

# WIOA Annual Report 2017

WORKFORCE INNOVATION AND  
OPPORTUNITY ACT TITLE I-B



STATE OF MARYLAND

**DLLR**

DEPARTMENT OF LABOR, LICENSING AND REGULATION

DIVISION OF WORKFORCE DEVELOPMENT  
AND ADULT LEARNING

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# MARYLAND ANNUAL REPORT

## Workforce Innovation and Opportunity Act Title 1-B *Program Year 2017*

January 4, 2019



**Larry Hogan**  
Governor



**Boyd K. Rutherford**  
Lt. Governor

***Kelly M. Schulz***

Secretary

DEPARTMENT OF LABOR, LICENSING AND REGULATION

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DEPARTMENT OF LABOR, LICENSING AND REGULATION

DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING

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### MISSION STATEMENT

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

January 4, 2019

On behalf of Governor Larry Hogan, it is my pleasure to present *Maryland's Workforce Innovation and Opportunity Act (WIOA) Program Year (PY) 2017 Annual Report Narrative – Titles I and III*. This publication illustrates Maryland's successful job placement and training activities for the period of July 1, 2017, through June 30, 2018, as required by U.S. Department of Labor's Training and Employment Guidance Letter No. 5-18.

Governor Hogan's vision is to change Maryland for the better. That vision drives the collaborative efforts of the Department of Labor, Licensing and Regulation as well as our State and local workforce partners. In the pages of the *Maryland's WIOA State Plan*, all partners committed to learn together, discuss pressing issues, and come to lasting solutions for our collective customers. I am proud to report that with every regulation promulgated pursuant to the federal Act, with every piece of guidance issued by the federal agencies charged with oversight of the programs included in this Plan, and with every technical assistance and training received, Maryland is doing just that.

I am excited to share with you the many successes of the workforce system as contained in this report. Utilizing an employer-driven model, and through partnerships formed in the State's 28 American Job Centers (AJCs), 12 Local Workforce Development Areas, and WIOA partnerships, Maryland is providing services fundamental to Maryland's economic stability and growth.

During this year, Maryland has made key investments in the work-and-learn model of Registered Apprenticeships, reaching a record number of over 10,000 apprentices. Thanks to Maryland's EARN program, 3,573 formerly underemployed/unemployed Marylanders completed training programs, of which 2,971 obtained employment. Flexible and innovative, EARN Maryland ensures that Maryland employers have the talent they need to compete and grow while providing targeted education and skills training to Maryland workers.

By communicating and collaborating with State and local partners, thoughtfully implementing changes resulting from WIOA, and developing strategies that engage populations with significant barriers to employment, we are enabling citizens to obtain the skills and expertise they need. In short, we are changing Maryland for the better.

Best regards,



Kelly M. Schulz  
Secretary

## Waivers

At this time, Maryland does not wish to submit a waiver. However, the State reserves its right to request a waiver from U.S. Department of Labor as it fully implements the requirements of WIOA.



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## Maryland's Workforce Innovation and Opportunity Act PY 2017 Annual Report Narrative - Titles I and III

### *Based Upon Training and Employment Guidance Letter No.5-18*

The Workforce Innovation and Opportunity Act (WIOA) is landmark legislation designed to strengthen and improve our nation's public workforce system and help put Americans, especially those with significant barriers to employment, back to work. WIOA supports innovative strategies to keep pace with changing economic conditions and seeks to improve coordination between the core WIOA and other federal programs that support employment services, workforce development, adult education and literacy, and vocational rehabilitation activities. Moreover, WIOA promotes program coordination and alignment of key employment, education, and training programs at the federal, state, local, and regional levels. Furthermore, this legislation ensures that federal investments in employment and training programs are evidence-based and data-driven as well as accountable to participants and taxpayers. WIOA provides employment, job training, and education services to eligible adults, dislocated workers, and youth.

#### **In their narratives, states should include the following requested items:**

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

At this time, Maryland does not have and does not wish to submit a waiver. However, the State reserves its right to request a waiver from U.S. Department of Labor as it fully implements the requirements of WIOA.

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

### *WIOA Effectiveness in Serving Employers Measures*

Maryland has chosen to report on all three measures for Program Year (PY) 2016 and PY 2017.

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

Include brief descriptions of: (a) current or planned evaluation and related research projects, including methodologies used; (b) efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards; (c) a list of completed evaluation and related reports and links to where they

were made accessible to the public electronically; ( d) State efforts to provide data, survey responses, and timely site visits for Federal evaluations; and (e) any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated.

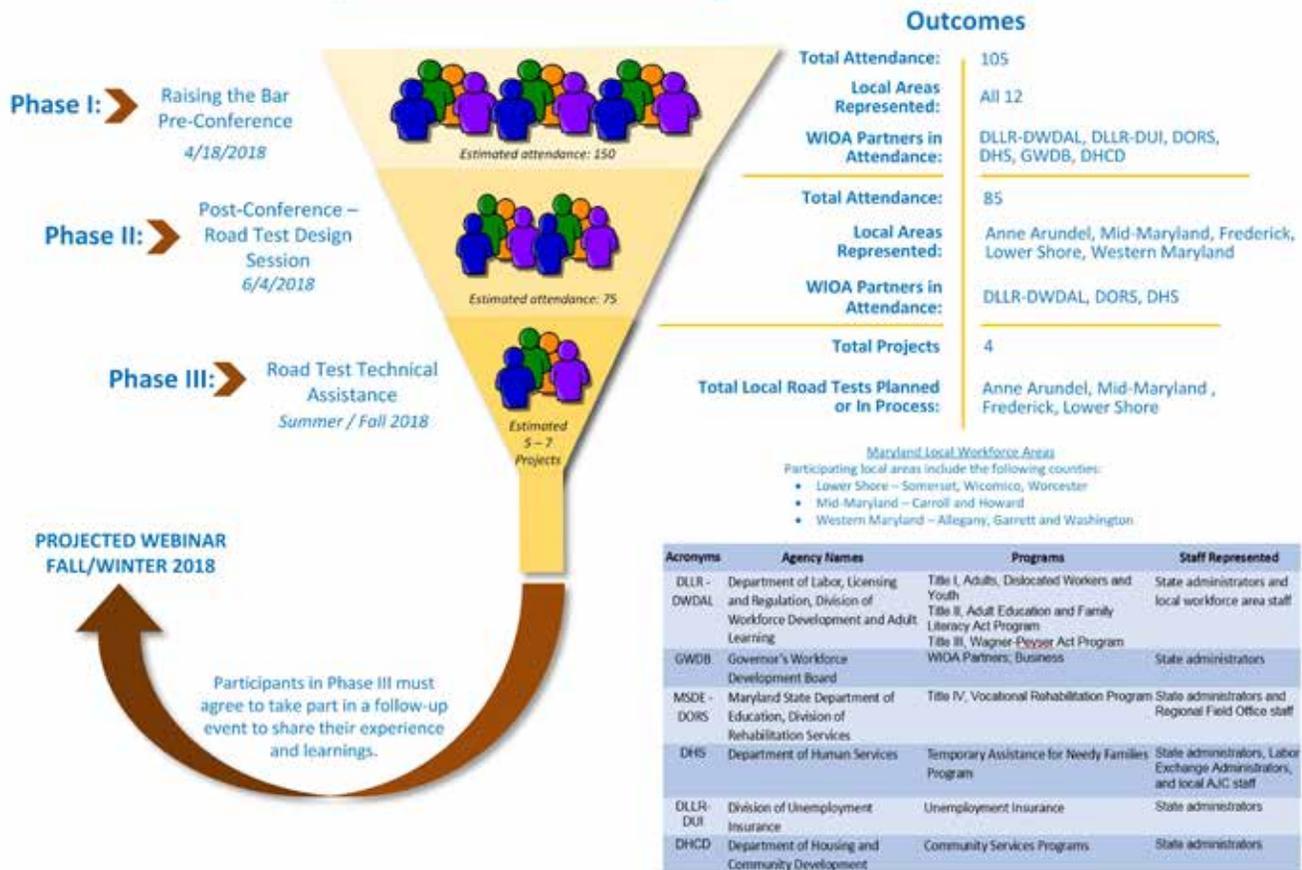
In partnership with Mathematica Policy Research, Inc., DLLR supported an evidence-based professional development program in 2018 titled “The Next Level Innovation Series.” The Next Level Innovation program included a three-phase series of statewide professional development events designed to positively impact the ability of local workforce system partners to help customers improve their employment outcomes. Participants in the Next Level Innovation Series learned about Mathematica’s Learn, Innovate, Improve model for testing short-term interventions, and gained new coaching and goal-setting skills based on Mathematica’s Goal4It! model. Mathematica supported local areas in identifying opportunities to introduce Goal4It! tools and techniques, and assisted local areas in piloting solutions to continuously improve services at the local level.

The component phases of the Next Level Innovation Series were designed to build on previous learning and leverage local partnerships:

- Phase I of the Next Level Innovation Series brought together local workforce system partners for a half-day conference prior to the state workforce development system’s annual professional development conference. The pre-conference half-day Next Level Innovation event introduced cutting-edge brain-based research on coaching and goal-setting principals. Guidance was also provided to help local areas gauge their organizational readiness for implementing successful change. More than 100 partner representatives from all twelve local workforce areas participated in the Phase I event.
- Phase II of the Next Level Innovation Series followed, with a full-day professional development event. During the second-phase event, local area partners from five of Maryland’s twelve local workforce areas learned how to use research-informed Goal4It! goal-setting tools and techniques to customize local solutions that help customers clarify their goals and plot successful paths to employment. A total of 85 partners representing WIOA Titles I, II, III and IV participated in the day-long Phase II event.
- Phase III of the Next Level Innovation Series targeted the subset of local areas from Phase II that were ready to move forward with implementation of customized solutions integrating goal-setting tools and techniques. Participants in Phase III received technical support from Mathematica on how to effectively evaluate whether pilot projects resulted in more positive outcomes throughout the implementation process. Partner representatives in four local areas comprised of a total of nine Maryland counties participated in Phase III.

The following graphic illustrates the three-phase Next Level Innovation Series model and outcomes:

Maryland WIOA Professional Development Event:  
The **Next Level Innovation** Series



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

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

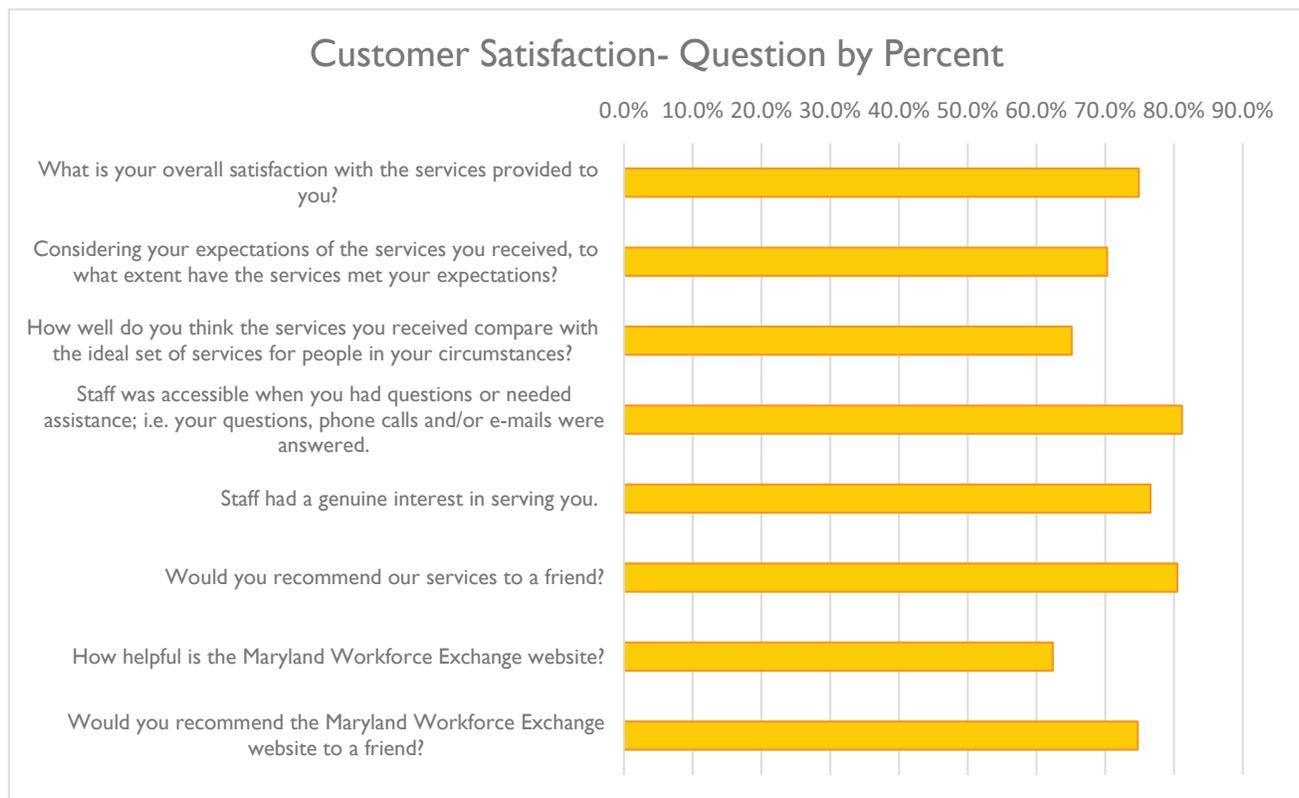
Regarding jobseeker customer service, 2,985 surveys were distributed and 175 responses were received, which is a 5.9 percent response rate. The Customer Satisfaction survey consisted of 10 questions. These questions referenced the level of satisfaction with services: whether (1) the customer's satisfaction was met and (2) services received were close to the ideal set of services the customer would expect. If the customer accessed the Maryland Workforce Exchange Virtual One Stop (MWE-VOS), he or she was asked questions regarding whether (1) the system was helpful and (2) he or she would recommend the system to a friend.

Referencing business customers, 593 employers who were receiving staff assisted services were contacted and 42 employers responded, which is a 7.1 percent response rate. The employer survey consisted of ten questions, covering such topics as (1) how the employers learned about business services available through American Job Centers (AJCs), (2) how satisfied they were overall, (3) whether staff were available for them and showed a genuine interest in them and their needs, and (4) whether they would recommend AJC business services to others.

Overall, 74.9 percent of the jobseeking customers were somewhat or very satisfied with the services they received. Over 70.3 percent of customers felt the services they received met or exceeded their expectations. Almost 65.1 percent felt the services they received were ideal for individuals in their circumstances. 81.1 percent felt staff was accessible and reachable, and 76.6 percent of customers trusted that AJC staff were truly interested in serving them. 80.5 percent would recommend the services. Of those who visited the MWE-VOS, 62.4 percent found the site helpful or very helpful. Of those who visited the MWE-VOS, 74.7 percent would recommend it to a friend. Overall, a majority of customers who utilized services provided through the AJCs and MWE-VOS found them useful and helpful in supporting their needs.

Regarding business services customers, 66.7 percent indicated the services they received met and exceeded their expectations. Approximately 69 percent felt the services they received were ideal for employers in their circumstances. A majority – 28.6 percent – of the employers surveyed were introduced to the AJCs through the MWE-VOS. Over 76 percent thought staff were accessible and reachable, and 69 percent of employers trusted staff had sincere interest in serving them. 88.1 percent of employers would recommend AJC business services to colleagues. Of the employers who used the MWE-VOS, 78.4 percent found the site helpful or very helpful.

These survey results illustrate several points and allow the Division of Workforce Development and Adult Learning (DWDAL) to determine whether and where any issues exist. Once all areas are fully examined and issues are uncovered, DWDAL can work toward resolutions that can be implemented. What stands out in these surveys results, though, is that DWDAL staff, the system in general, and the services provided are beneficial and valuable assets to customers and businesses alike.





Looking ahead, to further Maryland's continuous improvement for jobseeker customers, the State has required each of the Local Workforce Development Boards (local boards) to address the following prompt in their revised WIOA local plans: "Provide 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 Workforce Development Area (local area)] provides." This prompt was included in the revised local plan requirements based on the WIOA Policy Committee's recommendation to ensure that Maryland's workforce system continually focuses on "placing people before performance" by including customers in decision-making by establishing local job seeker advisory groups, focus groups, surveys, and/or other customer feedback loops.

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

The State's workforce system is committed to implementing the *Benchmarks of Success for Maryland's Workforce System* (Benchmarks of Success), which focus on a shared vision of excellence.

Maryland's vision, as described in the Combined State Workforce Plan, is to increase the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services. The state is working to achieve this vision through implementation of five main strategic goals, including:

- Maximize access to employment;
- Maximize access to/use of skills and credentialing;
- Maximize access to/use of life management skills;
- Eliminate barriers to employment; and,
- Strengthen and enhance the effectiveness and efficiency of Maryland's workforce system.

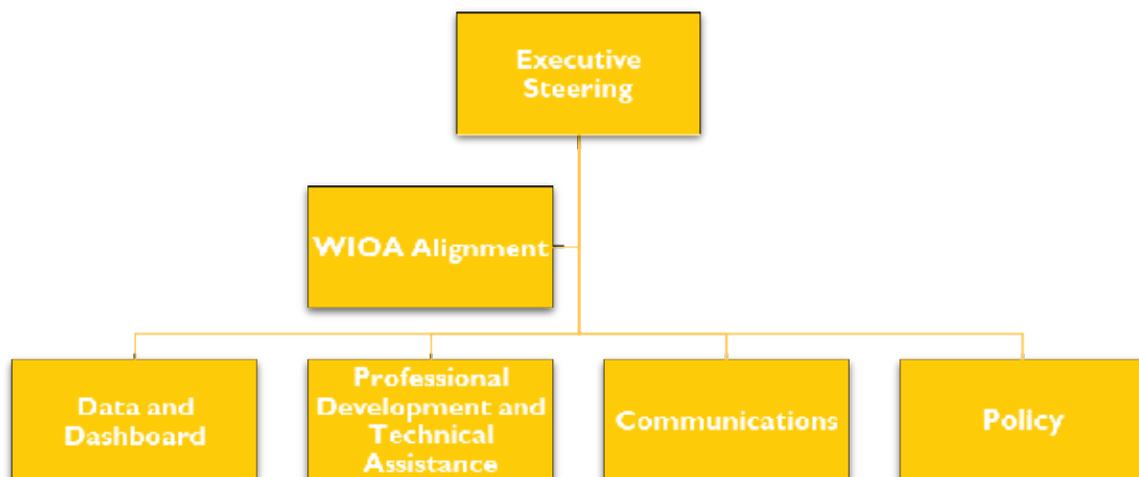
Each strategic goal has a series of benchmarks that the State will ultimately track to gauge progress to better understand

our system's success in working towards this shared vision and five shared goals. Maryland's workforce system will use the Benchmarks of Success as a framework, guiding the shared goals and activities of the WIOA system. The Benchmarks of Success will allow partners to think systematically about how workforce services are delivered, whether services are reaching priority populations, and where to eliminate gaps to build a more prepared, responsive workforce for Maryland's businesses.

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

- **Executive Steering Committee** - including the executive leadership from the core WIOA partner agencies, responsible for providing strategic oversight and direction to the Benchmarks of Success initiative, and governing the WIOA Alignment Group;
- **WIOA Alignment Group** - responsible for ensuring the strategic vision of the Executive Steering Committee is realized by providing operational guidance to the other Benchmarks of Success committees;
- **Data and Dashboard Committee** - responsible for developing a consistent, sustainable system all workforce partners can use to measure, analyze, display, and apply the Benchmarks of Success data to continuously improve the quality and effectiveness of services;
- **Professional Development and Technical Assistance Committee** - responsible for producing, disseminating, and facilitating professional development and technical assistance programming that supports Maryland's WIOA partners in what the Benchmarks of Success are and how they can be used to drive continuous improvement; additionally, this committee will conduct a stakeholder analysis;
- **Communications Committee** - responsible for developing a plan that identifies stakeholders, effective communication methods, and maps out the implementation of the Benchmarks of Success; this committee facilitates and maintains the internal communication between the committees as well as external communication about the Benchmarks of Success; and
- **Policy Committee** - responsible for identifying opportunities to support the implementation of the Benchmarks of Success via policy change.

The chart below displays the hierarchy of the committees:



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

In this first implementation year of the Benchmarks of Success, the committees brought local and state stakeholders together and developed a number of deliverables, including:

- A system of sharing the Benchmarks of Success vision and updates (videos, newsletters, collateral materials, etc.);
- An analysis of and plan forward for collecting, calculating and displaying data from different partners, programs, and systems;
- Regional and Local Planning Guidance for WIOA Regions and Local Workforce Development Areas to revise their plans to correspond to the revised State Workforce Plan;
- A series of policy recommendations concerning: (1) jobseeker advisory groups: including customer voice in decision-making; (2) workforce solutions to the opioid epidemic; and (3) youth apprenticeship; and
- A Professional Development and Technical Assistance Plan for training the Maryland workforce development system as a whole.

The committees are now in the process of planning goals and action items for 2019.

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

## Maryland Apprenticeship and Training Program (MATP)

MATP has made significant progress in implementing sector strategies and career pathways through the growth of the Maryland Apprenticeship and Training Program. Registered apprenticeship was transferred to DWDAL in October 2016. Since that time, Maryland has focused on making the MATP a key component of its workforce strategy.

Initially, MATP came to DWDAL with a total of three staff, 400 registered apprenticeship sponsors, and 8,500 apprentices. After a thorough evaluation, the MATP was overhauled to bring the program into compliance and to help facilitate growth. This process has included an enhanced customer service approach that has meant quarterly engagements with each registered apprenticeship sponsor (business) along with continued outreach to prospective new businesses. From November 2016 through November 2018, over 500 businesses have been actively engaged on behalf of registered apprenticeship. These engagements included site visits, round tables, industry conferences, and other events wherein staff and businesses have been able to exchange information.

As a result of this engagement, Maryland has experienced the largest growth of new registered apprenticeship sponsors in 15 years. There have been 46 new registered apprenticeship sponsors added with an additional 22 activated for a net gain of 68. (For comparison, the previous combined four years of activity in Maryland showed 23 new sponsors and six reactivated for a net gain of 29). Additionally, Maryland has increased the number of apprentices working for businesses to over 10,000. This accomplishment marks only the second time in history that Maryland has recorded over 10,000 apprentices.

To strengthen career pathways, the higher education community in Maryland has also been a focus for registered apprenticeship. Recognizing the strong ties between related instruction for apprenticeship and the college system, three of Maryland's community colleges have now become registered apprenticeship sponsors for the first time in Maryland's history. The colleges are now able to work directly with businesses on related instruction as well as the process of maintaining the paperwork and registration components for the businesses.

## Employment Advancement Right Now (EARN)

EARN Maryland is a state-funded, competitive workforce development grant program that is industry-led, regional in focus, and a proven strategy for helping businesses cultivate the skilled workforce they need to compete.

Eleven new EARN Maryland Implementation Grants partnerships were awarded during the period. EARN funded strategic industry partnerships in Maryland's cybersecurity and green industry sectors.

The partnerships, which kicked off training in January of 2018, are comprised of 70 employers who have identified training needs and developed a responsive, comprehensive curriculum to address those needs. Over 650 Maryland residents from around the state are expected to benefit from these training opportunities.

EARN Maryland continues to be a sound investment of State resources. A recent study on the economic impact of the program shows that for every dollar the State invests, an additional \$18.50 in economic activity is created.

## Maryland Business Works (MBW)

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

Maryland developed policy and guidance around Maryland Business Works in partnership with the state's local boards and the Department of Commerce. Maryland's policy can be viewed at <https://www.dllr.state.md.us/employment/mpi/mpi8-17.pdf>.

## Career Pathways

Maryland invested \$1 million of its WIOA Governor's set-aside funding to local workforce entities for Career Pathway initiatives that are developed in strong partnership with Title II Adult Education providers.

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

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

Most of Maryland's local boards applied for this funding, and ultimately the State selected five career pathway projects that will offer adult learners innovative career pathways. Through strategic investments such as these, the department is changing the way the state approaches workforce development. The projects created with this funding began on April 1, 2018, and will commence for a period of two years. Areas of emphasis include the following:

- A focus on English Language Learners interested in allied healthcare careers and training for two certifications: Certified Nursing Assistant (CNA) and Patient Care Technician (PCT);
- Specialized workforce services to English Language Learners (ELLs) and low basic skills individuals to create and align career pathways into the construction trades by using the Integrated Basic Education and Skills Training (I-BEST) service delivery model; this will integrate English as a Second Language (ESL) course instruction with pre-apprenticeship and occupational skills training.
- Career pathways as a method through which Adult Education students funded under Title II can gain skills, credentials, and upward mobility in the healthcare sector as Emergency Medical Technicians;
- Innovative programming and services to qualified candidates interested in a career pathway in the healthcare or transportation and skilled trades industries; instruction in both career areas will be contextualized utilizing the I-BEST model with distance learning components; and
- A focus on trades, manufacturing, construction, transportation, healthcare, and leisure and hospitality industries allowing for support of entry level credentialing and providing candidates opportunities to move through stackable credentials or apprenticeship opportunities.

DLLR has been working diligently with the local workforce development board youth managers and vendors to address adherence to the required 20 percent youth formula fund allocation requirement. DLLR's statewide disability and youth services coordinator partnered with DLLR's fiscal staff to train local boards' fiscal and youth staff regarding the WIOA requirements on appropriate allowable work experiences, a reporting tool developed to track work experiences, as well as appropriate documentation on the quarterly financial status reports.

Local areas also reported restructuring their programs to incorporate more work experiences such as creating externship opportunities, incorporating year round work experiences in major industries based upon Labor Market Information, the use of summer employment to provide work experiences, and providing paid internships upon successful completion of an employability boot camp.

Within this past year, DLLR has seen a significant increase in the number of local areas already meeting or exceeding the required 20 percent work experience funding allocation for PY 2017.

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

**N/A**

The state's performance accountability system, including

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

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

### *Performance Indicators*

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

WIOA Adult, Dislocated Worker and Wagner Peyser Performance Measures include:

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

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

WIOA Youth Performance Measures:

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

In accordance with §677.155(a)(1)(vi), a new primary indicator exists to help determine the effectiveness in serving employers under WIOA.

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

## **WIOA Negotiated Performance Targets and Results**

The implementation of WIOA common performance accountability requirements has varied across titles of the core WIOA programs, including trade and Jobs for Veterans State Grant due to variations in federal agency oversight, policy guidance, and related requirements. For example, whereas DLLR negotiated Title I and Title III goals with the U.S. Department of Labor (U. S. DOL) for most common measures, Maryland State Department of Education-Division of Rehabilitation Services did not negotiate any measures at all with the U.S. Department of Education, since all measures are new for Title IV and "baseline" data will be collected.

Baseline indicators are indicators for which the State did not need to propose an expected level of performance in the State Plan for PY 2016 or PY 2017 and, therefore, did not need to come to agreement with the federal Departments on negotiated levels of performance. Baseline indicators will not be used in the end of year performance calculations and will not be used to determine failure to achieve adjusted levels of performance. Baseline measures under WIOA for Title I and Title III are Youth Median, Measurable Skills Gains, and Effectiveness in Serving Employers.

When negotiating performance goals with the State, the U.S. Department of Labor used the following:

- Historical data, including annual WIA performance information (PY 2007-2014) and recent quarterly performance results to support projected performance and service populations, and economic factors;
- The statistical adjustment model;
- Continuous improvement; and
- Government Performance and Results Act goals.

## **WIOA Assurance Statement**

The State of Maryland assures the U.S. Department of Labor that all required elements of the PY 2017 WIOA Annual Report have been reported accurately and uniformly to permit state-by-state comparisons across WIOA programs. The State assures U.S. DOL that the WIOA Annual Report complies with the Act and federal regulations.

Performance reporting for negotiated measures began in PY 2017 first quarter reporting.

## **MD Common Exit Policy**

Per Maryland Policy Issuance No. 01-2014: any participant who receives services funded in whole or in part from the WIOA, W-P, Veteran's Employment and Training Service (VETS) and Trade Act Adjustment /Trade and Globalization Adjustment Assistance (TAA/TGAA) programs, sequentially or simultaneously, will be counted as a participant in each program, and will share a common "date of participation" and a common "date of exit" for federal reporting.

## Maryland Performance

<b>Title I and Title III Performance - Maryland PY 2017</b>				
		<b>Standard</b>	<b>MD Performance</b>	<b>% Standard Achieved</b>
<b>Employment Rate QTR2</b>	Adults	72%	76.9%	106.8%
	Dislocated Workers	80%	82.6%	103.2%
	Labor Exchange	55%	63.6%	115.7%
<b>Employment Rate QTR2</b>	Adults	70%	76.7%	109.6%
	Dislocated Workers	75%	80.5%	107.3%
	Labor Exchange	55%	64.7%	117.7%
<b>Median Earnings</b>	Adults	\$6,500	\$5,994	92.2%
	Dislocated Workers	\$7,800	\$8,123	104.1%
	Labor Exchange	\$5,000	\$5,505	110.1%
	Youth		\$3,363	Baseline
<b>Youth Education and Employment Rate QTR2</b>		60%	73.5%	122.5%
<b>Youth Education and Employment Rate QTR4</b>		60%	76.6%	127.7%
<b>Credential Attainment</b>	Adults	57%	73.9%	129.7%
	Dislocated Workers	55%	70.5%	128.3%
	Youth	60%	76.5%	127.5%
<b>Measurable Skills Gains</b>	Adults		47.5%	Baseline
	Dislocated Workers		40.6%	Baseline
	Youth		44.7%	Baseline
<b>Employer Effectiveness Measures</b>				
<b>Retention With Same Employer</b>			62.8%	Baseline
<b>Penetration Rate</b>			8.8%	Baseline
<b>Repeat Business</b>			40.9%	Baseline

Maryland met one measure and exceeded 13 measures based on the negotiated goals for PY 2017.

## Local Workforce Development Area Performance and Their Negotiated Goals for PY2016/PY2017

WIOA and Labor Exchange Title I Performance - Maryland and Local Workforce Development Areas - PY 2017																
ROLLING 4 QUARTERS																
	Standard	State Perform.	AA	BCO	BCI	FR	LS	MG	MM	PG	SM	SQ	US	WM	State Standard	
Performance Measure			Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.		
Employment Rate QTR2	Local Adjusted Employment Rate QTR2 Adult	72%	76.9%	74.1%	78.9%	75.9%	74.0%	74.2%	59.1%	75.5%	78.8%	78.2%	81.4%	94.1%	83.0%	72%
	Adults	72%	76.9%	74.1%	78.9%	75.9%	74.0%	74.2%	59.1%	75.5%	78.8%	78.2%	81.4%	94.1%	83.0%	72%
	Local Adjusted Employment Rate QTR2 DW	79%	80%	80%	68%	80%	80%	80%	85%	80%	80%	85%	80%	80%	81%	
	Dislocated Workers	80%	82.6%	77.6%	83.7%	77.7%	77.1%	75.0%	66.7%	86.4%	84.0%	86.2%	85.7%	85.7%	91.1%	80%
	Local Adjusted Employment Rate QTR2 LX	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	
Employment Rate QTR4	Local Adjusted Employment Rate QTR4 Adult	70%	73.7%	73.3%	78.5%	69.2%	78.9%	53.3%	72.1%	86.8%	87.5%	76.9%	100.0%	77.4%	70%	
	Adults	70%	73.7%	73.3%	78.5%	69.2%	78.9%	53.3%	72.1%	86.8%	87.5%	76.9%	100.0%	77.4%	70%	
	Local Adjusted Employment Rate QTR4 DW	75%	80.5%	79.5%	83.0%	78.9%	67.7%	100.0%	69.6%	83.3%	83.8%	82.8%	80.3%	87.5%	86.0%	75%
	Dislocated Workers	75%	80.5%	79.5%	83.0%	78.9%	67.7%	100.0%	69.6%	83.3%	83.8%	82.8%	80.3%	87.5%	86.0%	75%
	Local Adjusted Employment Rate QTR4 LX	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	
Median Earnings	Local Adjusted Earnings Standard Adult	\$7,000	\$9,000	\$5,000	\$6,800	\$5,000	\$8,000	\$5,000	\$8,000	\$5,000	\$6,500	\$6,000	\$7,200	\$5,000	\$6,500	
	Adults	\$6,500	\$5,994	\$6,538	\$6,305	\$4,194	\$6,344	\$5,623	\$5,207	\$6,546	\$7,508	\$4,465	\$8,223	\$5,441	\$6,827	\$6,500
	Local Adjusted Earnings Standard DW	\$8,100	\$8,000	\$6,500	\$8,000	\$5,000	\$10,000	\$8,500	\$9,000	\$6,000	\$7,800	\$6,500	\$7,500	\$5,500	\$7,500	
	Dislocated Workers	\$7,800	\$8,123	\$8,754	\$8,829	\$6,343	\$9,537	\$7,280	\$9,804	\$8,636	\$11,710	\$6,571	\$9,328	\$5,509	\$6,797	\$7,800
	Local Adjusted Earnings Standard LX	\$5,800	\$5,000	\$4,000	\$6,000	\$4,500	\$6,500	\$6,400	\$5,500	\$5,400	\$5,000	\$4,300	\$4,500	\$5,000	\$4,500	
	Labor Exchange	\$5,000	\$5,505	\$6,882	\$6,039	\$4,678	\$6,451	\$4,582	\$7,165	\$7,146	\$6,037	\$4,933	\$5,916	\$4,666	\$4,564	\$5,000
	Local Adjusted Earnings Standard Youth															
Youth		\$3,363	\$2,068	\$2,862	\$2,744	\$3,982	\$3,000	\$2,990	\$2,862	\$3,560	\$3,774	\$4,095	\$3,914	\$2,688		
Youth Education and Employment Rate QTR2	60%	73.5%	80.3%	70.2%	65.8%	76.9%	65.5%	58.5%	74.7%	74.1%	72.9%	94.6%	85.7%	67.8%	60%	
Youth Education and Employment Rate QTR4	60%	76.6%	82.8%	80.0%	65.0%	57.9%	100.0%	68.4%	70.0%	74.1%	86.8%	85.7%	94.4%	71.8%	60%	
Credential Attainment	Local Adjusted Credential Attainment Adult	57%	57%	55%	57%	57%	57%	72%	60%	57%	57%	53%	57%	73%		
	Adults	57%	73.9%	75.8%	92.7%	89.5%	55.2%	78.9%	75.0%	87.5%	68.9%	80.0%	45.3%	85.0%	90.9%	57%
	Local Adjusted Credential Attainment DW	55%	55%	55%	55%	55%	55%	71%	66%	55%	55%	55%	55%	63%		
	Dislocated Workers	55%	70.5%	37.0%	92.9%	87.0%	50.0%	66.7%	90.9%	86.2%	55.3%	50.0%	40.5%	75.0%	87.1%	55%
Youth	60%	76.2%	50.0%	60.0%	81.0%	70.0%	93.3%	16.7%	70.0%	92.9%	54.5%	100.0%	88.9%	78.3%	60%	

### Local Workforce Development Areas:

Codes for LWDA	LWDA
Anne Arundel	AA
Baltimore County	BA
Baltimore City	BM
Frederick	FR
Lower Shore	LS
Montgomery	MG
Mid Maryland	MM
Prince George's	PG
Southern Maryland	SM
Susquehanna	SQ
Upper Shore	US
Western Maryland	WM

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

- Maryland invested \$1 million of its WIOA Governor's set-aside funding to local workforce entities for Career Pathway initiatives that are developed in strong partnership with Title II Adult Education providers.

- Over several years, Maryland invested a total of \$1.5 M of governor set aside in MBW, an incumbent worker-training program, as described earlier in this report. The program was established in an effort to support employer strategies for retention, growth expansion, and layoff aversion through upgrading the skills of currently employed workers of Maryland’s businesses. Projects funded through MBW are focused on in-demand occupations and skillsets, as defined by business, and are intended to lead to potential career growth and increased wages for participating workers. Participating companies are required to match the funds provided for the actual training costs on a dollar-to-dollar basis. During PY 2017, 375 incumbent workers received training and an industry recognized credential. \$332,578.48 was spent for training—for an average cost per participant of \$887. Businesses increased wages for 240, and 260 new positions were planned. In addition, registered apprenticeships utilized funding to train 166 registered apprentices in Maryland. Industries utilizing the grant included construction trades, manufacturing, IT/Cyber, and professional services.
- DWDAL provided grants to local workforce development areas to encourage rebranding under WIOA. Local areas submitted a grant request outlining how funds were to be utilized and the local impact. Areas were required to utilize “American Job Center” or “A Proud Partner of the American Job Center Network” as part of the grant. The goal is to create a known brand across Maryland.
- DWDAL invested \$61,000 in a 200-hour electrical trade pre-apprenticeship program for Howard County high school students identifying as not going to attend college. The program provided classroom instruction and hands-on-skills training to enter electrical apprenticeship and/or employment into the skill trades. Fifteen seniors were selected for participation in the pre-apprenticeship program. With seven of the students identifying as having a disability. To date, eight students are working full time in the electrical field. Five are currently enrolled in a four year registered apprenticeship program. Two students are scheduled to start in the January 2019 registered apprenticeship program.
- A partnership between Baltimore’s Promise, Baltimore City Public Schools, and the Mayor’s Office of Employment Development, the demonstration grant “Grads2Careers” (\$750,000) recruits individuals in a target population to become participants of training programs and supports program participants with wraparound services that address participants’ needs and barriers. Grads2Careers will also place graduates of their training programs into well-paying jobs or apprenticeship opportunities in high-growth occupations and will offer job retention services to help ensure long-term success. Funded partners will work in partnership with lead implementation partners to recruit, enroll, support, and track Grads2Careers participants.

The target population of the Grads2Careers consists of Baltimore City graduates who fit the following eligibility requirements:

- Baltimore City High School graduate (Classes of 2018 and 2019),
- Baltimore City Resident,
- Not planning to enroll or currently enrolled in a two or four-year college at the present time, and
- Not graduating with an industry-recognized credential or certificate.

A secondary population eligible for occupational skills-training slots funded by Grads2Careers are young adults who have graduated within 18 months of the Class of 2018 and Class of 2019’s graduation date. In Cycle One, high school graduates who have graduated between December 2016 and June 2018 will be eligible. In Cycle Two, high school graduates who have graduated between December 2017 and June 2019 will be eligible.

More information on Grads2Careers may be found at <https://www.bmoreg2c.com>.

- Maryland is using \$500,000 of WIOA Set Aside Funding to hire five Reentry Navigators. These navigators will be located in the following locations: Anne Arundel County, Baltimore City, the Lower Shore, Prince George's County, and Western Maryland. The navigators will interface with inmates as they are in correctional education programs (both academic and occupational). They will then serve at the critical point of contact to the local AJCs. They will also interact with businesses who hire ex-offenders. These contractual positions will report directly to the labor exchange administrator for the local area, and their progress and training will be overseen by the manager of the Maryland Reentry Initiative. The goal of this intervention is to create a connection between correctional education and the workforce system as well as to inform the State as to best practices for engaging this population.

### Rapid response activities and layoff aversion

Rapid Response is an early intervention strategy designed to provide and inform individuals of services supporting them during transition between positions. 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. Services are provided to businesses faced with reducing their workforce regardless of the reason(s) for the reductions.

Rapid Response teams (consisting of a state representative and a local WIOA representative as well as other partners) confidentially meet on short notice with companies to assess potential layoffs and closings and work collaboratively planning the most appropriate response meeting workers' needs. Depending upon the needs of the impacted workers, coordination with other partners may be necessary, such as the Division of Unemployment Insurance, Veteran Services Unit, Division of Rehabilitative Services, and approved State of Maryland Contract Interpretation Services.

During PY 2017, Rapid Response activities in Maryland included:

- 112 companies served,
- 142 Rapid response events,
- 62,551 participants receiving Rapid Response services, and
- Workforce Recruitment/Layoff Aversion services including 2,372 events for 1,021 employers.

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

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

Maryland's Layoff Aversion consists of strategies and activities to prevent or minimize the duration of unemployment resulting from layoffs. As applicable, layoff aversion activities may include:

- Immediate and on-site contact to determine assessment of layoff plans, reemployment prospects for workers, available resources, and possibility of Trade impact;
- Short-time compensation;
- Employee skill upgrading and customized training;
- Provision of information and access to unemployment compensation benefits and program;
- Information sessions on the Trade Program;
- Information on Pell Grants and the GI Bill;

- Interviewing skills workshops;
- Résumé workshops;
- Job fairs and targeted hiring events,
- Providing on the job training assistance;
- Connecting businesses with workers;
- Working with Economic Development to learn of potential businesses coming to the area with hiring needs; and
- Working with employers on proactive measures such as succession planning or opportunities of potential economic and work transition or expanding of business.

In PY 2017, Maryland has provided 2,372 Layoff Aversion/Workforce Recruitment events to 1,021 employers.

The Dislocation Services Unit works jointly with the Business Solutions Team to keep abreast of employment needs throughout the state and learn of any new industries potentially moving to Maryland. When Worker Adjustment and Retraining Notifications (WARNs) or Notices of Dislocation events are received, the Dislocation Services looks to match of the industry sectors of the impacted workers to the potential placement of existing vacancies. Regular Business Engagement meetings are also held which provide an opportunity for Business Staff around the state to come together and make connections for our customers.

A new Rapid Response policy was issued on August 18, 2018: <http://www.dllr.maryland.gov/employment/mpi/mpi5-18.pdf>.

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

Under Title III of WIOA, the Wagner-Peyser Act, a greater emphasis is placed on providing services to UI claimants with referrals to additional AJC services. This is in an effort to ensure claimants remain eligible for UI benefits and to provide meaningful assistance in their efforts to regain employment. Labor exchange services, which are the primary services provided under Wagner-Peyser, fall under the basic career services identified in WIOA. Wagner-Peyser staff must use funds authorized by WIOA to provide basic career services.

Maryland has increased staffing in the Tax Credit unit to increase productivity in the unit for the purpose of certifying applications more efficiently. The Work Opportunity Tax Credit benefits business as an incentive to hire individuals with barriers to employment or special needs.

In addition, funds have been utilized to provide outreach to Migrant Seasonal Farmworkers in order to distribute information regarding services available to eligible customers in the American Job Centers.

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

Maryland is pleased to have been awarded funding under the National Health Emergency Dislocated Worker grant program. The Division of Workforce Development and Adult Learning applied for these funds to support the operations of Workforce Development's response to the opioid epidemic in our state given the prevalence of opioid-related deaths especially evident in the High Intensity Drug Trafficking Areas in the region. Maryland coordinates this response with member agencies in the Opioid Operations Command Center operating under the Maryland Emergency Management Agency and others responding to the crisis. Specific details related to co-enrollment can be found in a soon-to-be-released policy which supports the state's recommendation that customers be co-enrolled whenever possible to allow for maximizing the services available for meeting customer needs.

Any technical assistance needs of the state workforce system.

N/A

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

### **YOUTH SERVICES | Meet Imani**

*A single mom striving to find a career pathway, Imani becomes gainfully employed after receiving the training and certification she needs (Southern MD – Quarter 2)*

Imani entered the Southern Maryland Youth Program as a single mother looking for assistance to start her career pathway. After completing a career assessment, she wasn't sure whether she wanted to be in a business or medical office setting. So Imani enrolled in a ten-week work-based learning program and successfully completed her paid internship, allowing her to gain the skills and training needed to enter the workforce. After completing the internship, Imani decided to pursue a career in the medical field. Her case manager did some research on trainings and found an opportunity for Imani to take a five-week Certified Nursing Assistant and Geriatric Nursing Assistant Program. Imani received the no-cost training through Fort Washington Health and Rehabilitation Center. With certification in hand, Imani was successfully hired on November 12, 2017, by Forestville Health and Rehabilitation Center at \$14.00/hour.

### **YOUTH SERVICES | Meet Riche**

*Riche thrives on the opportunities afforded her and finds purpose and a bright career path (Southern MD – Quarter 2)*

Determined and in need of finding direction and purpose for her life, single mom Riche successfully completed the 2017 Summer Connections Office Assistant program at the Tri-County Youth Service Bureau (TCYSB), which provides mental health and therapeutic counseling services. Riche continued her work experience after the summer employment program through the Work Based Learning Program. She made enhancements to TCYSB:

- Improved the intake process,
- Created a more youth-friendly waiting area,
- Improved the overall décor of the building, making the areas welcoming for both staff and clients, and
- Set-up and now trains staff on a cloud-based time and attendance system handling all time tracking needs.

The executive director placed several challenges in front of Riche, and she has meet them all with ease. As of October 30, 2017, Riche began serving as the new Office Manager for Tri-County Youth Service Bureau.

### **REGISTERED APPRENTICESHIP | Competency-based (Quarters 1-3)**

As of the third quarter of PY2016/PY2017, the Maryland Department of Labor, Licensing and Regulation had zero Registered Apprenticeship (RA) sponsors in the State's Eligible Training Provider List (ETPL). A concerted effort was made to contact all of Maryland's RA sponsors in order to share with them the benefits of joining the ETPL, most notably gaining access to training funds available through the Workforce Innovation and Opportunity Act (WIOA). Correspondence was sent to all sponsors, and as part of the RA navigators' direct outreach efforts to all active and

inactive sponsors personally, the ETPL and its benefits were discussed and sponsors were strongly encouraged to request inclusion on the ETPL. New sponsors also received a briefing in the support available for Registered Apprenticeship available under WIOA. The collective result of these efforts was that Maryland had over 40 RA sponsors by March 30, 2018.

### REGISTERED APPRENTICESHIP and EARN MARYLAND | Meet Mercy

*With the help of the two DWDAL programs – **Registered Apprenticeship** and **EARN Maryland** – Mercy enjoys a holistic improvement to her life (Baltimore City – Quarter 3).*

A benefactor of the **Apprenticeship Innovation Fund, New American** Mercy K. was placed as an apprentice with an **Independent Electrical Contractors'** company. However, she faced a transportation barrier of not owning her own vehicle. Along came the EARN Maryland strategic industry partnership **Automotive Technicians for Change**, whose lead applicant is **Vehicles for Change** (VFC). VFC, which provides training to returning citizens in automotive repair, is made possible through a collaboration between DWDAL/DLLR and Public Safety and Correctional Services. Through job readiness and targeted skills training, VFC participants make public car donations "road ready" then award them at affordable prices to eligible families in Maryland and the D.C. area (and now even Michigan!). Mercy was the proud recipient of a car and can now move forward in her apprenticeship adventure and her career. As Mercy says, "... this door of opportunity... is a huge step. I will forever be grateful."

### REGISTERED APPRENTICESHIP | Meet Karina

*An immigrant, Karina Riche thrives on the opportunities afforded her and finds purpose and a bright career path (Southern MD – Quarters 1-3)*

Karina immigrated to the United States from Mexico eleven years ago when she was fourteen years old. An unaccompanied minor, she entered the foster care system after her arrival. After earning her High School Diploma from Baltimore City Public Schools, Karina worked in various entry level jobs in the textile industry, sales, and finally as a bank teller. Feeling as if she had no opportunity for advancement, she applied to the Baltimore Alliance for Careers in Healthcare's (BACH) Environmental Care Supervisor apprenticeship at Johns Hopkins Hospital. Since beginning the program, Karina cultivated the leadership skills needed to manage a diverse team, particularly as a 25-year-old managing associates with many more years of experience. She also significantly increased her wages, allowing for her to support her three children. A result of her hard work and commitment, Karina has continued to progress through her training and completed the apprenticeship track spring 2018. She hopes to take advantage of Hopkins' generous tuition reimbursement benefits to return to school and continue to advance within Johns Hopkins Hospital management.

### DISLOCATED WORKER | Meet Shanay

*Homeless and hopeless, Shanay received the assistance she needed from the Mobile Career Center (Baltimore County – Quarters 1-2)*

Shanay was homeless and a resident at Sarah's Hope at Hannah More shelter. Shanay was unemployed and seeking employment opportunities to help facilitate her moving out of the shelter. She had some workforce barriers with which to contend, including the lack of a high school diploma and transportation.

Shanay visited the Mobile Career Center (MCC) in September 2017, at Sarah's Hope and requested assistance with her résumé, as well as information on employment leads. Staff re-enrolled Shanay in MWE and made her active in the Wagner Peyser program. Shanay's work experience included food service and retail. Staff developed a résumé that targeted food service and cashier positions, made copies of the document on résumé quality paper, and created a "résumé portfolio" for her to use on job interviews.

Shanay visited the MCC in November 2017 to share some great news with the Hunt Valley AJC staff. Chick-fil-A was opening a new location in her area and Shanay applied and received a call for an interview. As a result, Shanay received and accepted a full time employment offer and she started her new position in late October with orientation. Additionally, Shanay indicated that securing employment also provided her the opportunity to qualify for Sarah's Hope's Front Door program.

### **DISLOCATED WORKER | Meet Joe**

*Recently laid off from his job, Joe benefited from the collaborative employment services provided by various AJC staff members. (Frederick County – Quarter 3)*

AJC staff first met Joe in a ROW class and were immediately impressed with his big heart, motivation, and self-confidence. He was a skilled worker to boot and had recently been laid off from his CNC operator position at Canam. He told staff how he used to help out his fellow Burmese co-workers on the job to make their lives easier: they would all would put their lunches on the table at lunchtime and share.

It wasn't an easy road for Joe as he struggled with the decision to stay in his field or try to get a job in the outdoors, doing something he loved. He took the COPES Assessment and even looked into training as a commercial fisherman; but he realized he didn't want to make the move to the Eastern Shore. Joe was relentless in networking with others and applying for positions as staff continued to email him job postings, review his résumé, and encourage him to go forth.

It was at the Manufacturing Job Fair held at Frederick Community College where he met up with the Skyworks Company face-to-face. That led to him securing a CNC operator position. He is very grateful to Frederick County Workforce Services as he wrote, "Thanks to you...and all of the great people at the Workforce (Services) Center. I tell everyone how great the place is and to check it out. It's great to have a place like this in my own town, open for all people. Five star rating all the way!!!!!!!!!!!"

### **DISLOCATED WORKER | Meet Adele**

*AJC staff provide the assistance Adele needs to develop her career plan (Baltimore County – Quarter 2)*

Adele engaged with the Hunt Valley American Job Centers (AJC) after applying for Unemployment Insurance Benefits and attending a Reemployment Services and Eligibility Assessment workshop at the Eastpoint AJC. After nine years as a financial planner and client services director, she was laid off.

Adele attended the Résumé & Cover Letter Strategies Workshop and learned more about WIOA programs from the facilitator. She used Basic Career Services and worked with staff to update her résumé. Labor Market Information and career planning strategies were used to assess Adele's interest in a career change to human resources (HR). Adele had experienced a number of HR responsibilities in her last job and had really enjoyed them. She and her career consultant explored training options and employment opportunities in the field as part of the career planning process. Their exploration confirmed their suspicions that without experience in the field, a career change to HR would be challenging. Adele had a number of interviews for financial positions and had two offers.

Adele accepted a position as an Associate Director at a local finance company. She was able to exceed the salary she was earning at her most recent position and was entitled to excellent benefits, such as a supportive company culture. Lastly, the hours and commute worked perfectly for her. She was happy to be returning to work in a comparable position, but she was also pleased that this new position offers her some strong networking contacts with the formal Human Resources Department in her company.

## VETERAN SERVICES and REGISTERED APPRENTICESHIP | Meet Ethan

*Benefiting greatly from WIOA services and others, Ethan starts on his path to becoming an electrician (Baltimore County – Quarter 2)*

Ethan had a series of short-term, low-paying positions in a number of industries—from retail to security to working as a mail carrier. He experienced difficulty retaining employment and was searching for a more stable career path leading to a sustainable income and growth opportunities. Ethan wanted to become more independent from his parents. He was most recently working various part time jobs with no benefits earning less than \$11 per hour in each position and struggling to get enough hours.

Eric received Basic Career Services for four months, then staff set out to help him identify a career path that aligned with his interests and aptitude. Ethan realized that he was interested in applying for an apprenticeship with the Baltimore Electrical Joint Apprenticeship & Training Committee (JATC) Local Union 24 Electrician Apprenticeship.

Ethan started working as an apprentice through the JATC apprenticeship with Baltimore Freestate Electrical. He is enjoying the work and earning \$14.64 with several opportunities for pay increases as he moves further into the program. His classroom courses will begin this summer. The apprenticeship is already providing greater stability and earnings. Ethan is working with the Maryland State Department of Education's Department of Rehabilitation Services and other WIOA programs to assist him with additional funds for clothing, work boots, and tools to ensure program success.

## ADULT JOB SEEKER | Meet Elizabeth

*A Reemployment Opportunity Workshop (ROW) attendee, Elizabeth uses her newly-acquired skills and knowledge to become gainfully employed (Western MD – Quarter 3)*

In early 2018, Elizabeth came to the Washington County AJC to attend a ROW workshop, as required by the Division of Unemployment Insurance. On subsequent visits, she had her résumé reviewed by a staff member who has a CPRW certification and attended an Interviewing Tips workshop—a pre-requisite for the Mock Interview staff conducts with customers.

She was previously a director of admissions for a senior healthcare center. When staff reached out to her in early spring to follow up on her job search results, she returned the call with a voice mail message indicating that she had found new employment as a nursing home administrator and was grateful for all the assistance staff provided:

“Thank you very much for your time yesterday — the mock interview with you was exceptionally helpful. From our conversation, I gained valuable insight into how I might handle some of the more difficult questions that may be asked during upcoming job interviews.

I especially appreciated being able to share with you my recent employment experience and learn how to overcome the negative aspects of being discharged.

Because of the guidance you and your colleagues at the Workforce Exchange Washington County Job Center have provided over the last several weeks, I am ready to strike my “Super Girl” pose and confidently walk into the pending job interviews.”

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

Like most states, Maryland faces challenges in streamlining the state workforce system, for the State Workforce Plan is a collaboration of 13 programs, overseen by a number of state and local organizations, each with their own data system and metrics.

Recognizing the opportunity to further enhance the State's workforce ecosystem, Maryland began analyzing the data side by bringing the state Attorney Generals together to inventory what Memoranda of Understanding, Resources Sharing Agreements, and Data Sharing Agreements currently exist and to identify gaps (e.g. that may hinder universal intake, referral, follow-up, prevent duplication of data, etc.) and solutions. Additionally, two state partners, the Division of Unemployment Insurance and the Department of Human Services, are moving from legacy systems to modernized ones, which will enable greater collaboration.

The state of Maryland recognizes system collaboration as a necessity; therefore, the Benchmarks of Success has a goal to strengthen and enhance the effectiveness and efficiency of Maryland's workforce system. This goal includes benchmarks that encapsulate the pieces of a collaborative and effective workforce system, including the:

- Creation and use a common comprehensive employment readiness assessment accessible to all across the workforce development system;
- Creation and use a common case management tool across the workforce development system;
- Increasing the percent of workforce partners that are integrated through co-location, cross-training, and/or technological access;
- Creation and implementation a professional development system for the workforce development system;
- Increasing the annual percent of workforce development system partner organizations who provide formal benefits counseling; and
- Increasing the annual percent of Maryland's workforce system customers co-enrolled in WIOA workforce programs.

Maryland will continue to pursue these goals through the Benchmarks of Success committee system in 2019.

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

**N/A**

# APPENDICES

**WIOA - EFFECTIVENESS IN SERVING EMPLOYERS**

<b>STATE:</b> Maryland		<b>PROGRAM YEAR:</b> 2017	
<b>PERIOD COVERED</b> From ( mm/dd/yyyy ) : 7/1/2017 To ( mm/dd/yyyy ) : 6/30/2018			
<b>REPORTING AGENCY:</b> Maryland Department of Labor, Licensing & Regulation			
<b>EFFECTIVENESS IN SERVING EMPLOYERS</b>			
<b>Employer Services</b>		<b>Establishment Count</b>	
Employer Information and Support Services			
Workforce Recruitment Assistance			
Engaged in Strategic Planning/Economic Development			
Accessing Untapped Labor Pools			
Training Services			
Incumbent Worker Training Services			
Rapid Response/Business Downsizing Assistance			
Planning Layoff Response			
<b>Pilot Approaches</b>		<b>Numerator</b>	<b>Rate</b>
		<b>Denominator</b>	
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			
Employer Penetration Rate			
Repeat Business Customers Rate			
State Established Measure			

**REPORT CERTIFICATION**

**Report Comments:**

Effectiveness in Serving Employers information is indicated on the WP Program report.

<b>Name of Certifying Official/Title:</b> Lynda Weber-Statewide Manager Data Qua	<b>Telephone Number:</b> (410) 767-2902	<b>Email Address:</b> lynda.weber@maryland.gov
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<b>PROGRAM</b> WIOA Youth		<b>TITLE (select one):</b>			
<b>PERIOD COVERED</b> From ( mm/dd/yyyy ) : 7/1/2016      To ( mm/dd/yyyy ) : 6/30/2017		Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
		Title I Dislocated Worker	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>
		Title I Youth	<input type="checkbox"/>		
<b>STATE:</b> Maryland					
<b>MEASURABLE SKILL GAINS<sup>1</sup></b>					
<b>Skill Gain Type</b>	<b>Total Skill Gains</b>				
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level	131				
Attainment of a secondary school diploma or its equivalent	124				
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards	93				
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year of an apprenticeship program, etc.)	62				
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams	341				
<b>TOTAL</b>	<b>751</b>				
<b>ADDITIONAL COMMENTS:</b>					

<sup>1</sup>For performance accountability purposes, the measurable skill gains indicator calculates the number of participants who attain at least one type of gain. However, this report is designed to examine the number of total gains within each type of gain.

Statewide Performance Report				
PROGRAM WIOA Youth		TITLE (select one):		
STATE: Maryland	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser
From ( mm/dd/yyyy ) : 7/1/2017 To ( mm/dd/yyyy ) : 6/30/2018		Title I Youth	<input checked="" type="checkbox"/>	Title IV Vocational Rehabilitation
		Title I and Title III combined	<input type="checkbox"/>	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	865	454	\$8,234,986	\$9,520
Training Services	1,018	524	\$2,853,613	\$2,803
Percent training-related employment <sup>1</sup> : 2.5%		Percent enrolled in more than one core program: 61.6%		Percent Admin Expended: 77.5%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2017-6/30/2018	Total Participants Exited Cohort Period: 4/1/2017-3/31/2018	Youth Employment/Education/ Training Rate (Q2) Cohort Period: 7/1/2016-6/30/2017		Youth Employment/Education/ Training Rate (Q4) Cohort Period: 7/1/2016-12/31/2016		Median Earnings Cohort Period: 7/1/2016-6/30/2017	Credential Rate <sup>3</sup> (Cohort Period: 7/1/2016-12/31/2016)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2017-6/30/2018		
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
				<b>Total Statewide</b>		<b>1,883</b>	<b>978</b>	Negotiated Targets		60.0%		Baseline	60.0%
Sex	Female	986	519	Actual	632	73.5%	338	76.6%	\$3,363	192	76.5%	568	44.7%
	Male	886	452		269	67.3%	128	69.6%	\$2,903	74	74.0%	241	40.7%
Age	< 16	89	54		39	75.0%	35	85.4%	\$1,832	39	95.1%	26	29.2%
	16 - 18	599	327		245	69.6%	142	73.6%	\$2,811	65	64.4%	203	44.9%
	19 - 24	1,195	597		348	76.3%	161	77.8%	\$3,774	88	80.7%	339	46.4%
	25 - 44	0	0		0		0			0		0	
	45 - 54	0	0		0		0			0		0	
	55 - 59	0	0		0		0			0		0	
	60+	0	0		0		0			0		0	
Ethnicity/Race	American Indian / Alaska Native	31	13		6	100.0%	3	100.0%	\$5,777	0		8	36.4%
	Asian	28	8		5	83.3%	4	100.0%	\$4,594	2	100.0%	9	60.0%
	Black / African American	1,161	626		370	72.4%	202	78.6%	\$2,844	134	79.3%	389	47.4%
	Hispanic / Latino	202	89		38	70.4%	19	82.6%	\$4,343	4	44.4%	38	36.5%
	Native Hawaiian / Pacific Islander	4	5		5	100.0%	2	100.0%	\$5,707	1	100.0%	0	
	White	547	267		191	74.6%	99	72.3%	\$3,510	46	70.8%	147	41.9%
	More Than One Race	78	42		21	84.0%	9	81.8%	\$3,519	3	50.0%	29	52.7%

**WIOA - EFFECTIVENESS IN SERVING EMPLOYERS**

<b>STATE:</b> Maryland		<b>PROGRAM YEAR:</b> 2017	
<b>PERIOD COVERED</b>			
From ( mm/dd/yyyy ) : 7/1/2017		To ( mm/dd/yyyy ) : 6/30/2018	
<b>REPORTING AGENCY:</b>			
Maryland Department of Labor, Licensing & Regulation			
<b>EFFECTIVENESS IN SERVING EMPLOYERS</b>			
<b>Employer Services</b>		<b>Establishment Count</b>	
Employer Information and Support Services			
Workforce Recruitment Assistance			
Engaged in Strategic Planning/Economic Development			
Accessing Untapped Labor Pools			
Training Services			
Incumbent Worker Training Services			
Rapid Response/Business Downsizing Assistance			
Planning Layoff Response			
<b>Pilot Approaches</b>		<b>Numerator</b>	<b>Rate</b>
		<b>Denominator</b>	
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			
Employer Penetration Rate			
Repeat Business Customers Rate			
State Established Measure			
<b>REPORT CERTIFICATION</b>			
<b>Report Comments:</b>			
Effectiveness in Serving Employers information is indicated on the WP Program report.			
<b>Name of Certifying Official/Title:</b>	<b>Telephone Number:</b>	<b>Email Address:</b>	
Lynda Weber-Statewide Manager Data Qua	(410) 767-2902	lynda.weber@maryland.gov	

<b>PROGRAM</b> WIOA Dislocated Worker		<b>TITLE (select one):</b>			
<b>PERIOD COVERED</b> From ( mm/dd/yyyy ) : 7/1/2016 To ( mm/dd/yyyy ) : 6/30/2017		Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
		Title I Dislocated Worker	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>
		Title I Youth	<input type="checkbox"/>		
<b>STATE:</b> Maryland					

**MEASURABLE SKILL GAINS<sup>1</sup>**

Skill Gain Type	Total Skill Gains
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level	2
Attainment of a secondary school diploma or its equivalent	0
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards	3
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year of an apprenticeship program, etc.)	129
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams	233
<b>TOTAL</b>	<b>367</b>

**ADDITIONAL COMMENTS:**

<sup>1</sup>For performance accountability purposes, the measurable skill gains indicator calculates the number of participants who attain at least one type of gain. However, this report is designed to examine the number of total gains within each type of gain.

OMB Control Number 1205-0526  
Expiration Date: 06-30-2019

ETA-9169

Statewide Performance Report			
PROGRAM WIOA Dislocated Worker		TITLE (select one):	
STATE: Maryland	Title I Local Area:	<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)		<input checked="" type="checkbox"/> Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser
From ( mm/dd/yyyy ) : 7/1/2017	To ( mm/dd/yyyy ) : 6/30/2018	<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
		<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	771	540	\$6,923,401	\$8,980
Training Services	835	587	\$4,115,776	\$4,929
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
13.1%		93.3%		53.2%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2017-6/30/2018	Total Participants Exited Cohort Period: 4/1/2017-3/31/2018	Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2016-6/30/2017		Employment Rate (Q4) <sup>2</sup> Cohort Period: 7/1/2016-12/31/2016		Median Earnings Cohort Period: 7/1/2016-6/30/2017	Credentialed Rate <sup>3</sup> (Cohort Period: 7/1/2016-12/31/2016)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2017-6/30/2018		
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
				<b>Total Statewide</b>		1,606	1,127	Negotiated Targets		75.0%		\$7,800	55.0%
				Actual	976	82.6%	540	80.5%	\$8,123	261	70.5%	339	40.6%
Sex	Female	982	683		581	81.1%	323	81.8%	\$7,373	151	69.6%	211	42.8%
	Male	616	440		393	84.7%	217	78.6%	\$10,265	110	71.9%	127	37.4%
Age	< 16	0	0		0		0			0		0	
	16 - 18	1	0		0		0			0		0	
	19 - 24	31	18		27	93.1%	17	89.5%	\$5,346	10	83.3%	6	37.5%
	25 - 44	583	430		396	85.3%	221	81.3%	\$7,804	105	69.1%	144	42.6%
	45 - 54	546	387		325	82.3%	186	84.5%	\$9,581	77	67.5%	111	40.4%
	55 - 59	271	182		158	81.0%	87	75.7%	\$7,917	57	80.3%	51	38.1%
	60+	174	110		70	70.7%	29	64.4%	\$7,219	12	57.1%	27	37.5%
Ethnicity/Race	American Indian / Alaska Native	23	17		19	86.4%	10	83.3%	\$8,164	6	66.7%	3	20.0%
	Asian	63	49		20	69.0%	12	75.0%	\$9,208	2	66.7%	6	20.0%
	Black / African American	581	429		366	81.9%	226	82.2%	\$7,797	97	66.9%	156	43.8%
	Hispanic / Latino	59	48		38	82.6%	26	89.7%	\$9,483	16	88.9%	13	39.4%
	Native Hawaiian / Pacific Islander	4	2		2	100.0%	2	100.0%	\$10,193	1	100.0%	0	
	White	778	525		488	83.1%	245	79.3%	\$8,297	135	73.4%	129	37.4%
	More Than One Race	23	19		20	71.4%	12	80.0%	\$5,884	7	63.6%	3	25.0%

**WIOA - EFFECTIVENESS IN SERVING EMPLOYERS**

<b>STATE:</b> Maryland		<b>PROGRAM YEAR:</b> 2017	
<b>PERIOD COVERED</b>			
From ( mm/dd/yyyy ) : 7/1/2017		To ( mm/dd/yyyy ) : 6/30/2018	
<b>REPORTING AGENCY:</b>			
Maryland Department of Labor, Licensing & Regulation			
<b>EFFECTIVENESS IN SERVING EMPLOYERS</b>			
<b>Employer Services</b>		<b>Establishment Count</b>	
Employer Information and Support Services			
Workforce Recruitment Assistance			
Engaged in Strategic Planning/Economic Development			
Accessing Untapped Labor Pools			
Training Services			
Incumbent Worker Training Services			
Rapid Response/Business Downsizing Assistance			
Planning Layoff Response			
<b>Pilot Approaches</b>		<b>Numerator</b>	<b>Rate</b>
		<b>Denominator</b>	
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			
Employer Penetration Rate			
Repeat Business Customers Rate			
State Established Measure			

**REPORT CERTIFICATION****Report Comments:**

Effectiveness in Serving Employers information is indicated on the WP Program report.

**Name of Certifying Official/Title:**

Lynda Weber-Statewide Manager Data Qua

**Telephone Number:**

(410) 767-2902

**Email Address:**

lynda.weber@maryland.gov

<b>PROGRAM WIOA Adult</b>		<b>TITLE (select one):</b>	
<b>PERIOD COVERED</b> From ( mm/dd/yyyy ) : 7/1/2016 To ( mm/dd/yyyy ) : 6/30/2017		Title I Adult Title I Dislocated Worker Title I Youth	<input type="checkbox"/> Title II Adult Education <input type="checkbox"/> Title IV Vocational Rehabilitation
STATE: Maryland			

**MEASURABLE SKILL GAINS<sup>1</sup>**

Skill Gain Type	Total Skill Gains
Achievement of at least one educational functioning level of a participant who is receiving educational instruction below the postsecondary level	2
Attainment of a secondary school diploma or its equivalent	1
Transcript or report card for either secondary or post-secondary education that shows a participant is achieving the state unit's academic standards	19
Satisfactory or better progress report, towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training (OJT), completion of 1 year of an apprenticeship program, etc.)	318
Successful passage of an exam that is required for a particular occupation, progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams	543
<b>TOTAL</b>	<b>883</b>

**ADDITIONAL COMMENTS:**

<sup>1</sup>For performance accountability purposes, the measurable skill gains indicator calculates the number of participants who attain at least one type of gain. However, this report is designed to examine the number of total gains within each type of gain.

Statewide Performance Report				
PROGRAM WIOA Adult		TITLE (select one):		
STATE: Maryland	Title I Local Area:	Title I Adult	<input checked="" type="checkbox"/> Title II Adult Education	<input type="checkbox"/>
REPORTING PERIOD COVERED (Required for current and three preceding years.)		Title I Dislocated Worker	<input type="checkbox"/> Title III Wagner-Peyser	<input type="checkbox"/>
From ( mm/dd/yyyy ) : 7/1/2017 To ( mm/dd/yyyy ) : 6/30/2018		Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation	<input type="checkbox"/>
		Title I and Title III combined	<input type="checkbox"/>	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	1,475	904	\$7,768,505	\$5,267
Training Services	1,609	1,037	\$2,608,342	\$1,621
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
13.0%		95.2%		60.7%

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2017-6/30/2018	Total Participants Exited Cohort Period: 4/1/2017-3/31/2018	Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2016-6/30/2017		Employment Rate (Q4) <sup>2</sup> Cohort Period: 7/1/2016-12/31/2016		Median Earnings Cohort Period: 7/1/2016-6/30/2017	Credential Rate <sup>3</sup> (Cohort Period: 7/1/2016-12/31/2016)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2017-6/30/2018		
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate	
				<b>Total Statewide</b>				Negotiated Targets					
		3,084	1,941	Actual	1,282	76.9%	649	76.7%	\$5,994	320	73.9%	778	47.5%
Sex	Female	1,782	1,102		803	77.8%	413	77.1%	\$5,331	195	72.2%	426	46.3%
	Male	1,282	835		477	75.4%	235	76.1%	\$7,043	125	77.2%	348	49.0%
Age	< 16	0	0		0		0		0			0	
	16 - 18	29	21		17	100.0%	5	71.4%	\$4,117	4	100.0%	6	33.3%
	19 - 24	303	187		182	87.1%	106	83.5%	\$4,437	50	76.9%	98	50.8%
	25 - 44	1,571	955		642	78.8%	312	77.2%	\$6,114	158	74.5%	456	49.9%
	45 - 54	693	459		308	74.4%	160	76.2%	\$6,803	77	72.0%	141	44.8%
	55 - 59	312	211		94	67.6%	52	73.2%	\$6,883	25	73.5%	44	34.4%
	60+	176	108		39	53.4%	14	51.9%	\$4,819	6	54.5%	33	45.8%
Ethnicity/Race	American Indian / Alaska Native	46	32		31	83.8%	7	46.7%	\$6,068	5	62.5%	9	33.3%
	Asian	91	68		29	61.7%	12	57.1%	\$7,378	15	93.8%	28	56.0%
	Black / African American	1,644	1,077		714	77.4%	360	76.1%	\$5,460	164	73.2%	435	47.1%
	Hispanic / Latino	175	117		53	74.6%	26	74.3%	\$6,622	18	81.8%	35	40.2%
	Native Hawaiian / Pacific Islander	16	9		5	83.3%	3	60.0%	\$2,443	1	33.3%	1	9.1%
	White	980	592		426	77.7%	214	77.3%	\$6,791	114	73.5%	221	47.6%
	More Than One Race	67	43		36	85.7%	11	61.1%	\$6,154	9	81.8%	15	37.5%

**WIOA - EFFECTIVENESS IN SERVING EMPLOYERS**

<b>STATE:</b> Maryland		<b>PROGRAM YEAR:</b> 2017	
<b>PERIOD COVERED</b>			
From ( mm/dd/yyyy ) : 7/1/2017		To ( mm/dd/yyyy ) : 6/30/2018	
<b>REPORTING AGENCY:</b>			
Maryland Department of Labor, Licensing & Regulation			
<b>EFFECTIVENESS IN SERVING EMPLOYERS</b>			
<b>Employer Services</b>		<b>Establishment Count</b>	
Employer Information and Support Services		5,456	
Workforce Recruitment Assistance		12,898	
Engaged in Strategic Planning/Economic Development		1,163	
Accessing Untapped Labor Pools		603	
Training Services		478	
Incumbent Worker Training Services		113	
Rapid Response/Business Downsizing Assistance		62	
Planning Layoff Response		24	
<b>Pilot Approaches</b>		<b>Numerator</b>	<b>Rate</b>
		<b>Denominator</b>	
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate		10,038	62.8%
		15,981	
Employer Penetration Rate		15,051	8.8%
		171,417	
Repeat Business Customers Rate		6,466	40.9%
		15,826	
State Established Measure			

**REPORT CERTIFICATION****Report Comments:**

Maryland, per TEGL 10-16 Change 1, has selected to report all 3 measures for Effectiveness in Serving Employers.

**Name of Certifying Official/Title:**

Lynda Weber-Statewide Manager Data Qua

**Telephone Number:**

(410) 767-2902

**Email Address:**

lynda.weber@maryland.gov

Statewide Performance Report				
PROGRAM Wagner-Peyser			TITLE (select one):	
STATE: Maryland	Title I Local Area:		<input type="checkbox"/> Title I Adult	<input type="checkbox"/> Title II Adult Education
REPORTING PERIOD COVERED (Required for current and three preceding years.)			<input type="checkbox"/> Title I Dislocated Worker	<input checked="" type="checkbox"/> Title III Wagner-Peyser
From ( mm/dd/yyyy ) : 7/1/2017 To ( mm/dd/yyyy ) : 6/30/2018			<input type="checkbox"/> Title I Youth	<input type="checkbox"/> Title IV Vocational Rehabilitation
			<input type="checkbox"/> Title I and Title III combined	

SUMMARY INFORMATION				
Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
Career Services	50,264	50,729	\$10,196,049	\$203
Training Services	3,239	2,275	\$0	\$0
Percent training-related employment <sup>1</sup> :		Percent enrolled in more than one core program:		Percent Admin Expended:
9.0%		9.9%		N/A

BY PARTICIPANT CHARACTERISTICS													
		Total Participants Served Cohort Period: 7/1/2017-6/30/2018	Total Participants Exited Cohort Period: 4/1/2017-3/31/2018		Employment Rate (Q2) <sup>2</sup> Cohort Period: 7/1/2016-6/30/2017		Employment Rate (Q4) <sup>2</sup> Cohort Period: 7/1/2016-12/31/2016		Median Earnings Cohort Period: 7/1/2016-6/30/2017	Credential Rate <sup>3</sup> (Cohort Period: 7/1/2016-12/31/2016)		Measurable Skill Gains <sup>3</sup> Cohort Period: 7/1/2017-6/30/2018	
					Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
					<b>Total Statewide</b>		53,503	53,004	Negotiated Targets		55.0%		55.0%
				Actual	34,199	63.7%	16,081	64.8%	\$5,505				
Sex	Female	27,551	27,332		17,758	64.9%	8,769	66.8%	\$5,124				
	Male	25,379	25,382		16,350	62.6%	7,281	62.6%	\$6,019				
Age	< 16	81	54		39	76.5%	35	85.4%	\$1,832				
	16 - 18	547	516		403	67.4%	213	72.2%	\$2,613				
	19 - 24	4,568	4,515		3,409	72.0%	1,544	72.7%	\$4,003				
	25 - 44	23,509	23,442		15,812	67.4%	7,438	69.0%	\$5,649				
	45 - 54	11,867	11,824		7,851	63.8%	3,749	65.1%	\$6,590				
	55 - 59	6,039	5,921		3,521	59.7%	1,691	61.3%	\$6,220				
	60+	6,892	6,732		3,164	47.6%	1,411	45.9%	\$4,624				
Ethnicity/Race	American Indian / Alaska Native	684	711		444	64.2%	204	63.7%	\$5,265				
	Asian	1,396	1,375		720	56.3%	347	60.1%	\$8,604				
	Black / African American	23,913	24,265		16,853	64.8%	8,190	66.0%	\$4,941				
	Hispanic / Latino	2,320	2,198		1,409	65.2%	623	65.4%	\$6,252				
	Native Hawaiian / Pacific Islander	159	152		77	54.6%	33	57.9%	\$6,500				
	White	19,290	18,826		11,357	63.0%	5,128	62.9%	\$6,300				
	More Than One Race	841	865		537	63.5%	236	63.3%	\$5,516				

**WIOA - EFFECTIVENESS IN SERVING EMPLOYERS**

<b>STATE:</b> Maryland		<b>PROGRAM YEAR:</b> 2017	
<b>PERIOD COVERED</b>			
From ( mm/dd/yyyy ) : 7/1/2017		To ( mm/dd/yyyy ) : 6/30/2018	
<b>REPORTING AGENCY:</b>			
Maryland Department of Labor, Licensing & Regulation			
<b>EFFECTIVENESS IN SERVING EMPLOYERS</b>			
<b>Employer Services</b>		<b>Establishment Count</b>	
Employer Information and Support Services			
Workforce Recruitment Assistance			
Engaged in Strategic Planning/Economic Development			
Accessing Untapped Labor Pools			
Training Services			
Incumbent Worker Training Services			
Rapid Response/Business Downsizing Assistance			
Planning Layoff Response			
<b>Pilot Approaches</b>		<b>Numerator</b>	<b>Rate</b>
		<b>Denominator</b>	
Retention with Same Employer in the 2nd and 4th Quarters After Exit Rate			
Employer Penetration Rate			
Repeat Business Customers Rate			
State Established Measure			

**REPORT CERTIFICATION****Report Comments:**

Effectiveness in Serving Employers information is indicated on the WP Program report.

**Name of Certifying Official/Title:**

Lynda Weber-Statewide Manager Data Qua

**Telephone Number:**

(410) 767-2902

**Email Address:**

lynda.weber@maryland.gov

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<b>Name of Certifying Official/Title:</b>	<b>Telephone Number:</b>	<b>Email Address:</b>
Lynda Weber-Statewide Manager Data Qua	(410) 767-2902	lynda.weber@maryland.gov

OMB Control Number 1205-0526  
Expiration Date: 06-30-2019

ETA-9169

### Statewide Performance Report

<b>PROGRAM</b> Jobs for Veterans' State Grants		<b>TITLE (select one):</b>			
<b>STATE:</b> Maryland	Title I Local Area:	Title I Adult	<input type="checkbox"/>	Title II Adult Education	<input type="checkbox"/>
<b>REPORTING PERIOD COVERED</b> (Required for current and three preceding years.)		Title I Dislocated Worker	<input type="checkbox"/>	Title III Wagner-Peyser	<input type="checkbox"/>
From ( mm/dd/yyyy ) : 7/1/2017		Title I Youth	<input type="checkbox"/>	Title IV Vocational Rehabilitation	<input type="checkbox"/>
To ( mm/dd/yyyy ) : 6/30/2018		Title I and Title III combined	<input type="checkbox"/>		

#### SUMMARY INFORMATION

Service	Participants Served Cohort Period:	Participants Exited Cohort Period:	Funds Expended Cohort Period:	Cost Per Participant Served Cohort Period:
		4/1/2017-3/31/2018	7/1/2017-6/30/2018	7/1/2017-6/30/2018
Career Services	1,747	1,654	\$2,253,038	\$1,290
Training Services	59	42	\$0	\$0
<b>Percent training-related employment<sup>1</sup>:</b>		<b>Percent enrolled in more than one core program:</b>		<b>Percent Admin Expended:</b>
11.3%		100.0%		50.6%

#### BY PARTICIPANT CHARACTERISTICS

	Total Participants Served Cohort Period: 7/1/2017-6/30/2018	Total Participants Exited Cohort Period: 4/1/2017-3/31/2018	Negotiated Targets	Employment Rate (Q2) <sup>2</sup>		Employment Rate (Q4) <sup>2</sup>		Median Earnings	Credential Rate <sup>3</sup>		Measurable Skill Gains <sup>3</sup>	
				Cohort Period: 7/1/2016-6/30/2017		Cohort Period: 7/1/2016-12/31/2016		Cohort Period: 7/1/2016-6/30/2017	(Cohort Period: 7/1/2016-12/31/2016)		Cohort Period: 7/1/2017-6/30/2018	
				Num	Rate	Num	Rate	Earnings	Num	Rate	Num	Rate
<b>Total Statewide</b>	1,806	1,696			0.0%		0.0%	\$0		0.0%		0.0%
			Actual	1,282	57.1%	658	53.5%	\$7,018	15	53.6%	31	54.4%
<b>Sex</b>												
Female	414	380		279	58.6%	140	52.0%	\$7,759	4	40.0%	7	53.8%
Male	1,376	1,308		1,001	56.8%	518	53.8%	\$6,827	11	61.1%	24	54.5%
<b>Age</b>												
< 16	0	0		0		0			0		0	
16 - 18	0	0		0		1	100.0%		0		0	
19 - 24	50	46		28	53.8%	19	65.5%	\$5,173	0		1	33.3%
25 - 44	600	567		466	61.6%	229	55.4%	\$8,087	4	40.0%	13	59.1%
45 - 54	488	460		391	62.6%	198	55.6%	\$7,959	6	54.5%	5	35.7%
55 - 59	350	311		230	57.5%	127	57.7%	\$6,579	3	75.0%	7	87.5%
60+	318	312		167	40.6%	84	39.6%	\$4,166	2	66.7%	5	50.0%
<b>Ethnicity/Race</b>												
American Indian / Alaska Native	42	48		35	58.3%	16	50.0%	\$8,269	1	100.0%	0	
Asian	28	25		20	69.0%	8	47.1%	\$12,433	0		0	
Black / African American	970	931		774	58.2%	412	54.9%	\$7,129	11	52.4%	14	50.0%
Hispanic / Latino	75	81		51	53.1%	35	64.8%	\$8,946	1	100.0%	4	66.7%
Native Hawaiian / Pacific Islander	7	7		5	50.0%	1	16.7%	\$8,640	0		0	
White	604	533		376	57.9%	177	51.2%	\$6,484	2	66.7%	10	45.5%
More Than One Race	47	53		45	63.4%	19	51.4%	\$8,414	1	100.0%	0	