

Annual Report Maryland

Workforce Investment Act Title 1-B

Program Year (PY) 2003



Division of Workforce Development

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Michael S. Steele, *Lieutenant Governor*

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**WORKFORCE INVESTMENT ACT TITLE I-B ANNUAL REPORT
PROGRAM YEAR (PY) 2003**

STATE: Maryland

ELECTRONIC SUBMISSION DATE: September 30, 2004

**AUTHORIZED OFFICIAL: Bernard L. Antkowiak, Assistant Secretary
Department of Labor, Licensing and Regulation
Division of Workforce Development**

MISSION STATEMENT

The employees of the Department of Labor, Licensing and Regulation (DLLR) are committed to safeguarding and protecting Maryland citizens and supporting the economic stability of the State by providing businesses, the workforce, and the consuming public with high-quality, customer focused regulatory, and employment and training services.

*Workforce development **is** economic development.*

*James D. Fielder, Jr., Ph.D.,
Secretary
DLLR*



MARYLAND'S WORKFORCE DEVELOPMENT SYSTEM

Under the leadership of Governor Robert L. Ehrlich, Jr., workforce development is once again a high priority in Maryland. The State's future prosperity demands a highly skilled and productive workforce to enable businesses to compete in a global economy. The Governor's Workforce Investment Board (GWIB), the State's chief policy-making body on workforce development, is a business-led group of approximately 40 members, 51% of whom represent the private sector. GWIB has been moved within the Department of Labor, Licensing and Regulation, under the leadership of Secretary James D. Fielder, Jr., Ph.D. Secretary Fielder was formerly the Deputy Secretary and Acting Secretary of the Department of Business and Economic Development and was a former business owner. He strongly believes that "workforce development *is* economic development." The Governor recently appointed a new GWIB Chair and re-energized the board with new members who are leaders in key Maryland industries (manufacturing, healthcare, aerospace, education and hospitality). He has charged the GWIB and its partner agencies with the task of making Maryland's workforce system truly responsive to businesses so they are able to find the skilled workers they need. Governor Ehrlich has encouraged his Cabinet Secretaries to fully support the GWIB and, working together, to address common workforce issues. A Sub-cabinet, comprised of Assistant Secretaries from the Departments of Labor, Licensing and Regulation, Education, Business and Economic Development, Higher Education, Rehabilitative Services, Human Resources and Health and Mental Hygiene, meets monthly to work collaboratively on workforce issues. This approach is currently being used to better integrate adult education services in Maryland's One-Stop System, to align career clusters by creating common definitions across departments, to improve workforce development services to incarcerated individuals and to address the workforce development needs of individuals with serious employment barriers.



Governor Robert L. Ehrlich, Jr.

The Governor's Workforce Investment Board envisions a Maryland where every person maximizes his or her career potential and employers have access to the human resources they need to be successful. In order to accomplish this vision, the workforce system must be demand-driven, business-led, user-friendly, locally planned and accountable for results and continuous improvement. Maryland's economy continues to change dramatically and our workforce must keep up with the changing needs of business. Both Governor Ehrlich and Secretary Fielder have worked hard to make Maryland a cutting edge state in the area of workforce development. Great strides have been made over the past year to meet the needs of business, help incumbent workers upgrade their skills and help job seekers obtain the skills they need to work in industries facing significant shortages. The Governor's Workforce Investment Board and the Sub-cabinet, with the support of the Governor, will continue to oversee the development of a truly seamless and effective workforce system.

In addition to the State-level Workforce Investment Board, there are 12 Local Workforce Investment Boards (LWIBs) representing the 12 local workforce areas in Maryland. The local Boards are guided and led by local private industry to meet the specific needs of the employer community in each area. As an integral part of the community, the local Boards are in the best position to identify skill shortages in their areas and foster partnerships to address them.

Within the Department of Labor, Licensing and Regulation, the Division of Workforce Development has reorganized its central office staff to create a more streamlined and efficient operation. Duplicative positions were eliminated and responsibilities for tasks shared in common by both WIA and Wagner-Peyser funding streams were combined. New units were created and organized by function rather than funding. They include the Office of Administration, Office of Field Operations, Office of Workforce Information and Performance, and the Office of Labor Statistics. The Maryland Office of Apprenticeship and Training was also moved into the Division of Workforce Development. Apprenticeship is an important workforce development strategy and this move will help integrate these services into the One-Stop System. The cost savings associated with these changes will be distributed to the local Workforce Investment Areas for direct services to customers.

Maryland is very interested in becoming a pilot state to fully implement the intent of WIA reauthorization by consolidating funding and services. Pending legislation or waiver authority, DLLR has instituted a “guidance” model at the local level that will provide leadership by local WIA Directors and promote cross training and integrated services, while reducing duplication and inefficiencies. Prior to full implementation, local Employment Service and WIA Directors have been charged with partnering to create centers with seamless services to our job seeker and business customers.

FUTURE DIRECTION OF WORKFORCE DEVELOPMENT IN MARYLAND

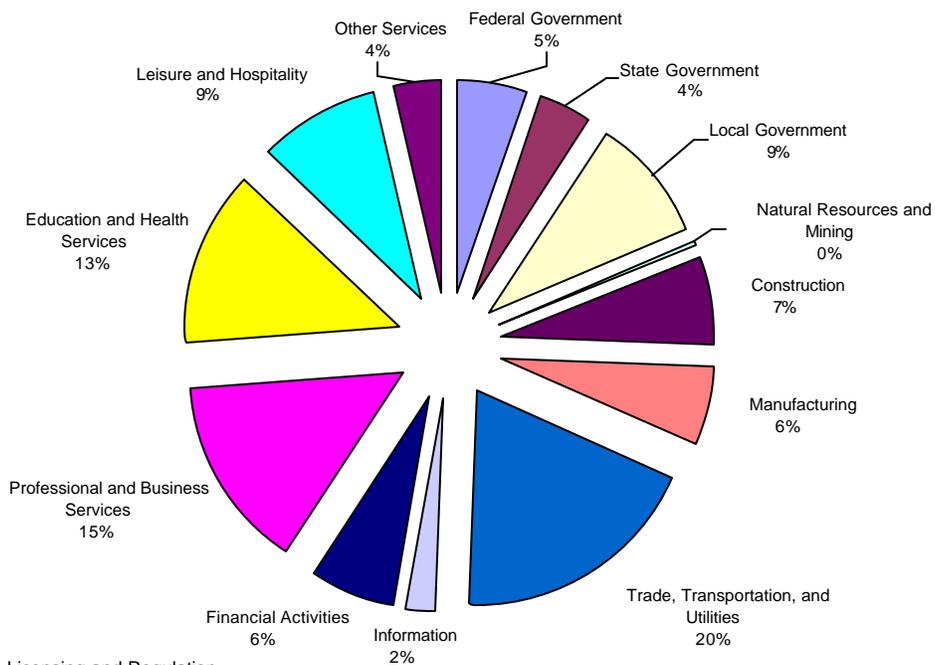
The State of Maryland is clearly moving toward a workforce development system that is demand-driven, fully integrated and the system of choice within the employer community. The Governor’s Workforce Investment Board is responsible for developing policies and strategies that support the workforce development system and in bringing together those partners and stakeholders who will help the system produce a highly skilled workforce.

The GWIB has recently adopted the Industry Cluster-Based Approach to Workforce Development, a demand-driven model for connecting specific industry needs with the workforce development system. This approach focuses on industries facing workforce shortages. In Maryland, these include among others healthcare, construction, information technology, manufacturing, retail, teaching and hospitality.

The first example of a cluster-based approach was in the healthcare industry. In 2002, the GWIB convened a Healthcare Steering Committee, comprised of representatives from healthcare, education and government. The Committee reviewed workforce issues and developed strategies to attract and retain workers, create career development systems for

incumbent workers, link state policies with the industry’s workforce needs and assist military healthcare workers transition to the private sector. The work of the Steering Committee culminated in the publication of an industry report and the convening of a Governor’s Healthcare Workforce Summit, held in August 2003. One hundred and sixty-eight individuals from education, government and the healthcare industry attended the Summit. They identified projects to address specific workforce needs and assigned champions to implement them. The committee continues to meet monthly to complete the projects. As the result of its work, the healthcare worker shortage has been reduced and DLLR/GWIB has received two grants from the U.S. Department of Labor. One will help implement strategies that will increase the supply of healthcare faculty and improve the skills and credentials of incumbent healthcare workers. The second will create the Maryland Center for Cluster-Based Initiatives, where the healthcare model will be applied to additional industries with significant workforce needs.

Maryland Employment Distribution (2003 Annual Average)



Department of Labor, Licensing and Regulation
 Office of Labor Market Analysis and Information
 July 2004

Within DLLR’s Division of Workforce Development, renewed emphasis will be placed on integrated planning and comprehensive analysis of its workforce programs. The new Office of Workforce Information and Performance will focus on two important areas: the identification and development of useful workforce information materials for both State and local agencies and the analysis of federal and internal performance data. The new Maryland Workforce Exchange management information and case management system will be expanded to the public and to the full employer community over the next year. The inclusion of participants from other partner agencies and educational institutions is also

being planned. With the inclusion of both the full employer and job seeker communities, this system will become a powerful workforce development tool.

The recent move of Maryland's Apprenticeship and Training Program into the Division will create opportunities to expand this approach to new occupational areas and to integrate the recruitment and assessment process within Maryland's One-Stop System. The restructure of the Division's central office staff has already created a new atmosphere of collaboration and renewed energy to address common workforce development issues.

The Maryland Institute of Employment and Training Professionals (MIETP) continues to grow and provide staff development and networking opportunities for workforce development professionals throughout the State. Partner organizations include the Maryland Department of Labor, Licensing and Regulation, the Maryland Department of Business and Economic Development, the Maryland State Department of Education, the



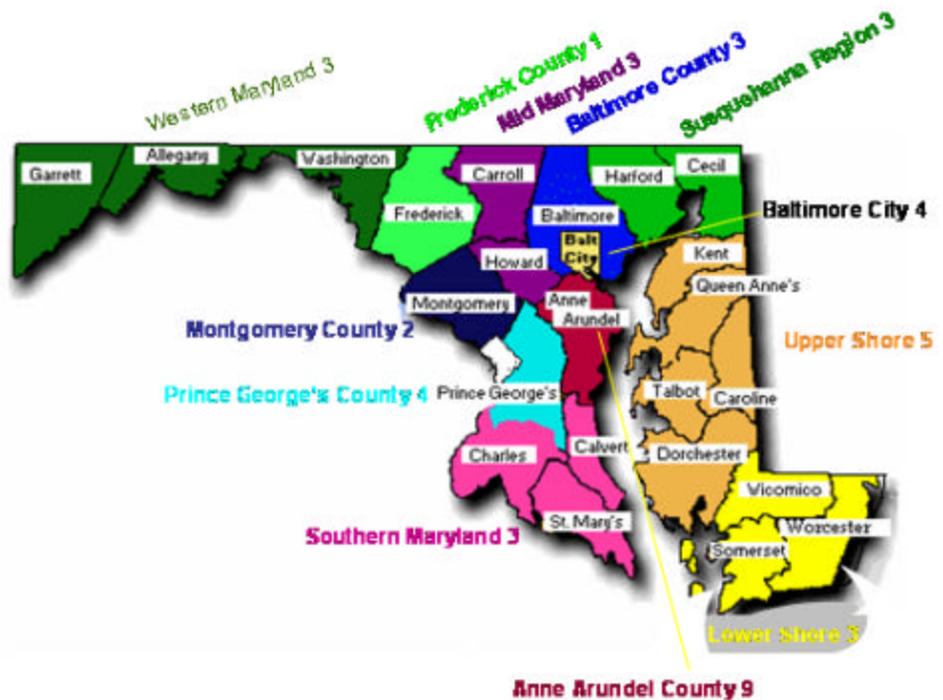
Maryland Department of Human Resources and the Governor's Workforce Investment Board. At the request of DLLR, they have developed a new training curriculum and certification for all business services professionals. Over the next year, all business services staff from Wagner-Peyser, WIA and Veterans programs will receive this training so that we can create truly integrated services to the business community.

MIETP staff/trainers Bruce Wahlgren and Tammy Ditzel listen intently to discussion among Frederick County Job Training Agency's staff members during their recent annual retreat.

MARYLAND'S WORKFORCE INVESTMENT AREA STRUCTURE

Twenty-three counties and Baltimore City make up the 24 main local jurisdictions found in Maryland. They are divided into 12 Workforce Investment Areas (WIA): Anne Arundel County, Baltimore City, Baltimore County, Frederick County, Lower Shore, Mid-Maryland, Prince George's County, Montgomery County, Southern Maryland, Susquehanna Region, Upper Shore and Western Maryland.

The WIAs operate a total of 43 One-Stop Career Centers.



LABOR MARKET AND DEMOGRAPHICS INFORMATION

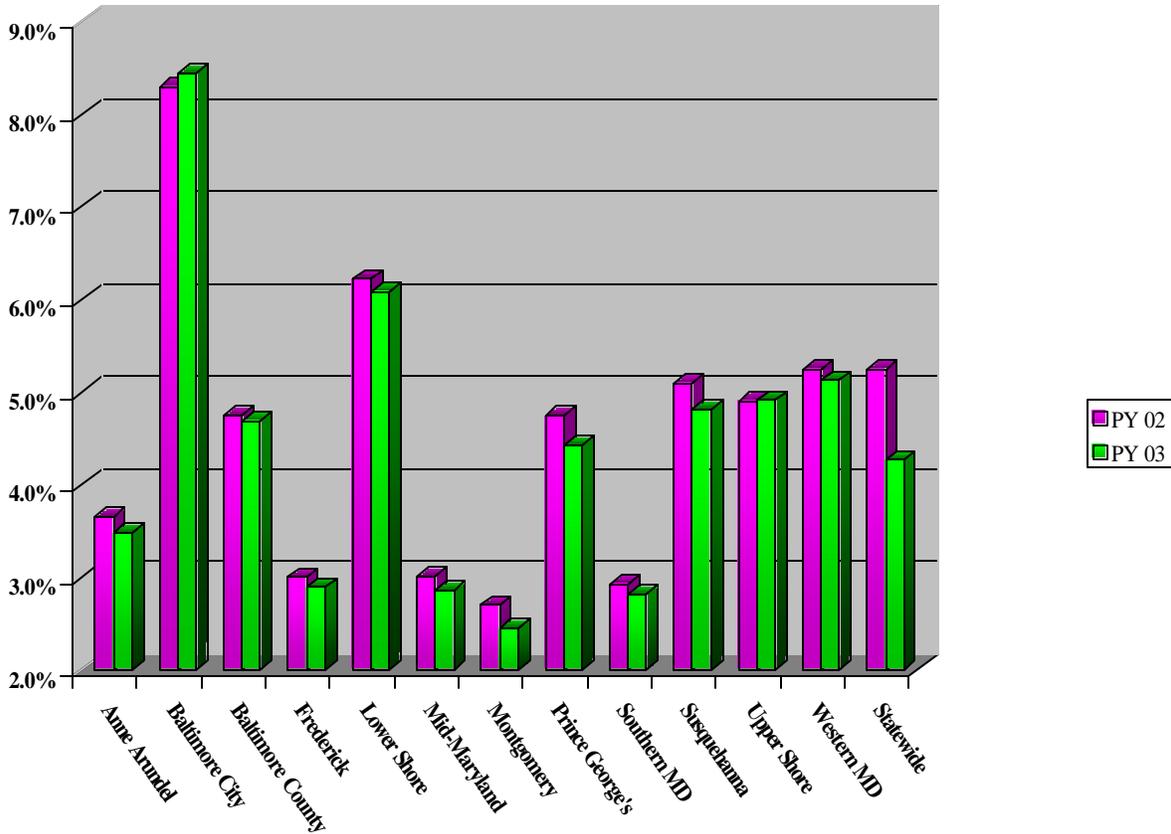
The following section provides a snapshot of some key economic and demographic aspects of the State of Maryland and provides a context within which the workforce development program operates.

Maryland is often described by those who know it as “America in miniature”, a phrase that reflects the State’s diversity. While geographically not a large state, Maryland has a variety of labor markets, industries and populations within its borders. With its population of over 5.5 million people, it is the fifth most densely populated state in the country. To understand the labor markets in Maryland, it is important to understand what is in the “corridor” versus the rest of the State. The corridor, usually called either the I-95 or the Baltimore-Washington corridor, contains about 80% of the State’s population in roughly 1/3 of its land mass.

The corridor has sustained substantial growth even during difficult economic times. A strong economy with low unemployment is found particularly in those jurisdictions near Washington D.C., where high technology industry, national security and government are key economic drivers. Older traditional industries have moderated the growth and resiliency of the local economy in the Baltimore section of the corridor. The economy in the non-corridor areas tends to be much less dynamic.

Table 1 below provides a picture of unemployment in the State over the last two years.

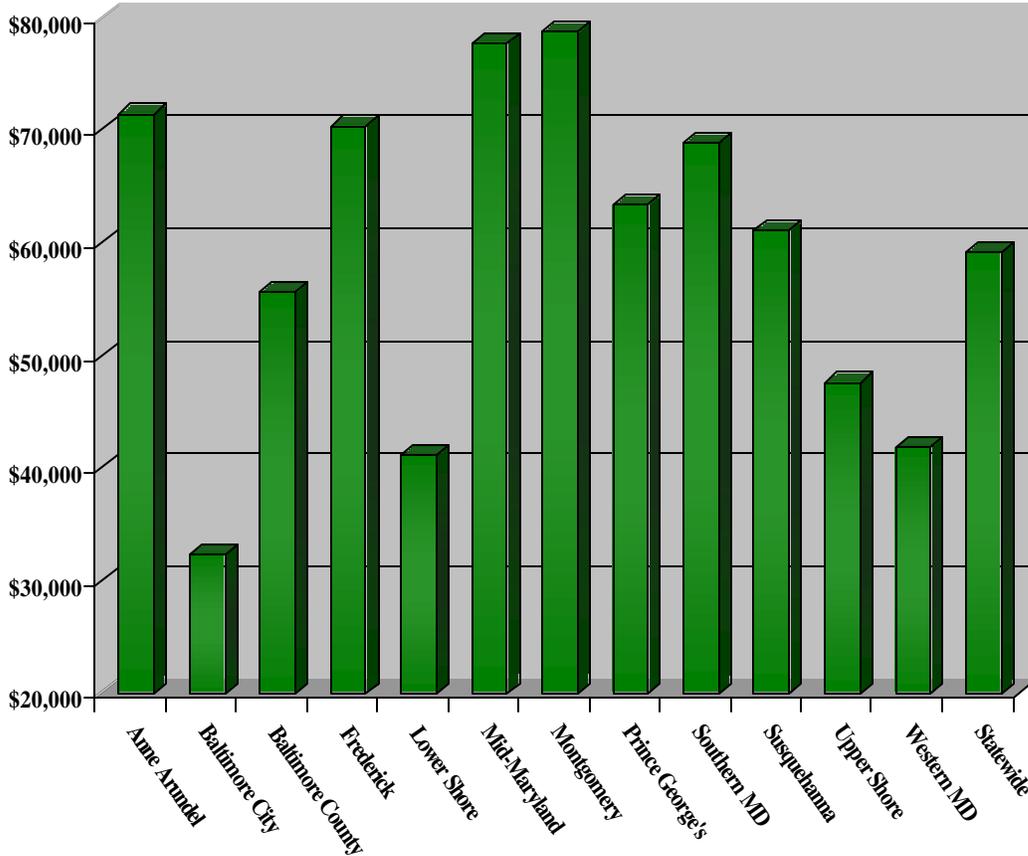
Table 1 Unemployment Rate Program Year 2002 and 2003



It is evident that most of the jurisdictions close to Washington have very low unemployment, many below 3%. The only Washington area jurisdiction with above average unemployment is Prince Georges' County which has a substantial population living in poverty. Baltimore City also has substantial areas of poverty which makes the high unemployment more intractable. The balance of the State outside the "corridor" has unemployment rates above the average, and did not keep up with the overall reduction Statewide.

Even more dramatic than the variations in unemployment are those in income levels. Table 2 provides the 2003 median household income levels for the State and the local Workforce Investment Board (WIB) areas.

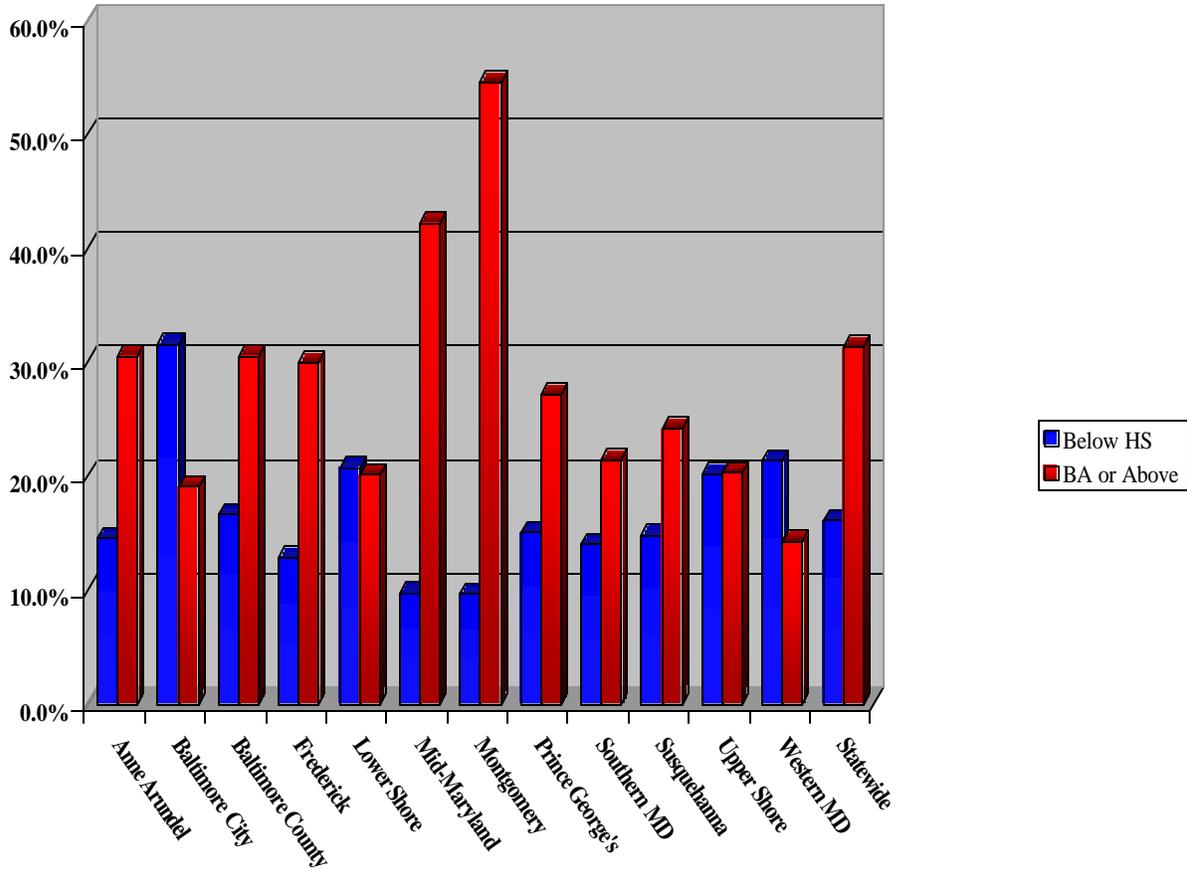
Table 2 2003 Household Median Income



While the median income for the State is approximately \$60,000 most of the Workforce Investment Areas have income levels that are either substantially below or substantially above the median income. There are a number of factors that impact unemployment and income. The two most important are education and poverty.

Everyone recognizes that an educated population is the engine that drives economic success; conversely, having an undereducated population makes it difficult to sustain economic growth. The impact of this can readily be seen when you look at Table 3, which shows the percentage of adults with a Bachelors degree or above, and the percentage of adults without a high school diploma.

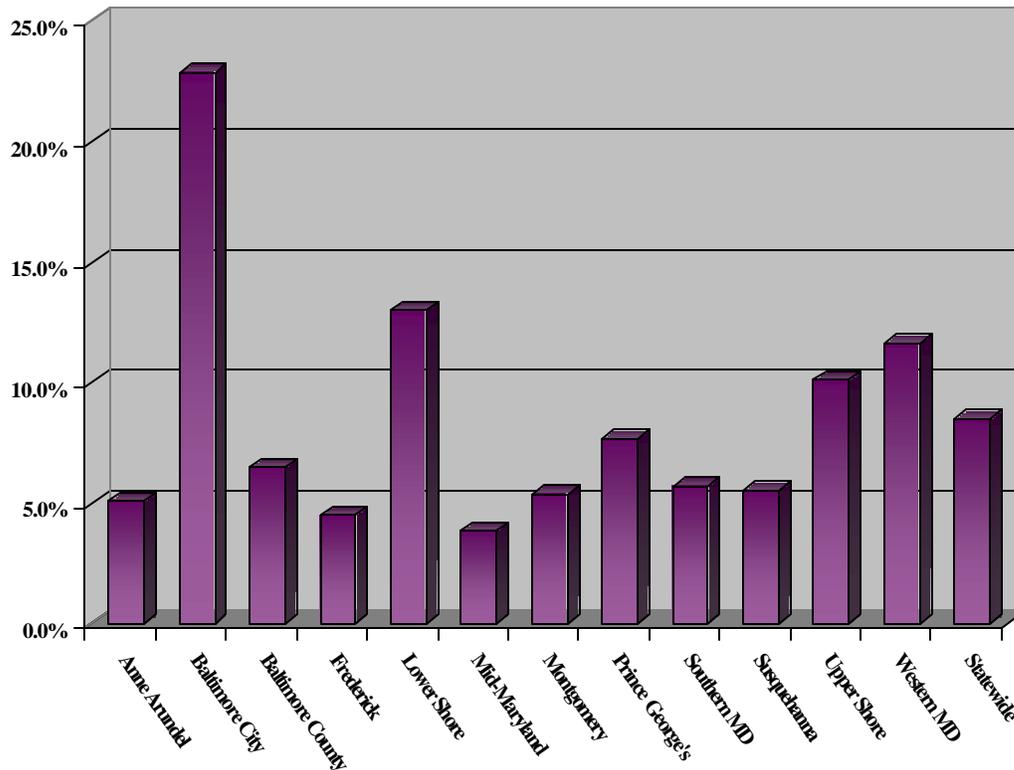
Table 3 Educational Level



Those areas with a large percentage of college educated adults, coupled with a small population of adults without a high school diploma, are doing well economically.

The last factor that has a negative impact on a viable local economy is poverty. The population living in poverty often has substantial barriers to economic self-sufficiency and substantial resources must be dedicated to overcome these barriers. Table 4 shows that, as with the other demographics, the variance across the State is quite wide.

Table 4 Poverty Population



Baltimore City Snapshot: Meeting the Challenges

The variety of projects developed under the leadership of the Baltimore Workforce Investment Board, the Mayor's Office of Employment Development and various businesses and organizations meet the needs of a city with a high unemployment rate, low median household income, the largest percentage of people without a high school diploma and the highest poverty population.

Common standards were established for "job-readiness." Their initiatives in facilitating a citywide approach to assisting ex-offenders in successfully transitioning into jobs and the community has attracted national media attention, a national award, and more importantly has made a difference in the lives of citizens, communities, and systems.

The Academy for Career and College Exploration (ACCE) was established to serve as a model for career education and facilitating the transition from school to careers. An infrastructure for a system to re-engage Baltimore's out-of-school youth in employment and training (Youth Opportunity) was developed. Another program, YouthWorks, ensures that Baltimore's youth have summer work experiences to prepare them for future employment and to inspire greater academic success.

Career pathways for low-wage working parents in the health care industry (Skills-based Training for Employment Promotion or STEP) are being created. Also, looking ahead, Baltimore is developing a strategic plan for biotech employment as a model for future sectoral employment initiatives.

More employers are now engaged in the public workforce system because of easier access to information about the system through the www.EmployerToolKit.com web site. The Toolkit has attracted national media attention. With minimal promotion, the site is receiving 12,000 hits per month.

ECONOMIC OUTLOOK

Throughout much of 2003, the pace of economic activity remained uneven. Spurts of growth were interspersed with periods of retrenchment. When taken into perspective, the economy just couldn't seem to gain any traction on the road to recovery. As 2004 unfolded, however, signs that the recovery was strengthening began to emerge. Businesses began hiring, which translated into seven consecutive months of expansion on Maryland's business payrolls. By July 2004, the job count had risen to a level nearly 54,000 higher than that of a year ago. The changing economic climate increased consumer confidence, providing the encouragement for job seekers who had previously exited the labor market to resume their work search. By July 2004, the labor force had risen to a level topping the 3 million mark. Unemployment, at 4.1 percent in July 2004, was considerably below July 2003's rate of 4.6 percent.

Looking to the future, employment in Maryland is expected to advance at a rate of 16% through 2010, slightly outpacing that of 15.2% anticipated nationwide. Growth will continue to favor the service-producing sector where about nine out of every ten new jobs will be created. Within the service economy, expansion in the services industry, both in terms of net job gain and percentage increase, will be the underlying catalyst for growth. Within the services industry, business, health, engineering/management and educational services will be the top performers.

In business services, the ongoing trend toward outsourcing to reduce overhead costs will give rise to continued growth in the temporary help industry. Computer and data processing services will also be an industry on the move as businesses integrate new technologies and enhancements in order to streamline operations and expand market capabilities.

The continuing shift from inpatient hospital care to outpatient facility care, a shift that has given rise to "One-Stop" multi-service facilities, will fuel employment expansion in health practitioner's offices in health services. Also, the aging of the population and increasing life expectancies have emphasized the need for elder care, creating increased demand in nursing and personal care facilities.

Focusing on internal productivity and customer satisfaction are ever-present concerns in business operation. The engineering/management services sector is no exception. The need to fine-tune internal operations and to develop aggressive marketing strategies will make Management and Public Relations firms the fastest growing in this industrial sector, both in terms of net jobs and percentage increase.

In educational services, the need to produce a trained and educated workforce requires a strong foundation of basic skills. Within educational services, nearly two-thirds of the anticipated demand will be generated by the need to increase faculty in elementary and secondary schools.

Just over 50% of the growth in the social services sector will occur in residential care, an industry that caters to serving the needs of special populations such as the elderly (especially with the aging of the baby boomers), emotionally disabled and physically challenged.

Employment gains are also forecast in the trade industry. These are a distant second compared to those in services. However, when both gains are combined, they will account for more than 80% of the increase in overall employment. Within trade, anticipated expansion in eating and drinking establishments will account for just over a third of the industry upturn. While the goods-producing sector will continue to add jobs, its projected growth rate of 5.1% will lag considerably behind that of 16% anticipated in the service economy. Demand in the construction industry, particularly among special trade contractors, will provide the growth incentive in the goods-producing sector. In manufacturing, an industry where declines pre-dated the recent slowdown, further constriction is in the forecast as employers continue to take advantage of labor-saving equipment to cut operation costs without compromising production capabilities. While manufacturing overall will subside, the field of available opportunities will expand in individual industries such as electronic and electrical equipment, printing and publishing, plastics products and drug manufacturing.

HIGHLIGHTS, CHALLENGES AND SUCCESSES

Maryland Business Works



During Program Year 2003, DLLR announced an important new statewide incumbent worker training program - Maryland Business Works (MBW). Utilizing federal WIA incentive funds, this initiative was designed to support existing Maryland businesses in the retention and growth of their workforce by providing matching funds to upgrade the skills of currently employed workers.

MBW training projects are employer-based, targeted at specific demand occupations and require a dollar-for-dollar match from the employer. The employer match, in conjunction with the federal WIA dollars, allowed for the development of training programs valued at two million dollars. Funds are primarily targeted for training projects with small businesses (50 employees or less) and the healthcare industry. The grants are administered through Maryland's 12 local Workforce Investment Areas.

During Program Year 2003, MBW had 156 approved projects serving 5,498 workers. These projects accounted for 1,178 job promotions and 455 newly created positions at an average cost of \$157 per trainee. As a result, many Maryland employers are more productive, profitable and competitive. MBW has also provided employment stability, career growth, and increased wages for workers through training in transferable skills or industry-recognized certification or credential programs.

Frederick County Business Services Team Chosen to Mentor Counterparts throughout the Country

The Frederick Community College/Job Training Agency (FCC/JTA) Customized Training was selected by U.S. Department of Labor officials to serve as a mentor to a designated protégé site, Lower Rio Grande Valley, Texas Workforce Solutions, in an innovative, nationwide peer-to-peer training project called the National Business Learning Partnership.

According to the U.S. Department of Labor, the purpose of the National Business Learning Partnership was to link Local Workforce Investment Areas (LWIA) that demonstrate strong performance and notable business service strategies with sites that desire to improve performance by improving their workforce services to businesses.

One of only 18 Local Workforce Investment Areas chosen from around the country to fulfill this challenge, the FCC/JTA Team was recognized for its three primary strengths: Quality Customer Service; Professional, Experienced Staff; and Effective Partnerships. Frederick County JTA provides workforce services to business organizations in collaboration with several partners, including Frederick Community College, Employment Service, and the Frederick County Office of Economic Development.

Maryland Workforce Exchange

The Maryland Workforce Exchange (MWE) was developed through a unique partnership called the Mid Atlantic Careers Consortium (MACC). The MACC was formed in May 2000 with state representation from Pennsylvania, Maryland, West Virginia, Virginia and DOL Region II. The consortium contracted with Covansys, a software development company, in 2001 to develop the Maryland Workforce Exchange. The MWE was implemented March 29, 2004, in Maryland. The initial implementation is for staff use, which includes statewide Employment Service, statewide WIA and self-service access for the job seeker community in each One-Stop Career Center Resource Area. Phase II implementation will include public access via the Web to job seekers and employers. Once the system is opened to the public, job seekers and employers will be able to access the MWE from any computer that has access to the Internet.

The MWE is Maryland's first universal comprehensive case management information system which tracks and reports all job seeker and employer workforce activities in the State. The major components of the system include access to Labor Market Information, Business Resources, Career Resources, Event Calendar scheduling, Education and Training Referral, Job Seeker Services, Employer Services, Job Matching, Management Reports and Federal Reports.



This system is responsible for replacing and retiring multiple computer systems:

- ✍️ Job Service Mainframe System, used as statewide Job Bank since 1977
- ✍️ 12 Dataflex (DOS) PC/LAN Systems, used by WIB areas since 1983
- ✍️ CareerNet Self-Service system, used for one-stop resource areas from 1997-2004
- ✍️ Career Net public web page, implemented in 1997

Since MWE is a universal operating system, it is partially credited with assisting our workforce development system's progression from cohabitation into true systems integration. This system enables all staff to register job seekers in multiple programs simultaneously and case-manage the services provided to the Maryland employer community.

Disability Navigator Program



During Program Year 2003, Maryland's Department of Labor, Licensing and Regulation (DLLR) received federal funding to hire "Disability Navigators" to serve the State's 12 local Workforce Investment Areas. This initiative finds DLLR working closely with the newly created Maryland Department of Disabilities, the U.S. Department of Labor, and the Social Security Administration in implementing a program that helps job seekers with disabilities access the career services available in Maryland's One-Stop Career Centers.

People with disabilities have an unemployment rate of nearly 70 percent. This high rate is due to many employment barriers, fear of losing cash assistance and health benefits, and the inability to navigate job search systems. The Disability Navigator program brings disabled individuals together with the many career related resources available at One-Stop Career Centers.

The role of the Disability Navigator includes: facilitating universal access to the One-Stop system; conducting outreach to disability service providers; developing links with One-Stop business services staff to increase recruitment, hiring and accommodation of persons with disabilities; and working directly with customers with disabilities to access available programs and ensure provision of necessary benefits, services and supports.

Workforce Determination Award Recipient

In July 2002, a Montgomery County resident was laid off from his job as a Courseware Engineer with a local firm in Rockville. His efforts to search for employment on his own were unsuccessful. During this same period, his wife experienced a difficult pregnancy and delivered a premature son -- all, while trying to make it on his drastically reduced income of unemployment benefits. In January 2003, this job seeker, who is confined to a wheel-chair, came to Montgomery County's One-Stop Career Center. He was referred to the Intensive Services Unit, and eventually enrolled in Project Advance, a DOL funded program that serves people with disabilities, operated by their One-Stop partner, TransCen Inc.

In an effort to update his skills, he was referred to additional Oracle training. On May 13, a MontgomeryWorks job developer posted a job for a Spanish speaking HTML Programmer position. He interviewed on Monday, June 2, and received a job offer the next day. This turned out to be great timing as June was his last month to receive unemployment benefits. Nervous and anxious feelings coming on the anniversary of his original lay off faded when he landed this position earning \$75, 000 annually -- \$40,000 more than his previous salary!

This is an example of how the MontgomeryWorks partnerships and collaboration paid off for this determined job seeker. Using WIA training funds, DOL grant funded services, and a great deal of staff assistance through Montgomery County's One-Stop center, a successful job placement was made, providing a major return to the community on this modest investment.

Rapid Response Activities

The State of Maryland facilitates the coordination of rapid response activities, working closely with each Workforce Investment Area to assemble a team of professionals to assist companies that are closing or experiencing significant staff reductions. In addition to the State Rapid Response Coordinator, representatives from Unemployment Insurance, Wagner-Peyser and WIA give presentations to affected workers. Applications for TAA funds or National Emergency Grants are coordinated by the State and Rapid Response funds made available as appropriate and available. On-site assistance centers, bulk UI claims and special group orientations can all be offered to Maryland companies. During PY2003, Maryland experienced 63 dislocations, impacting 8,259 workers. Some of these included 264 employees from Giant Foods, 100 employees of ConAgra, 123 employees of Renaissance Mark, 360 employees of Nevamar Corporation, 180 employees of CitiMortgage and 240 employees of GST Autoleather.

The Tyson Food Company closed their Berlin Processing Plant in December 2003. This closing eliminated 473 plant workers and growers in the Worchester County Labor Market. The Division of Workforce Development was awarded \$750,000 in National Emergency Grant (NEG) Funds to provide transition services to the displaced chicken processing workers. The project has provided transition services to 277 workers through June 30, 2004.

The closing of the Easton Black and Decker Plant placed 1,276 workers in the Upper Shore labor force in need of transition services. The closing was completed by December 2003. Of the dislocated employees, 415 received training services through the Upper Shore Workforce Investment Board. Project participants served by all the partners totaled over 900 workers. The Project Funding included WIA, NEG, Rapid Response, and Trade Adjustment Assistance Funds of \$2,175,000. The project operation period is from January 2003 through June 30, 2005. As of June 30, 2004, over 600 project participants have returned to gainful employment.



The State of Maryland received NEG funds to provide advance payments of the Health Coverage Tax Credit to Trade Impacted Workers continuing health insurance coverage. The sixty-five percent (65%) tax benefit payment is provided through a Statewide Project operated by the Lower Shore Workforce Alliance on behalf of the TAA Unit. The MDHCTC Program began operation on April 30, 2004. By June 30, 2004 Gap Payment Assistance was provided to 57 applicants. Additionally, another 80 applications were received for July 2004 payments.

Montgomery's Innovative Response to ADP Workers' Needs

In October 2003, Automated Data Processing, Inc. (ADP), a New Jersey-based company specializing in payroll, benefits, and human resources services, and the world's leading provider of data communications and information-based business solutions, unexpectedly downsized, dislocating over 80 workers in their Rockville, Maryland, location. Thanks to the innovation and collaboration of several community partners, a workforce solution was developed to address the needs of these workers.

After receiving notification of the layoff, the MontgomeryWorks Dislocated Worker Team sponsored several on-site Rapid Response sessions at ADP and enrolled 36 workers.

Twenty of the enrollees were registered nurses, working in ADP's insurance utilization review unit. This group was anxious to return to work but required re-training and credentialing for Certified Professional Utilization Review (CPUR) and Certified Professional Utilization Manager (CPUM) programs. Because most of these nurses had been removed from direct patient care for many years, further specialized skills enhancement for insurance utilization would facilitate their re-employment at excellent wages in a high-demand occupation. Unfortunately, this particular training for CPUR/CPUM was not available anywhere in the Baltimore-Washington area.

Thanks to the outstanding efforts of Rapid Response Specialist Joseph O'Hare, Montgomery County formed a collaborative partnership that included the nurses, Montgomery College Health Sciences, and training provider, McKesson/InterQual of Newton, Massachusetts.

After conducting the requisite labor market research to demonstrate local occupational demand for the CPUR/CPUM credential, and securing support from the Maryland Department of Labor, Licensing and Regulation, Montgomery County moved forward to organize this training seminar.

As a result of this innovative effort initiated by the local workforce system, Montgomery College brought in an instructor from McKesson/InterQual and began classes. One week before Christmas, 19 participants successfully graduated after completing the required coursework and passing two rigorous exams.

Fifteen have found full-time employment in the field of insurance utilization review, earning more than \$50,000/year, in many cases exceeding their pre-dislocation wage. Most importantly, the formation of this collaborative partnership resulted in demand-driven training that met the needs of both the workers and the local employer community.

Labor Market Analysis and Information

The Division's Office of Labor Market Analysis and Information is committed to the production and analysis of Maryland labor statistics in support of the state's Workforce Investment Act programs and operations. To that end, a number of special projects and new publications were initiated in PY 2003. **Quarterly Factsheets** were developed for each WIA area, containing data on the local labor force and unemployment, jobs by industry, largest industries and employers, highest demand occupations, and wages for top demand jobs. **WIA Data Tables** were created, reflecting occupational demand by training requirement, 2002-2003 private sector industrial growth, and 2003 employment distribution by industry. **Area Demographic Fact Sheets** were created upon request to show population distribution by age, sex, race, education, household income and disability status. Planning is underway to develop a series of fourteen **Industry Cluster Analysis Reports**. Each report will analyze a key Maryland industry cluster, using both statewide and WIA level data.

Maryland's participation in **Local Employment Dynamics (LED)**, a new Census Bureau-state LMI partnership, began to show results in PY 2003 with the release of Maryland workforce indicators on the LED website (twenty states currently have data on the website.) This new source of at-place employment data brings another dimension to LMI, adding such measures as employer job gains and losses, new hires, separations, earnings for new and all workers, and turnover rates. All of these indicators are available by industry, age group and gender of worker, and are produced for the state, counties, and WIA areas.

SOUTHERN MARYLAND WORKS, INC. FACT SHEET																																																																																	
LABOR FORCE STATISTICS 2003 ANNUAL AVERAGES		JOBS BY INDUSTRY DIVISION 2003 ANNUAL AVERAGES		POPULATION TRENDS																																																																													
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To better serve employers, job-seekers and youth, the Lower Shore Workforce Alliance is leading a strategic shift towards the utilization of **industry cluster** advisory groups. This involves developing or coordinating with existing organizations to ensure that workforce issues are discussed and resolved in a timely manner. Using an industry cluster model allows workforce planners to better focus on specific workforce issues. This strategy will assist in the transition from a **supply-side** approach to a **demand-side** approach to workforce development. For example, a healthcare industry advisory group (*demand-side*) identifies the need for nursing assistants, and then LSWA will broker relevant training, producing a skilled workforce (*supply-side*).

Industry clusters currently identified for the Lower Shore are Healthcare, Manufacturing, Construction, Hospitality and Tourism, Agriculture and Aerospace (predominately for NASA Wallops Island.)

As consensus develops for a set of Lower Shore industry cluster targets, LSWA intends to utilize industry cluster advisory groups and local labor market information to establish specific occupational career scholarships based on need and available funding. These career scholarships will be established upfront as part of the budget process. This cluster approach will help LSWA be proactive, instead of reactive to changes in the demand side of the workforce equation. This scholarship model is intended to ensure adequate training across industry clusters and will avoid flooding the market with a particular occupation. In addition, LSWA is working with Salisbury University/BEACON on the *ShoreTrends* data project that will provide workforce planners with more accurate and timely workforce data, especially for targeted populations such as the Hispanic/Latino, the senior, and the ex-offender populations, etc.

Industry clusters will also drive career exploration for youth. Career assessments, career related work experience and employment, job shadowing, career seminars and field trips, plant tours, and career academies will be the main activities for developing local youth as the best economic development resource and future workforce. A more focused workforce system should improve the current trend of students leaving the Lower Shore, a phenomenon known as "Brain Drain."



Workforce Investment Act Title 1-B Annual Report Program Year (PY) 2003

I. Annual Report Narrative

A. In Maryland, a wide range of adult and dislocated worker employment and training services are provided which meet the requirements of core, intensive and training services. Where feasible, core services are provided through self-service and other easily accessible methods. Core services are universally accessible through the State One-Stop/Workforce Exchange System. The One-Stop/Workforce Exchange System is also the primary mechanism for both adults and dislocated workers to access intensive and training services.

Intensive services are provided to individuals who are unemployed or underemployed and are having difficulty securing appropriate employment through core services. Individuals need to demonstrate barriers that prevent them from retaining or obtaining employment that leads to self-sufficiency. Intensive services that are provided include but are not limited to: comprehensive and specialized assessment, diagnostic testing, identification of employment barriers through in-depth evaluation, individual employment plans, group and individual counseling, career planning, case management and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation, literacy readiness, internship and work experience.

Training services are provided to individuals who are unemployed or underemployed and having difficulty retaining or obtaining appropriate employment through intensive services. Individuals need to demonstrate barriers that prevent them from retaining or securing employment that leads to self-sufficiency. Training services include but are not limited to: occupational skills, job readiness, adult education combined with other training and customized training. With few exceptions, training is obtained through the use of Individual Training Accounts (ITAs). The State required each Local Workforce Investment Board (LWIB) to develop a local policy regarding priority of service for the provision of intensive and training services to adults under WIA Title I, as well as a policy regarding priority of service for intensive and training services to dislocated workers. Any adult priority of service policy gives priority to recipients of public assistance and other low-income individuals in the local area unless the local area determined that funds were not limited.

Each LWIB developed a local area strategy for providing services to eligible youth that addressed each of the ten youth program elements described in WIA section 129(C)(2). Each LWIB was also requested to develop a local strategy for providing comprehensive services to eligible youth who have special needs or barriers to employment, including those who are pregnant, have children or have disabilities. The State requires each LWIB to link with Job Corps by: inviting Job Corps representatives to participate in Youth Councils; inviting Job Corps representatives to serve on local boards; promoting local Youth programs that partner with Job Corps; and assisting in the identification and referral of eligible youth to Job Corps programs.

During PY 2003, the State of Maryland expended \$9,123,629 in Adult program funds to serve 7,981 adults. Expenditures for the Dislocated Worker program totaled \$8,963,861 to serve 6,180 participants. Youth expenditures totaled \$9,299,724 and served 806 Older Youth and 3,696 Younger Youth. See the WIA Financial Statement on page 23 for percentage of available funds expended and percentage of carry-in monies expended. Information on funds expended by activity is not available. Please note, however, that over 82% of all carry-in funds and over 77% of all available funds have been expended to provide services to adults, dislocated workers and youth.

B. Information on the levels of performance achieved by the State of Maryland with respect to the core indicators of performance and customer satisfaction have been entered through the online Enterprise Information Management System (EIMS) in Tables A through N. Information regarding the progress of local areas in the State in achieving local performance measures, including information on the levels of performance achieved by the areas with respect to the core indicators of performance and the customer satisfaction indicator, has been entered through the EIMS in Table O. The State of Maryland met or exceeded all 17 performance measures, including the customer satisfaction response rate requirement, for both program participants and employers.

The Department of Labor, Licensing, and Regulation (DLLR) takes a very active role in reviewing performance. The Department works closely with State partner agencies to develop an integrated and comprehensive accountability system for use in evaluating the effectiveness of the State's workforce development system. Based on the WIA core performance indicators as well as other established system-wide measures, the Department of Labor, Licensing and Regulation regularly provides the system with performance information statewide and for each local Workforce Investment Area. On a quarterly basis the Department (1) compares the performance of each local area against its negotiated WIA standards, (2) details the performance the of the State and each local area on achieving system-wide performance measures, and (3) reports any actions, corrective or otherwise, the State is taking regarding the performance of local areas against their negotiated standards.

In accordance with Section 117 of the WIA, as part of the process of recertification of local Workforce Investment Boards and re-designation of local One-Stops, during PY 2002, the State reviewed the PY 2001 performance of local areas to determine the extent to which local boards ensured that workforce investment activities carried out in the local area enabled the local area to meet the local performance measures. All 12 Local Workforce Investment Areas have now met all the requirements of the Local Board Recertification Policy established by the Governor's Workforce Investment Board and received a two-year recertification of their local board.

In conjunction with the Local Board Recertification process, the State also reviewed the services, facilities and partners of the One-Stops operated by the 12 Local Workforce Investment Areas to assure they met the WIA requirements. It was determined that all 12 local area One-Stops were in compliance and eligible for re-designation.

The Department of Labor, Licensing and Regulation provides ongoing technical assistance to local Workforce Investment Areas whose performance falls below the negotiated standards. During PY 2003, onsite visits were conducted with several local areas to review program strategies and discuss program performance. Statewide training on performance standards was also provided. Additionally, in collaboration with our agency partners, an analysis will be conducted of both exemplary performance and below standards performance. In collaboration with State agency staff, the GWIB staff will develop successful best practices and share that information with local workforce investment boards to promote continuous improvement.

WIA Financial Statement

Operating Results	Available	Expended	Pct.	Balance Remaining
<hr/>				
Total All Funds Sources				
Adult Program Funds	\$8,948,523	\$7,801,483	87.18%	\$1,147,040
Carryin Monies(no add)	\$1,322,146	\$1,322,146	100.00%	\$0
Dislocated Worker Program Funds	\$7,651,901	\$6,060,798	79.21%	\$1,591,103
Carryin Monies(no add)	\$2,903,063	\$2,903,063	100.00%	\$0
Youth Program Funds	\$8,922,804	\$7,218,791	80.90%	\$1,704,013
Carryin Monies (no add)	\$2,080,933	\$2,080,933	100.00%	\$0
* Out-of School Youth	\$0	\$6,582,884	0.00%	\$0
* In-School Youth	\$0	\$2,716,840	0.00%	\$0
* Summer Employment Opportunities	\$0	\$1,219,637	0.00%	\$0
Local Administration Funds	\$2,835,913	\$1,489,707	52.53%	\$1,346,206
Carryin Monies(no add)	\$1,855,889	\$1,855,889	100.00%	\$0
Rapid Response Funds	\$2,775,222	\$2,180,968	78.59%	\$594,254
Carryin Monies(no add)	\$858,356	\$654,994	76.31%	\$203,362
Statewide Activity Funds	\$5,494,299	\$3,663,458	66.68%	\$1,830,841
Carryin Monies(no add)	\$4,051,462	\$2,027,134	50.03%	\$2,024,328
* No breakout for fund availability by these categories.				



WIA Annual Report Data

State Name: MD

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	69	88.2	5,626	6,790	6,790	82.9
Employers	67	88	579	579	579	100

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72	90.3	2,531
			2,804
Employment Retention Rate	82	86.4	2,790
			3,231
Earnings Change in Six Month	3,475	3,071	8,683,828
			2,828
Employment and Credential Rate	63	84.4	864
			1,024

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	83.5	86	91.7	165	83.3	105	88.1	171
		103		180		126		194
Employment Retention Rate	85.1	97	90.3	130	80	104	88	154
		114		144		130		175
Earnings Change in Six Months	4,003	432,282	2,698	339,921	2,926	298,494	312	46,438
		108		126		102		149
Employment and Credential Rate	80	44	84.7	61	82.4	75	78.7	48
		55		72		91		61

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	86	669	91.9	1,862
		778		2,026
Employment Retention Rate	90.8	879	84.4	1,911
		968		2,263
Earnings Change in Six Months	3,313	2,948,570	2,959	5,735,258
		890		1,938

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	93.3	2,329
			2,495
Employment Retention Rate	88	93.5	2,233
			2,388
Earnings Replacement in Six Months	98	94.2	32,066,604
			34,037,238
Employment and Credential Rate	61	90.3	947
			1,049

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	92.2	188	92.1	82	92.7	291	95.7	44
		204		89		314		46
Employment Retention Rate	93.3	180	89.5	77	92.8	258	93	40
		193		86		278		43
Earnings Replacement Rate	90.6	2,896,035	98.1	946,541	78.8	3,290,735	153.4	403,783
		3,195,357		965,189		4,175,019		263,190
Employment And Credential Rate	91.5	86	86.8	33	94.3	99	89.3	25
		94		38		105		28

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	92	965	94.3
1,049			1,446	
Employment Retention Rate	94.9	905	92.6	1,328
		954		1,434
Earnings Replacement Rate	96.2	12,851,791	92.9	19,214,813
		13,359,224		20,678,014

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	78	85.5	167
			171
Earnings Change in Six Months	2,750	3,115	582,525
			187
Credential Rate	51	72.8	163
			224

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	78.3	18	0	0	74.4	29	86.2
23			1		39		145	
Employment Retention Rate	94.4	17	0	0	94.3	33	85.6	161
		18		1		35		188
Earnings Change in Six Months	3,240	58,313	0	0	2,733	87,443	3,179	556,323
		18		1		32		175
Credential Rate	53.3	16	0	0	73.7	42	73.5	144
		30		1		57		196

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	75	94.9	3,927
704				758
Diploma or Equivalent Attainment Rate	57	92.9	532	991
Retention Rate	57	53.7	532	991

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.4	320	93.6	1,193	93.1	1,299
		358		1,275		1,396
Diploma or Equivalent Attainment Rate	90.3	56	94.4	269	82.2	166
		62		285		202
Retention Rate	53.2	50	59.4	152	52.4	364
		94		256		695

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	79.3	2,710	2,997	8,813,462	0.5	12	5,447	12,566,984	67.3	376
		3,417		2,941		2,531		2,307		559
Dislocated Workers	87.4	2,005	96.1	29,432,999	2.7	64	7,822	16,918,470	76.8	609
		2,294		30,617,629		2,329		2,163		793
Older Youth	75	159	2,584	493,628	2.2	3	2,764	362,043		
		212		191		139		131		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	7,971	2,879
Dislocated Workers	6,180	2,326
Older Youth	806	218
Younger Youth	3,696	1,375

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$9,123,629.00
Local Dislocated Workers		\$8,963,861.00
Local Youth		\$9,299,724.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$2,835,962.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$4,513,824.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description	\$272,727.00
		\$100,000.00
		\$804,041.00
Total of All Federal Spending Listed Above		\$35,913,768.00

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Anne Arundel County SDA	Total Participants Served	Adults	342
		Dislocated Workers	392
		Older Youth	7
		Younger Youth	80
	Total Exiters	Adults	280
		Dislocated Workers	295
		Older Youth	3
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	91.8
	Employers	67	93.5
Entered Employment Rate	Adults	73	94
	Dislocated Workers	76	94.1
	Older Youth	66	100
Retention Rate	Adults	84	97.1
	Dislocated Workers	90	96.7
	Older Youth	80	100
	Younger Youth	57	76.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	1,067.11
	Dislocated Workers	100	87.8
	Older Youth (\$)	2,778	353.33
Credential / Diploma Rate	Adults	63	94.4
	Dislocated Workers	61	92.6
	Older Youth	51	100
	Younger Youth	57	10
Skill Attainment Rate	Younger Youth	75	90.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Baltimore County	Total Participants Served	Adults	500
		Dislocated Workers	635
		Older Youth	7
		Younger Youth	239
	Total Exiters	Adults	311
		Dislocated Workers	440
		Older Youth	11
		Younger Youth	129

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	92.4
	Employers	67	94
Entered Employment Rate	Adults	73.4	92
	Dislocated Workers	75.6	92.4
	Older Youth	66.3	66.7
Retention Rate	Adults	83.6	87.2
	Dislocated Workers	89.8	91.8
	Older Youth	79.6	100
	Younger Youth	57	60.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	3,599
	Dislocated Workers	98	90.4
	Older Youth (\$)	2,778	452.5
Credential / Diploma Rate	Adults	63	81.9
	Dislocated Workers	61	83.8
	Older Youth	51	60
	Younger Youth	57	84.3
Skill Attainment Rate	Younger Youth	75	90
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Baltimore City Workforce Investment Board	Total Participants Served	Adults	3,970
		Dislocated Workers	1,189
		Older Youth	526
		Younger Youth	1,271
	Total Exiters	Adults	1,427
		Dislocated Workers	327
		Older Youth	103
		Younger Youth	341

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	79.8
	Employers	67	82.5
Entered Employment Rate	Adults	73.4	89.5
	Dislocated Workers	75.8	89.4
	Older Youth	65.7	93.7
Retention Rate	Adults	82.8	81.4
	Dislocated Workers	88.9	92.1
	Older Youth	79.6	83.3
	Younger Youth	57	48.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,475	3,446.64
	Dislocated Workers	100	101
	Older Youth (\$)	2,750	3,475
Credential / Diploma Rate	Adults	63	73.8
	Dislocated Workers	61	75.7
	Older Youth	51	94.9
	Younger Youth	57	97.5
Skill Attainment Rate	Younger Youth	75	99
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Frederick County JTA	Total Participants Served	Adults	258
		Dislocated Workers	188
		Older Youth	23
		Younger Youth	46
	Total Exiters	Adults	152
		Dislocated Workers	57
		Older Youth	13
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	81.1
	Employers	67	94.3
Entered Employment Rate	Adults	72	95.9
	Dislocated Workers	75.8	94.3
	Older Youth	65.7	66.7
Retention Rate	Adults	82.8	95
	Dislocated Workers	89.8	93.8
	Older Youth	78	100
	Younger Youth	57	84.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	-97.03
	Dislocated Workers	98	93.6
	Older Youth (\$)	2,778	4,119.25
Credential / Diploma Rate	Adults	63	92.9
	Dislocated Workers	61	93.5
	Older Youth	51	75
	Younger Youth	57	85.7
Skill Attainment Rate	Younger Youth	75	97.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Lower Shore Workforce Investment Board, Inc.	Total Participants Served	Adults	651
		Dislocated Workers	213
		Older Youth	55
		Younger Youth	359
	Total Exiters	Adults	115
		Dislocated Workers	79
		Older Youth	13
		Younger Youth	124

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	85.5
	Employers	67	89.5
Entered Employment Rate	Adults	72	76.5
	Dislocated Workers	75.8	94
	Older Youth	65	82.4
Retention Rate	Adults	82.8	88.3
	Dislocated Workers	88	95.1
	Older Youth	79.6	53.3
	Younger Youth	57	60.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,475	3,016.69
	Dislocated Workers	99	93.4
	Older Youth (\$)	2,750	1,296.86
Credential / Diploma Rate	Adults	63	78.1
	Dislocated Workers	61	92.8
	Older Youth	51	34.8
	Younger Youth	57	97.1
Skill Attainment Rate	Younger Youth	75	97.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Montgomery County Workforce Development Corp.	Total Participants Served	Adults	75
		Dislocated Workers	843
		Older Youth	6
		Younger Youth	16
	Total Exiters	Adults	52
		Dislocated Workers	442
		Older Youth	9
		Younger Youth	16

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	78.3
	Employers	67	90.8
Entered Employment Rate	Adults	72	93.7
	Dislocated Workers	75	94.9
	Older Youth	66.3	100
Retention Rate	Adults	82	90.4
	Dislocated Workers	88.9	91
	Older Youth	79.6	100
	Younger Youth	57	87.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,545	1,684.81
	Dislocated Workers	100	94.1
	Older Youth (\$)	2,805	3,612.63
Credential / Diploma Rate	Adults	63	88
	Dislocated Workers	61	90.4
	Older Youth	51	100
	Younger Youth	57	100
Skill Attainment Rate	Younger Youth	75	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Mid Maryland	Total Participants Served	Adults	267
		Dislocated Workers	676
		Older Youth	34
		Younger Youth	123
	Total Exiters	Adults	116
		Dislocated Workers	326
		Older Youth	8
		Younger Youth	41

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	92.4
	Employers	67	96.1
Entered Employment Rate	Adults	73.4	90.2
	Dislocated Workers	76.5	95.3
	Older Youth	66.3	80
Retention Rate	Adults	83.6	98
	Dislocated Workers	89.8	97.5
	Older Youth	79.6	90.9
	Younger Youth	57	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	4,041.61
	Dislocated Workers	100	92.1
	Older Youth (\$)	2,778	3,211.6
Credential / Diploma Rate	Adults	63	87.7
	Dislocated Workers	61	94.7
	Older Youth	51	44.4
	Younger Youth	57	93.1
Skill Attainment Rate	Younger Youth	75	71.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Prince George-s Workforce Services Corporation	Total Participants Served	Adults	1,034
		Dislocated Workers	932
		Older Youth	48
		Younger Youth	574
	Total Exiters	Adults	97
		Dislocated Workers	56
		Older Youth	18
		Younger Youth	177

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	88.3
	Employers	67	85.9
Entered Employment Rate	Adults	72	87.8
	Dislocated Workers	75	94.5
	Older Youth	65	68.4
Retention Rate	Adults	82.8	86
	Dislocated Workers	88	95.7
	Older Youth	79.6	100
	Younger Youth	57	45.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	5,521.78
	Dislocated Workers	100	92
	Older Youth (\$)	2,778	5,292.07
Credential / Diploma Rate	Adults	63	93.2
	Dislocated Workers	61	94.2
	Older Youth	51	66.7
	Younger Youth	57	92.4
Skill Attainment Rate	Younger Youth	75	93
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southern Maryland Workforce Investment Board	Total Participants Served	Adults	134
		Dislocated Workers	185
		Older Youth	11
		Younger Youth	149
	Total Exiters	Adults	41
		Dislocated Workers	68
		Older Youth	8
		Younger Youth	232

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	80.3
	Employers	67	88
Entered Employment Rate	Adults	72.7	68
	Dislocated Workers	75	82.6
	Older Youth	66.3	76.2
Retention Rate	Adults	82	89.3
	Dislocated Workers	88	91.3
	Older Youth	79.6	86.7
	Younger Youth	57	52.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	4,216.98
	Dislocated Workers	100	111.8
	Older Youth (\$)	2,778	2,926.67
Credential / Diploma Rate	Adults	63	73.7
	Dislocated Workers	61	75
	Older Youth	51	40
	Younger Youth	57	100
Skill Attainment Rate	Younger Youth	75	94.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Susquehanna Workforce Network, Inc.	Total Participants Served	Adults	109
		Dislocated Workers	128
		Older Youth	39
		Younger Youth	251
	Total Exiters	Adults	22
		Dislocated Workers	30
		Older Youth	17
		Younger Youth	96

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	86.9
	Employers	67	92.8
Entered Employment Rate	Adults	72	100
	Dislocated Workers	75	97.1
	Older Youth	65.7	70
Retention Rate	Adults	83.6	88.9
	Dislocated Workers	89.8	93.6
	Older Youth	78.8	85.7
	Younger Youth	57	68.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,510	5,431.06
	Dislocated Workers	99	102
	Older Youth (\$)	2,778	2,198.5
Credential / Diploma Rate	Adults	63	100
	Dislocated Workers	61	100
	Older Youth	51	75
	Younger Youth	57	96.8
Skill Attainment Rate	Younger Youth	75	98.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Upper Shore Workforce Investment Board	Total Participants Served	Adults	237
		Dislocated Workers	540
		Older Youth	27
		Younger Youth	291
	Total Exiters	Adults	44
		Dislocated Workers	66
		Older Youth	11
		Younger Youth	93

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	87.9
	Employers	67	89.1
Entered Employment Rate	Adults	72	88.5
	Dislocated Workers	76.5	86.8
	Older Youth	66.3	80
Retention Rate	Adults	82.8	86.3
	Dislocated Workers	89.8	91.5
	Older Youth	78	88.9
	Younger Youth	57	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,475	2,464.28
	Dislocated Workers	98	98
	Older Youth (\$)	2,750	626.38
Credential / Diploma Rate	Adults	63	89.2
	Dislocated Workers	61	86.8
	Older Youth	51	72.7
	Younger Youth	57	88
Skill Attainment Rate	Younger Youth	75	98.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
		X	

WIA Annual Report Data

State Name: MD

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Western Maryland Workforce Board	Total Participants Served	Adults	394
		Dislocated Workers	259
		Older Youth	23
		Younger Youth	297
	Total Exiters	Adults	222
		Dislocated Workers	140
		Older Youth	4
		Younger Youth	78

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	69	93.6
	Employers	67	92.7
Entered Employment Rate	Adults	72.7	94.9
	Dislocated Workers	75	97.6
	Older Youth	66.3	100
Retention Rate	Adults	82.8	92.3
	Dislocated Workers	88.9	95
	Older Youth	78.8	85.7
	Younger Youth	57	48.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,475	3,939.61
	Dislocated Workers	99	108.3
	Older Youth (\$)	2,750	4,101.71
Credential / Diploma Rate	Adults	63	97.2
	Dislocated Workers	61	97.8
	Older Youth	51	60
	Younger Youth	57	93.5
Skill Attainment Rate	Younger Youth	75	75.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X