Earnings	Adults	\$11,478	\$12,186	
	Dislocated Workers	\$13,861	\$13,888	
Placement in Employment or Education	Youth (14-21)	67.0%	70.2%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	94.3%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	64.8%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

performance statement

Table O - Local Performance

Local Area Name Baltimore County	Total Participants Served	Adults	17,254
		Dislocated Workers	549
		Youth (14 - 21)	444
ETA Assigned # 24010	Total Exiters	Adults	12,755
		Dislocated Workers	255
		Youth (14 - 21)	186
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	86.0%	73.7%
	Dislocated Workers	91.0%	85.0%
Retention Rates	Adults	88.0%	86.7%
	Dislocated Workers	92.0%	91.1%
Average Earnings	Adults	\$14,846	\$17,285
	Dislocated Workers	\$17,177	\$17,078
Placement in Employment or Education	Youth (14-21)	67.0%	83.6%
Attainment of Degree or Certificate	Youth (14-21)	52.0%	66.7%
Literacy or Numeracy Gains	Youth (14-21)	51.0%	76.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

performance statement

Table O - Local Performance

Local Area Name Frederick County	Total Participants Served	Adults	5,174	
		Dislocated Workers	126	
		Youth (14 - 21)	48	
ETA Assigned # 24015	Total Exiters	Adults	4,600	
		Dislocated Workers	59	
		Youth (14 - 21)	7	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	80.3%	
	Dislocated Workers	91.0%	90.9%	
Retention Rates	Adults	88.0%	86.1%	
	Dislocated Workers	92.0%	95.0%	
Average Earnings	Adults	\$20,828	\$16,767	
	Dislocated Workers	\$21,199	\$13,168	
Placement in Employment or Education	Youth (14-21)	67.0%	100.0%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	70.0%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	50.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

performance statement

Table O - Local Performance

Local Area Name Lower Shore Consortium	Total Participants Served	Adults	6,985	
		Dislocated Workers	45	
		Youth (14 - 21)	170	
ETA Assigned # 24035	Total Exiters	Adults	5,892	
		Dislocated Workers	33	
		Youth (14 - 21)	19	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	72.9%	
	Dislocated Workers	91.0%	79.5%	
Retention Rates	Adults	88.0%	83.7%	
	Dislocated Workers	92.0%	92.5%	
Average Earnings	Adults	\$9,933	\$8,879	
	Dislocated Workers	\$13,345	\$10,789	
Placement in Employment or Education	Youth (14-21)	67.0%	22.2%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	0.0%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	0.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

performance statement

Table O - Local Performance

Local Area Name Mid-Maryland Consortium	Total Participants Served	Adults	10,816	
		Dislocated Workers	403	
		Youth (14 - 21)	39	
ETA Assigned # 24065	Total Exiters	Adults	7,657	
		Dislocated Workers	149	
		Youth (14 - 21)	28	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	87.4%	
	Dislocated Workers	91.0%	90.4%	
Retention Rates	Adults	88.0%	90.1%	
	Dislocated Workers	92.0%	88.3%	
Average Earnings	Adults	\$14,477	\$17,116	
	Dislocated Workers	\$19,446	\$19,242	
Placement in Employment or Education	Youth (14-21)	67.0%	82.6%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	85.7%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	100.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
				X

performance statement

Table O - Local Performance

Local Area Name Montgomery County	Total Participants Served	Adults	15,675	
		Dislocated Workers	164	
		Youth (14 - 21)	182	
ETA Assigned # 24020	Total Exiters	Adults	12,843	
		Dislocated Workers	117	
		Youth (14 - 21)	35	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	66.7%	
	Dislocated Workers	91.0%	79.7%	
Retention Rates	Adults	88.0%	94.6%	
	Dislocated Workers	92.0%	91.5%	
Average Earnings	Adults	\$18,217	\$13,873	
	Dislocated Workers	\$20,650	\$20,122	
Placement in Employment or Education	Youth (14-21)	67.0%	82.1%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	67.7%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	0.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

performance statement

Table O - Local Performance

Local Area Name Prince George's County	Total Participants Served	Adults	12,967
		Dislocated Workers	183
		Youth (14 - 21)	300
ETA Assigned # 24025	Total Exiters	Adults	10,522
		Dislocated Workers	101
		Youth (14 - 21)	61
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	86.0%	77.1%
	Dislocated Workers	91.0%	83.6%
Retention Rates	Adults	88.0%	83.6%
	Dislocated Workers	92.0%	84.6%
Average Earnings	Adults	\$14,690	\$11,389
	Dislocated Workers	\$17,911	\$19,229
Placement in Employment or Education	Youth (14-21)	67.0%	72.4%
Attainment of Degree or Certificate	Youth (14-21)	52.0%	94.1%
Literacy or Numeracy Gains	Youth (14-21)	51.0%	0.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

performance statement

Table O - Local Performance

Local Area Name Southern Maryland Consortium	Total Participants Served	Adults	8,199	
		Dislocated Workers	17	
		Youth (14 - 21)	3	
ETA Assigned # 24050	Total Exiters	Adults	6,878	
		Dislocated Workers	11	
		Youth (14 - 21)	4	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	81.8%	
	Dislocated Workers	91.0%	100.0%	
Retention Rates	Adults	88.0%	85.7%	
	Dislocated Workers	92.0%	100.0%	
Average Earnings	Adults	\$11,970	\$9,824	
	Dislocated Workers	\$15,468	\$13,792	
Placement in Employment or Education	Youth (14-21)	67.0%	66.7%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	100.0%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	0.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

performance statement

Table O - Local Performance

Local Area Name Susquehanna Region Consortium	Total Participants Served	Adults	7,334
		Dislocated Workers	95
		Youth (14 - 21)	103
ETA Assigned # 24045	Total Exiters	Adults	6,204
		Dislocated Workers	28
		Youth (14 - 21)	79
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	86.0%	86.4%
	Dislocated Workers	91.0%	96.6%
Retention Rates	Adults	88.0%	88.6%
	Dislocated Workers	92.0%	93.8%
Average Earnings	Adults	\$12,920	\$18,294
	Dislocated Workers	\$16,483	\$18,108
Placement in Employment or Education	Youth (14-21)	67.0%	73.7%
Attainment of Degree or Certificate	Youth (14-21)	52.0%	45.8%
Literacy or Numeracy Gains	Youth (14-21)	51.0%	78.6%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

performance statement

Table O - Local Performance

Local Area Name Upper Shore Consortium	Total Participants Served	Adults	4,664	
		Dislocated Workers	188	
		Youth (14 - 21)	177	
ETA Assigned # 24040	Total Exiters	Adults	3,684	
		Dislocated Workers	98	
		Youth (14 - 21)	75	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rates	Adults	86.0%	87.5%	
	Dislocated Workers	91.0%	92.0%	
Retention Rates	Adults	88.0%	84.8%	
	Dislocated Workers	92.0%	89.6%	
Average Earnings	Adults	\$11,427	\$10,524	
	Dislocated Workers	\$13,356	\$13,661	
Placement in Employment or Education	Youth (14-21)	67.0%	47.1%	
Attainment of Degree or Certificate	Youth (14-21)	52.0%	41.4%	
Literacy or Numeracy Gains	Youth (14-21)	51.0%	0.0%	
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA		
Overall Status of Local Performance		Not Met	Met	Exceeded
			X	

performance statement

Table O - Local Performance

Local Area Name Western Maryland Consortium	Total Participants Served	Adults	13,563
		Dislocated Workers	234
		Youth (14 - 21)	236
ETA Assigned # 24030	Total Exiters	Adults	11,045
		Dislocated Workers	106
		Youth (14 - 21)	51
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	86.0%	94.2%
	Dislocated Workers	91.0%	96.4%
Retention Rates	Adults	88.0%	90.4%
	Dislocated Workers	92.0%	91.5%
Average Earnings	Adults	\$12,205	\$14,543
	Dislocated Workers	\$12,435	\$14,036
Placement in Employment or Education	Youth (14-21)	67.0%	63.5%
Attainment of Degree or Certificate	Youth (14-21)	52.0%	89.1%
Literacy or Numeracy Gains	Youth (14-21)	51.0%	60.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X