

Draft #5  
2/23/21

## EXECUTIVE SUMMARY

The Workforce Innovation and Opportunity Act was signed into law on July 22, 2014 and became effective July 1, 2015. The Workforce Innovation and Opportunity Act of 2014 supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. The Workforce Innovation and Opportunity Act is designed to help youth, job seekers and businesses. The Workforce Innovation and Opportunity Act requires each Local Workforce Development Area to develop and submit to the Governor a comprehensive four-year local plan, in partnership with the Chief Elected Officials and a mid-two-year plan. This plan represents a new four-year plan 2020 thru 2024.

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

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

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

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

1. Increase the earning capacity of Maryland's workforce system customers by maximizing access to employment;

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

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

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

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

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

## SECTION 1: Economic Analysis

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

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

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

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

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

---

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

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

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

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

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

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

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



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

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

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

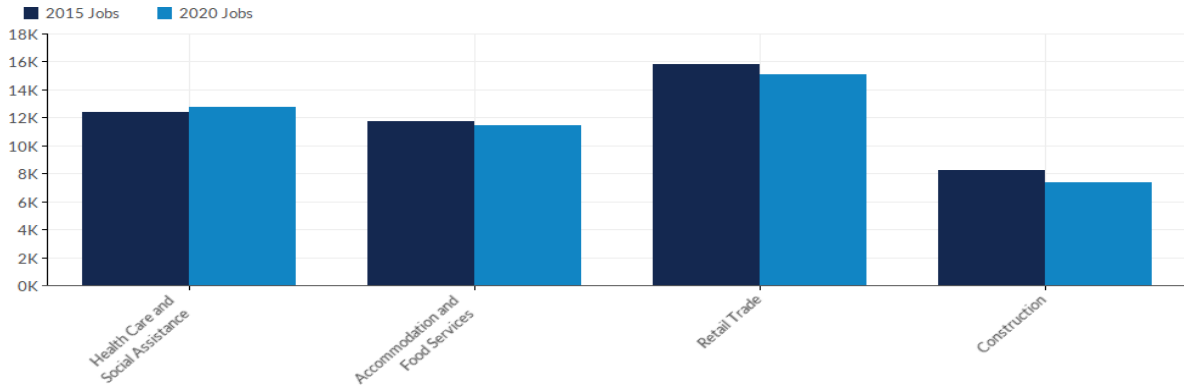
Health Care has 14% fewer jobs than the national average in 2020 and average earnings are \$64,386 compared to a national average of \$63,949.

### Industry Group Jobs and Earnings Comparison



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

## Industry Group Growth Comparison



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

### Industry Summary for Construction

<b>7,396</b> <b>Jobs (2020)</b> 35% above National average	<b>-10%</b> <b>% Change (2015-2020)</b> Nation: 14.4%	<b>\$72,940</b> <b>Avg. Earnings Per Job (2020)</b> Nation: \$77,602
--	---	--

### Industry Summary for Health Care and Social Assistance

<b>12,724</b> <b>Jobs (2020)</b> 14% below National average	<b>2.8%</b> <b>% Change (2015-2020)</b> Nation: 8.5%	<b>\$64,386</b> <b>Avg. Earnings Per Job (2020)</b> Nation: \$63,949
---	--	--

### Industry Summary for Professional, Scientific, and Technical Services

<b>25,128</b> <b>Jobs (2020)</b> 14% above National average	<b>4.6%</b> <b>% Change (2015-2020)</b> Nation: 9.2%	<b>\$84,221</b> <b>Avg. Earnings Per Job (2020)</b> Nation: \$81,543
---	--	--

The Southern Maryland Workforce Development Board will maximize opportunities for sustainable employment by focusing training investments on the indicated demand industries and tracking training-related placements into career pathways in related occupations.

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

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

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

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

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



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

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

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

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

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

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

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

Time Management	47	32
Learning Strategies	38	32

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

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

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







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



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

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











**Calvert, Charles, and St. Mary’s Counties**

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

Age Group	2020 Population	% of Population	
Under 5 years	22,036	5.9%	
5 to 9 years	24,157	6.5%	
10 to 14 years	25,695	7.0%	
15 to 19 years	24,695	6.8%	
20 to 24 years	22,877	6.2%	
25 to 29 years	24,140	6.5%	

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

### Jobs by Industry

123,937 Total Jobs (2020)		49.07% Male (National: 49.2%)	50.93% Female (National: 50.7%)
NAICS	Industry	2020 Jobs	
11	Agriculture, Forestry, Fishing and Hunting	114	
21	Mining, Quarrying, and Oil and Gas Extraction	<10	
22	Utilities	1,395	
23	Construction	7,396	
31	Manufacturing	1,669	
42	Wholesale Trade	1,354	
44	Retail Trade	15,101	
48	Transportation and Warehousing	3,170	
51	Information	432	
52	Finance and Insurance	1,394	

53	Real Estate and Rental and Leasing	891	
54	Professional, Scientific, and Technical Services	12,404	
55	Management of Companies and Enterprises	501	
56	Administrative and Support and Waste Management and Remediation Services	2,966	
61	Educational Services	977	
62	Health Care and Social Assistance	12,724	
71	Arts, Entertainment, and Recreation	869	
72	Accommodation and Food Services	11,419	
81	Other Services (except Public Administration)	3,104	
90	Government	29,594	
99	Unclassified Industry	<10	

### Average Earnings by Industry

**\$72,400**

**Avg. Earnings (2020)**

103% of Nation Avg.

NAICS	Industry	Avg. Earnings (2020)	
11	Agriculture, Forestry, Fishing and Hunting	\$44,113	
21	Mining, Quarrying, and Oil and Gas Extraction	Insf. Data	
22	Utilities	\$169,634	
23	Construction	\$72,940	
31	Manufacturing	\$80,853	
42	Wholesale Trade	\$85,047	
44	Retail Trade	\$36,428	
48	Transportation and Warehousing	\$71,025	
51	Information	\$81,147	

NAICS	Industry	Avg. Earnings (2020)	
52	Finance and Insurance	\$83,394	
53	Real Estate and Rental and Leasing	\$54,556	
54	Professional, Scientific, and Technical Services	\$104,568	
55	Management of Companies and Enterprises	\$84,230	
56	Administrative and Support and Waste Management and Remediation Services	\$49,111	
61	Educational Services	\$43,351	
62	Health Care and Social Assistance	\$64,386	
71	Arts, Entertainment, and Recreation	\$28,290	
72	Accommodation and Food Services	\$21,269	
81	Other Services (except Public Administration)	\$41,645	
90	Government	\$114,269	
99	Unclassified Industry	Insf. Data	

### Cost of Living Adjusted Average Earnings

**\$59,479**

**Adjusted Avg. Earnings (2020)**

89% of Nation Avg.

NAICS	Industry	Adjusted Avg. Earnings (2020)	
11	Crop and Animal Production	\$34,680	
21	Mining, Quarrying, and Oil and Gas Extraction	Insf. Data	
22	Utilities	\$133,360	
23	Construction	\$57,343	
31	Manufacturing	\$63,564	
42	Wholesale Trade	\$66,861	
44	Retail Trade	\$28,638	

NAICS	Industry	Adjusted Avg. Earnings (2020)	
48	Transportation and Warehousing	\$55,837	
51	Information	\$63,795	
52	Finance and Insurance	\$65,562	
53	Real Estate and Rental and Leasing	\$42,890	
54	Professional, Scientific, and Technical Services	\$82,208	
55	Management of Companies and Enterprises	\$66,219	
56	Administrative and Support and Waste Management and Remediation Services	\$38,610	
61	Educational Services	\$34,081	
62	Health Care and Social Assistance	\$50,618	
71	Arts, Entertainment, and Recreation	\$22,241	
72	Accommodation and Food Services	\$16,721	
81	Other Services (except Public Administration)	\$32,740	
90	Government	\$89,834	
99	Unclassified Industry	Insf. Data	
















### Unemployment by Industry

9,518




Total Unemployment (2/2020)

NAICS	Industry	Unemployed (2/2020)	% of Regional Unemployment	
11	Crop and Animal Production	6	0%	
21	Mining, Quarrying, and Oil and Gas Extraction	2	0%	
22	Utilities	34	0%	
23	Construction	770	8%	
31	Manufacturing	32	0%	



NAICS	Industry	Unemployed (2/2020)	% of Regional Unemployment	
42	Wholesale Trade	144	2%	
44	Retail Trade	1867	20%	
48	Transportation and Warehousing	332	3%	
51	Information	37	0%	
52	Finance and Insurance	77	1%	
53	Real Estate and Rental and Leasing	104	1%	
54	Professional, Scientific, and Technical Services	643	7%	
55	Management of Companies and Enterprises	22	0%	
56	Administrative and Support and Waste Management and Remediation Services	494	5%	
61	Educational Services	238	3%	
62	Health Care and Social Assistance	1,114	12%	
71	Arts, Entertainment, and Recreation	165	2%	
72	Accommodation and Food Services	2,296	24%	
81	Other Services (except Public Administration)	861	9%	
90	Government	282	3%	

### Top Program Completions

CIP	Program	Completions (2019)	
24	Liberal arts and sciences, general studies and humanities	1,098	
52	Business, management, marketing, and related support services	227	
51	Health professions and related programs	186	

11	Computer and information sciences and support services	136	■
45	Social Sciences	96	■
26	Biological and biomedical sciences	67	■
13	Education	57	■
42	Psychology	53	■
50	Visual and Performing Arts	52	■
14	Engineering	48	■

## 2020 Educational Attainment of Residents Age 25+

Education Level	2020 Population	2020 Percent
Less Than 9th Grade	6,157	2%
9th Grade to 12th Grade	12,225	5%
High School Diploma	77,939	31%
Some College	55,096	22%
Associate's Degree	22,455	9%
Bachelor's Degree	46,005	18%
Graduate Degree and Higher	33,364	13%

### Industry Summary for Construction

<b>7,396</b> <b>Jobs (2020)</b> 35% above National average	<b>-10.2 %</b> <b>% Change (2015-2020)</b> Nation: 14.4%	<b>\$72,940</b> <b>Avg. Earnings Per Job (2020)</b> Nation: \$77,602
--	--	--



Regional Trends for Construction

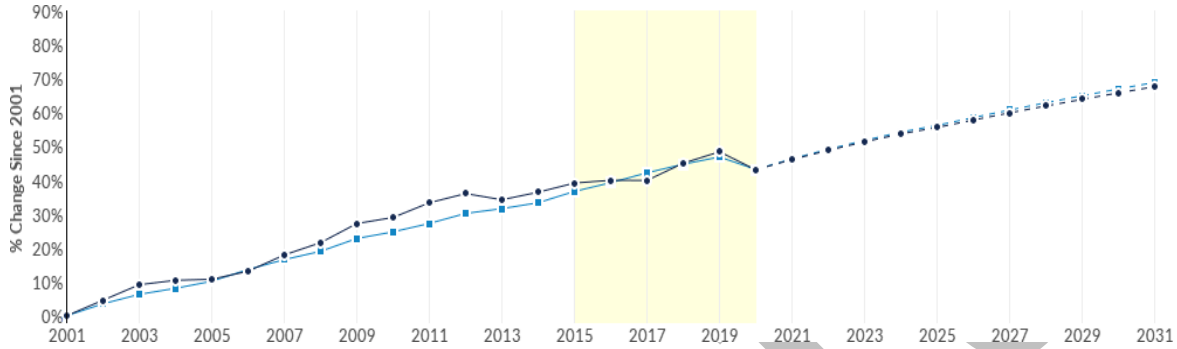
Region	2015 Jobs	2020 Jobs	Change	% Change
● Region	8,239	7,396	-840	-10.2%
● State	154,424	163,980	9,556	6.2%
● Nation	15,045,355	16,885,590	1,840,235	12.2%

Construction - Occupations Employed by this Industry

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

## Industry Summary for Health Care and Social Assistance

<b>12,724</b> <b>Jobs (2020)</b> 14% below National average	<b>2.8%</b> <b>% Change (2015-2020)</b> Nation: 8.5%	<b>\$64,386</b> <b>Avg. Earnings Per Job (2020)</b> Nation: \$63,949
---	--	--



### Regional Trends for Health Care and Social Assistance

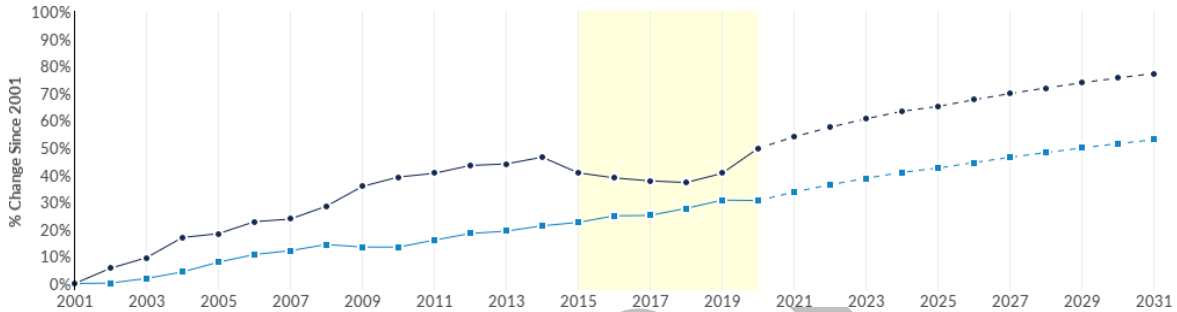
	Region	2015 Jobs	2020 Jobs	Change	% Change
●	Region	12,375	12,724	349	2.8%
●	State	355,040	371,890	16,850	4.7%
●	Nation	18,370,557	19,926,252	1,555,695	8.5%

### Health Care and Social Assistance - Occupations Employed by this Industry

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

## Industry Summary for Professional, Scientific, and Technical Services

<b>12,404</b> <b>Jobs (2020)</b> 74% above National average	<b>6.4%</b> <b>% Change (2015-2020)</b> Nation: 10.6%	<b>\$104,568</b> <b>Avg. Earnings Per Job (2020)</b> Nation: \$118,296
---	---	--



## Regional Trends for Professional, Scientific, and Technical Services

	Region	2015 Jobs	2020 Jobs	Change	% Change
●	Region	11,658	12,404	746	6.4%
●	State	242,160	258,015	15,855	6.5%
●	Nation	8,621,488	9,539,203	917,715	10.6%

## Professional - Occupations Employed by this Industry

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

## Barriers

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

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

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

Residential and commercial areas within Calvert County are widely spread out. Given the high socio-economic status of most residents in comparison to other counties in the state, state funding for public transportation is limited. Each county has a separate bus service with few routes and infrequent stops. While most county residents own at least one vehicle, nearly 12 percent of the population in Calvert County owns only one vehicle or no vehicle at all. The corresponding percentages for St. Mary's and Charles counties are 15.6 and 15.9, respectively. Transportation continues to be a significant barrier in the three-county area.

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

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

The College of Southern Maryland offers low or no cost Adult Basic Education, GED Preparation, and English as a Second Language instruction. The Maryland Adult National External Diploma Program is also offered in Calvert and St. Mary's counties. It

---

<sup>2</sup> Source: Census Bureau QuickFacts 2019

is an alternative to the GED exam and is designed for adults who have developed high school level skills through life experience.

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

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

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

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

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

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

Southern Maryland's Core Program Partners and Required Partners provide workforce development activities through a coordinated system. Details on the Basic Career Services, Individualized Career Services, and Training Services provided in the Southern

Maryland Workforce Development Area are included in this integrated plan. Soft skills, essential skills, and job readiness skills are regularly taught at the American Job Centers and at partner agencies. As shown in previous data, business customers need both soft and hard skills from their employees. College of Southern Maryland plays an important role in providing the educational training needed.

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

- **Business**
  - Bookkeeper
  - Certified Administrative Professional
  - Entry Level Administrative Assistant
  - Human Resources
  - Project Management
  - Tax Preparation
- **Computers and Information Technology**
  - Basic Computer Skills
  - Certified Ethical Hacker
  - Certified Information Systems Security Professional
  - Cisco Certified Network Associate
  - CompTIA A+ Certification
  - Comp TIA IT Fundamentals
  - CompTIA Network +
  - (ISC) Continuing Professional Education
  - Microsoft Office Suite
  - Network Administrator
- **Construction and Skilled Trades**
  - Building Maintenance Technician
  - Construction Management
  - Core Skills
  - Carpentry
  - Electrical
  - Heating and Air Conditioning
  - Home Inspector
  - Home Improvement
  - Plumbing
  - Stationary Engineer
  - Certified Structural Welder
- **Healthcare**
  - Certified Clinical Medical Assistant
  - Certified Medical Administrative Assistant



- Certified Medicine Aide
- Certified Nursing Assistant
- CPR and First Aid
- Dental
- Electrocardiogram Technician
- Emergency Medical Services
- Nurse Refresher
- Phlebotomy Technician
- Hospitality
  - Food Services Manager
  - Meeting and Event Planner
  - SERV Safe
  - Training for Intervention Procedures
- Transportation
  - Commercial Driver's License – Class A and Class B

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

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

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

Individual Training Accounts are used for specific skills and hard skills training in the in-demand occupations of Construction, Professional Services, and Health Care. In addition, EARN Planning Grant funds were awarded to the Tri-County Council by the Maryland Department of Labor and were utilized to convene the Southern Maryland Healthcare Industry Alliance, a strategic industry partnership (SIP). Three forums were held bringing together a diverse group of healthcare providers including hospitals, doctors' offices, long term care, assisted living and adult medical daycare facilities. Addition SIP members included TCCSMD, College of Southern Maryland, K-12 Education, Adult Basic Education, Chambers of Commerce, and Economic Development Organizations.

SIP healthcare industry partners identified short- and long-term workforce needs and unanimously agreed that, with EARN Maryland funds, critical short terms needs could be addressed with the implementation of a ten-module training plan that includes technical, soft skill and job readiness training. The ten modules include:

Draft

Training Module	Provider	Length of Training	Type of Training	Training Cohort
Certified Nursing Assistant/Geriatric Nursing Assistant	College of Southern Maryland (CSM)	16 weeks	Entry Level	Veterans, Un/Underemployed, TANF, Recent GED Graduates
Certified Medical Administrative Assistant	CSM	16 weeks	Entry Level	Veterans, Un/Underemployed, TANF, Recent GED Graduates
Certified Clinical Medical Assistant	CSM	16 weeks	Entry Level	Veterans, Un/Underemployed, TANF, Recent GED Graduates
Critical Thinking	CSM	1 ½ day	Incumbent Worker	Incumbent Worker
Conflict Management	CSM	½ day	Incumbent Worker	Incumbent Worker
Interpersonal Communication	CSM	1 day	Incumbent Worker	Incumbent Worker
Service Excellent / Customer Service	CSM	½ day	Incumbent Worker	Incumbent Worker
Team Work	CSM	1 day	Incumbent Worker	Incumbent Worker
Email / Social Media Etiquette	CSM	½ day	Incumbent Worker	Incumbent Worker
Workplace Excellence	Southern Maryland JobSource	3 days	Job Readiness	Veterans, Un/Underemployed, TANF, Recent GED Graduates

The effectiveness of the training and education is measured through success indicators and reviewed by the Southern Maryland Workforce Development Board on a regular basis.

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

Weaknesses continue to be in the area of transportation and barriers getting to and from training or worksites. In addition, with the current pandemic, technology capabilities and Internet access is a barrier to many of our jobseekers and youth. Local

partners and Southern Maryland Workforce Development Board Members participate on the Regional Infrastructure Advisory Committee where regional transportation priorities are identified and transportation funding requests are coordinated with local and state officials. In addition, the mobile unit provides opportunities to reduce transportation requirements for some of the training and resource options. The Southern Maryland Workforce Development Board works with jobseekers and youth to identify technology needs and assist using supportive services when feasible.

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

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

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

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

The Southern Maryland Workforce Development Board's strategic vision for preparing an educated and skilled workforce inclusive of youth and individuals with barriers to employment in order to support the local area economic growth and economic self-sufficiency is ***to guide the Southern Maryland workforce delivery system in developing a skilled workforce that meets the needs of businesses and strengthens the local economy.*** The local area is committed to eliminating barriers to employment that workforce system customers have to maximize their opportunity for increased earnings capacity. Partner interactions and collaboration will assist in identifying and accessing resources to eliminate barriers. The Partner Convening Group will continue to have conversation and set procedure and policy direction to address barriers for each of their targeted populations.

Southern Maryland Strategic Goals:

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

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

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

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

## SECTION 3: Strategic Planning to Strengthen the Local Workforce System

*This section will speak to the fifth Strategic Goal.*

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

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

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

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

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

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

Development Area is named JobSource and is part of the American Job Center national network.

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

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

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

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



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

- Carl Perkins Career and Technical Education Act
  - *Services to individuals who are eligible to receive career and technical education at the secondary and post-secondary levels. The College of Southern Maryland and the public schools are providers.*
- Community Services Block Grant
  - *Services low-income individuals to empower, educate, coordinate and assist with reducing poverty and building self-sufficiency. Tri-County Community Action Committee is the provider.*
- Job Corps
  - *A no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16-24 improve the quality of their lives by empowering them to get great **jobs** and become independent.*
- Migrant and Seasonal Farmworkers
  - *Services migrant and seasonal farmworkers to provide educational and employment assistance. MD Labor is the provider.*
- Native American Program
  - *Workforce activities targeting specifically for Native Americans*
- Older Americans Act
  - *Services older adults through Senior Community Service Employment Program with employment and training assistance. Maryland Department of Labor.*
- Temporary Assistance for Needy Families (Temporary Cash Assistance)
  - *Services individuals who have dependent children with cash assistance when available resources do not fully address the family's needs while preparing program participants for independence through work. Maryland Department of Social Services is the provider.*
- Title I Adult
  - *Services target individuals who are 18 and older and who have been chronically unemployed or underemployed, have barriers to getting and keeping a job, and need assistance with job search and/or training. Tri-County Council for Southern Maryland is the current service provider.*
- Title I Dislocated Worker
  - *Services target individuals who have lost their jobs due closure or downsizing with no fault of their own. Tri-County Council for Southern Maryland is the current service provider.*
- Title I Youth
  - *Services target older youth 18 years to 24 years of age who have barriers to getting and keeping a job and are in need of educational and employment*

services. Tri-County Council for Southern Maryland is the current service provider.

- Title II Adult Education and Literacy
  - Services target individuals in need of basic education classes with low basic skills and low educational attainment; English language acquisition for eligible learners to achieve competence in reading, writing, speaking and comprehension of the English language; and math skills needed to attain a high school credential and transition to post-secondary education and employment. These services are awarded through a competitive application process at the State level. College of Southern Maryland Continuing Education and Workforce Development is the current provider in Calvert and St. Mary's Counties and Charles County Public Schools is the current provider in Charles County.
- Title III Wagner Peyser
  - Services target individuals who are in need of help with updating or developing a resume and labor exchange assistance that connects them to employment. Maryland Department of Labor is the service provider.
- Title IV Rehabilitation Act
  - Services target individuals with disabilities and as per the WIOA will be treated mainstream when accessing the American Job Centers. Division of Rehabilitation Services is the provider.
- Trade Act
  - Services individuals who are eligible workers who lose their jobs, or whose hours of work and wages are reduced, as a result of increased imports or production transfers abroad. Maryland Department of Labor is the provider.
- Unemployment Compensation
  - Services individuals who are unemployed and eligible to receive unemployment compensation. Maryland Department of Labor is the provider.
- Veterans Program (Jobs for Veterans State Grant Program)
  - Services individuals who are veterans with significant barriers to employment to receive tailored employment and training services. Maryland Department of Labor.

Funding streams not available in the local area include:

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

The Southern Maryland Workforce Development Area embraces the concepts outlined in Maryland's State Plan regarding alignment and integration. The Southern Maryland Workforce Development Board has convened a group of Core Program Partner leaders. The group is called the Partner Convening Group and has been tasked with aligning and integrating services to provide a comprehensive

approach to serving business customers and youth, jobseeker and worker clients DAA/TANF (TCA), Wagner-Peyser, Vocational Rehabilitation, Adult Education and Literacy, and Adult/Dislocated Worker/Youth all participate on the Partner Convening Group. This plan will outline strategies that have been created by the Partnering Convening Group in the areas of initial screening, workforce system registration, resource room coverage, assessment, testing, referrals, workshops, and co-enrollments. In addition, a business service focused team, Business Engagement Network, includes Economic Development and the Core Program Partners and other interested parties. Information regarding the Business Engagement Network is included in this Plan.

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

- Ensure that ALL jobseeker clients, regardless of where they first access the workforce system, will be registered in Maryland's Workforce Exchange when and if appropriate.
- Explore creating a common intake form that will be used until such time a statewide electronic common intake is established.
- Make sure partner programs are included in the mobile unit that is available for remote access to services throughout the region.
- Establish initial screening questions to help in identifying potential partner engagement.
- Establish partner lists of typical characteristics for each program in regard to potential eligibility and suitability for enrollment to assist with targeted referrals.
- Negotiate a referral process that kicks in based on the initial screening findings and has agreed that if the initial screening is done at the American Job Center, basic individualized services will be offered and provided.
- Create a service map of available basic and individualized career services, training, and supportive services.
- Create a system orientation to be used at all access points in the Southern Maryland Workforce Development Area.
- Establish a tracking form that will be used until such time a statewide electronic tracking is available via an integrated case management system.
- Core Program Partner first-line workers will meet regularly to review referral listings, enrollments, co-enrollments, and exits. These meetings will serve as informational to help partners follow through on referrals, to provide opportunities for pitching co-enrollment possibilities, discuss performance strategies, and to coordinate exits.

- Core Program Partners that have a “job” as a planned outcome have agreed to participate on an Business Engagement Network.
- Core Program Partners plus the College of Southern Maryland and Economic Development Representatives will assist in the creation and support of sector partnerships for the identified existing and emerging industries and occupations. The sector partnerships will incorporate career pathways into its responsibilities in terms of creating a flow of the career path options, analysis of the needs and expectations of business customers, analysis of the existing skills and knowledge of the talent pipeline, and work with education representatives to tap into existing training or create new credentialing or certification options. The College of Southern Maryland includes Carl Perkins options in the equation to assist with credits for eligible participants.
- Core Program Partners as members of the Business Engagement Network have agreed upon the existing and emerging in-demand occupations that the workforce will focus on regarding business development and the building of a talent pipeline to meet business needs and expectations.

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

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

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

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

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

- Provide training to all interested Core Program Partner staff on registering in the Maryland Workforce Exchange.
- Ensure that ALL appropriate jobseeker clients, regardless of where they first access the workforce system, will be registered in Maryland's Workforce Exchange.
- Create a common intake form that will be used until such time a statewide electronic common intake is established.
- Partner program inclusion in the mobile unit that is available for remote access to services throughout the region.
- Use initial screening questions to help in identifying potential partner engagement and referral opportunities.
- Use partner lists of typical characteristics for each program in regard to potential eligibility and suitability for enrollment to assist with targeted referrals.
- Each partner has negotiated a referral process included in the Memorandum of Understanding that kicks in based on the initial screening findings and partners agreed that if the initial screening is done at the American Job Center, basic individualized services will be offered and provided.
- Keep an updated service map of Local Area available basic and individualized career services, training, and supportive services.
- Use a system orientation to be used at appropriate access points in the Southern Maryland Workforce Development Area.
- Establish a tracking form that will be used until such time a statewide electronic tracking is available via an integrated case management system.
- Core Program Partners will meet at least monthly to review referral listings, enrollments, co-enrollments, and exits. These meetings will serve as informational to help partners follow through on referrals, to provide opportunities for pitching co-enrollment possibilities, discuss performance strategies, and to coordinate exits.
- Core Program Partners that have a "job" as a planned outcome have agreed to participate on a Business Engagement Network.
- Core Program Partners plus the College of Southern Maryland and Economic Development Representatives assisted in the creation and support of sector partnerships for the identified existing and emerging industries and

occupations. The sector partnerships incorporate career pathways into its responsibilities in terms of creating a flow of the career path options, analysis of the needs and expectations of business customers, analysis of the existing skills and knowledge of the talent pipeline, and work with education representatives to tap into existing training or create new credentialing or certification options. The College of Southern Maryland includes Carl Perkins options in the equation to assist with credits for eligible participants.

- Core Program Partners as members of the Business Engagement Network have agreed upon the existing and emerging in-demand occupations that the workforce will focus on regarding business development and the building of a talent pipeline to meet business needs and expectations.

The Partner Convening Group will advise the Southern Maryland Workforce Development Board on its recommendations regarding alignment and integration to inform the development of new policies and procedures to support the group's coordination.

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

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

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

Although retail is typically not considered a living wage job, Southern Maryland does consider it an entry-level access point for many job seekers with barriers. A career



pathway will move individuals from low wage, low skill jobs up a ladder to a living wage.

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

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

As indicated, Tri-County Council for Southern Maryland serves as support to the Board and is also the Adult, Dislocated Worker, and Youth Program provider and is the current One-Stop Operator. The One-Stop Operator is independent of the Fiscal Agent and Administrative Entity regarding supervision to provide a firewall and ensure there is no conflict of interest. The Southern Maryland Workforce Development Board contracted with an independent consultant to facilitate the development of the plan on their behalf and discuss its contents with the Partner Convening Group. The One-Stop Operator, as per WIOA, did not work on the plan.

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

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

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

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

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

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

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

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

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

- Creating a single point of contact for businesses
- Establishing a collaborative outreach and recruitment structure
- Coordinating workforce services and training options
- Leveraging resources
- Sharing performance outcomes
- Creating and managing a talent pipeline in existing and emerging in-demand industries and occupations



- Establishing an inventory of existing training options, particularly those that include a credential or certification in existing and emerging in-demand industries and occupations
- Identifying skill and knowledge gaps between what business needs and expects and what training options are available
- Working with Education to enhance or establish short-term training options for portable or stackable credential/certification opportunities
- Working with Economic Development Representatives to ensure a dynamic approach to meeting the ever-changing needs of business and industry as the in-demand sector landscape grows or diminishes

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

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

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

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

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

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

Business services and strategies are a key ingredient to the Southern Maryland Workforce Development Area. Initiatives related to helping business and industry get skilled workers are a priority. Adult, Dislocated Worker, and Older Youth Title I training funds will focus on industries and occupations identified as in-demand during the life of this plan. The Workforce Board Director may approve other types of training when appropriate. Should a shift in forecasted growth industries occur, the local plan will be modified to reflect the new reality.

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

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

Incumbent workers also benefit in Southern Maryland through the Maryland Business Works training program. Training funds can be used to upgrade the skills of current employees while also creating opportunities for new hires in in-demand

occupations and skills. Participants completing the program will gain transferable skills or industry-recognized certifications or credentials, leading to potential career growth and increased wages. Projects are industry-focused and employer-based, targeting small business.

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

Economic Development partners will be apprised of the availability of Employee Training Grant, a WIOA Incumbent Worker Program, as well as On-the-Job Training, and Customized Training that can assist eligible existing workers and eligible new hires in building the necessary skills and knowledge to benefit the employers and provide a career path for workers. The Business Engagement Network will include these initiatives in their outreach and recruitment packages that will be used for business development. Southern Maryland has been successful in the area of Computer Systems Design, Computer Programming in assisting with up-skilling current staff. \$80,899 was spent on 13 companies and 66 employees in our Employee Training Grant. Most participants in this program acquired a certification that enabled each to gain a larger salary and enabled the business to acquire more contracts.

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

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

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

- ATSSA Flagger Certification
- First Aid and CPR

- OSHA 10 Hour Construction Education Card
- CSM Apprentice Certification
- Excavation Safety
- Confined Space Entry (for entry level positions)

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

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

Integrated Employment and Training are jobs held by people with disabilities in typical workplace settings where the majority of persons employed are not persons with disabilities. Participants earn at least minimum wage and are paid directly by the employer. As a Core Program Partner, Division of Rehabilitation Services works with American Job Center Partners to provide guidelines on referrals and where possible participate in co-enrollment with the Title I Adult or Older Youth Programs. Co-enrollments will leverage financial and career planning resources and provide the participant a more diverse array of services. The system orientation will include information regarding Integrated Employment and Training and the Business Engagement Network.

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

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

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

Economic development representatives and chambers of commerce will participate in collecting information from business customers regarding the skills and knowledge they are looking for to fill entry level and middle skill jobs in the in-

demand occupations. This may be done in the form of an electronic survey to their business and industry contacts. This survey will be conducted after the sector partnership for each in-demand industry and occupation has convened and provided the career path flow that will inform the appropriate industries and occupations to survey. Economic Development will be involved in the Sector Partnership meetings.

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

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

## PROJECT OPEN DOORS;

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

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



### HOW IT WORKS:

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

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

### The plan will be developed in five planning phases:

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

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

### INFORMATION SESSIONS | AUGUST 24 & 26, 2020

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

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

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

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

#### OPEN FOR BUSINESS:

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

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

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

**For more information, please contact:** Pamela Wilkerson, Project Lead on 301.844.6404 or email [pwilkerson@tccsmd.org](mailto:pwilkerson@tccsmd.org)

JobSource will continue to pursue entrepreneurial partnerships.

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



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

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

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

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

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

- In Calvert County, Calvert County Family Network (CCFN) is the Local Management Board. It operates by partnering with county leadership, public and private agencies and businesses to build communities in which all children and families thrive.
- In Charles County, Charles County Advocacy Council for Children, Youth, and Families is the Local Management Board and is responsible for developing a comprehensive array of human services for all children, youth, and families in Charles County as well as monitoring and evaluating contracts for services, outcomes, and results provided by the County and private human services. With the exception of advocacy and information, the agency does not provide human services directly but contracts with public and private agencies to provide a variety of services for which the agency has received funding. Funding for programs offered through the agency originate from the

Governor's Office for Children, the Maryland State Department of Education, and the Department of Juvenile Services.

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

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

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

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



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

The Committee is chaired by the Charles County Economic Development Representative.

The Southern Maryland Workforce Development Board expects that the sector partnerships that comprise small and large business leaders from the in-demand industries and occupations will take the lead regarding identifying career paths and the skills and knowledge needed to be proficient in the industries and occupations identified. Along with the Business Engagement Network, the sector partnerships analyze the gaps between what business needs and expects versus the skills and knowledge of the workforce participants and will work closely with local educational partners to create training credentials and certifications and with employers to



identify work-based learning opportunities. Union representatives are involved in union-relevant industries and occupations.

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

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

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

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

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

Economic Development along with other core partners and community partners like the SBDC, Chambers, CTE, and Industry (the Southern Maryland Workforce Committee participate in a sector partnership involving computer programming, systems design and other related services. They are mostly DOD contractors. We felt it important to focus specifically on these training programs because DOD clients

provide a huge jolt to the Southern Maryland economy. The sector partnership has four different work groups that target the four main problems within the industry: security clearances, training and certifications, career pathways and apprenticeship. The group meets quarterly. A plan that was developed for high school students and used successfully in another region is proposed for the Southern Maryland area. It helps students understand how their choices can impact employment where a security clearance is required. The apprentice group will be discussing three strategies: co-ops, internships, and apprenticeships.

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

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

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

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

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

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

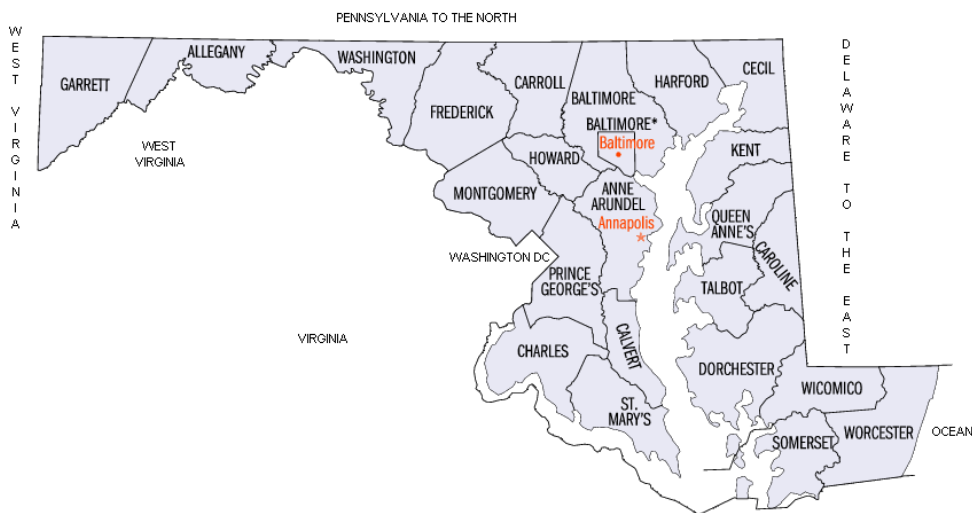
JobSource will work with community-based and faith-based groups to identify opportunities for collaboration including assistance with supportive services and non-financial cooperative agreements in regard to serving hard-to-serve populations through job clubs or other workshops.

Draft

## SECTION 4: American Job Center Delivery System

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

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



There are three (3) American Job Centers and one (1) Youth & Young Adult American Job Center in the Southern Maryland Workforce Development Area and one (1) mobile unit.

- 1) Southern Maryland JobSource  
Louis L. Goldstein Multi-Purpose Center  
200 Duke Street, Suite 1400  
Prince Frederick, Maryland 20678  
Telephone: 443-550-6750  
Fax: 301-855-1961  
Satellite American Job Center  
One-Stop Operator: Tri-County Council for Southern Maryland
- 2) Southern Maryland JobSource  
175 Post Office Road  
Waldorf, Maryland 20602  
Telephone: 301-645-8712  
Fax: 301-645-8713  
Comprehensive American Job Center  
One-Stop Operator: Tri-County Council for Southern Maryland

- 3) Southern Maryland JobSource  
21795-F N. Shangri-La Drive,  
Lexington Park, Maryland 20653  
Telephone: 301-844-6404  
Fax: 240-237-8384  
Satellite American Job Center  
One-Stop Operator: Tri-County Council for Southern Maryland
- 4) Youth and Young Adult American Job Center  
50 Post Office Road, Suite 103  
Waldorf, Maryland 20602
- 5) Mobile JobSource American Job Center



This 38' mobile center features 11 computer workstations, smart board instructional technology, satellite internet access, exterior audio visual and broadcasting capabilities; state of the art workforce applications and connectivity for wireless mobile device access. To find out where the Mobile Career Center will be in your neighborhood, visit the Workforce Exchange Events Calendar.

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

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

Welcome	Referral Kiosk or Paper Version	Initial Verbal Screening	Maryland Workforce Exchange Registration	System Orientation Video	Basic Career Services	Program Referral Internal or External
---------	---------------------------------	--------------------------	--	--------------------------	-----------------------	---------------------------------------

**Internal Referral within American Job Center: (left to right)**

Program Screening/Eligibility/Suitability/Assessment	Program Orientation	Individual Service Goals <sup>3</sup>	Services and Activities	Training	Exit	Follow-up
--	---------------------	---------------------------------------	-------------------------	----------	------	-----------

**External Referral Access Points: (left to right)**

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

Welcome	Initial Verbal Screening <sup>4</sup>	System Orientation Video	Program Orientation	Program Screening/Eligibility/Suitability/Assessment	Individual Service Goals <sup>5</sup>	Register in Maryland Workforce Exchange <i>If appropriate</i>	Training	Exit	Follow-up
---------	---------------------------------------	--------------------------	---------------------	--	---------------------------------------	---	----------	------	-----------

Jobseekers, youth, and workers may access the workforce system at the comprehensive American Job Center, a satellite American Job Center, the mobile American Job Center, Division of Rehabilitation Services, Department of Social Services, or Adult Education and Literacy. A “no-wrong door” approach agreed upon by the partner agencies provides agreed upon steps in each of the access points as shown in the diagrams above. The partners have created an initial screening tool that is comprised of some basic questions that provide an indication of whether the individual may be a potential candidate for another Core Program Partner. If the initial screening identifies a potential partner referral may be helpful then the referral process negotiated by each partner agency is triggered. The Partner Convening Group created a system orientation

<sup>3</sup> Would this individual benefit from referral to another program for co-enrollment?

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

<sup>5</sup> Would this individual benefit from referral to another program for co-enrollment?

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

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

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

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

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

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

Federal regulations and procurement policies related to calculation and use of profits.

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

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

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

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

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

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

- Receipt of a credential or certification in an in-demand industry and occupation
- Receipt of a job
- Receipt of a job in a training related in-demand industry and occupation
- Six Month Retention in a job
- Six Month Retention in a training related in-demand industry and occupation
- Median wage at job entry comparable to the local negotiated level



- Entry into a more advanced course of study to achieve progress towards a career path goal

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

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

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

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

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

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

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

For remote access, JobSource has a mobile American Job Center. Many Southern Maryland Workforce Development Area citizens residing in the more remote communities of the region are severely limited in their ability to access the

employment and training services made available by Federal funding at the American Job Centers in Prince Frederick in Calvert County, Waldorf in Charles County, and Lexington Park in St. Mary's County. Since the services at these Centers are meant to benefit all citizens, an innovative and cost effective means was designed to take the services to the individuals, regardless of where they are.

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

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

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

- All job fairs in the region, sponsored by numerous organizations and communities for various clients – general public, youth and young adults, veterans, NAACP, disabled, etc.
- The College of Southern Maryland-all three campuses plus the Center for Trades and Energy Training where we work with students in the JOBS grant which trains young ex-offenders in construction trades.
- Farming 4 Hunger at Serenity Farm, working with the inmates interning there.

- 10 local libraries on a regular basis.
- 3 homeless shelters.
- Centers for those recovering from drug and alcohol abuse.
- Detention centers and centers for newly returning citizens.
- Food pantries.
- Community centers in remote locations – Callaway, Nanjemoy, Bel Alton, Newberg, Piney Pt. etc.
- Green Expo held annually at Annemarie Garden.
- On Track to Recovery at Calvert High School.
- Division of Rehabilitation Services.
- Leadership Southern Maryland – Economic and Workforce Development Day.
- Homeless Resource Day.
- Hispanic Resource Day.
- Youth and Young Adults Resource Day.
- Festivals and County Fairs.
- Others as the need arises.

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

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

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

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

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

The updated Memorandum of Understanding and Resource Sharing Agreement will provide an up-to-date reference for partner roles and responsibilities.

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

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

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

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

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

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

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

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

**WIOA Target Populations & Priority of Service**

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

**Target Populations: Individuals with Barriers to Employment**

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

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

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

**Basic Skills Deficient**

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

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

### **Low income**

An individual that meets one of the four criteria below:

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

### **Public Assistance Recipient**

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

### **Self Attestation**

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

- The participant identifying his or her status for permitted elements; and

- Signing and dating a form attesting to this self-identification. The completed self-attestation form with signature remains part of the eligibility verification and must be filed in the participant’s case file.

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

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

<b>Documentation for Adult Priority of Service</b>	
<b>Priority of Service Criteria</b>	<b>Acceptable Documentation</b>
Recipient of public assistance	<ul style="list-style-type: none"> <li>Cross-match with public assistance database</li> <li>Copy of authorization to receive cash public assistance</li> <li>Copy of public assistance check</li> <li>Medical card showing cash grant status</li> <li>Public assistance records</li> <li>Refugee assistance records</li> </ul>
Low income	<ul style="list-style-type: none"> <li>Alimony agreement</li> <li>Award letter from Veterans Administration</li> <li>Bank statements</li> <li>Compensation award letter</li> <li>Court award letter</li> <li>Pension statement</li> <li>Employer statement/contact</li> <li>Family or business financial records</li> <li>Housing authority verification</li> <li>Pay stubs</li> <li>Public assistance records</li> <li>Quarterly estimated tax for self-employed persons Social Security benefits</li> <li>Unemployment Insurance documents</li> <li>Self attestation as a last resort</li> </ul>
Basic skills deficient	<ul style="list-style-type: none"> <li>School records</li> <li>Results of academic assessment documented in case notes</li> <li>Self attestation as a last resort</li> </ul>

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



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

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

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

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

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

First, when a potential Incumbent Worker Training project is identified, the Business Engagement Network will research the availability of Maryland Business Works funds. Maryland Business Works is an Incumbent Worker Training program funded by the Maryland Department of Labor in partnership with the Maryland Department of Commerce. The Business Engagement Network may assist employers in applying for these targeted funds that help small business with upgrading the skills of current employees while creating opportunities for new hires. Projects that are funded by Maryland Business Works may also have individuals enrolled in Title I's Incumbent Worker Training Program to assist with negotiated aspects of the project such as workshops or training materials.

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

- Are funds available?
- Is the proposed training an existing or emerging in-demand industry and occupation?



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

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

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

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

- **Engaging business** through a more collaborative and proactive strategy;
- **Providing excellent customer service** to businesses and individuals through improved customer intake processes and an increased focus on businesses and jobseekers as customers of the system;
- **Building an efficient workforce system** through staff training and information sharing, increasing collaboration, streamlining service delivery using a “systems approach” where necessary partner strengths are maximized, and improving customer flow and access;
- **Developing standards, policies, and procedures** to ensure the sustainability of best practice efforts throughout the State through: the integration of career pathway models in competitive grant applications; the implementation of continuous improvement plans for service delivery; the provision of technical assistance and best practice resources; the negotiation of local performance measures utilizing regression models, the expansion of apprenticeship opportunities in high-demand industries; and, through the establishment of a robust Eligible Training Provider List;
- **Ensuring a system that serves all and is accessible to individuals** through the development of clear guidelines outlining the process for managing and referring customers between and among partners; ensuring provision of culturally

appropriate materials and services; implementing universal design practices; creating multiple access points to increase outreach; and to ensure that all jobseekers can access services.

- **Utilizing technology** to ensure a collaborative system through: the integration of technology and data sharing between WIOA Partners; enhancing functionality of the Maryland Workforce Exchange; the creation of metrics, process maps, and models; working towards full accessibility of websites and web presences for those with disabilities; and, implementing enhanced technologies that increase data sharing and access.

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

Draft

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

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

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

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

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

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

- Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive service needs;
- Labor exchange services (typically provided by Wagner-Peyser staff within the Center), including—
  - Job search and placement assistance, and, when needed by an individual, career counseling, including—
    - Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and

- Provision of information on nontraditional employment; and
- Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;

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

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

**Individualized Career Service** (also known as Enhanced Career Service): Individualized career services must be made available if determined to be appropriate in order for an

individual to obtain or retain employment. Full enrollment into WIOA Youth, Adult or Dislocated Worker must be completed prior to receiving Individualized Career Services. Staff must use assessments to determine if individualized career services would be appropriate. These services include the following services, as consistent with program requirements and Federal cost principles:

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

**Training Services:** Training services can be critical to the success of a participant transitioning to employment. There is no sequence of service requirement; therefore staff may determine training is appropriate at any time during enrollment. According to TEGL 3-15, program staff must determine if appropriate, after an interview, evaluation or assessment, and career planning, that the participant:

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

This determination must be documented in case notes and through assessments.

Training services may include the following referenced in WIOA Regs 134(c) (3) (D) (x):

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

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

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

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

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

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

Rapid Response is designed to shorten or eliminate time between employment opportunities for an individual, reducing or eliminating the time an individual would receive Unemployment Insurance benefits. A Rapid Response team, which is comprised of State and Southern Maryland Workforce Development Area employees, offers its services to small organizations and large companies alike. The Dislocation Service Unit employees disseminate essential information to individuals, ranging from how to file for and what to expect from Unemployment Insurance to local resources available for individuals seeking reemployment.

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

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

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



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

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

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

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

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

Examples of the 20% priority spending on work experiences:

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

Southern Maryland's Title I Youth Program will include the fourteen (14) required program elements in our menu of services:

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



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

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

- a. Support the ability of participants to create budgets, initiate checking and savings accounts at banks, and make informed financial decisions.
- b. supporting participants in learning how to effectively manage spending, credit, and debt, including student loans, consumer credit and,
- c. Supporting a participant’s ability to understand, evaluate and compare financial products and services.

12. Entrepreneurial skills training

- a. Entrepreneurial skills training provides the basics of starting and operating a small business. These trainings should develop the skills associated with entrepreneurship and may include but not limited to:
  - i. Taking initiative, creatively seeking out and identifying business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option; and,
  - ii. Communicate effectively and market oneself and one’s ideas.

13. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.

14. Activities that help youth prepare for and transition to postsecondary education and training.

- a. Inform participants of legal responsibilities after turning 18, assess participant strengths/abilities/interests, help participants prepare and submit post-secondary education applications and financial aid, investigate and apply for scholarships, and develop portfolio that demonstrates accomplishments and competencies.

As with the Adult and Dislocated Worker Programs, all fourteen (14) elements will not necessarily be provided by the Title I Youth service provider. Youth may receive some services through coordination with Core Partner Programs including Adult Education and Literacy, Wagner-Peyser, Vocational Rehabilitation, or other Required Partner Programs.

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

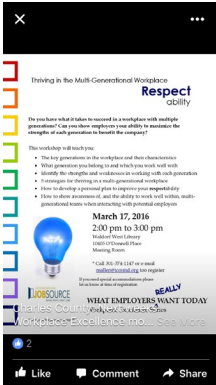
The Southern Maryland Workforce Development Area has had a focus on youth services for many years.

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



**Who:** Youth and Adults of All Ages Are Welcome!  
**Why:** An Open Discussion of Issues Facing Maryland Youth  
**Why:** To Voice Community Concerns and Develop Solutions  
**When:** Saturday, August 13<sup>th</sup> 12:00 – 3:00 PM  
**Where:** Calvert Library - Prince Frederick Branch  
 800 Conlay Way, Prince Frederick, MD 20678  
 Meeting Room 3  
**RSVP:** Christine Duval/Williams at [christine.duval@maryland.gov](mailto:christine.duval@maryland.gov)  
 Please Bring Your Ideas, Concerns, and Suggestions!  
 Refreshments Will Be Provided  
 Hosted by the Maryland Youth Advisory Council





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

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

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

The Youth & Young Adult Advisory Committee is tasked to ensure youth services are coordinated between education and workforce development activities, particularly in regard to postsecondary education. The engagement with secondary education includes recruitment efforts targeting individuals who have dropped out of school or who are graduating and need help with further education and training activities.

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

Youth service delivery is projected to be as follows with the understanding that the current COVID pandemic may impact services. These figures represent a cut in funding Southern Maryland has experienced last year and projected for the coming year. These numbers will be adjusted accordingly with the increase or decrease in WIOA funding.

PY	2021	2022	2023	2024
Walk-ins, Basic Services, Workshops	40	40	40	40
Enrolled Participants / Case Loads	44	40	40	40

<b>Work-Based Learning Participants</b>	30	22	22	22
<b>Summer Employment Program</b>	40	40	40	40
<b>Total Served</b>	154	142	142	142

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

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

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

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

A Regional Transportation Need Inventory is developed annually by the RIAC committee. After the Council’s approval, the list is then forwarded to the Transportation Secretary for consideration for future funding. Committee members include: State Delegates, Three County Administrators, Chamber of Commerce Representatives, Commanding Officer of the Patuxent River NAS and Indian Head NSWC, County staff, and local citizens.

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

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

eligibility requirements:

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

### **WIOA Target Populations & Priority of Service**

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

Target Populations: Individuals with Barriers to Employment

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

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

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

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

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

Title I Dislocated Worker funds will be used to cover direct and indirect services to assist eligible and suitable dislocated workers in the Southern Maryland Workforce Development Area. Funds will be used for individualized career services and training services. Enrollment into a training activity requiring an Individual Training Account must meet the criteria outlined in this plan for Individual Training Accounts. The Southern Maryland Workforce Development Board has authorized a maximum of \$4,000 for occupational skills training with a maximum length of training of 12 months. The Southern Maryland Workforce Development Board will be revisiting its policies on Individual Training Accounts as career pathways are established for new and emerging industries and occupations that may require a series of trainings to reach self-sufficiency.

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

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

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

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

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

2 Adults (1 Working) 3 Children	41.81	41.81	39.45
2 Adults (working)	14.74	14.74	13.39
2 Adults (working) 1 Child	19.68	19.68	17.47
2 Adults (working) 2 Children	24.74	24.74	21.57

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

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

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

- The number of jobs in the applicant’s previous industry and occupation is declining based on Labor Market Information data; or,
- The projected annual increase in employment growth within the local area based on Labor Market Information or O\*Net is fewer than 100 jobs in the previous industry, including replacements, or the projected annual increase in growth openings is fewer than 30 jobs in the previous occupation; or,
- The applicant is dislocated from a job not on Southern Maryland’s new and emerging industries and occupation sector priority approved list; or,
- The applicant has conducted a dedicated but unsuccessful job search in the previous industry and occupation, as evidenced by employer rejection letters or employer contact logs; or,
- The applicant is unable to perform the duties of the previous job due to age, ability, or disability.

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

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

**(K) A description of how the Local Board will interpret and document eligibility criteria for Out-of-school youth “requires additional assistance to complete an**



***educational program or to secure or hold employment” as set forth in the State’s Youth Policy and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII).***

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

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

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

***(L) A description of the documentation required to demonstrate a “need for training.”<sup>SEP</sup>***

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

The individual...

- Has little or no work experience in the industry and occupation to be trained in; and,
- Is interested in and suitable for the industry and occupation to be trained in; and,
- Has not been trained in the proposed industry and occupation; or,
- Has not worked in the proposed industry and occupation for more than 5 years.

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

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

The Southern Maryland Workforce Development Area is rural in nature. The Southern Maryland Workforce Development Board determined that there is an insufficient number of eligible providers of youth workforce investment activities in



the Southern Maryland Workforce Development Area, and thus has awarded the remaining youth elements to the Tri-County Council for Southern Maryland on a sole source basis as allowed in the Workforce Innovation and Opportunity Act, Section 123(b).

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

All fourteen youth program elements will be provided as follows:

1. Tutoring, skills training, and dropout prevention; Participants will be referred to Adult Basic Education and National External Diploma Program.
2. Alternative secondary school service; Participants will be referred to public secondary schools that address needs of students that typically cannot be met in regular school.
3. Paid and unpaid work experiences; Local businesses, agencies, and organizations
4. Occupational Skills Training; Community College, Prep 4 Success Academy and other providers of industry recognized certifications.
5. Concurrent Education and Workforce Preparation Activities; the participants Individual Service Strategy (ISS) will be combined with education and workforce preparation activities through diverse providers such as; co-enrollment in the WIOA Adult Program Vendors, Adult Basic Education, Women's Evolution Center, Public Library, Community College, Local Businesses, Community Agencies, Organizations, and Youth and Young Adult Program Staff. (all based on the needs of the participant)
6. Leadership Development Opportunities; series of classes taught by program volunteers who are leaders with their community. Participants will be taught from the curriculum, Practical Guide To Self-Development for Emerging Young Leaders, written by, New Leadership Learning Center, Inc. In addition to classes, participants will be exposed to positive social and civic activities within the community.
7. Supportive Services; will be provided through WIOA program funding for transportation, uniforms and work shoes, tools, training equipment, gas stipend, interview attire, academic fees, etc.

8. Mentoring; Organizations, Agencies, and Adults willing to commit to a duration of 12 months of mentoring.
9. Follow-up Services; Youth and Young Adult Program Staff in collaboration with community partners.
10. Counseling; will be provided as needed by the local Health Departments, Substance Abuse Programs and Mental Health Services.
11. Financial Literacy; series of classes provided by an independent contractor.
12. Entrepreneurial Skills Training; Small Business Association at College of Southern Maryland.
13. Labor Market Information (LMI); the Performance & Quality Specialist of Tri-County County for Southern Maryland.
14. Preparing for Post-Secondary Education & Training; activities coordinated for participants by Youth and Young Adult Program staff.

Southern Maryland contracts to provide the 14 elements electronically.

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

Tri-County Council for Southern Maryland will maintain a line-item budget that shows the breakout for the required 20% for work-based learning. As funds are obligated and/or expended on work-based learning the line item will reflect a running total of both obligated and expended. The Executive Committee of the Southern Maryland Workforce Development Board will monitor the financial information on a monthly basis to ensure compliance.

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

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

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

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

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

Jobseekers, youth, and workers may access the workforce system at the comprehensive American Job Center, a satellite American Job Center, the mobile American Job Center, Department of Rehabilitation Services, Department of Social Services, or Adult Education and Literacy. A “no-wrong door” approach agreed upon by the partner agencies provides agreed upon steps in each of the access points as shown in the diagrams above. The partners have an initial screening tool that is comprised of some basic questions that provide an indication of whether the individual may be a potential candidate for another Core Program Partner. If the initial screening identifies a potential partner referral may be helpful and the referral process negotiated by each partner agency is triggered. The Partner Convening Group created a system orientation for use at each access point. The system orientation provides information on the diverse array of options that may be available. Next, basic career services may be provided by the Center first accessed or a partner agency or an individual may be referred to an American Job Center to utilize the resource room if access is somewhere other than an American Job Center. Program screening is conducted by the respective partner and includes assessments. A unique program specific orientation for the services he or she will be enrolled in is provided by each partner. Funding streams provide appropriate program services.

Partners will meet regularly to review enrollment information and discuss co-enrollment possibilities and procedures. During these meetings, if co-enrollments are in place, exit information will be coordinated. For Title I Adult, Dislocated Worker, and Youth, the Individualized Career Services will include an Individual Employment Plan or Individual Service Strategy. Career planning begins at

enrollment onto a partner program. The partners in the Southern Maryland Workforce Development Area will be promoting co-enrollments when it is advantageous for service options to the client and to leverage resources.

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

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

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

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

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

## • SECTION 6: Adult Education and Family Literacy Functions

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

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

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

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

The Adult Education and Literacy providers are willing to consider having a presence

on a part-time basis at the American Job Centers. This may be office hours, or it may include teaching some classes from space at the American Job Centers. A presence has already been established at the Comprehensive American Job Center in Charles County.

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

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

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

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

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

Adult Basic Education and Literacy is a Core Program Partner and will be part of the area’s Memorandum of Understanding. As indicated, the Southern

Maryland Workforce Development Board expects Adult Basic Education to frequently be the starting point of a career pathway for workforce system clients.

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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



***(D) A description of how adult education services will be provided in the American Job Center system within the Local Area.***

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

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

Draft

## SECTION 7: Wagner-Peyser Functions

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

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

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

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

Wagner-Peyser, along with partner staff, will continue to provide front-door coverage, resource room coverage, and basic career service workshops open to all workforce system clients. Wagner-Peyser will participate on the Local Integrated Business Engagement Network to ensure employers are served according to a customer-centric model and that partners are not duplicating efforts.

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

When Migrant and Seasonal Farm Workers are identified a referral will be made through the agreed upon client referral system established by the Core Program Partners at the American Job Centers. The Migrant and Seasonal Farmworker Program services are delivered by the Maryland Department of Labor in the Comprehensive American Job Center. Assigned staff provide eligibility determination, skills assessment, and job search.

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

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

The MD Labor State staff conduct the farmworker housing inspections.

Draft

## SECTION 8: Vocational Rehabilitation Functions

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

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

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

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

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

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

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

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

## SECTION 9: Temporary Assistance for Needy Families Functions

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

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

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

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

Building a strong partnership between the LDSS' and the Southern Maryland Workforce Development Area has been essential to the Partner Convening Group. The overall functional approach to service delivery in the local area compliments Maryland's plan for integration by forming teams across partners that comprise

individuals with similar job functions such as case management or business engagement.

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

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

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

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

Partners in the Southern Maryland Workforce Development Area, including the LDSS', will coordinate services such as business development through participation in the Business Engagement Network and have dialogue with the Local Board for improving service delivery through such things as sharing workshop delivery responsibilities and classroom space. All three LDSS offices in the Southern Maryland region may participate in the local Business Engagement Network. If there will be in-kind contributions, the details will be provided in the Memorandum of Understanding and the corresponding Resource Sharing Agreement. At this point, with no co-location in place, the Southern Maryland Workforce Development Area is not anticipating a direct financial contribution, however the possibility of coordinating workshops and classroom space could result in partner financial savings.

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

The LDSS' will prepare and provide training on the Temporary Cash Assistance Program including eligibility, processes, services, participation rate requirements, performance goals, and strategies for partners on a regular basis as detailed in the Memorandum of Understanding. LDSS staff has agreed to

provide a preliminary list of characteristics they look for and eligibility requirements to enhance workforce system referrals to and from their funding source and will update these characteristics as necessary.

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

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

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

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

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

- Creating a single point of contact for businesses to dialogue with partners on the ever-changing business and training needs in the region
- Establishing a collaborative outreach and recruitment structure



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

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

The Southern Maryland Workforce Development Area will participate in a local and State collaboration effort to create an integrated case management system that allows data to be easily compiled. Until such a system is established the Southern Maryland Core Program Partners, through the work done by the Partner Convening Group and the Integrated Case Management team, will determine, combine and review baseline administrative data to assess outcomes of the overall success of the local workforce system. Guidance provided by the State regarding the collecting and reporting of data will be followed by the LDSS.

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

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

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

TANF recipients, as a primary targeted population for WIOA services, are made aware by the LDSS TCA staff of services and activities that can help them learn the

skills and secure the credentials needed to get and keep a job. Specific strategies to further support them in actually accessing such services and credentialing will be developed through the various WIOA Partner Convening Group meetings. Life management skills are available to TANF participants through the American Job Centers in Southern Maryland and further discussion in the WIOA Partner Convening Group is needed to explore options for developing these skills through remote as well as onsite means. Partners will be well versed in how to co-enroll eligible and TANF recipients in other appropriate WIOA programs to leverage resources and increase the menu of services available to them.

Draft

## SECTION 10: Community Service Block Grant Functions

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

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

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

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

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

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

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

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

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

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

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

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

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

Southern Maryland Tri-County Community Action Committee will be invited to participate on the local Business Engagement Network.

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

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

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

Currently Southern Maryland Tri-County Community Action Committee is not on the Local Workforce Development Board, however, is invited to participate on the Special Populations Committee that provides guidance on services and activities for targeted populations.

## SECTION 11: Jobs for Veterans State Grants Functions

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

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

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

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

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

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

In accordance with Maryland's State Plan, veterans and eligible spouses will continue to receive priority of service for all DOL-funded job training programs, which include WIOA programs. However, as described in TEG 10-09, when programs are statutorily required to provide priority for a particular group of

individuals, such as the WIOA priority described below, priority must be provided in the following order:

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

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

### **Customer Service Flow for Veterans**

*AJC staff provides core services and initial assessments to veterans.*

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

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

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

1. If the customer qualifies as SBE, requires intensive services to overcome a barrier to employment, and agrees to JVSG services, AJC staff assists in

setting up an appointment for him/her to meet with Disabled Veteran Outreach Program (DVOP) Specialist.

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

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

### **Verifying Veteran Status**

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

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

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

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

**covered persons should be enrolled and provided immediate priority before providing verification as a covered person.**

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

### **Veterans and Spouses as Dislocated Workers**

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

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

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



**is voluntary, then the service member would not qualify as a dislocated worker.**

If a Veteran meets the definition of a dislocated worker, then he/she may also be eligible to receive Priority of Service. For WIOA Title I programs, Priority of Service is available to any Veteran who has served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. AJs may consider documentation of a service member's release from active duty on a specific date as equivalent to a layoff notice for WIOA Dislocated Worker Program eligibility. However, service members are not eligible for Priority of Service until they leave active duty.

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

#### **JVSG Funds Are Provided to Fund Two Staff Positions**

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

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

#### **Monitoring Priority of Service**

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

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

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

Draft

## **SECTION 12: Trade Adjustment Assistance for Workers Program Functions**

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

State merit staff provide the following TAA services:

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

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

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

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

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

## SECTION 13: Unemployment Insurance Functions

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

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

Additionally, Wagner-Peyser staff regularly administers two separate workshops for Unemployment Insurance recipients:

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

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

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

## SECTION 14: Senior Community Service Employment Program Functions

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

The Maryland Department of Labor, Division of Workforce Development and Adult Learning, administers the Senior Community Service Employment Program in Calvert, Charles, and St. Mary's Counties in the Southern Maryland Workforce Development Area. Specific locations in each County can be found at [www.dllr.state.md.us/county/smd/](http://www.dllr.state.md.us/county/smd/).

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

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

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

## SECTION 16: WIOA Section 188 and Equal Opportunity Functions

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

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

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

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

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

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

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

Monitoring will include a review of system compliance regarding all of the above.

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

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

- a. Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance;**
- b. Title I of the ADA, which prohibits discrimination in employment based on disability;**
- c. Title II of the ADA, which prohibits State and local governments from discriminating on the <sup>[1]</sup>SEP basis of disability;**
- d. Section 427 of the General Education Provisions Act; and**
- e. Maryland Anti-Discrimination laws.**

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

- Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance.
- Title I and Title II of the Americans with Disabilities Act, which prohibits discrimination in employment based on a disability, and prohibits State and local governments from discriminating on the basis of disability.
- Section 427 of the General Education Provisions Act that requires recipients ensure equitable access to, and participation in, certain programs run by the United States Department of Education.
- Maryland's Anti-Discrimination Laws, that prohibit discrimination on the basis of marital status, sexual orientation, gender identity, or genetic information in addition to those covered by Section 188 in the Workforce Innovation and Opportunity Act.

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

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

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

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

and job search activities.

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

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

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

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

- E. A description of the Local Board’s procedures for handling grievances and complaints from participants and other interested parties affected by the local American Job Center system, including partners and service providers. Provide a separate description for the:***
- a. Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I – financially assisted program or activity.***

The Workforce Innovation and Opportunity Act prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any Workforce Innovation and Opportunity Act Title I financially assisted program or activity.



The Southern Maryland Workforce Development Board, Tri-County Council for Southern Maryland, its sub-recipients, and workforce system partners assure that they will comply with 29 CFR Part 37 and all other related regulations. This assurance applies to the sub-recipients' and other workforce system partners' provision of any and all American Job Center services and to all agreements any sub-recipient or American Job Center partner makes to carry out the Southern Maryland Workforce Development Board program(s) or activity (ies). The United States has the right to seek judicial enforcement of this assurance, which has been or will be incorporated into the Operations Plan, the Memorandum of Understanding, and each Basic Contract between Tri-County Council for Southern Maryland and its sub-recipients.

Each sub-recipient site will have the poster entitled We Believe in Equal Opportunity prominently displayed, will provide Workforce Innovation and Opportunity Act Title I and all other program eligible participants with the Equal Opportunity is the Law document, and will obtain a signature verifying receipt of the Equal Opportunity is the Law on the Intake/Orientation Documentation.

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

All complaints involving violations of the Workforce Innovation and Opportunity Act or other Federal program, regulations, grants or other agreements under the Workforce Innovation and Opportunity Act will be handled by an impartial member of Tri-County Council for Southern Maryland staff, or by a non-Tri-County Council for Southern Maryland Hearing Officer.

Whenever possible, the identity of persons who assist in or give information relevant to an investigation of a possible violation of the Workforce Innovation and Opportunity Act or other Federal program will be held in confidence, unless disclosure is necessary to determine the issues fairly. No person, organization or agency may discharge or in any other manner discriminate or retaliate against any person or deny to any person a benefit to which that person is entitled under the provisions of the Workforce Innovation and Opportunity Act or other Federal program or regulations because such person has filed a complaint, instituted any proceedings under or related to the Workforce Innovation and Opportunity Act or other Federal program, has testified, or is about to testify in any such proceedings or investigation, or has provided information or assisted in an investigation. Complaints must be filed with the Hearing Officer. Types of activity to be reported to the Directorate of Civil Rights include, but are not limited to:

**A. Misapplication of Funds**

Misapplication of funds should be considered as any alleged use of funds, assets or property not authorized or provided for in the grant or contract. This category includes, but is not limited to, nepotism, political patronage, use of the Workforce Innovation and Opportunity Act or other Federal program enrollees for political activity, ineligible enrollees, conflict of interest, not reporting income from Federal funds, violation of contract procedures, maintenance of effort violations, and use of USDOL funds for other than USDOL purposes.

#### B. Gross Mismanagement

Gross mismanagement should be considered as actions or situations arising out of management ineptitude or oversight, which leads to major violations of grant or contract provisions, and/or which severely hamper the accomplishment of project goals. Gross mismanagement includes situations that lead to waste of government resources and put into serious jeopardy future support of a particular project.

#### C. Reporting

1. A concerned party may contact MD Labor without using a formal Incident Report form. The report, verbal or in writing, should contain the following elements:
  - a. Name of reporting party;
  - b. Reporting party's address and telephone number;
  - c. Brief description of problem; and
  - d. Names, addresses, and telephone numbers of the persons involved in the problem.

This information should be reported to the Compliance Specialist at MD Labor. The Secretary of Labor will forward the Incident Report to the Office of the Inspector General who will conduct an investigation.

2. Should the concerned party prefer to remain anonymous, a third method of reporting is available, i.e., a toll-free hot line to the Office of the Inspector General. The concerned party desiring anonymity may call the Office of the Inspector General (OIG) by dialing 1-800-424-5409.

#### D. Fraud or Criminal Malfeasance

Fraud and criminal malfeasance should be considered broadly as any alleged action which is apparently in violation of federal statutes. This category includes extortion, embezzlement, payment to a contractor without the expectation of receiving services, and payments to "ghost" enrollees. Complaints alleging fraud or criminal malfeasance should be filed with the Office of the Inspector General. (See above telephone number.)

If a customer is enrolled in training with a private-for-profit employer who operated their own grievance procedures, the employer may elect to have the customer use their procedure or this one. If the employer elects to have the customer use the company's procedure, the employer's final decision on the complaint may still be appealed to Tri-Council Council for Southern Maryland, and the Governor, if necessary.

SEP

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

The Workforce Innovation and Opportunity Act offices and the American Job Center offices are prohibited from discriminating on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the beneficiary's citizenship/status as lawfully admitted immigrant authorized to work in the United States, or his or her participation in any Workforce Innovation and Opportunity Act Title I-financially assisted program or activity.

The Workforce Innovation and Opportunity Act offices and the American Job Center offices is prohibited from discriminating in any of the following areas: Deciding who will be admitted, or have access to a Workforce Innovation and Opportunity Act Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity. If a customer believes that they have been subjected to discrimination under a Workforce Innovation and Opportunity Act Title I-financially assisted program or activity, they may file a complaint within 180 days from the date of the alleged violation with the local Equal Opportunity Officer (Cristina Vandroff) at [cvandroff@tccsmd.org](mailto:cvandroff@tccsmd.org) or they may file a complaint directly with the Directorate of Civil Rights (DCR), U. S.

Department of Labor, 200 Constitution Avenue N.W., Room N-4123,  
Washington, D.C. 20210.

If they elect to file their complaint with the local office, they must wait until the local office issues a decision or until 60 days have passed, whichever is sooner, before filing with the DCR (address above). If the local office has not provided the customer with a written decision within 60 days of the filing of the complaint, the customer need not wait for a decision to be issued but may file a complaint with the DCR within 30 days of the expiration of the 60-day period. If the customer is dissatisfied with the local office's resolution of the complaint, they may file a complaint with the DCR. Such complaint must be filed within 30 days of the date they received notice of the recipient's proposed resolution. Auxiliary services available upon request to individuals with disabilities. For Hearing-Impaired Assistance, call: Maryland Relay at 711 MD Access or (800) 201 - 7165 Voice number <http://www.mdrelay.org>.

#### INSTRUCTIONS TO CUSTOMERS FOR FILING A COMPLAINT

A member of Tri-County Council for Southern Maryland staff is available to help you file your complaint. The complaint should be signed and dated and should contain at least the following information:

- Name, address and telephone number.
- The name, address, telephone number of the person, employer or agency responsible for the act or acts which led to your complaint.
- The date or dates of the above act or acts.
- The substance of the complaint. This is a full description of the above act or acts, to include whatever may have been said by the customer or the employer or agency; whatever damages you have suffered as a result of the employer's or agency's action, and whatever attempts to resolve the complaint that the customer and the employer or agency has already made.
- Allegation of a violation of the Workforce Innovation and Opportunity Act or other Federal program, regulations, grant or any other agreements under the Workforce Innovation and Opportunity Act or other Federal program; please specify to the extent possible.
- The names of any witnesses to the act or names of other parties who can substantiate your complaint.
- Whatever remedy is sought as a result of the complaint.

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

Information will be posted at all access points of the workforce system on alerting staff to the need for an accommodation.

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

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

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

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

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

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

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

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

individuals with disabilities.

At the time of the Maryland Division of Rehabilitation Services evaluation, Southern Maryland Workforce Development Board is requesting they review methods of communication and provide suggestions for improvement.

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

American Fact Finder provides research data on languages that are spoken at home. The most current information is 2014 and shows the following for the Southern Maryland Workforce Development Area. Spanish is the largest group by far in the Local Area with limited English-speaking individuals.

County	Speak English Only	Spanish: Speaks English Very Well	Spanish: Speaks English Less Than Very Well
Calvert County	81,412	1,050	515
Charles County	131,456	3,075	1,202
St. Mary's County	93,876	2,203	630

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

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

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

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

- Telephone Interpretation: Language Line Services  
1-800-316-5493  
BPO050B2400001

- On-Site Interpretation: Ad Astra  
1-800-308-4807  
BPO050B3400003
- Written Translation: Schreiber Translations, Inc.  
BPO050B3400002

Draft