

WORKFORCE INVESTMENT FIELD INSTRUCTION (WIFI) No. 11-09

DATE: May 25, 2010

TO: Maryland Workforce Investment Area (WIA) Grant Recipients
Labor Exchange Administrators
MIS Managers

SUBJECT: Labor Exchange (LX) Services and Outcomes

REFERENCES: Workforce Investment Field Instructions #02-09, PMGL 2007-007, Change 1

BACKGROUND INFORMATION:

Historically, Labor Exchange services have tended to be more short term (often one day), which has been relatively effective model in the past. But with the current economy resulting in more people having longer periods of unemployment, there is a need to provide more and longer term services to many of the people served by the Labor Exchange to assist them in obtaining and retaining employment. In the last 12 months the State's LX Entered Employment Rate has dropped from 61.7% to 50.6% and it continues to trend downwards. The State and the Local Workforce Investment Areas need to explore ways to improve the employment outcomes for our LX customers.

**ACTION TO
TO BE TAKEN:**

Local Areas should take the following action:

- Participate in the webinar to be held on June 8, 2010 at 10 am, where detailed information on strategies for improving services and outcomes will be discussed. At a minimum the LEA and MIS Manager should plan to participate.
- Ensure that supplemental employment data is included in the MWE in accordance with PMGL 2007-07, Change 1. A substantial number of employed people are not in wage records, i.e. independent contractors, National Security Agency, and Homeland Security Agencies employees. While WIA includes a substantial amount of supplemental employment data there is almost none for LX participants.
- Begin to triage customers to determine who is in need of longer term services. To support this, technical assistance and training will be provided this summer and fall on doing effective triage.

CONTACT PERSON: Carolyn J. Mitchell, OWIP Director
All inquiries should be directed to the Division of Workforce Information –
WIA Performance Help Desk @ pmhelp@dllr.state.md.us

EFFECTIVE DATE: Immediately



Andy Moser
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