



# ANNUAL REPORT

2011 WORKFORCE INVESTMENT ACT TITLE I-B

Division of Workforce Development  
and Adult Learning



# MARYLAND ANNUAL REPORT

Workforce Investment Act Title 1-B

Program Year 2011

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Martin O'Malley  
*Governor*



Anthony G. Brown  
*Lt. Governor*

## MISSION STATEMENT

*To advance Maryland's economic growth through integrated and comprehensive workforce development and adult learning systems that are responsive to the needs of job seekers, businesses, and all system partners.*

# MESSAGE FROM INTERIM SECRETARY JENSEN



On behalf of Governor Martin O'Malley, it is my pleasure to present the 2011 Workforce Investment Act (WIA) Annual Report. This publication illustrates our successful job training activities for the year and details required financial and performance information for the reporting period of July 1, 2011 through June 30, 2012.

The implementation of the Workforce Investment Act and this Annual Report is the product of the collaborative work and vision of the Department of Labor, Licensing and Regulation's (DLLR) many partners and staff members. Governor O'Malley recognizes that there's no such thing as a spare Marylander, and therefore, we continue to focus our efforts cultivating our most valuable natural resource, a well-educated and highly-skilled workforce.

Over the past year, one of DLLR's Division of Workforce Development and Adult Learning's (DWDAL) signature initiatives was Career Pathways. The Workforce Investment Act (WIA) of 1998 visualized the type of integrated adult education/workforce systems found in a Career Pathways model. DWDAL considers this systems approach to be critical to the delivery of adult education and workforce development programming, with a proven capacity for raising skill levels and increasing industry-recognized credential attainment. By definition, Career Pathways are aligned with high-demand industry needs and employer- identified skill requirements, providing an effective approach to meet business needs for a skilled workforce and building a truly integrated workforce development system. Additionally, the Career Pathways program is an integral step as we work to fully implement Governor O'Malley's Skills2Compete initiative.

Another successful DWDAL initiative, developed at the request of the Governor, was the BuildUP training program. DLLR partnered with the State Highway Administration (SHA) to develop the program, benefiting disadvantaged groups including veterans, individuals with disabilities, former offenders, minorities and low-skilled workers. DLLR also collaborated with SHA to design and deliver the STEP UP program, a training model targeted to adults who have not earned a high school diploma. A regional Career Pathways approach for development of a Highway/Mass Transition Construction Program is also being explored.

These are just a few examples of DWDAL's successful job training activities. DLLR is committed to the success of our workforce development initiatives as we continue to build new relationships and strengthen existing partnerships. Thank you for reading this report and for your interest in growing Maryland's New Economy workforce.

Sincerely,

**Scott R. Jensen**  
*Interim Secretary*  
Maryland Department of Labor, Licensing and Regulation

## Table of Contents

<b>DWDAL Overview.....</b>	<b>7</b>
Office of Workforce Development (OWD) – Program Overview.....	7
<b>DWDAL Programs .....</b>	<b>8</b>
Veterans' Services.....	8
Maryland Re-entry Initiative (MRI) Program .....	8
Current Projects .....	10
Dislocated Services Unit (DSU).....	11
Rapid Response Activities .....	11
Rapid Response – Trade Adjustment Assistance (TAA) .....	12
The Trade Adjustment Assistance (TAA) Program .....	12
The Early Intervention (EI) Program .....	12
Professional Outplacement Assistance Center (POAC) .....	13
Services to New Americans .....	13
Workforce .....	13
Life Skills English as a Second Language (ESL) Instruction .....	14
English Language and Civics Education (EL/C) Instruction .....	14
Adult Learning – Correctional Education .....	14
Business Services.....	15
Federal: Work Opportunity Tax Credit (WOTC).....	15
State: Maryland Enterprise Zone Tax Credit (EZ).....	15
Maryland Disability Employment Tax Credit (MDETC).....	17
Hiring Incentive Rebate for Employers (H.I.R.E.).....	17
Adult Learning.....	18
Adult Education and Literacy Services (AELS).....	18
General Education Development (GED®) Testing.....	18
Correctional Education (CE) .....	19
Office of Workforce Information and Performance (OWIP) .....	20
State's Discretionary ("5 percent") Funds .....	20
Temporary Assistance To Needy Families (TANF).....	20
Discretionary Grants.....	21
Green Jobs2.....	21
Base Realignment and Closure (BRAC).....	22
Reemployment and Eligibility Assessment (REA) Program .....	24
On-the-job Training (OJT) .....	24
<b>Program Highlights and Partnerships.....</b>	<b>25</b>
Maryland Association of Public Library Administrators .....	25
Maryland Higher Education Commission (MHEC) .....	25
State Highway Administration through BuildUP.....	27
<b>Strategies for Improvement .....</b>	<b>28</b>
A Regional Approach.....	28
Innovative Use of National Emergency Grants .....	28
Strategic Partnerships & Staff Development .....	28
<b>Priority on Program Development.....</b>	<b>29</b>
Workforce Development Programs.....	29

<b>Governor's Workforce Investment Board (GWIB) .....</b>	<b>31</b>
Highlights of 2011 Activities .....	32
January 2011 .....	32
February 2011 .....	32
March 2011 .....	32
April 2011 .....	32
May 2011 .....	33
June 2011 .....	33
August 2011 .....	33
September 2011 .....	33
November 2011 .....	33
December 2011 .....	33
<b>Success Stories .....</b>	<b>34</b>
Adult .....	34
Dislocated Worker .....	34
Youth .....	36
New Economy .....	37
Veterans .....	37
Re-Entry .....	38
<b>Office of Workforce Information &amp; Performance .....</b>	<b>40</b>
Maryland Employment and Wage Trends .....	41
The Industry Impact of the Maryland Workforce Development System .....	44
Employment and Wage Trends by Workforce Area .....	45
Maryland Labor Force and Unemployment Trends .....	48
Local Area Labor Force and Unemployment Trends .....	49
Unemployment Insurance Claims and Layoff Activities .....	51
Job Market 2012: Trends and Outlook .....	51
<b>Labor Market Fact Sheets .....</b>	<b>55</b>
<b>WIA Financial Statement .....</b>	<b>86</b>
<b>Table N - Cost of Program Activities .....</b>	<b>87</b>
<b>Fiscal Unit Updates .....</b>	<b>88</b>
Cost per Participant .....	88
Annual Report Narrative .....	88
<b>Economic Impact .....</b>	<b>91</b>
Maryland Economic and Workforce Trends .....	94
Economic Contribution of DLLR Workforce Programs .....	97
Benefit-Cost Ratio Analysis .....	100
DLLR Wagner-Peyser Act and WIA Program Entered Employment and Placements, By Sector .....	101
<b>Maryland's Workforce Investment Act Performance PY2011 .....</b>	<b>102</b>
Common Measures .....	102
WIA Negotiated Performance Targets and Results .....	102
WIA Adult Program Highlights .....	103
WIA Dislocated Worker Program Highlights .....	104
WIA Youth Program Highlights .....	105
<b>WIA Assurance Statement and Local Performance Tables .....</b>	<b>106</b>

*The Division of Workforce Development and Adult Learning* (DWDAL) oversees the State's workforce programs and ensures businesses have the skilled workforce they need to be competitive as well as helping Marylanders access employment and training resources and services. Adult education, literacy, and correctional education programs collaborate with workforce development programs ensuring a comprehensive and collaborative system of workforce creation. The One Stop System, comprised of a partnership between the thirty-four (34) One Stop Career Centers and the twelve (12) Workforce Investment Boards, serves as the primary vehicle for both adults and dislocated workers to access core, intensive, and training services. DWDAL maintains and develops Maryland's dynamic workforce by training, assisting in job searches, reporting the needs and demands of the labor market, and assisting with connecting businesses with employees. Eligible Veterans and spouses receive priority of service (POS). Adult Education and Literacy Services (AELS) provide leadership for the establishment of adult education goals, oversight for implementation of the federal Adult Education State Plan, and administration of the statewide GED testing program with twenty (20) testing sites and thirty-one (31) Adult Education Program locations throughout the State. Correctional Education (CE), in conjunction with their partners, provides academic, special education, occupational, ESOL, college, library, and transitional programs for approximately 3,000 students per day. The CE program assists incarcerated students in preparing them to become responsible members of their communities. Through DWDAL, Marylanders can seamlessly access a broad array of educational, job training, and career services, providing them with enhanced opportunities to become self-sufficient and improve their lives.

## Workforce

### ***Office of Workforce Development (OWD) – Program Overview***

The Office of Workforce Development oversees the state partnership with the network of One Stop Career Centers located across the State. These thirty-four (34) Centers provide comprehensive services to both job seekers and businesses. A wide range of adult and dislocated worker employment and training services is provided to job seekers through core, intensive, and training assistance. Core services are provided primarily by Wagner-Peyser, federally-funded staff, who provide a human element to the Maryland Workforce Exchange Virtual One Stop (MWE-VOS) and job search in general. Examples of core services include outreach, intake, assessment, orientation, eligibility determination, job placement assistance, career counseling, partner referral, follow-up, labor market information, and information on training provider service and performance.

The One Stop System is also the primary vehicle for both adults and dislocated workers to access intensive and training services. Intensive services are provided to unemployed or underemployed individuals who are having difficulty securing appropriate employment through core services. Intensive services include but are not limited to: comprehensive and specialized evaluation, individual employment plan development, group and individual counseling, career planning, case management, and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation assistance, literacy readiness, internships, and work experience.

The Local Workforce Investment Boards in Maryland develop job training programs for implementation in their respective Workforce Investment Areas (WIAs), oversee the operation of those programs, and determine which companies, educational institutions, and community organizations will receive funding for program operation. The WIA cooperates with local employers and government to select the workforce development programs most beneficial to the region and to tailor programs to meet the local employment training needs. The State One Stop Operations Manager oversees the monitoring responsibilities of Adult, Youth, and Dislocated Worker programs, including NEG and Trade. This monitoring is conducted annually or more frequently as needed through the OWD.

## Programs

### ***Veterans' Services***

The U.S. Department of Labor, Veterans' Employment and Training Service (VETS), offers employment and training services to eligible veterans through a non-competitive Job for Veterans State Grants Program. Under this grant program, funds are allocated to State Workforce Agencies in direct proportion to the number of veterans seeking employment within their state. The grant supports two principal staff positions: Disabled Veterans' Outreach Program Specialists (DVOPs) and Local Veterans' Employment Representatives (LVERs). Funds are provided to serve veterans exclusively, other eligible persons, transitioning service members, their spouses and, indirectly, employers. The grant also gives the State the flexibility to determine the most effective distribution of their staff resources based upon the distinct roles and responsibilities of the two positions.

Currently, one (1) State Administrator (located in the Central Office) in partnership with over thirty (30) LVER and DVOP staff (co-located in the Maryland One Stop Career Centers) provide services to all veterans who Title 38 indicates are eligible for services. The efforts of these veteran representatives are concentrated, according to their respective roles and responsibilities, on outreach and the provision and facilitation of direct client services to those who have been identified as most in need of intensive employment and training assistance. DVOP and LVER staff, through outreach with employers, develop increased hiring opportunities within the local workforce by raising the employers' awareness of the availability and benefit associated with hiring veterans.

DVOP specialists provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with maximum emphasis directed toward serving those who are economically or educationally disadvantaged, including homeless veterans and those with barriers to employment. DVOPs are actively involved in outreach efforts to increase program participation among those with the greatest barriers to employment which may include but should not be limited to: outplacement in Department of Veterans' Affairs (DVA) Vocational Rehabilitation and Employment Program offices; DVA Medical Centers; routine site visits to Veterans' Service Organization meetings; Native American Trust Territories; Military installations; and other areas of known concentrations of veterans or transitioning service members.

LVERs conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans, encourage the hiring of disabled veterans, and generally assist veterans to gain and retain employment. LVER staff conduct seminars for employers and job search workshops for veterans seeking employment. Additionally, they facilitate priority of service in regard to employment, training, and placement services furnished to veterans by all staff of the employment service delivery system.

Our DVOPs are continuing to provide all unemployed post 9/11 veterans priority of service. Although not a large number of Veterans' are entering the One Stop with the Gold Card "in hand," One Stop Career Center staff provide veterans with job readiness assessment, career guidance, referrals to job openings, referrals to training by WIA-funded or Veterans Workforce Investment program funding.

In Program Year (PY) 2011, a total of 9,658 veterans visited State Workforce Agencies and received staff-assisted services, of which 1,871 veterans received intensive WIA services (in-depth job search and career management assistance), and 4,673 entered employment. Maryland's dedicated veteran staff strive daily to ensure our brave men and women successfully transition from military service to sustained employment.

### ***Maryland Re-entry Initiative (MRI) Program***

MRI, part of the Office of Workforce Development, is a state-wide program that works in collaboration with its internal and external partners to improve and expand services and resources, thus increasing the employability of incarcerated and formerly incarcerated Maryland citizens. This goal is being met through coordination among local, state, and federal

partnerships that include representatives from One Stop Career Centers, Department of Public Safety and Correctional Services (DPSCS), Social Service agencies, community/faith-based organizations, the National Institute of Corrections, Office of Federal Probation and Pre-trial, Bureau of Prisons, and Correctional Education (CE), among others.

MRI provides technical assistance, staff support, program development, service coordination, and training and information dissemination to:

- Build capacity;
- Promote collaboration;
- Provide pathways for occupational licensure, professional certification, and apprenticeship;
- Provide incentives for employers to hire qualified and skilled individuals with criminal backgrounds; and
- Establish professional standards for service delivery.

Recognized as a leader in America's reentry efforts, Maryland's partnerships demonstrate the effectiveness of inter-agency cooperation and sharing of resources and have been locally and nationally recognized for programs such as:

- Jericho Reentry program under the Episcopal Community Services of Maryland;
- Mayor's Office of Employment Development (MOED)'s Reentry Center, for its leadership in demonstrating the effectiveness of collaboration and partnership approach to working with currently and formerly incarcerated individuals; and
- Maryland National Institute of Corrections (NIC)/Offender Workforce Development Specialist (OWDS) Partnership.

Maryland is also known for being:

- One of the first states to have a One Stop Career Center operating within a local correctional facility (Montgomery County); and
- Among eight (8) states that provide limited internet access within the state prison system, assisting and preparing incarcerated individuals for transition back to their local communities and to employment. Prior to release, individuals are able to access local Career Center on-line resources as well as a myriad of other resources/services in their local communities through the Maryland Community Services Locator (MDCSL) (MCI-W, Maryland's only women's prison).

Other One Stop reentry activities include collaboration with DPSCS, local Detention Centers, Division of Parole and Probation, and U.S. Office of Probation and Pre-trial:

- Bureau of Prisons (Federal Correctional Facility) Team representing Maryland One Stop Career Center System, MRI, and Community Resources;
- Quarterly information sessions; and
- Quarterly mock interview sessions.

DWDAL's Transitions Team includes MRI and CE to accomplish the following:

- promote partnership and team approach to providing services to graduates of CE programs;
- encourage One Stop Career Center partners to begin working with incarcerated individuals prior to release; and
- Continue to provide DOC, CE, Career Centers, and other agencies with professional development and proven strategies for working with individuals with criminal backgrounds through the Maryland NIC/OWDS Partnership. This effort includes:
  - ♦ Regional Offender Employment Specialist (OES) training to the above (3 such trainings were provided PY 2010);

- ♦ OWDS National Certification training restarting PY 2011; and
- ♦ Continued development of the Maryland NIC/OWDS Partnership Training Consortium.
  - ④ OWDS national certification for Maryland's Workforce Development/Employment Services Professionals;
  - ④ OES training for Maryland's Career Centers, DOC, and CE staff including faith and community-based partners;
  - ④ Offender Employment Retention Specialist (OERS) certification;
  - ④ Employer Advisory Committee; and
  - ④ Increased membership of the Partnership Management Council.

Currently, One Stop Career Centers throughout the State are identifying and providing services to people with criminal backgrounds in varying degrees of intensity. Each One Stop Career Center also has Local Bonding Coordinators who assist job seekers with enrolling in the Federal Bonding Program.

In PY 2011, seven thousand six hundred seventy one (7,671) individuals with criminal backgrounds were reported to MRI as having received some form of service through the One Stop Career Centers. The two MRI Case Managers/ Reentry Specialists provided services to 39%, or 2985; twenty-five percent (25%) of these individuals (756) were incarcerated. A total of 104 veterans were reported being served – Baltimore County reported serving 42 Veterans, Northwest Career Center reported 59 Veterans served, and Western Maryland reported 3. Of the 104, 42 (40%) were seen while incarcerated in the Baltimore County Detention Center.

*NOTE: The Reentry (ReC) Center at Northwest One Stop Career Center maintains its own data base and does not report its data to MRI.*

The Federal Bonding Program issued bonds to businesses who hired individuals. Employers included government agencies, daycare facilities, medical facilities, food service entities, hospitality-related businesses, and real estate companies for such positions as accounts receivable, human resources, and clerical.

## ***Current Projects***

- DWDAL MRI/CE Transition Team strives to do the following:
  - ♦ Reinforce and build the alignment of continuing service between CE and the One Stop Career Center Systems;
  - ♦ Strengthen the alignment between DPP's Pre-Release/Work Release system and the One-Stop system using Prince George's County, Baltimore City, and Queen Anne County's programs as examples;
  - ♦ Plan continuing training for DOC, CE, One Stop Career Centers and others to improve the effectiveness and efficiency of the service continuum for Maryland citizens with criminal histories; and
  - ♦ Work more proactively with our community advocacy and lobbying groups to impact legislation and economic development systems affecting the ability of motivated and qualified Maryland citizens with criminal backgrounds in gaining services and supports to obtain viable employment.
- Continue and improve promotion of Employer Incentive Programs.
- Provide refresher training for all Local Bonding Coordinators to assure that everyone is providing appropriate and professional customer service.
- Continue to provide workshops and information sessions to incarcerated individuals, community and technical college students and community agencies regarding programs and services for people with criminal backgrounds.
- Plan, in collaboration with MOED and others, Forums (representing Maryland's successful reentry efforts) to be presented as needed at conferences.

- Continue to support DOC/CE efforts to establish modified One Stop Centers inside state correctional facilities. The current Limited Access program coordinated by CE and operating in the women's prison is the result of the recommendation of a Workforce Development Committee chaired by the MRI Administrator and co-chaired by the CE Transition Coordinator as part of the DOC Work Release/Workforce Development Forum.
- Expand the partnership with Federal Office of Probation and Pre-Trial in Baltimore City, County and Prince George's County

## Dislocated Services Unit (DSU)

The DSU has undergone significant changes during this past program year. Three (3) staff positions were added to the Unit and operations were fine-tuned, process maps at procedures developed in an effort to better serve Marylanders as well as meet demands on services brought about by the economy and changes in laws and regulations.

### *Rapid Response Activities*

Authorized under the Workforce Investment Act, Rapid Response is an early intervention initiative that provides transitional services for workers affected by layoffs or closures within the state, regardless of the reasons.

Over the past year, the Office of Workforce Development has focused efforts on building and strengthening partnerships at the state and local level. Our focus on partnerships has enhanced the effectiveness of collaborative efforts involving representatives of state agencies, unemployment insurance, local workforce development boards, Maryland One Stop Career Centers, Community Colleges, economic development and human services agencies and supported the leveraging of resources to more effectively serve those impacted by the loss of employment.

Led by the Office of Workforce Development, Dislocated Services Unit, a rapid response team meets with companies on short notice and in confidentiality to assess potential layoffs and closings, and to work together to plan the most appropriate response.

The team is prepared to advise on company strategies to:

- Ensure maximum goodwill in a difficult situation
- Share experiences from handling previous closures and layoff events
- Develop and customize a transitional plan of action best suited to your workforce
- Provide convenient on-site services to ease worker transition
- Offer specialized assistance such as job fairs, financial planning workshops and interest/aptitude assessments or other specialized services.

In PY2011, DSU responded to forty-eight (48) WARN notices impacting 7,970 workers. The delivery of Early Intervention and other re-employment activities were integral in connecting these individuals to available resources and job opportunities.

### *Rapid Response – Trade Adjustment Assistance (TAA)*

The Department of Labor could determine an event to be eligible for TAA. This process could be accomplished through a short application submitted by

- The employer,
- A union
- A minimum of three (3) impacted workers, or
- The State.

If an event is deemed Trade-eligible, extra benefits are available such as:

- Longer time frames in which to receive cash benefits,
- Greater training opportunities,
- Longer length of time for retraining or skills upgrade,
- Assistance for paying for COBRA or other qualified health plans – 80%,
- Financial assistance with out-of-area job interviews (limits apply),
- Financial assistance with relocating for employment (limits apply), or
- Income supplement for older workers who qualify.

### ***The Trade Adjustment Assistance (TAA) Program***

Just as the DSU has undergone significant changes this past program year, so too has the TAA Program. In mid-February, the regulations for the TAA Reform Act of 2009 expired, resulting in two sets of regulations affecting individuals:

- Trade Petitions filed before mid-February 2011 – individuals approved for these services are entitled to the benefits under the TAA Act of 2009; or
- Trade Petitions filed after mid-February 2011 – these approved workers are bound by The Trade Act of 1974, P.L. No. 93-618, as amended through the TAA Reform Act of 2002, P.L. No. 107-210.

In either case, the TAA Program provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports or production transfers abroad. Workers who qualify for this program may receive a longer time to complete training in occupational skills, basic or remedial education, or training in literacy or English as a second language.

- *Trade Readjustment Allowances (TRA)* are weekly cash payments available for trade-impacted dislocated workers after a worker's unemployment compensation (UC) benefit is exhausted and during the period in which a worker is participating in an approved full-time training program. Total Income Support is a combination of UC and TRA benefits for a maximum of 130 weeks (26 weeks for UC and 104 weeks for TRA). Participants receiving Remedial Services may be eligible for up to 156 weeks of UC and TRA.
- *Health Coverage Tax Credit (HCTC)* provides assistance with a portion of the allowable premium cost for Health Care Coverage. (For more information, check out the Maryland Health Coverage Tax Credit Information (MDHCTC) website at <http://www.mdhctc.info>.)
- *Reemployment Trade Adjustment Assistance (RTAA) Program* includes additional benefits for petitions filed on or after May 18, 2009. RTAA provides assistance to eligible Trade affected workers aged 50 or older who obtain new employment that pays less than their Trade-affected employment. RTAA benefits can be paid for up to two years from the earlier of exhaustion of unemployment benefits or date of re-employment, whichever is earlier, or until the individual receives a specified amount of funds, whichever comes first.

### ***The Early Intervention (EI) Program***

The Early Intervention Program in Maryland was developed by the state to assist those Unemployment Insurance Claimants “profiled” as most likely to exhaust their benefits before securing employment.

The EI Workshop includes topics that range from finding job openings in today's market to fine-tuning the details of accepting a job, such as salary negotiations and ways to help reduce the impact of the points on which they were profiled.

Program participants are encouraged and provided guidance in using the information learned in the workshops as a foundation upon which they can build employment readiness skills, which coupled with more in-depth services offered

at the One Stop Career Centers, improves opportunities for employment. Overall during the past year, the response to this highly interactive workshop has been incredibly positive and enabled some local areas to increase their workshop offerings.

Specifically, the number of candidates who were profiled in PY2011 numbered 83,422; those individuals who were called in totaled 61,331; and of the 49,140 folks who completed services, 48,888 were referred to employment.

### ***Professional Outplacement Assistance Center (POAC)***

The Professional Outplacement Assistance Center (POAC) provides assistance to individuals who are in the professional, executive, technical, managerial, or scientific occupations. POAC operated from a facility in Columbia, MD, that featured a state-of-the-art computer lab with internet access, a variety of written publications and resource materials, individualized career guidance, an audio-visual library, free faxing, copying, and telephone services in a modern office building. In March 2012, the POAC center was relocated to the Laurel Regional Workforce Center in Laurel, MD.

The centerpiece of the POAC program is the staff's unique combination of skills, experiences, and backgrounds. The POAC staff was selected with great care to reflect the needs of the professional, executive, technical, managerial and scientific workers the program serves. Staff consists of professionals experienced in working with job seekers from a wide range of professional occupations.

### ***Services to New Americans***

Maryland's immigrant population critically contributes to the state's economy. In December 2008, Governor O'Malley formally recognized their contributions with the establishment of the Maryland Council for New Americans, whose purpose is to "review and recommend new policies and practices to expedite immigrant integration into the economic and civic life of the state." Workforce is one component of the Council's focus, with the other areas being citizenship, financial services, and access to government services. The Division of Workforce Development and Adult Learning, through its various units, provides a wide range of services and programs for New Americans and residents who are Limited English Proficient (LEP). DWDAL collaborates with other Agencies to host training and informational sessions, offering resources and valuable information to staff who daily assist New Americans.

Immigrants accounted for nearly all of Maryland's labor force growth (96 percent) during the last decade—among the highest in the country. Maryland's immigrant workers are more likely to have a college degree than their native counterparts (43 to 36 percent). Twenty-seven percent of our scientists, 21 percent of healthcare workers, and 19 percent of computer specialists were foreign-born. In blue collar jobs, immigrants are a third of the State's maintenance workers and approximately a quarter of construction, agricultural, food and healthcare support workers. Concurrently, 26 percent of high-skilled recent immigrants work in unskilled jobs, and 40 percent of immigrant adults are Limited English Proficient, resulting in lower wages and unutilized skills. Unlocking the tremendous potential of these workers is among Maryland's highest priorities.

These populations, including Migrant Seasonal Farmworkers (MSFW), are provided with formal complaint agency referral, information on English and heritage proficiency classes, and naturalization/citizenship information. In PY 2011, the One Stop System provided a variety of core, intensive, and training services to LEP customers. Some specific examples of services provided are as follows:

- In-house translation and editing of DLLR brochures in French and Spanish, enabling LEP workers to understand and navigate the DLLR system for One Stop locations and job search services, apprenticeship and training programs, and professional licensing; on-going updates and translations of outreach and marketing informational flyers and brochures
- Regional trainings addressing the responsibilities of servicing the LEP populations, crossing the language and cultural barriers, and emphasizing the value and utility of New Americans

- Dedicating 3 DLLR staff persons, 12 One Stop Career Centers (OSCCs) with Spanish speakers on-site, 3 OSCCs with multilingual staff, and 7 OSCCs that offer on-site free English classes
- Making outreach contacts to Migrant Seasonal Farmworkers (MSFW)

## ***Life Skills English as a Second Language (ESL) Instruction***

Maryland offers standards-based English language instruction to help prepare Adult Limited English speakers for success in their personal and family lives, in the workplace, as members of the community, and in their academic pursuits.

## ***English Language and Civics Education (EL/C) Instruction***

To effectively participate in the education, work, and civic opportunities of this country, New Americans must not only master the English language but also be able to understand and navigate governmental, educational, and workplace systems and key institutions, such as banking and health care. Maryland offers standards-based integrated English literacy and civics education classes for adult New Americans that focus on this objective.

Classes are available from the Low Literacy to Advanced level as identified by approved assessment systems and are open to qualifying individuals regardless of their level of educational attainment in their country of origin.

## ***Adult Learning – Correctional Education***

Academic, library, occupational, and transitional services are provided to incarcerated students in state correctional institutions. The academic program includes Adult Basic Education, GED Preparation, Special Education, ESL, and college classes. Specifically, ESL services provided to inmates are as follows:

- Two ESL classes meet per day – one in the morning and one in the afternoon – 5 times per week in the Jessup and Hagerstown institutions.
- Forty-eight (48) students are seen per day.

## **Business Services**

The DLLR/DWDAL's State Business Services Unit has recently been revitalized (over the past nine months) after a long absence from the state-level structure. The Business Service Unit has been renamed "Business Services Technical Assistance and Training Unit" (BSTATU), charged with promoting the State of Maryland "workforce brand" currently under development. BSTATU will be providing training and technical assistance to both local workforce investment teams – business service representatives regardless of affiliation on all workforce related state and federal products (TEGLs, TENs etc.) – as well as guidance and information as we support the new regional strategy development built upon the following:

- Sector convening to clarify and articulate the education and training pathways into high demand and emerging occupations
- Identifying systemic opportunities for improved service delivery so that more youth and adults can access and complete the programs
- Connecting both youth and adults with educational and training opportunities to acquire skills and earn credentials required for success in the state's labor market.

Throughout PY2012, we will begin to implement matrices that measure the results of this new regional strategy as we learn from our experiences and continue to develop models that more effectively leverage all resources.

## Tax Credit Programs

The tax credit programs are specifically designed to serve as an incentive to employers to hire individuals from targeted groups who historically have barriers to employment. The credits are both federal and State and can be taken concurrently.

### ***Federal: Work Opportunity Tax Credit (WOTC)***

The groups which make employers eligible under WOTC are:

- Disconnected Youth 16-24 years of age
- Summer Youth 16-17 years of age
- Designated Community Residents 18-39 years of age
- Veterans who are members of household receiving SNAP (Food Stamp) benefits
- Veterans with a service-related disability
- Unemployed Veterans
- Welfare to Work (long-term TANF recipients)
- Vocational Rehabilitation Referrals
- Snap (Food Stamp) Recipients 18-39 years of age
- Ex-felons
- Supplemental Security Income (SSI) recipients
- Hurricane Katrina employees

Each of these 12 groups have differing additional criteria, such as timeframes for having received benefits, living in certain areas, terms of service, etc.

For most target groups, the WOTC can be as much as \$2,400. It is based on qualified wages paid to the new hire for the first year of employment. Generally, qualified wages are capped at \$6,000. The credit is 25% of qualified first year wages for those employed at least 120 hours, and 40% for those employed 400 hours or more.

For Disabled Veterans, the WOTC can be as much as \$4,800 with qualified wages capped at \$12,000. For long-term TANF recipients, the tax credit can be as much as \$9,000, with qualified wages capped at \$10,000 for a combined two-year period. For Summer Youth, the WOTC can be as much as \$750 during the 90 day period of employment, with wages capped at \$3,000.

Some employees do not qualify for the WOTC are as follows:

- Relatives or Dependents,
- Former employees, or
- Majority owners of the employer.

In PY 2011 8,502 individuals qualified for WOTC.

### ***State: Maryland Enterprise Zone Tax Credit (EZ)***

Businesses located in a Maryland designated enterprise zone and certified by the local enterprise zone administrator may be entitled to a tax credit for wages paid to newly-hired employees. For businesses located in a focus area, an area within an enterprise zone that is especially in need, the credit amounts are greater.

The business must hire at least one employee who:

- Is a new employee or an employee rehired after being laid off for more than one year;
- Worked for the business for at least 35 hours per week for six months or more;
- Earns at least 150% of the federal minimum wage;
- Spends at least 50% of the workday in the zone or on activities of the business resulting from its location in the zone or focus area;
- Is hired after the date of the enterprise zone or focus area was created or the date the business established itself in the enterprise zone or focus area, whichever is later; and
- Is not hired to replace an individual employed by the business within the last four years.

If the individual is economically disadvantaged, the business must obtain certification from DLLR.

For non-economically disadvantaged hires, the credit is a one-time \$1,000 credit for the first year of employment in the zone or \$1,500 for the first year of employment in the focus area.

For economically-disadvantaged hires, the credit is a three-year credit of:

- \$3,000 – 1st Year
- \$2,000 – 2nd Year (for the enterprise zone)
- \$1,000 – 3rd Year

- \$4,500 – 1st Year
- \$3,000 – 2nd Year (for the focus area)
- \$1,500 – 3rd Year

A total of eight businesses benefitted from the EZ Tax Credit

### ***Maryland Disability Employment Tax Credit (MDETC)***

Businesses may claim credit for hiring individuals with disabilities after receiving certification from the Department of Labor, Licensing and Regulation. Under MDETC, employers can also benefit from a tax credit for work-related child care or transportation expenses paid by the employer.

The credit allowed under MDETC is 30% of up to \$6,000 (\$1,800) during the first year of employment and 20% of up to \$6,000 (\$1,200) during the second year of employment. The credit for transportation or child care expenses is up to \$600 the first year and \$500 the second year.

MDETC Tax Credits benefitted twelve businesses.

### ***Hiring Incentive Rebate for Employers (H.I.R.E.)***

H.I.R.E., formerly known as Job Creation Recovery Tax Credit or J.C.R.T.C., was a job creation tax credit program in which Maryland businesses were able to save up to \$5,000 by hiring certain employees into new positions.

All employees must have been Maryland residents hired between March 25, 2010, and December 31, 2010, and have met the following criteria:

- Individuals at the time of hire have been receiving unemployment insurance benefits or have exhausted their benefits in the previous twelve (12) months and not working full-time immediately preceding the date-of-hire; and
- Employees must have been hired into full-time, newly-created positions or full-time positions that had been vacant for at least six (6) months.

Employers file online and receive certification from DLLR.

To be eligible, employers must certify that:

- They are conducting or operating a trade or business in Maryland.
- They file a Maryland tax return or are tax-exempt under 501(c) of the Internal Revenue Code.
- The employees for whom they are seeking credit meet the qualifying criteria.
- The position for which they are seeking credit is
  - ♦ full-time;
  - ♦ of indefinite duration;
  - ♦ will remain filled for at least twelve (12) months;
  - ♦ newly-created or was vacant for a period of at least six (6) months at the time it was filled;
  - ♦ not created through a change in ownership of a trade or business;
  - ♦ not created as a result of an employment function being contractually shifted from one business entity to another;
  - ♦ not displacing an existing employee; and
  - ♦ A net new job for the organization of the State of Maryland if it was created through a consolidation, merger, or restructuring.

Although the program ended on December 31, 2010, employers may continue to file on-line for tax credit certifications if employees were hired during the applicable time period in 2010 (i.e. prior to 12/31/2010). No end date has been set for accepting these applications.

Twenty-nine employers received the H.I.R.E. Tax Credit for 2011.

## Adult Learning

Adult Learning Programs – Adult education, literacy, and correctional education programs in conjunction with the workforce development programs – ensure a comprehensive and collaborative system of workforce creation that better aligns state education systems with workforce needs.

### *Adult Education and Literacy Services (AELS)*

The Office of Adult Education and Literacy Services delivers literacy and English language instruction and high school diploma options for adults and out-of-school youth. The Office oversees Maryland's adult instructional services and General Education Development (GED) testing programs. Instruction program offerings include Adult Basic Education, Adult Secondary Education, (including GED test preparation and National External Diploma Program), English for Speakers of Other Languages, English Literacy/Civics Education, Family Literacy, and Workplace Education. The Adult Literacy Services Office responds to both the individual education and employment needs of Marylanders and the workforce training demands of the business community.

The Adult Instructional Services program funded thirty-one (31) instructional grants throughout Maryland, including Community Colleges, Local Public School Systems, Community Based Organizations, a Public Library, and the State Correctional Education Program. During the year ending June 30, 2012, statewide enrollment was 39,124.

- The statewide GED testing program consists of twenty-four (24) testing sites.
- Thirty (30) Instructional Programs are funded, with multiple locations in every jurisdiction.

- The GED Testing Office scheduled 11,894 applications for testing and administered tests to 9,884 individuals.
- Diplomas were issued to GED Testers and External Diploma Program completers.

A Continuation Grant sustained Adult Education and Family Literacy Instructional providers and enhanced the alignment of Adult Education and Workforce Development projects. Local Workforce Investment Directors reviewed Adult Education plans and worked with the grantees to develop integrated services. Local projects focused on integrated adult education/job training programs and employment/college transitions.

Improvements continue with the GED Testing Office opening two new sites and maintaining the time between testing and mailing of test results at an average of thirty-three (33) days.

### ***General Education Development (GED®) Testing***

The Maryland GED® Testing program, administered by DLLR's Division of Workforce Development and Adult Learning, Office of Adult Education and Literacy Services since July 1, 2009, upholds and maintains all policies and procedures prescribed by the GED® Testing Service at the American Council on Education (ACE). These include adhering to the minimum age to test, number of times a candidate can take the GED® Tests within a calendar year, maintaining a secure database of candidate information, awarding credentials based on the minimum earned score requirement, testing candidates between the ages of 16-18 who have officially withdrawn from school, verifying the identity of the candidate prior to testing, advertising the location of test centers and the test dates.

Centers are established on the basis of need in the area and the willingness of the agency or institution to follow GED® Testing Service policies and requirements by the State GED® Administrator. Testing Centers must schedule GED® Testing on a consistent monthly basis. The test schedule is confirmed six to eight months prior to the start of the new year. The entire calendar year test dates are advertised to the general public in advance. Therefore, test dates must remain consistent throughout the calendar year.

The GED® testing program serves as the only nationally recognized high school equivalency program; certifies attainment of high school level academic knowledge and skills; covers five content areas: Language Arts, Reading; Language Arts, Writing; Mathematics; Science; Social Studies; Requires just over 7 hours to complete the entire GED® test battery; Sets a rigorous standard that only 60% of graduating high school seniors would pass on the first attempt; Requires a combined total score of 2250 and at least 410 on each content area to pass.

In PY11 DLLR engaged in important discussions with the GED® Testing Service and Pierson View, their partner, regarding the national changes that will bring about the implementation of computer based GED® testing by 2014. The GED® 21st Century Initiative is an important first step in increasing adult educational opportunities and preparing adults for success in the future. Through the initiative, the GED® Testing Service is responding to the needs of millions of adult learners who must achieve real progress to realize their education and career aspirations. DLLR plans to include computer-based GED® testing at a number of sites around the state, while continuing to offer the paper and pencil tests at currently approved testing centers through 2013.

DLLR believes the changes to the delivery system of the GED® tests that will be implemented by the state in preparation for the 2014 series of GED® tests will benefit current providers, as the state fulfills the legislative mandate to raise the compulsory age of school attendance, and include GED® preparation and testing in the plan. Foremost, DLLR has been administering the GED® tests via a paper and pencil modality, which has been the sole method of test administration. Recently, the national GED® Testing Service launched computer-based GED® testing in a number of states.

Computer-based testing will offer efficiencies in the registration, test administration and scoring of the GED® tests, and will provide new opportunities for host sites to expand the inventory of testing available for constituents. Additionally, launching computer-based GED® testing on the current series of tests will help the State prepare for the 2014 series of GED® tests, which will be solely administered by computer. DLLR is developing a communication strategy to engage political leaders, key stakeholders, educators, practitioners, and the general public about computer-based GED® testing, as well as other changes planned for the delivery system.

### ***Correctional Education (CE)***

The Office of Correctional Education provides academic, library, occupational, and transitional services to incarcerated students in State correctional institutions. The academic program includes Adult Basic Education, GED Preparation, Special Education, English for Speakers of Other Languages, and college classes. The Library Program provides recreational, informational, and research services. Currently there are seventeen (17) occupational programs with eleven (11) nationally recognized certifications. Transitional classes include life skills, financial literacy, employment readiness workshop, and career exploration. Correctional Education assists incarcerated students in preparing to become responsible members of their communities.

From July 2011– June 2012, Correctional Education served approximately 14,000 students: 8,000 in academic classes; 1,700 in occupational programs; and 4,300 in transitional programs. There were 648 students who earned a GED; 3,506 who completed a transitional program; and 786 who completed an occupational program.

To improve workforce outcomes, Correctional Education's priorities include –

- Assessment programs that gauge the academic, occupational, and career readiness skills of inmates. Individuals tested will be administered the TABE test, a vocational interest inventory (O\*NET) and a vocational aptitude test (OASIS). The Individualized Case Plan recommendations of the case management department for inmates relative to academic and occupational programs will be based upon the information provided by DLLR staff when computer database becomes available.
- A larger number On-the-Job-Training (OJT) programs such as the Culinary Arts Program at the Brockbridge Correctional Facility which enhances the skills of inmates culminating in the nationally accredited “ServSafe” credential.
- An increased number of inmates receiving nationally recognized credentials, such as the National Center for Construction Education and Research (NCCER), Microsoft Office Specialist, and Print Ed. in accordance with the Skills2Compete initiative.
- Enhancement of the “behind the fence” services by continuing a partnership with the Department of Public Safety and Correctional Services to implement limited internet access for job search training purposes at Maryland Correctional Institution for Women (MCIW) and the Baltimore Pre-Release Unit (BPRU). Plans are to expand these services to other institutions in FY 13.
- An augmented number of Offender Employment Specialist Training Workshops. Three workshops took place in 2011- 2012 at the Columbia, Hagerstown, and Salisbury One Stop Career Centers. Participants from the Department of Public Safety and Correctional Services, Correctional Educational, and Community Partners completed the one day training.
- Providing updated Department of Workforce Development print information to CE transition and library programs that serve students soon to be released.
- Workshops on up-to-date workforce development topics such as resume writing and One Stop Career Center Services are provided to CE transition staff annually.

- Implementation of a Second Chance Career Technology discretionary grant awarded in FY2012. This allowed 50 men returning to Baltimore to be able to participate in a postsecondary education Desktop User Specialist program.
- Development of a classroom resource guide with real-life math lessons linked to jobs and careers.

### ***Office of Workforce Information and Performance (OWIP)***

The Office of Workforce Information and Performance provides labor market information and statistics that are available and updated on the website at <http://www.maryland.gov/labor>.

- Local Area Unemployment Statistics (LAUS)
- Current Employment Statistics (CES)
- Occupational Employment Statistics (OES), and
- Quarterly Census of Employment and Wages (QCEW).

### ***State's Discretionary ("5 percent") Funds***

The PY 2011 Statewide Set-Aside funds were calculated based on a reduction from 15 percent to 5 percent (see TEGL 23-10 and TEGL 26-10). This change left the State with \$1,696,472, instead of the \$5,631,943 allocated in PY 2010. Despite available PY 2010 carry-over funds, the reduction of available funds had a significant impact on the State's ability to continue long standing, innovative programs. The remaining available funding covers federally mandated activities such as State Administration and the maintenance of an approved provider list.

In addition to significant staffing reductions for State Administration, a total elimination of long standing, innovative programs across the state also resulted. Examples are the Maryland Business Works program for incumbent worker training, Apprenticeship Navigators, Mental Health Worker training, and supplemental Summer Youth Programs. DLLR has no other federal funding streams to cover these programs or to minimize the reductions.

While these cuts are severe, DLLR remains focused and will continue to accomplish the mission to help Maryland's job seekers and employers to move forward.

### ***Temporary Assistance To Needy Families (TANF)***

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

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

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

consisted of a 24-hour combination of the following approved work activities: Unsubsidized Employment, Subsidized Private/Public Sector Employment, Supervised Work Experience, Supervised Community Service, On-the-Job Training, Targeted Independent Job Search, Job Readiness, Substance Abuse Treatment, and/or Vocational Education. The remaining 16 hours per week consisted of Job Skills Training, Employment-Related Education, and Secondary Education, and/or GED Attainment.

Of the twelve (12) Workforce Investment Areas operating in the State, eleven (11) originally accepted the challenge to design, develop, and implement new projects or expand, enhance, and improve existing projects with our partners at DHR in an effort to essentially reduce the State's TANF rolls. Funding priority was given to those LWIAs that did not have an existing TANF Project at the inception of the award. Likewise, project designs and proposed services had been comprehensive in nature, innovative, and non-duplicative of current services that had been offered to the target population(s).

Project designs had consistently enabled DLLR and DHR to achieve their collective goals by providing quality work programs expertly crafted by the leading authorities in Workforce Development from DLLR's Workforce Investment Boards as well as the TANF specialists across the State. Our staff knowledge coupled with the Eligibility Determination expertise of our friends in the LDSS had created a "marriage made in heaven," producing groundbreaking placement and retention results that Maryland had never seen. Our collective goal had been to ultimately reduce the number of dependent customers on Public Assistance while successfully developing well-equipped, career-minded independent employees who consistently generated an income substantive enough to support themselves and their families without governmental assistance. Target populations have included TCA Applicants/Recipients, Retention Customers, Diversion Customers, Foster Care Youth, Summer Employment Youth, and Non-Custodial Parents of TCA Customers. DLLR and DHR continue to work together to identify funding opportunities and to enhance the service delivery to the TCA population.

PY2011 marked the fourth and final year of the grant-funded initiative. Over the four years, this collaboration served nine hundred ninety-six (996) participants, with 37% reporting employment and 11% reporting wage gains and/or employment retention after 90 days (14% with retention at 90 days).

## Discretionary Grants

### *Green Jobs2*

As reported in Program Year (PY) 2009, the U.S. Department of Labor Employment and Training Administration awarded a \$5.8 million State Energy Sector Partnership grant to the Governor's Workforce Investment Board (GWIB) in January, 2010. From this award, GWIB established the Maryland Energy Sector Partnership (MESP) to train workers in the skills required in emerging energy efficiency and renewable energy industries.

Much has been learned and accomplished over the past 30 months of this 36 month grant. With the goal of improved access for participants and increased efficiency, a request for modification of the strategies and work plan was submitted in July, 2011. The DWDAL proposed taking advantage of new information, unavailable when the original grant proposal was submitted, and restructured the project to achieve increased project impact across the state. The results of the State Labor Market Information (LMI) Improvement Grant, awarded to the Mid-Atlantic Regional Collaborative (MARC), provided an increased understanding of the current green labor market. While the GWIB's expertise in strategic planning was instrumental in setting the course for the grant, DLLR's expertise in program management, compliance and service delivery complemented this expertise to ensure effective implementation of the newly proposed strategy. The approval of this modification resulted in the removal of significant barriers for LWIBs, vendors and partners, while improving the project in a number of ways:

- Statewide outreach was done through all 12 LWIBs, compared to just some previously
- Statewide training was done, allowing all 12 LWIBs to directly receive grants from DLLR/DWDAL to train new and incumbent workers in any of the seven sectors based on the Green LMI portal and the related research results from the LMI Grant
- Project funds from non-performing vendors were reallocated among sub grantees
- Open Service Training was allowed, giving providers and Local Areas the flexibility of participation based on need, and allowing all LWIBs to select training providers that meet industry standards as identified under the LMI Grant
- Increased Technical Assistance from DLLR was provided to the LWIBs and other partners

By altering the methods in which training was provided, the State was able not only to meet its needs, but also to adapt to rapidly changing industry practices. In PY 2011 thus far, 1,387 residents have been served and have entered training, or 69% of the project's goal of 2,010. Training has been completed by 979 participants, while others are ongoing, resulting in the earning of 385 certificates.

One example of successful outreach and partnership included the training of more than 100 Prince George's County residents in Electrical Construction Solar PV through a partnership with IBEW Local 26. One such resident wrote a "Thank You message," expressing fear of non-acceptance due to an enormous obstacle: a past felony conviction. He expressed happiness that this door was opened to him and that others had looked beyond his past, to who he is and what he could become. He entered and, with perfect attendance and punctuality, successfully completed the training. He then not only began working with an electrical company but received a letter of acceptance into an apprenticeship program. He was so grateful for the support he received that he has expressed interest in volunteering with a service organization so he can give back to others.

At the time of this printing, compilation of retention and salary data has begun, and a no-cost extension has been requested to maximize the success of the new model. It is anticipated that the project's goals will be met.

### ***Base Realignment and Closure (BRAC)***

Building upon the success of the previously awarded BRAC National Emergency Grant, the MARC partners of Maryland, the District of Columbia, and Virginia continue to collaborate and seek new projects to move forward in order to serve our BRAC-impacted populations and those that have been affected by the economic downturn. Although our region has fared better than most in weathering the turmoil associated with the uncertainty of the national economy, there are still areas that continue to be underserved. As U.S. Department of Defense (DoD) strategies transform the military via Base Realignment and Closure (BRAC), the defense industry and Federal job markets offer a new and challenging opportunity for Maryland residents. Although thousands of these new positions are currently being recruited for many individuals traditionally served by the workforce development system may not be considered competitive candidates. DWDAL's goal for the \$7.6 million National Emergency Grant (NEG) is to develop integrated approaches to planning for, and responding to worker dislocations while continuing to build an active pipeline of job seekers for future open positions. This project not only seeks to train individuals in the skills necessary to complete and submit a federal application but also positions them to take advantage of the exciting opportunities in the federal contracting arena as well.

This collaborative effort, titled "MARC Training Response to BRAC: A Regional Training Approach" provides an opportunity to leverage resources, expertise, and regional relationships that currently exist between Maryland, the District of Columbia, and Virginia to aid our armed forces in the assurance of mission continuity during and after the BRAC transfers. Specifically, we have focused on developing training skills for BRAC-related occupations that lead to BRAC-jobs, as requested by the U.S. Department of Labor (DOL), Employment Training Administration (ETA).

Project operators included seven (7) LWIAs in Maryland, the District of Columbia Department of Employment Services, and DLLR.

The immediate project goal was to respond to the technical worker shortage for new and incumbent workers. This effort was accomplished by:

- Providing job seekers instruction on how to apply for federal jobs, including where to locate such jobs and effective techniques for securing them
- Providing job seekers and the emerging regional workforce useful information on obtaining a security clearance
- Providing internships, STEM camps, teacher certifications, and job shadowing
- Continuing to support the Maryland Transition Center's activities aimed at assisting transferees, their spouses, and family members in their reemployment efforts by linking workers to resources and options available in Maryland
- Ensuring that businesses received training regarding how to obtain federal contracts (including agency-specific information) and access various resources for small businesses, supporting the efforts of community and regional business organizations (Chambers of Commerce, Tech Councils, Regional Alliances, Ft. Meade Regional Growth Management Committee, etc.).

The project's long-term goal was to create, sustain, and maintain a sufficient pipeline of qualified job seekers. This was accomplished by:

- Developing recruitment, retention, and training strategies
- Responding to the unique needs of military and civilian spouses
- Addressing career pathway identification for entry and mid-level federal employment opportunities, while assessing the needs of both the current and incoming workforces
- Establishing partnerships with key institutions to achieve the project's success

A key activity of this project was the delivery of in-depth job readiness training provided individuals seeking employment in the federal sector. To achieve this success, 40 people statewide were trained and certified in the federal employment application process, delivering weekly job readiness trainings at One Stop Career Centers located throughout Maryland. Another project activity involved training federal jobseekers on how to apply for a security clearance, which many good-paying federal positions require.

For those persons looking to increase occupation-specific skills, the project offered the opportunity for them to receive training specifically targeted at high-growth/high-demand careers. During the year, people enrolled in training and certificate programs that included project management, web programming, nursing assistant and IT systems design.

The BRAC NEG project achieved many successes, but faced challenges as well. At the start of the project, the federal government had many vacant positions for which it was recruiting. Later, due to budget constraints, federal hiring slowed. Fortunately, as federal hiring slowed, private sector hiring, particularly in the federal contracting community increased, offsetting the difference. In response, project operators geared more trainings to private sector employment.

### ***Reemployment and Eligibility Assessment (REA) Program***

Launched in December, 2010, the Reemployment and Eligibility Assessment Program (REA) provided individualized career development assistance to UI beneficiaries in nine offices throughout the state. During the PY 2011, REA Career Coaches worked with more than 1200 individuals to ensure they remained fully engaged in the reemployment process,

working with clients to identify valuable transferrable skills that could be applied to career industries and job opportunities, and recommending use of the many of One Stop Career Center services.

Mr. James Neal, an REA participant, illustrates the project's success during the year. Mr. Neal first worked with REA Career Coach David Muhammad at the Baltimore Works One Stop Career Center on Eutaw Street in December of 2011. During their first meeting, Mr. Neal described his previous employment experience with a prominent industrial energy supply company, where he worked as an operations supervisor and warehouse lead. His skill set included inventory management, maintenance, truck driving, the training of employees, and being crew leader on certain projects or orders. Mr. Neal had expressed frustration with his job search, believing his resume did not reflect his potential and leadership skills. His REA Career Coach, during an errand, learned of a job opening with Pep Boys Auto, and thought of Mr. Neal. Within two months, Mr. Neal was hired at \$17 per hour by Pep Boys Auto. He was recently promoted to Supervisor. As a result of his participation in the REA project, he no longer relies on UI benefits, has stable housing, and is afforded more time with his family.

### ***On-the-job Training (OJT)***

In 2011, DLLR received \$1,706,696 for OJT in the form of a National Emergency Grant made possible by the American Recovery and Reinvestment Act. These funds supported a project that helped employers develop the skilled workers needed to fill jobs created by an evolving economy. Working with participating employers, project partners in nine (9) LWIAs throughout Maryland learned about the skill sets needed to fill available jobs. Project staff identified skills gaps among prospective employees. Grant funds paid for a substantial portion of the training costs to address those skills gaps, thereby encouraging businesses to hire persons who had been long term unemployed.

The OJT in 2011 was a success. DLLR staff and project partners in many of Maryland's LWIAs partnered effectively together, with the enthusiastic cooperation of many employers, to upgrade the job skills of, or fully retrain, displaced workers so they could return to work. By the end of the project year, 136 formerly long-term unemployed persons were trained and employed.

The experience of the local OJT project operator in Frederick County illustrates the project's impact and value: "We worked with a company called Texcell in Middletown, Maryland. Texcell offers a diverse portfolio of viral safety, immunology, cell culture, and laboratory services. They were in need of a laboratory technician, and our staff connected them with a qualified candidate. The candidate had completed her biology studies at a university but was a dislocated worker. The employer has been extremely pleased with this individual, who has been able to apply her field of study in a practical work environment."

## **DLLR completes its first year of partnership with the Maryland Association of Public Library Administrators**

The Maryland Department of Labor, Licensing and Regulation, The Enoch Pratt Free Library/State Library Resource Center and the Maryland Public Library Administrators (MAPLA) entered into a formal agreement to promote greater collaboration to better serve Maryland residents. In its first year the partnership resulted in cross-training of library and One Stop Career Center staffs; development of additional web-based workforce resources including using the Maryland Workforce Exchange virtual one stop for job search and using social media and blogs for program outreach for local youth program administrators. A financial literacy information clearinghouse or webportal was jointly developed and a career exploration and planning web resource tool was created on the Pratt Library website.

Establishment of new goals and objectives for PY 13 is currently underway and will likely include additional cross training in the following areas: supporting job seekers including resume writing and interviewing; working with former offenders in providing reentry services; using social media; and making informed career decision-making using labor market data.

## **DLLR engages the Maryland Higher Education Commission (MHEC) for outreach to adult education completers as a part of the US Department of Education's College Access Challenge Grant.**

In 2010, as a result of discussion of a Working Poor Families Project policy brief, College Access Challenge Grants were modified to include outreach to low income adults and other challenged populations. DLLR and MHEC agreed to the expansion of Maryland's effort to include adults, people with disabilities and recent completers of GED and external diploma programs. The College Access Challenge Grants (CACG) is intended to strengthen educational attainment of low-income students by funding state strategies that improve access to post-secondary education. In Maryland this US Department of Education grant is administered by the Maryland Higher Education Commission (MHEC). Initial efforts focused on outreach to adult education completers to consider college enrollment. DLLR distributed information on college access, funding options, and assisted MHEC grant review for community college proposals. Since the College Access Challenge grant also supported activities included in the Career Pathways model, DLLR undertook additional activities that supported the goals of the College Access Challenge Grant including: hosting the Career Pathways Institute, creation of the financial literacy portal; infusion of career development activities into adult education programs; strongly encouraging and supporting graduates, soon to be graduates and other adults to apply for student aid including Legislative Scholarships as well as the Howard P. Rawlings Awards. These education funds are often overlooked by non-traditional populations.

In PY12, DLLR received \$75,000 grant to support activities around College Access. These funds will be used to hold a Career Pathways Institute in August of 2012 bringing together local Workforce Investment Boards, Community Colleges and adult education providers to design programs that build career pathways programs around the state and encourage college enrollment.

Other partners in the MHEC effort include: the Maryland State Department of Education, Maryland Public Television, College Goal Sunday (CGS), Maryland Department of Labor, Licensing and Regulation (DLLR, houses Adult Basic Education), the Maryland Business Roundtable for Education (MBRT); Maryland Department of Disabilities (MDOD); Maryland Public Television (MPT); Maryland State Department of Education (MSDE, K-12 ) and USA Funds.

## DLLR assists the State Highway Administration on training efforts through BuildUP

The Maryland Department of Transportation's State Highway Administration (SHA) recently announced the launch of a new On-The-Job-Training (OJT) program referred to as BuildUP. The BuildUP program is a training program designed to provide relevant technical and skilled craft training related to the transportation and highway construction industries. The goal of the program is to provide skill training and hands-on experience relevant to these industries and increase the employment potential to underserved groups including women, minorities, veterans, individuals' currently unemployed and socially and economically disadvantaged individuals within Maryland. The Department of Labor, Licensing and Regulation's Division of Workforce Development and Adult Learning (DWDAL) is working with SHA to design the process, identify benchmarks and align resources to recruit, train and place people in jobs.

DLLR lent its workforce development expertise to help SHA establish selection criteria for candidates from the over 1300 applications. The selection criteria were then applied. SHA will host another General Information Session for the upcoming group of candidates. DLLR provide staff support and information about services available within the One Stop Career Centers for those not selected into this training program. To address the needs for applicants not accepted into the BuildUP program, DLLR hosted a BuildUp Your Skills Referral Fair on April 24, 2012, at the Pratt Library in Baltimore in order for them to connect with other potential training opportunities, education resources, and support services. DLLR continues to work with SHA to develop strategies to identify appropriate candidates for training, track applicants, and provide assistance with job placement at the completion of training.

The Maryland Rehabilitation Association presents the Humanitarian Award to DLLR disabilities navigator MRA and its sponsors the Maryland Department of Disabilities and the Maryland State Department of Education's Division of Rehabilitative Services (DORS) presents the Humanitarian award to an individual who has exercised notable leadership in removing environmental or legal barriers, thereby preventing discrimination against individuals with disabilities and supporting the rights and benefits due to every citizen.

Sara Muempfer, DLLR staff member, received the Humanitarian Award at the annual MRA conference in October of 2011. Sara was recognized for her involvement in the promotion of the employment of persons with disabilities and in the training of professionals and consumers on issues relative to disability and employment in her roles with the Maryland Department of Labor, Licensing and Regulation (DLLR). Sara currently serves as the Disabilities and Youth Services Coordinator for DLLR. She previously served as Project Manager for the DLLR/Maryland Department of Disabilities Partnership Initiative and as a DLLR's disability program navigator. She has been a vital partner in cross-agency initiatives to improve employment opportunities for individuals with disabilities working with DLLR, MDOD, DORS and DBED.

The Western Maryland Consortium (WMC) was also recognized at the MRA for their organizational partnership with DORS offices in Garrett, Allegany and Washington Counties. The Consortium is a regional workforce development agency that provides services for unemployed and underemployed adults and youth in the form of career information, resume development, skills training, workshops, and job search assistance so they can enter the workplace. The WMC has been crucial to the success of the summer youth program in Maryland's three westernmost counties for the past 3 years. The Consortium assisted DORS with placement, payroll, and monitoring of work sites for over 80 students in western MD.

## DLLR assists the State Highway Administration on training efforts through BuildUP

The Maryland Department of Transportation's State Highway Administration (SHA) announced the launch of a new On-The-Job-Training (OJT) program referred to as BuildUP. The BuildUP program is a training program designed to provide relevant technical and skilled craft training related to the transportation and highway construction industries. The goal of the program is to provide skill training and hands-on experience relevant to these industries and increase the employment potential to underserved groups including women, minorities, veterans, individuals' currently unemployed and socially and economically disadvantaged individuals within Maryland. The Department of Labor, Licensing and Regulation's Division of Workforce Development and Adult Learning (DWDAL) is working with SHA to design the process, identify benchmarks and align resources to recruit, train and place people in jobs.

DLLR lent its workforce development expertise to help SHA establish selection criteria for candidates from the over 1300 applications. The selection criteria were then applied. SHA will host another General Information Session for the upcoming group of candidates. DLLR provide staff support and information about services available within the One Stop Career Centers for those not selected into this training program. To address the needs for applicants not accepted into the BuildUP program, DLLR hosted a BuildUp Your Skills Referral Fair on April 24, 2012, at the Pratt Library in Baltimore in order for them to connect with other potential training opportunities, education resources, and support services. DLLR continues to work with SHA to develop strategies to identify appropriate candidates for training, track applicants, and provide assistance with job placement at the completion of training.

## Strategies for Improvement

The Division of Workforce Development and its local workforce system partners initiated strategies designed to focus on more effective service delivery and enhanced services more effectively and efficiently, especially in the areas of dislocated worker, re-employment, and UI/workforce system connectivity and integration strategies targeting increasing the number of program participants and veterans engaging in One Stop services, connecting to employment opportunities and returning to work after training.

These strategies include:

### *A Regional Approach*

The Laurel Regional One Stop Career Center, a collaborative effort of the Department of Labor, Licensing & Regulation, Division of Workforce Development and Adult Learning and the Local Workforce Partners of Anne Arundel, Montgomery, Howard and Prince George's Counties leveraged resources to provide customers with access to a "super One Stop Career Center" to attract non-traditional customers who were reluctant to visit traditional One-Stop Career Centers.

The new One Stop Career Center serves multi-county customers through an enhanced service delivery system complete with a "Professional Outplacement Assistance Center" located onsite.

The Laurel Regional One Stop Career Center is featured in one of DLLR's DWDAL Outreach Videos, "Moving Maryland Forward –Laurel Regional Workforce Center," found on the DLLR website at <http://www.dllr.maryland.gov/employment/wdvideos.shtml>.

### *Innovative Use of National Emergency Grants*

The State of Maryland expanded the service capacity of the Workforce Investment Act Dislocated Worker training and employment programs by utilizing funding in response to large, unexpected economic events throughout the state which have caused significant job losses. These NEG's have provided resources and assisted the state and local workforce investment boards to quickly reemploy laid-off workers by offering training to increase occupational skills.

The significant numbers of dislocated Manufacturing, Healthcare, Retail and other targeted unemployed workers that represent potential customers who would be unlikely to receive Workforce Investment Act Adult/Dislocated training have been identified as workers most in need of services. These customers will be served by the public workforce system and prepared through OJT's and training for demand occupations. In an effort to continue to attract those customers most in need of our services, investments in enhanced Technology improvements, such as more online services, also attracted non-traditional customers to the public workforce system. The Maryland Workforce Exchange and its Labor Market Information portal is the Division's latest effort to make online services easier to access and navigate for employers and job-seekers alike.

### *Strategic Partnerships & Staff Development*

The Division has partnered with local libraries, community colleges, faith-based and community-based organizations, and other State and local government entities to co-sponsor events that bring jobseekers together and connect them with our services and employment opportunities. Employer and business needs have changed during the economic downturn. DWDAL has utilized the economy to further leverage its resources and has sought, developed, and even rekindled former partnerships. DWDAL determined that it was necessary to embrace the higher-end needs of the business community and used staff training as a caveat to ensure success. The alignment of staff has been overlaid with a sector focus allowing the

Division to develop industry savvy, staff experts. In doing so, staff have learned the language and needs specific to various industries, allowing for better candidate matches to employer job descriptions. Better outcomes and repeat employer customers and satisfaction have continued to result.

## Priority on Program Development

### ***Workforce Development Programs***

As in prior years, emphasis continued to be placed on programs designed to ensure employers have the skilled workforce they need to be competitive as well as helping Marylanders access employment and training resources and services. The One Stop System, comprised of a partnership between the thirty-four (34) One Stop Career Centers and the Workforce Investment Boards, serves as the primary vehicle for both adults and dislocated were in the forefront of DWDAL activities in PY2011 and continue to be fine-tuned and developed are as follows:

- An ongoing emphasis on improving communications between Job Seekers, Employers, and DWDAL Employees. Publications are continually being developed in multiple languages (such as French and Spanish) and are available in an effort to assist One Stop Visitors and Businesses alike. DWDAL launched its first internal newsletter in an effort to share information between employees (<http://intranet.dllr.state.md.us/es/wdalnews>). An updated second edition is awaiting final approval for distribution.
- A continued investment in worker training through such programs as On-the-Job Training National Emergency Grants (OJT NEGs) that aid in preventing layoffs, saving jobs, and helping businesses to up-skill their workforces. Our first DWDAL video, Moving Maryland Forward – Soar Above the Competition with a Skilled Workforce, was launched in the Fall and focuses on the OJT Program (<http://www.dllr.maryland.gov/employment/wdvideos.shtml>).
- The development of a series of outreach videos to be filmed through June 2012 that serve as a call-to-action for employers and job seekers. The videos focus upon the many services available to Marylanders such as occupational skills training and salary reimbursement are being utilized for two main purposes: 1) to heighten awareness about these valuable resources; and 2) mobilize employers and job seekers to take the next step and utilize them.
- A continuing determination to provide green job training and employment opportunities in manufacturing, construction, and environmental technology utilizing information gleaned from the MARC Green Consortium Project (see the DLLR website at <http://www.dllr.state.md.us/greenjobs/greenreports>). DWDAL recognizes the importance of labor force adapting its skills to meet the growing demand for green-related employment opportunities. Ultimately, the study's findings provided the necessary background information that allows policymakers, Workforce Investment Area leaders, training providers, employers, job seekers, and other stakeholders to make accurate and informed workforce decisions.
- A modern enhancement to the Maryland Workforce Exchange Virtual One Stop System (MWE-VOS), with the first phase – “Search More Jobs” – having been launched September 2010, and the final phase of this Virtual One Stop – “Case Management Modules” – having been launched in April 2011.
- Marylanders are now able to log onto this Virtual One Stop and harness the use of web “spidering technology” to access more job resources than ever before. Job seekers are able to search for available jobs in the State of Maryland using a search engine that aggregates jobs from government websites and newspaper postings, as well as corporate job boards. Job searches can be conducted by zip code, city, county, metropolitan or workforce area, or on a statewide basis, and job seekers are able to search for training opportunities within the system and develop résumés and cover letters then submit them directly to the employer online. MWE-VOS also provides Labor Market Information and skill requirements for the job listed. Employers have access to recent training graduates and can search for talent and rank the candidates using the automated system. All of the services provided are available at no charge to job seekers and employers.

- The hub of MWE-VOS is the State's Workforce System that includes 34 One Stop Career Centers. As of December 31, 2011 (PY2011 Qtr 2), more than 86,189 Marylanders were placed into jobs after receiving Workforce Services. Approximately 61,361 of the placements were for Marylanders who were unemployed at the time of enrollment.
- Publications – in English, Spanish, and French – geared toward job seekers continue to be developed touting this effective job matching system and are available at the One Stop Career Centers. Employer publications are jointly developed and distributed by the One Stop Business Representatives to employers.
- A continued emphasis on transitioning Veterans, their spouses, and other eligible persons to the workforce. Special emphasis is directed toward servicing those who are economically or educationally disadvantaged, including homeless veterans and those with barriers to employment. Outreach programs to employers aid to accomplish these goals of employment, as well as programs such as Work Opportunity Tax Credit (WOTC) and Veterans Investment Workforce Program (VIWP), to name a couple examples.
- Emphasis has been placed on offering “Priority of Service” (POS) to Veterans who come into the One Stop Career Centers. Posters (11”x17”) are prominently displayed at the entrance of the Centers publicizing this focus, and flyers have been developed and distributed to the Centers.
- The Military 2 Federal Jobs (Mil2Fed Jobs) web-based tool is up and running that provides a crosswalk between the military occupational codes and federal occupational series. Dislocated BRAC service members and veterans as well as moving qualified transitioning service members and veterans are assisted by this tool. The Mil2Fed portal can be accessed through the MWE-VOS system ([mwejobs.maryland.gov](http://mwejobs.maryland.gov)).
- A renewed dedication by the Rapid Response team of the Dislocated Services Unit to disseminate timely information to Dislocated Workers. The team's goal is to provide One Stop service information to the workers as soon as possible to assist them in their re-employment and training needs.
- An enlightened interest in Maryland's Immigrant Population and contributions to the state's economy resulting in the establishment of the Maryland Council for New Americans. Workforce is one area of focus for the Council, whose purpose is to “review and recommend new policies and practices to expedite immigrant integration into the economic and civic life of the state.” These populations, including Migrant Seasonal Farm-workers (MSFW), are provided with formal complaint agency referral, information on English and heritage proficiency classes, and naturalization/citizenship information.
- Preparations are underway for converting the Maryland GED test sites to paperless computer based testing (CBT).

## Governor's Workforce Investment Board (GWIB)

Governor O'Malley's workforce vision has long been embedded in the principal that Maryland's economic prosperity directly tied to the education and skill level of the State's workforce. Job creation and skills attainment are central to the O'Malley-Brown Administration and fall squarely within the top four Administration priorities: skills, security, sustainability, and health.

Skills attainment has also featured prominently in Governor O'Malley's budget proposals. He created Maryland's first dedicated funding source for higher education through the Higher Education Investment Fund, increased state student financial aid by \$95 million to \$462 million, and increased investments in Maryland's community colleges by 35 percent. To ensure these investments were spent prudently, Governor O'Malley coupled greater investments in skills with a series of education, workforce, and economic development policy reforms to improve alignment and performance across agencies, thereby increasing their collective impact.

The Governor's Workforce Investment Board (GWIB), as the State Workforce Board, is the Governor's chief policy making body for workforce development in the State of Maryland. The GWIB is responsible for providing oversight of the state's workforce system and for developing policies and strategies to meet the Governor's vision – preparing the workforce to meet the current and future demands of Maryland employers while simultaneously equipping workers with the skills they need to succeed and compete in the workforce.

The Governor's FY2012 budget includes \$64.8 million to be used for workforce development initiatives. The Department of Labor, Licensing and Regulation and the GWIB, through their combined policy efforts, have worked diligently to remain proactive in the face of an unprecedented economic downturn and will continue to work across departments to implement programs, initiatives, and tax credits, to address the mortgage crisis, improve access to green tech jobs and advanced manufacturing, and curb unemployment faster. By reaching out to both new and trusted business partners, nearly 22,000 new Maryland jobs were created this past year. To maintain and build on the progress made, DLLR and the GWIB remain focused on work toward three of the Governor's Strategic Goals:

1. Create, save, or place residents into 250,000 jobs by the end of 2012;
2. Improve student achievement as well as school, college, and career readiness in Maryland by 25% by the end of 2015; and
3. Increase the number of Marylanders who receive skills training by 20% by the end of 2012. (GWIB)

Skills2Compete Maryland is the "umbrella" initiative through which this goal is achieved. Skills2Compete is the State's measurable mandate for a more integrated, training-focused, data-driven, and ultimately more accountable workforce and education system. It includes an external public information campaign to encourage more residents to pursue post-secondary credentials. Just as significantly, it includes a means for tracking success toward the Governor's goal, an innovative approach to counting Marylanders' degree, credential, and basic skills attainment across a broad array of public programs. The Governor designated the Governor's Workforce Investment Board (GWIB) to serve as the S2C Advisory Board to ensure system alignment, promote interagency coordination and collaboration, and to collect and analyze S2C data from partner agencies and stakeholders.

Skills2Compete-Maryland encapsulates some innovative approaches that other states might consider in their efforts to raise the skills of their residents. Skills2Compete Maryland:

- Defines a single, measurable statewide postsecondary goal for skill attainment, as publicly articulated and publicized by the Governor;

- Establishes a platform for cross-agency alignment and accountability to the Governor's goal across the full range of the state's human capital programs;
- Counts a diversity of skills outcomes as potential markers of success—not just degree completion, but also the attainment of other industry-recognized credentials, as well as transitions of low-skilled individuals onto new career pathways; and
- Includes a system of cross-agency data collection and reporting that allowed the Governor to monitor, in real-time, his Administration's progress toward his 20 percent by 2012 goal.

## Highlights of 2011 Activities

### *January 2011*

- The GWIB hosted the first in a series of five Regional Listening Tours at Anne Arundel Community College, in support of the work being performed under the U.S. Health and Human Services-Human Resource Services Administration (HHS-HRSA) Health Care Workforce Planning Grant.

### *February 2011*

- The GWIB hosted the second in a series of five Regional Listening Tours at Adventist HealthCare, Inc., in support of the work being performed under the HHS-HRSA Health Care Workforce Planning Grant.

### *March 2011*

- The GWIB hosted the third in a series of five Regional Listening Tours at the Eastern Shore Area Health Education Center (AHEC), in support of the work being performed under the HHS-HRSA Health Care Workforce Planning Grant.
- The GWIB business representative board members, led by Chair, William G. Robertson, President and CEO of Adventist HealthCare, Inc. and Vice Chair, Ronald Peterson, President and CEO of Johns Hopkins Health Systems, submitted a letter to Senate leadership in Washington, D.C., opposing nearly \$2B in cuts to job training programs, and advocating for sustained funding for Workforce Investment Act of 1998 (WIA) programs.
- The GWIB approved changes to its governing documents, the Executive Order and By-Laws, to better align with the provisions of the WIA related to state workforce boards and the O'Malley-Brown Administration's workforce priorities.
- The GWIB hosts U.S. Department of Labor Employment and Training Administration (Region 2-Philadelphia) leadership, Lenita Jacobs-Simmons, Regional Administrator, at its quarterly board meeting.

### *April 2011*

- The GWIB hosted the fourth in a series of five Regional Listening Tours at the Southern Maryland Medical Center, in support of the work being performed under the HHS-HRSA Health Care Workforce Planning Grant.
- The GWIB hosted the last in a series of five Regional Listening Tours at the Western Maryland AHEC, in support of the work being performed under the HHS-HRSA Health Care Workforce Planning Grant.
- The GWIB partners with the Pittsburgh Institute of Aeronautics (PIA) to celebrate the ribbon cutting and grand opening of the Aviation Maintenance Technician Program at Hagerstown Regional Airport. Governor Martin O'Malley was on hand to perform the ribbon cutting.
- The GWIB celebrates the graduation of the first Maryland Energy Sector Partnership Go Solar! training program class, a partnership between the GWIB, Prince Georges County Economic Development Workforce Services Division, and the Joint Apprenticeship and Training Committee (JATC) Local Union 26 of the International Brotherhood of Electrical Workers (IBEW).

**May 2011**

- The GWIB released the final version of the 2010 Workforce Indicators Report reflecting data provided for the entirety of 2010.

**June 2011**

- The GWIB completed its Biannual Local Workforce Investment Board (LWIBs) Recertification Process on behalf of Governor O’Malley, as mandated by WIA. The Board recommended recertification of 11 of the 12 LWIBs.

**August 2011**

- The GWIB, as a part of the Skills2Compete (S2C) Maryland initiative, participated in the launch of Discovery Communications’ “Discover Your Skills” event.
- The GWIB is cited in the National Skills Coalition’s publication, “Beyond Degrees: Lessons Learned from Skills2Compete-Maryland,” for its role in coordinating state agency efforts in support of the S2C goal.

**September 2011**

- The GWIB hosted a healthcare workforce summit, Preparing for Health Reform: HealthCare 2020, to support work being performed under the HHS-HRSA workforce planning grant.
- The GWIB participated in the Career Pathways Summit held in Anne Arundel County on September 23, 2011.
- The GWIB participated in “The Future of Nursing in Maryland” Summit hosted by the Maryland Action Coalition Campaign for Action at the University Of Maryland School Of Nursing in Baltimore. GWIB Executive Director, Lynn M. Reed, co-chairs the Maryland Action Coalition with Neil Meltzer, M.D., President and CEO of Sinai Hospital and Sr. Vice President of LifeBridge Health.

**November 2011**

- The GWIB partnered with Lt. Governor Anthony G. Brown at the Silver Spring campus of Montgomery College for a press conference announcing the release of the newly published, “Preparing Maryland’s Workforce for Health Reform: HealthCare 2020” report.

**December 2011**

- The GWIB hosted Governor Martin O’Malley at its quarterly board meeting.

## Success Stories

Maryland Workforce System staff are honored and privileged to provide commendable services to job seekers and employers. The following personal customer stories shared with staff members from around the State illustrate the end result of the praiseworthy work accomplished each and every day at Maryland Career Centers.

### ***Adult***

***Ms. Linda Gillis, a Lower Shore resident, writes a letter to Greg Eberts, Labor Exchange Administrator, in which she sings the praises of the One Stop Career Center staff and services:***

*"I am writing to express my appreciation for all the resources and help I received at the Workforce Exchange. I lost my job... [and] being able to use the computers was a real "lifesaver" for me as I do not have the Internet at home. I appreciated having the fax machine at my disposal, as often job openings would require applications sent via fax. Being able to print what I needed to find work, whether it was information about job hunting, information on particular companies, or applications was such a help also.*

*The staff behind the desk at the Workforce Exchange were always helpful. They read over my cover letters, thank you notes, and applications ... giving good suggestions. I appreciated Bill Draucker's suggestions on my resume, as I felt it made [it] more appealing to hiring managers. What I feel helped me the most was Susan Willey's coaching on interview techniques. I had an interview at Salisbury University (SU) in the summer, and I did not feel I had done a good job. I asked Susan for help and I was able to use what she taught me on other interviews. I had the opportunity again to interview at SU in November. Susan, knowing when my interview was, called me the day before to ask if it would be a help to me to practice some questions. She also helped me with questions to ask at the interview. I so much appreciated that.*

*It was exactly what I needed to feel more confident at the interview. I got the job!\* My supervisor said one reason I was hired was I talked, and they felt that showed an interest in the position. I attribute Susan's help to how well I was able to do at the interview.*

*I also took the computer classes Wor-Wic [conducts] at the One Stop Job Market. I know this helped me in getting the position at SU as I had testing as part of the interview process. Part of the test was on Word and Excel. I was told I was the top person in the testing. I would not have done as well if I had not taken those classes.*

*Thank you, Mr. Eberts, for the resources and your helpful staff. I am very grateful to have had such invaluable resources and assistance. It is part of the reason I now have a position that I call my dream job."*

*\*NOTE: Ms. Gillis' wages have increased relative to her former job; additionally, she has health care coverage – something she lacked with her previous position.*

### ***Dislocated Worker***

***On-the-Job Training (OJT) - After being out of a job for more than two years, Taiwan Hill is happy to have a hammer in his hand again.***

Through an innovative program designed to get the long-term unemployed back to work while reducing training costs for employers in occupations where skilled, qualified workers are in short supply, Mr. Hill, 35, was paid to train for a new career in the emerging deconstruction field which draws upon his existing skills and experience.

The program, operated by the Baltimore City Mayor's Office of Employment Development (MOED), is called the National Emergency Grant On-The-Job Training (NEG-OJT). "I was brought up in the construction field; this is the work I love to do," said Mr. Hill of his new position with Second Chance, a Baltimore non-profit that teaches workers to safely take apart buildings and homes to salvage usable materials. The salaries of Mr. Hill and eleven other dislocated workers who were trained at Second Chance were partially covered by MOED through the NEG-OJT program. The program is federally funded, with the money funneled to MOED through the Maryland Department of Labor, Licensing and Regulation (DLLR) Division of Workforce Development and Adult Learning (DWDAL). The length of the training period depends on the complexity of the job as well as the participant's skills and prior work history. The Baltimore program averages three months of training.

Mr. Hill connected with the NEG-OJT program through the Eastside One Stop Career Center, where he began going during his unemployment to connect with training opportunities, improve his résumé, and brush up on his interviewing skills. He started his on-the-job training at Second Chance in September, 2011, and finished in March, 2012. He is now a permanent, full-time employee of Second Chance.

*"This has given me steady work and a paycheck, and something to do with my life instead of sitting around," said Mr. Hill. "I love to come home now and allow my kids to see me in my work clothes, see me being positive. They see their father as a man now. That's how I feel."*

Taiwan Hill is featured in one of DLLR's DWDAL Outreach Videos, "Moving Maryland Forward – Soar Above the Competition with a Skilled Workforce," found on the DLLR website at <http://www.dllr.maryland.gov/employment/wdvideos.shtml>

#### ***On- the-Job Training works for Mr. Dean King, too!***

Dean King had been recently laid off from his former position as an account manager with a large company when he first made contact with Frederick County Workforce Services (FCWS). He came to FCWS with interests in supply chain management and medical logistics – careers which would require new skills acquisition on his part as well as work experience. After enrolling in WIA, Dean was connected with one of the center's business customers, Frederick Memorial Hospital (FMH) - an organization that agreed to bring Dean on board as an intern. After completing his internship, Dean was invited to participate in a six-week OJT opportunity with FMH. This experience proved to be so successful that Dean was eventually hired into a permanent position at the hospital within his new field of interest.

Dean's story is a great example of how WIA can help someone change careers and how business services can provide the critical link between the job seeker and available employment opportunities.

Dean continues to speak highly of FCWS to anyone he knows who is in search of a new career opportunity. He is very thankful to FCWS for making such valuable connections on his behalf.

Job Seeker Ms. Supanee Shrestha visited the MontgomeryWorks Center on January 13, 2012, attended job fairs, and enjoyed services and friendly staff assistance by Wandee Hirunvaranatee, Job Service Specialist.

Supanee was desperately looking for a job after working at a retail supermarket for 19 years and was fired. She was sad, upset, and frustrated but her belief was strong that she will find a new job one day if she prepared herself well. She registered with the MontgomeryWorks Resource Center and took full advantage of its many services. She attended new customer orientation, took most of the workshops to learn and improve her skills. She came daily

and utilized the services in the resource center, using the computer for her job search and daily monitoring the Job Fair/Recruitments bulletin board. It was on this board that she one day spotted an Open House announcement at Fresh Market Groceries on Rockville Pike.

Ms. Hirunvaranatee states: [Supanee] felt very confident and thought that she had everything ready to apply for that position. She went there and submitted her résumé. After one week, she received a phone call from the hiring manager inviting her for an interview. Having attended the interviewing workshops, she felt confident and knew that she was ready for the interview. After the interview, she returned to our center and told me she knew she did very well, and felt that the manager was impressed with her work history.

A week later, the hiring manager called and offered her the job of Assistant Deli Manager at that location... I am so proud of her. She worked hard on that, and had such strong determination to make things happen.

She wanted to come here, and thank the resource center team for all the support and assistance she received. Now she is telling everyone she knows who needs help finding a job to come to MontgomeryWorks to register, and utilize the resources that will prepare them for new job opportunities.

## Youth

***The Susquehanna Workforce Network contracted with Cecil College to provide educational and career services to youth who have dropped out of the public schools. The following narrative is from a successful program participant from that program.***

*"Hi My Name is Margie Anton I am a Graduate of the recent Back on Track Grant Program with Cecil College.*

*Back on Track for me is exactly what it did. As a North East High School drop-out due to my pregnancy and the complications I had with my daughter during the 9 month duration, I just could not complete the school year. I tried to go back the following year and being a new mother I wanted to be home rather than in class. At the beginning of 2011, I dropped into a depression – my daughter had just turned one and I was realizing that my part-time waitressing job was not going to pay for all the needs of a growing toddler. I was very upset [that] I had let my Honors' Society, My Talent Identification Program, and a possible scholarship to a four-year college go down the drain because I didn't strive like I should have when I had the chance to. I was tired of the dead-end jobs and low income I was living in. I signed up with [Cecil College] in hopes to obtain my GED and pursue a Degree in Nursing. One day I received a voicemail on my parent's home phone from a lady [from Cecil College]. It sparked my interest because I knew I hadn't signed up with the college for anything so I immediately called her back. She then explained to me about the program and everything it offered. For me, being a single mother this opportunity was God-sent for me and my daughter. I knew that if I had to pay for the GED classes and Book and Test Prices I wouldn't be able to succeed due to financial trouble. So the following day I met with Cheryl Hall and my Successes just started one after another. The Back on Track Program for me has given me hope when I didn't have any at all. I have now completed 109 Hours in the Office Ready Program that the Grant offered. I have certificates in: Business Etiquette and Leadership; Customer Service Excellence; Microsoft I, II, and Excel; Proper Presentations - using outlook; Effective Business Writing – online; and Project Management Overview. While completing the classes and online assignments I was also Volunteering with Seasons Hospice in Havre De Grace 20 hours a week for Nursing Experience and taking my GED Classes. I passed My GED practice test and obtained My GED on January 31, 2012. I now speak for Cecil Leadership to speak for the grant given to Cecil College and how it helped me to better my life and further my education. This past week I have received my financial aid for Cecil College and plan on starting the Nursing Program on June 18, 2012. The Advisors and my Coordinator Cheryl Hall were very helpful and caring and made everything from books to tutoring available if needed. I now have experience in a nursing and office environment and I feel Highly Capable of succeeding in anything that I put my mind to. I am completely grateful for this Grant, and I plan on 'Staying on Track' for these years to come."*

### **New Economy**

**Maryland Energy Sector Partnership (MESP)** – “Bryan” states, “It’s amazing what your government can do for you, if you just take a look.”

I’m not sure about what similar programs are offered in your state, but in the state of Maryland there is the Maryland Energy Sector Partnership (MESP) which is led by the Governor’s Workforce Investment Board. The Maryland Department of Labor, Licensing and Regulation (DLLR) received a \$5.8 million Green Job Training grant from the U.S. Department of Labor to train workers in the skills required in emerging industries including energy efficiency and renewable energy.

I was unaware of this program until I was handed a brochure that read “Green Job Training at NO COST.” So I went to the website on the pamphlet, found the closest One Stop Career Center, researched Maryland’s Workforce Exchange web site, sent email’s to the appropriate contact, and submitted the necessary paperwork. The requirements were that I had to be unemployed, have received at least a high school diploma or an equivalent, and live in the state of Maryland to be eligible. Within 10 days of submitting all necessary forms, I landed a Career Counselor, and she worked with me to acquire a voucher for training courses with EverBlue Training Institute. Before I was assigned a counselor, though, I was required to attend seminars about developing, recognizing, and implementing transferrable skills and about resume building and writing. It was a relatively quick and painless process and I hardly had to do a thing.

It’s amazing what your government can do for you, if you just take a look.

### **Veterans**

**Eric Agosto – Success...By Design**

Eric journeyed to Maryland when his wife obtained an opportunity to work for Social Security Administrative Services. He left an unstable Director of Operations position in South Florida for his wife’s dreams with the understanding that we would be better off with this opportunity ensuring one of us had a stabilized position with the government, during the economic down turn.

Moving to Maryland, a state within which he had never visited let alone lived in, left him with mixed emotions, apprehension, excitement, and even some enthusiasm, yet held with equal skepticism. With a family of four (4), this move brought about some undue stress.

In Eric’s own words:

*One of my initial positions was that of a picker in a warehouse that provided office supplies in a distribution service center. I accepted this evening position while distributing my résumé, this allowed me to make some residual income while looking and interviewing for a position within my line of work. I was not focused on my last position and the money I've lost as much as I was focused on my next position and the potential that lay ahead of me.*

*As a military veteran, I sought out the Maryland’s One Stop Career Center, in particular the Services for Veterans; this is where I met Mr. Orion Jones. Mr. Jones recommended their workshops, Job Fairs, Career & Workforce seminars as well as the usage of the Maryland Workforce Exchange Virtual One Stop (MWE-VOS) which allowed me to search for current openings in my community during my employment search. I followed Mr. Jones’ recommendation during my search when I was given the opportunity for Project Coordinator position with D&A Contractors, Inc. (a General Contractor).*

*During my employment with D&A Contractors, Mr. Jones referred me to the center’s WIA program for Project Management Professional (PMP) course and training, emphasizing on its national recognition and professional opportunities. I was helped by Ms. Shelia Little, who got me signed up and approved for the Project Management Professional (PMP) voucher program.*

*I've since gone on to obtain a Project Manager position for Skyline Network Engineering which obtained a \$160M American Recovery Reinstatement Act (ARRA) federally funded project for the state of Maryland.*

*The following are some of my most recent professional development / training that I've enthusiastically been working on since my arrival in Maryland to the Present:*

- White Belt Lean Six Sigma Methodology*
- PMI Project Manager PMP Certificate*
- Advance MS Project Certificate*
- PMI Certificate-PMI-Scheduling Professional*
- PMP Certificate Howard Community College*
- USEPA Advance Asset Management Certificate*
- PMI Certificate-PMBOK Guide update 4th Edition*
- PMI Certificate-Risk Management Professional*

*The moral of my story is that with the guidance, training, and courses to which I was exposed at Maryland's Columbia Workforce Center and its various programs along with my personal skill set, persistence, training, and perseverance, I was able to find a great opportunity which has launched my career forward in leaps & bounds. I am grateful for the services and the team at the Columbia One Stop Career Center for the opportunity and assistance they afforded me during my initial search, in particular the Veterans Department. This same success has the potential to be applied & duplicated for the many returning Veterans.*

Eric Agosto is featured in DLLR's DWDAL video, "Moving Maryland Forward – We're in this Together," linked on the DLLR website at <http://www.dllr.maryland.gov/employment/wdvideos.shtml>.

### ***Re-entry***

***Through the help of staff at Northwest One Stop Career Center's Re-entry Center, Baltimore City, Antonio Fonseca is now happily and gainfully employed as an automotive technician.***

In early 2012, Mr. Fonseca requested information about the Federal Bonding Program. The Local Bonding Coordinator, Scott Espenscheid, met with Mr. Fonseca, verified his eligibility for the program, and provided him with a Federal Bonding Eligibility (FBE) letter along with information about the Work Opportunity Tax Credit (WOTC) to share with potential employers. In early January, 2012, Mr. Fonseca shared the FBE letter and WOTC information during an interview with Sedlak Automotive, LLC, and was hired the same day.

Waymon Hunt was so appreciative of the One Stop Career Center services he received as an ex-offender that he shared his pleasure with Maryland's Governor Martin O'Malley by writing a letter of appreciation. Secretary Sanchez was pleased to respond to Mr. Hunt:

*Thank you for your letter to Governor Martin O'Malley regarding the difficulties you were facing finding employment as an ex-offender. The Governor read your letter and asked that I respond on his behalf. As Secretary of the Department of Labor, Licensing and Regulation, I have oversight responsibility for the Division of Workforce Development and Adult Learning (DWDAL). The DWDAL manages the State's Workforce Development and the Adult Learning programs, which integrates adult learning and workforce creation programs. The DWDAL workforce unit, alongside the regional One Stop Career Centers, offers a variety of educational and training services for jobseekers of all educational and skill levels.*

*I received a report from Ms. Constance Parker, Administrator of the Maryland Re-entry Program here at the DLLR, that you received security clearance for Maryland and D.C. and will soon be starting employment working with youth, the field that you so enjoy. She further reports that you received some assistance from the One Stop Career Center in Largo as well as assistance in filing for your clearance from the State's Attorney's office. Congratulations, we are always pleased to hear about the successful employment of our Maryland citizens!*

*Thank you again for your letter to Governor O'Malley. Should you have additional questions or concerns, please contact Constance Parker, Administrator of the Maryland Re-Entry Initiative, DWDAL, at 410-767-2018.*

*Very truly yours,*

*Alexander M. Sanchez  
Secretary*

## Office of Workforce Information & Performance

The U.S. economy has been in a modest recovery that began in June 2009, gradually emerging from a contraction that started December 2007, and has been widely referred to as “The Great Recession”. Twelve consecutive quarters of GDP growth (through 2012Q2) of widely varying levels, have been slowly, and unevenly, adding jobs and reducing the nation’s jobless ranks.

U.S. employment averaged 131,359,000 in 2011, a gain of 1,485,000 jobs from 2010—the first positive annual average change since 2007. Employment had reached a trough in February 2010—seven months after the recession ended. Jobs have been added since then in all but four months, including the last 21 (through June 2012), though some gains have been minimal. The job count remains more than 493,000 below the peak employment level reached in January 2008, one month into the recession.

Unemployment has likewise been trending in a positive direction, but recently appears to have stalled. After topping out in October 2009 at 10.0% (seasonally adjusted), U.S. joblessness fell to a post-recession low of 8.1% in April 2012, then crept up to 8.2% for May and June—high by historic standards. The number of unemployed was down 2,672,000 from its peak to an estimated 12,749,000 in June. Through the first half of 2012, however, joblessness has remained largely unchanged, as the weak labor market has not been creating enough jobs to significantly lower unemployment.

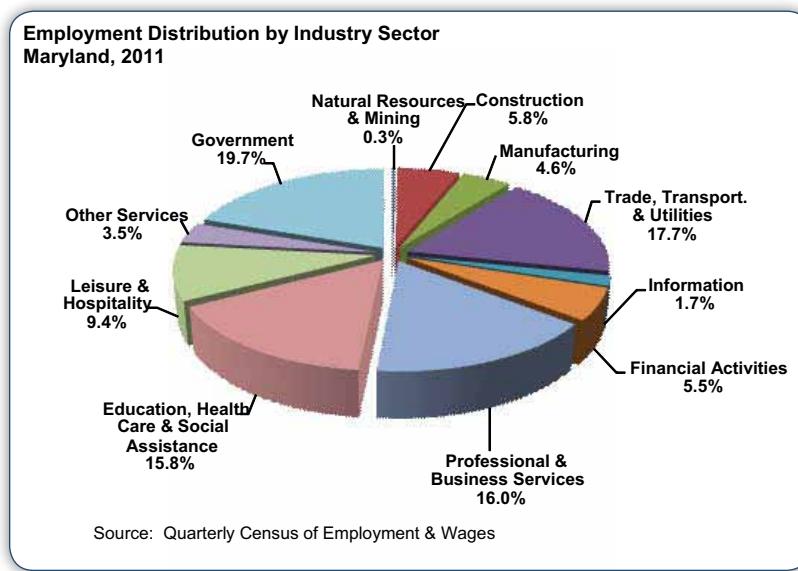
Maryland’s job market, too, has been recovering slowly and somewhat unsteadily. Typically, the state weathers economic downturns better than much of the nation and state unemployment consistently falls below the U.S. average. A number of elements serve to provide stability, both seasonally and cyclically, including the state’s services-dominated job market, a sizable professional / technical workforce, a strong federal government presence, and a well-educated labor force. But the length and depth of the most recent contraction has taken its toll.

Maryland payroll employment peaked at 2,617,200 (seasonally adjusted) in February 2008, two months after the recession began, then fell to a low of 2,472,500 in February 2010—a decrease of 144,700 jobs, or 5.5% of employment. Since then the economy has recovered an estimated 94,300 jobs (through June 2012, preliminary), though gains have been inconsistent. Annual average employment counts indicate a net increase from 2010 to 2011, following three straight years of job decline.

The state’s unemployment status has also improved. Annual average joblessness declined to 7.0% in 2011 from a peak of 7.8% in 2010. The monthly jobless rate topped out at 8.0% (seasonally adjusted) in December 2009, remaining unchanged through March 2010. Unemployment subsequently fell, attaining a post-recession low of 6.5% in January and February 2012. The state’s jobless rate has been lower each month in 2012 (through June, preliminary) compared with the same month last year, but has been inching upward.

## Maryland Employment and Wage Trends

The labor market in Maryland is diverse in industry composition, providing a variety of opportunities at all skill levels. It is strongly services-oriented, however, with the services sector accounting for about nine out of ten payroll jobs. Nearly 20% of employment is in the public sector. Services-providers generally tend to be less cyclically-sensitive than the goods-producing industries of Construction, Manufacturing, and Natural Resources and Mining. Their dominance in Maryland's job market is a factor in the state's relative economic stability. However, the Great Recession revealed the vulnerability of the services-sector to downturns as well.



Maryland payroll employment averaged 2,479,122 in 2011, as reported by employers filing quarterly unemployment insurance tax reports. This increase of 24,704 jobs (1.0%) over the year marked the first net positive annual average job change since 2007. Nearly 21,000 jobs were added in the private sector and about 3,800 in government. Seven private sector aggregate industries posted gains; in 2010 only three did. Among those shedding jobs, losses slowed over the year.

Employment change varied among industry sectors. Professional and Business Services, the state's second largest private aggregate sector, added the most jobs (10,451) and had the highest over the year growth rate (2.7%). Job gains were more than three times those in 2010. One likely factor was growth among federal government contractors connected to Defense Department expansion. Education, Health Care and Social Assistance, another key industry, also grew at an above average rate, adding 6,829 positions. This sector is one segment of the economy that had continued to expand throughout the recent recession. Trade, Transportation, and Utilities, the largest private supersector, grew about average, advancing by 4,995. The industry had been shedding jobs for the last three years. Leisure and Hospitality reversed its course of the past two years, increasing at a slightly above average rate, and gaining 3,927 jobs. Construction added a net 378, a very small increase but a significant change for this industry, which has not seen any growth since 2005. Heavy and civil engineering construction and specialty trades contractors expanded, while construction of buildings declined. Last year Construction lost over 10,000 positions, and the year before, nearly 25,000. This sector has borne the brunt of the recession and its aftermath, which strongly impacted the housing market. Financial Activities, another industry central to the downturn, shed 1,513 jobs—less than half the number lost in 2010. Manufacturing decreased by 2,037—a smaller loss than last year. This industry has been in a long term structural decline, and has not added employment since the early 2000's; the recession exacerbated the trend. A few manufacturers expanded over the year, however, including chemical manufacturing and machinery production. Among those reducing jobs were computer and electronic product manufac-

turing, and printing and related activities. The small Information sector declined by 4.8%--the highest rate of loss for any industry—shedding 2,117 jobs. Still, this represents a lower rate of decline than for the past two years. The tiny Natural Resources and Mining division gained 33 jobs; Other Services was virtually unchanged, up by 12.

Government has been a weak spot nationally in this post-recession period. State and local governments have been challenged by declining revenues, and the federal government has sought to reduce spending. Overall, the public sector in Maryland gained 3,811 positions. Federal Government increased by 4,586 positions, likely a result of the Base Realignment and Closure (BRAC) initiative, which brought thousands of Defense Department jobs to Maryland in 2011, and offset other federal losses. State government was nearly unchanged, increasing by 55, and local government employment fell by 830.

Maryland Payroll Employment 2010 - 2011 Annual Averages				
Industry	Employment		Change 2010-2011	
	2010	2011	N	%
<b>TOTAL EMPLOYMENT</b>	<b>2,454,418</b>	<b>2,479,122</b>	<b>24,704</b>	<b>1.0</b>
Total Private Sector	1,970,310	1,991,203	20,893	1.1
Natural Resources & Mining	6,520	6,553	33	0.5
Construction	142,774	143,152	378	0.3
Manufacturing	115,086	113,049	-2,037	-1.8
Trade, Transportation & Utilities	434,661	439,656	4,995	1.1
Wholesale Trade	85,512	86,227	715	0.8
Retail Trade	277,335	280,649	3,314	1.2
Transportation & Warehousing	62,093	62,718	625	1.0
Utilities	9,721	10,062	341	3.5
Information	43,830	41,713	-2,117	-4.8
Financial Activities	138,000	136,487	-1,513	-1.1
Finance & Insurance	95,808	94,564	-1,244	-1.3
Real Estate & Rental & Leasing	42,192	41,923	-269	-0.6
Professional & Business Services	386,796	397,247	10,451	2.7
Professional, Scientific & Technical Svcs.	224,223	229,577	5,354	2.4
Management of Companies & Enterprises	19,546	21,776	2,230	11.4
Administrative & Support Svcs. & Waste Mgmt.	143,027	145,894	2,867	2.0
Education, Health Care & Social Assistance	385,013	391,842	6,829	1.8
Educational Services	60,117	61,263	1,146	1.9
Health Care & Social Assistance	324,896	330,579	5,683	1.7
Leisure & Hospitality	229,797	233,724	3,927	1.7
Arts, Entertainment & Recreation	35,532	36,119	587	1.7
Accommodation & Food Services	194,265	197,605	3,340	1.7
Other Services	87,759	87,771	12	0.0
Unclassified	74	9	-65	-87.8
Government	484,108	487,919	3,811	0.8
Federal	139,927	144,513	4,586	3.3
State	102,312	102,367	55	0.1
Local	241,869	241,039	-830	-0.3

Source: Quarterly Census of Employment & Wages

A more detailed look at industry dynamics in 2011 (combining both private and public employers) found more industry groups on the upswing than in 2010, and among those industries that declined, job losses were smaller. Four high growth industry groups were components of Education, Health Care and Social Assistance, Professional and Business Services

accounted for two more of the top ten growth industries. Government-related functions comprised three of the largest declining industry groups, and Financial Activities, and Information were the sources for two each in the loss column.

Industry Groups* with the Largest Employment Change 2010-2011 Maryland			
Growth		Decline	
Professional & technical services	4,214	Administration of economic programs	-1,914
Ambulatory health care services	3,813	Credit intermediation & related activities	-1,708
Administrative & support services	3,642	Telecommunications	-1,156
Food services & drinking places	2,904	ISPs, search portals & data processing	-864
Hospitals	1,888	Insurance carriers & related activities	-733
General merchandise stores	1,740	Printing & related support activities	-661
Social assistance	1,110	Postal service	-517
Executive, legislative & general government	871	Publishing industries, except Internet	-415
Educational services	869	Justice, public order & safety activities	-379
Motor vehicle and parts dealers	819	Food manufacturing	-369

Source: Quarterly Census of Employment & Wages

Note: Data for some industry groups are not shown due to disclosure suppression.

\* Industry groups include all ownerships, public & private.

Job market analysis at the industry group level illustrates the importance of a well-educated workforce. The two largest groups—education, and professional and technical services, which together employed a total of 488,000—are staffed by many positions requiring a bachelor's degree or more education. Three of the top eight industry groups were in health care, where some post-secondary education is often requisite. But the largest industries also represent a variety of skill and education levels, a mix of occupations, and offer both full and part time positions, underscoring the need for a workforce diverse in interests, abilities, and training.

Largest Industry Groups* & Wages Maryland - 2011 Annual Averages			
NAICS Code	Industry Title	Employment	Ave. Wkly. Wage
611	Educational services	251,086	\$962
541	Professional & technical services	236,960	1,671
722	Food services & drinking places	174,128	324
561	Administrative & support services	137,134	701
621	Ambulatory health care services	113,002	1,150
622	Hospitals	112,796	1,063
238	Specialty trade contractors	98,307	1,021
623	Nursing & residential care facilities	71,930	603
921	Executive, legislative & general government	71,052	1,090
445	Food & beverage stores	65,166	485
923	Administration of human resource programs	63,299	1,669
452	General merchandise stores	54,566	387
624	Social assistance	46,984	525
522	Credit intermediation & related activities	44,599	1,181
423	Merchant wholesalers, durable goods	43,003	1,444

Source: Quarterly Census of Employment & Wages

\* Industry groups include all ownerships, public & private.

Total wages paid by Maryland employers rose for the second straight year in 2011. The average weekly wage also advanced. Total payrolls grew by more than \$4.9 billion (3.9%) to over \$131.9 billion. By industry, wages paid increased for all sectors except Information and Local Government--two industries which lost jobs. Average weekly pay for all industries was up from \$995 to \$1,023. All sectors posted a gain in the weekly wage with the exception of Local Government, which declined marginally.

Total & Average Weekly Wages by Industry Sector, Maryland 2010-2011				
Industry Sector	Total Wages		Ave. Weekly Wage	
	2010	2011	2010	2011
TOTAL, All Industries	\$127,000,916,857	\$131,936,230,859	\$995	\$1,023
Total Private Sector	97,508,908,418	101,431,370,700	952	980
Natural Resources & Mining	235,225,365	246,715,613	694	724
Construction	7,711,010,519	7,861,215,248	1,039	1,056
Manufacturing	7,588,426,942	7,611,521,907	1,268	1,295
Trade, Transportation & Utilities	17,386,662,536	17,923,762,302	769	784
Information	3,181,187,513	3,140,176,689	1,396	1,448
Financial Activities	9,944,210,106	10,141,676,394	1,386	1,429
Professional & Business Services	26,077,142,501	27,517,922,488	1,297	1,332
Education, Health Care & Social Assistance	17,929,167,328	18,680,832,466	896	917
Leisure & Hospitality	4,447,831,702	4,606,360,951	372	379
Other Services	3,002,450,475	3,700,832,806	658	811
Government	29,492,008,439	30,504,860,159	1,172	1,202
Federal	12,435,209,692	13,448,220,773	1,709	1,790
State	4,881,501,465	4,960,677,817	918	932
Local	12,175,297,282	12,095,961,569	968	965

Source: Quarterly Census of Employment & Wages

### *The Industry Impact of the Maryland Workforce Development System*

Maryland's workforce development system, operated by the Department of Labor, Licensing and Regulation, Division of Workforce Development and Adult Learning, provides workforce services for jobseekers and employers primarily through two federally-funded programs: the Wagner-Peyser Act, and the Workforce Investment Act (WIA). During Program Year (PY) 2010 (July 2010 through June 2011) the programs served a total of 209,275 participants.

The mission of Maryland's workforce programs is to promote the efficient functioning of the job market through two focuses: 1) by assisting unemployed Marylanders obtain gainful employment, and 2) through connecting businesses with qualified workers who can help them grow and succeed.

The Wagner-Peyser program provides labor exchange services to jobseekers and employers. Jobseekers are assisted through job placement, job-seeking and resume preparation workshops, and labor market information. During PY 2010 Wagner-Peyser served 205,241 individuals.

The Workforce Investment Act program serves the unemployed and underemployed through three sections: the WIA Adult program, which provides employment and training services to eligible adults, and helps match workers to employers; the WIA Dislocated Worker program, which assists recently laid-off workers return to work through enhancing work readiness and occupational skills and connecting them to jobs; and the WIA Youth program, which focuses on educational attainment and pre-employment skills for low-income and other eligible youth. In PY 2010 the Adult program served 3,844; the Dislocated Workers program assisted 4,034; and the Youth program served 2,302.

During PY 2010 a total of 68,094 previously unemployed persons entered employment after receiving some level of assistance from the state's two main workforce programs. The WIA program assisted 3,174 persons in employment placement. Wagner-Peyser activities provided assistance for another 64,920 individuals—about 95% of all clients placed in or entered employment.

Maryland's workforce programs not only help jobseekers return to the job market more quickly, but also assist businesses remain competitive through providing training for in-demand skills and facilitating placement of qualified workers with employers in need of a skilled workforce.

Data available for 43,722 of the 68,094 participants who entered employment reflected a broad base of placements. The industry distribution of those placed was quite similar to the state's total industry breakdown, suggesting that businesses were being served across the board. Professional and Business Services accounted for proportionally more job placements than its share of the job market. As this sector was both the fastest growing industry and created the most jobs of any industry in 2011 this was a very positive outcome—an indication that workforce services were helping fulfill the needs of a high-demand industry. Government, which employed nearly one out of five in the state, comprised relatively few placements. But public sector job demand has slowed, and growth has slipped below average.

Industry	Wagner-Peyser Act & Workforce Investment Act Participants Entered and Placed in Employment by Industry Sector Program Year 2010 (July 2010-June 2011)					
	WIA		Wagner-Peyser		Both Programs	
	N	%	N	%	N	%
Total Entered Employment	3,041	100.0	40,681	100.0	43,722	100.0
Natural Resources & Mining	29	1.0	554	1.4	583	1.3
Construction	164	5.4	2,475	6.1	2,639	6.0
Manufacturing	173	5.7	1,814	4.5	1,987	4.5
Trade, Transportation & Utilities	609	20.0	8,786	21.6	9,395	21.5
Information	60	2.0	538	1.3	598	1.4
Financial Activities	146	4.8	1,632	4.0	1,778	4.1
Professional & Business Services	693	21.0	10,894	26.8	11,587	26.5
Education, Health Care & Social Assistance	719	23.6	6,162	15.1	6,881	15.7
Leisure & Hospitality	202	6.6	4,837	11.9	5,039	11.5
Other Services	83	2.7	1,153	2.8	1,236	2.8
Government	142	4.7	1,339	3.3	1,481	3.4
No NAICS	21	0.7	497	1.2	518	1.2

Source: University of Baltimore, Jacob France Institute and Maryland Department of Labor, Licensing & Regulation

### Employment and Wage Trends by Workforce Area

Seven of Maryland's twelve Workforce Investment Areas (WIA's) recorded employment growth in 2011 including: Montgomery County (6,437), Mid-Maryland (4,717), Anne Arundel County (4,550), Susquehanna (2,848), Baltimore City (2,142), Western Maryland (620), and Southern Maryland (592). In 2010 only four WIA's gained jobs. Three areas were virtually unchanged in 2011: the Upper Shore (-16), Baltimore County (-31), and Prince George's County (-84). More significant declines were sustained by Frederick County (-1,339) and the Lower Shore (-297). The highest growth rates were posted by Susquehanna (2.6%), Mid-Maryland (2.3%), and Anne Arundel County (2.0%). The Susquehanna area and Anne Arundel were the localities most strongly impacted by the 2011 BRAC expansions.

Area	Payroll Employment by Workforce Investment Area 2010 - 2011 Annual Averages			
	Total Employment		2010-2011 Change	
	2010	2011	N	%
Anne Arundel County	225,546	230,096	4,550	2.0
Baltimore City	326,842	328,984	2,142	0.7
Baltimore County	359,584	359,553	-31	0.0
Frederick County	92,006	90,667	-1,339	-1.5
Lower Shore	73,626	73,329	-297	-0.4
Mid Maryland	201,182	205,899	4,717	2.3
Montgomery County	441,347	447,784	6,437	1.5
Prince George's County	299,018	298,934	-84	0.0
Southern Maryland	102,687	103,279	592	0.6
Susquehanna	108,289	111,137	2,848	2.6
Upper Shore	58,357	58,341	-16	0.0
Western Maryland	104,602	105,222	620	0.6

Source: Quarterly Census of Employment & Wages

The largest employers in the Workforce Areas were in large part a reflection of the state's top industries. Educational services (Maryland's largest industry group) ranked first or second in eleven WIA's and third in one. Public school systems are major employers in all areas, and public colleges and universities supply additional education jobs in some locales. Baltimore City, with a large K-12 system and the site for several university campuses, had the greatest concentration of education employment of any WIA. Prince George's County, location to a sizable public school system and a major state university campus, ranked second in education jobs.

Hospitals, prominent employers in most areas, require multiple shifts for round the clock staffing, and are usually a significant job producer. Baltimore City, home to a number of large hospitals, accounted for more hospital employment than any other WIA—over three times the next highest area, Montgomery County.

Professional and technical services was the first or second largest employer in seven workforce areas, as well as the top paying employer in six, illustrating its key role in the job market. This industry group includes many of the federal government contractors that are integral to the state's economic base, including a number connected to BRAC growth.

#### Largest Industries\* & Wages by Workforce Investment Area, 2011 Annual Averages

Anne Arundel County		Baltimore County			
Industry Title	Employment	Weekly Wage	Industry Title	Employment	Weekly Wage
Food services & drinking places	21,336	\$349	Educational services	34,031	\$844
Professional & technical services	19,588	1,690	Professional & technical services	26,048	1,372
Educational services	17,689	807	Food services & drinking places	24,548	320
Administrative & support services	12,237	813	Ambulatory health care services	20,821	1,063
Ambulatory health care services	10,646	1,135	Administrative & support services	19,979	627
Specialty trade contractors	9,597	1,029	Nursing & residential care facilities	17,670	616
Computer & electronic product manufacturing	9,516	2,201	Specialty trade contractors	15,177	1,081
Executive, legislative & general government	7,916	975	Administration of human resource programs	14,357	1,709
Hospitals	6,556	993	Hospitals	12,659	1,013
Food & beverage stores	6,270	515	Food & beverage stores	10,066	489

Baltimore City		Frederick County			
Industry Title	Employment	Weekly Wage	Industry Title	Employment	Weekly Wage
Educational services	49,169	\$1,221	Professional & technical services	11,578	\$1,592
Hospitals	46,269	1,126	Educational services	9,946	797
Professional & technical services	18,236	1,648	Food services & drinking places	7,616	305
Food services & drinking places	17,168	368	Specialty trade contractors	5,141	917
Administrative & support services	16,450	597	Administrative & support services	4,098	668
Ambulatory health care services	14,237	1,246	Ambulatory health care services	3,883	1,092
Justice, public order & safety activities	13,209	1,127	Executive, legislative & general government	3,453	896
Administration of human resource programs	12,390	1,013	Credit intermediation & related activities	3,408	1,124
Administration of economic programs	8,682	953	Food & beverage stores	2,599	484
Social assistance	7,801	676	Hospitals	2,473	916

Lower Shore			Mid-Maryland		
Industry Title	Employment	Weekly Wage	Industry Title	Employment	Weekly Wage
Food services & drinking places	8,542	\$308	Professional & technical services	30,214	\$1,839
Educational services	7,900	802	Educational services	19,809	860
Hospitals	4,121	913	Food services & drinking places	14,607	312
Ambulatory health care services	3,558	1,165	Administrative & support services	11,409	724
Accommodation	2,956	405	Specialty trade contractors	10,583	972
Executive, legislative & general government	2,909	759	Ambulatory health care services	7,227	1,064
General merchandise stores	2,652	361	Merchant wholesalers, nondurable goods	6,720	995
Nursing & residential care facilities	2,482	540	Merchant wholesalers, durable goods	5,748	1,783
Administrative & support services	2,380	574	Food & beverage stores	5,519	479
Specialty trade contractors	2,240	845	Hospitals	5,415	945

Montgomery County			Prince George's County		
Industry Title	Employment	Weekly Wage	Industry Title	Employment	Weekly Wage
Professional & technical services	65,969	\$1,824	Educational services	41,104	\$945
Educational services	32,464	1,092	Professional & technical services	20,689	1,609
Administrative & support services	29,042	762	Food services & drinking places	20,442	312
Administration of human resource programs	28,829	2,083	Specialty trade contractors	19,936	1,153
Food services & drinking places	26,785	360	Administrative & support services	15,431	709
Ambulatory health care services	24,125	1,291	Executive, legislative & general government	14,150	1,495
Specialty trade contractors	13,450	1,011	Ambulatory health care services	10,191	1,143
Hospitals	13,318	1,178	Food and beverage stores	9,472	555
Nursing & residential care facilities	13,297	588	Administration of economic programs	7,915	1,714
Executive, legislative & general government	12,550	1,125	General merchandise stores	7,293	372

Southern Maryland			Susquehanna		
Industry Title	Employment	Weekly Wage	Industry Title	Employment	Weekly Wage
Professional & technical services	12,031	\$1,556	Educational services	10,672	\$826
Educational services	11,382	919	Food services & drinking places	9,191	274
Food services & drinking places	9,644	277	Professional & technical services	7,567	1,322
Ambulatory health care services	4,458	1,056	Hospitals	5,026	1,095
Specialty trade contractors	4,299	901	Food & beverage stores	4,501	382
General merchandise stores	4,136	360	Ambulatory health care services	4,142	897
Executive, legislative & general government	3,916	901	Specialty trade contractors	3,908	847
Food and beverage stores	3,731	439	General merchandise stores	3,827	395
Administrative & support services	3,209	728	Administrative & support services	3,312	597
Hospitals	2,842	932	Executive, legislative & general government	3,046	957

Upper Shore			Western Maryland		
Industry Title	Employment	Weekly Wage	Industry Title	Employment	Weekly Wage
Educational services	6,086	\$820	Educational services	8,761	\$774
Food services & drinking places	5,315	294	Food services & drinking places	8,237	259
Ambulatory health care services	2,584	1,011	Credit intermediation & related activities	5,964	835
Professional & technical services	2,560	1,110	Hospitals	5,555	878
Hospitals	2,492	899	Ambulatory health care services	5,393	1,032
Executive, legislative & general government	2,398	751	Nursing & residential care facilities	5,263	564
Nursing & residential care facilities	2,389	523	Administrative & support services	4,061	439
Food manufacturing	1,994	613	Specialty trade contractors	3,166	820
Specialty trade contractors	1,947	763	Justice, public order & safety activities	3,113	890
Food & beverage stores	1,942	395	General merchandise stores	3,025	344

Source: Quarterly Census of Employment & Wages

\* Industry groups include all ownerships, public and private.

## Maryland Labor Force and Unemployment Trends

The labor force averaged 3,072,246 persons in 2011, up from 3,057,271 in 2010. The number of employed rose by 37,906 and the jobless ranks fell by 22,930—a 9.6% decline. This marks the second year that the number of employed has increased and the first drop in unemployment since 2007. The annual jobless rate declined from 7.8% to 7.0%, reversing an upward climb that began in 2007, when Maryland unemployment averaged 3.4%.

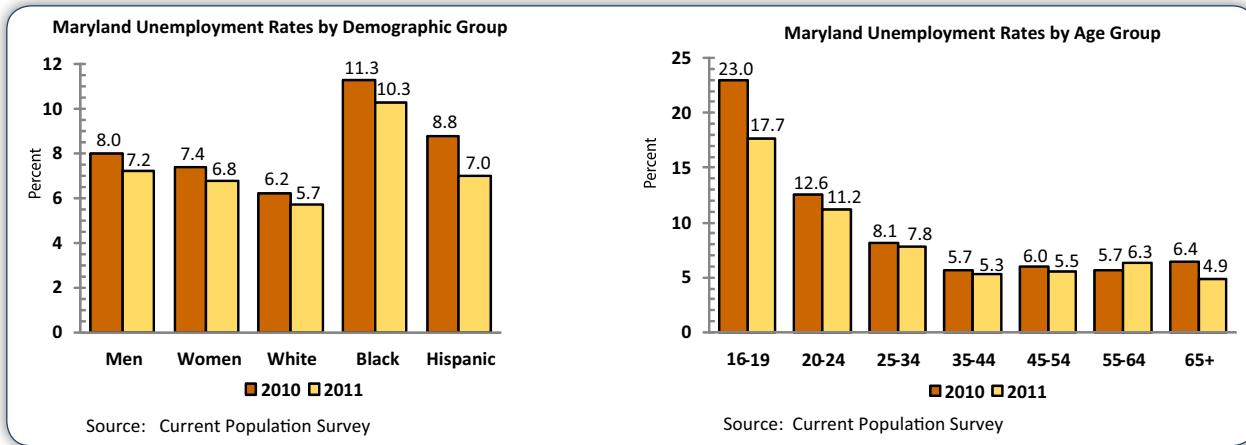
Maryland has been treading a path parallel to the U.S. economy, but on a more positive level. Annual average U.S. unemployment reached 9.6% in 2010 (a level not seen since the early 1980's), then fell to 8.9% in 2011. Maryland's jobless rate typically falls below the national level. The state was ranked 15th lowest in state unemployment rates in both 2010 and 2011.

On a month to month basis, 2011 unemployment peaked in January at 7.3% (seasonally adjusted) then slid downward (with a marginal increase during the summer months) to its lowest point of the year, 6.6%, in December. This followed a similar pattern in 2010, an apparent indication that the state's job market was recovering.

Labor Force Status				
Maryland	Annual Average		Change	
	2010	2011	N	%
Civilian Labor Force	3,057,271	3,072,246	14,975	0.5%
Employment	2,817,830	2,855,735	37,906	1.3%
Unemployment	239,441	216,511	-22,930	-9.6%
Unemployment Rate	7.8%	7.0%	-	-
U.S. Rate	9.6%	8.9%	-	-

Source: Local Area Unemployment Statistics & Current Population Survey

Unemployment can vary considerably from the “average” among different population groups. The recession and subsequent slow recovery have exaggerated this trend. Education and the types of industries and occupations of workers affect job market experiences. The higher one's education level, the less likely a person is to be unemployed. Those more likely to work in cyclically-sensitive fields such as in construction and manufacturing, endure disproportionately more unemployment during a downturn and its aftermath. This post-recession period, however has been unique in that state and local government employment has been sluggish, affecting those who usually work in that area as well.



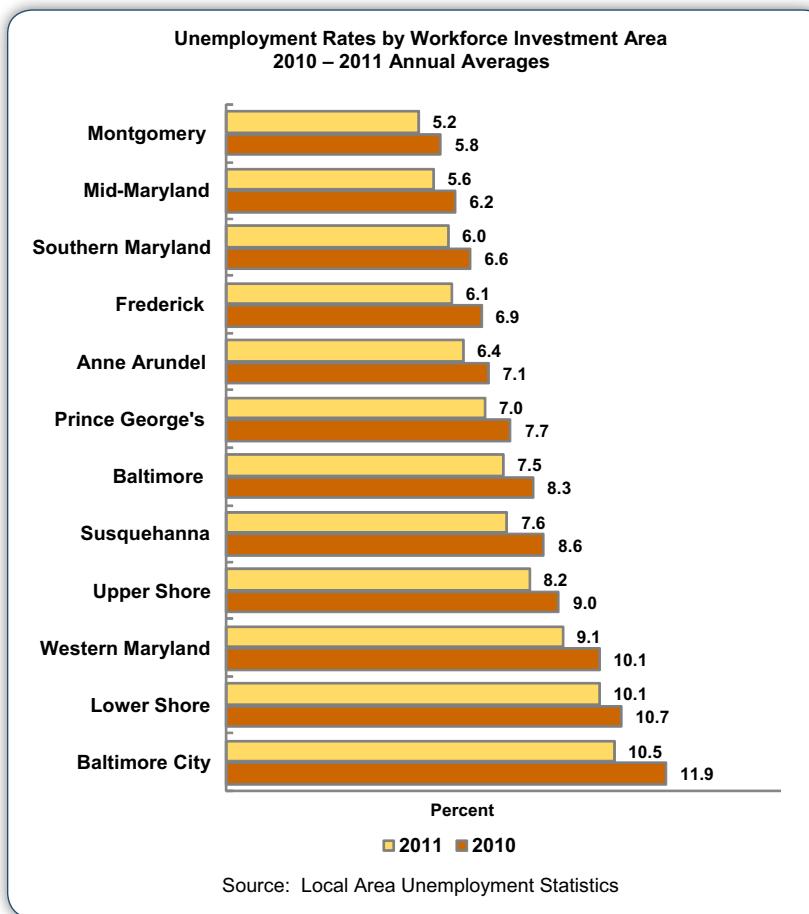
In 2011 jobless rates declined for all demographic groups, indicating that the recovery has had a widespread positive effect. Unemployment fell a full percentage point for black workers, but still remained stubbornly high. The greatest improvement was for Hispanic workers, for whom joblessness dropped 1.8 percentage points.

Worker age is a factor in job market outcomes. Teenagers sustain the highest jobless rates of any age group. Unemployment declines as workers enter their 20's, then drops further as workers mature out of the education years and into prime working age. From 2010 to 2011, unemployment dropped 5.3 percentage points for 16-19 year olds, paralleling job gains in food services and retail trade, their most frequent employers.

### ***Local Area Labor Force and Unemployment Trends***

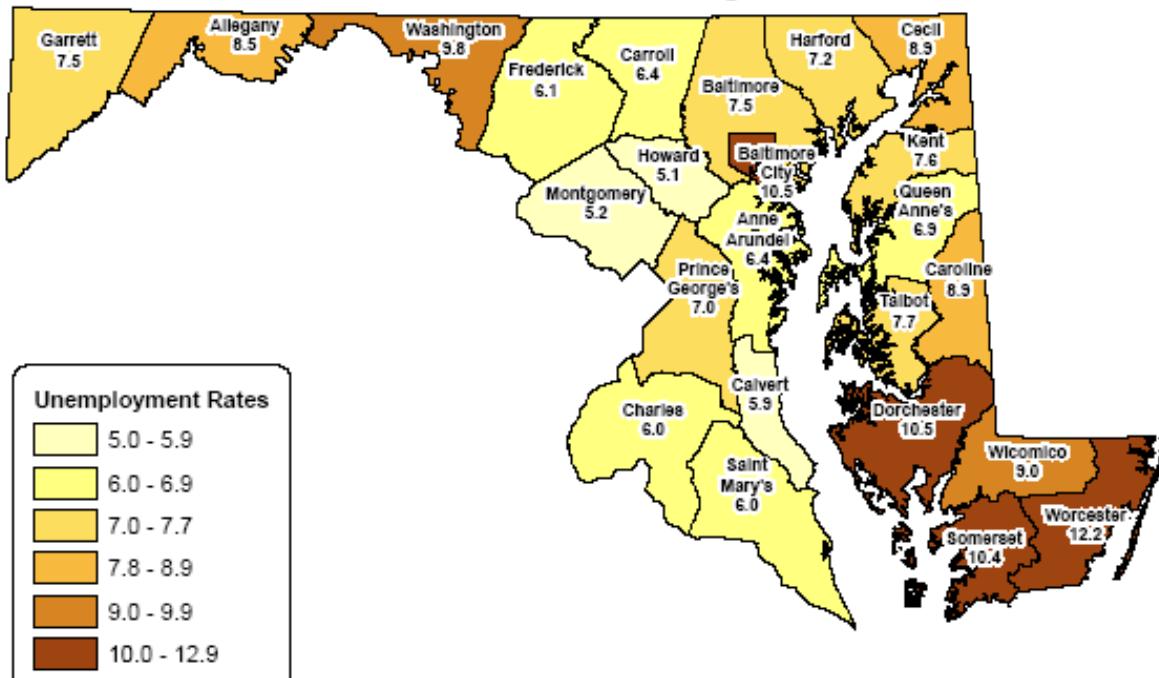
Economic recovery was evident in labor force activity throughout the state in 2011. Residential employment rose, the jobless ranks dwindled and unemployment rates improved in every Workforce Investment Area as well as in every local jurisdiction. Unemployment rates among the Workforce Areas ranged from 5.2% in Montgomery County to 10.5% in Baltimore City.

At the local level, labor force participation increased in all but four jurisdictions (Cecil, Somerset, Washington, and Wicomico Counties) where unemployment declines outpaced employment growth. The largest numerical decrease in unemployment occurred in Baltimore City where 3,581 fewer were jobless (down 11.0%) in 2011. The greatest percent change in unemployment, -13.6%, was recorded in Cecil County (709 fewer jobless). Local area unemployment rates varied significantly, as is typical in Maryland. Joblessness ranged from lows of 5.1% in Howard County and 5.2% in Montgomery County to a high of 12.2% in Worcester County.

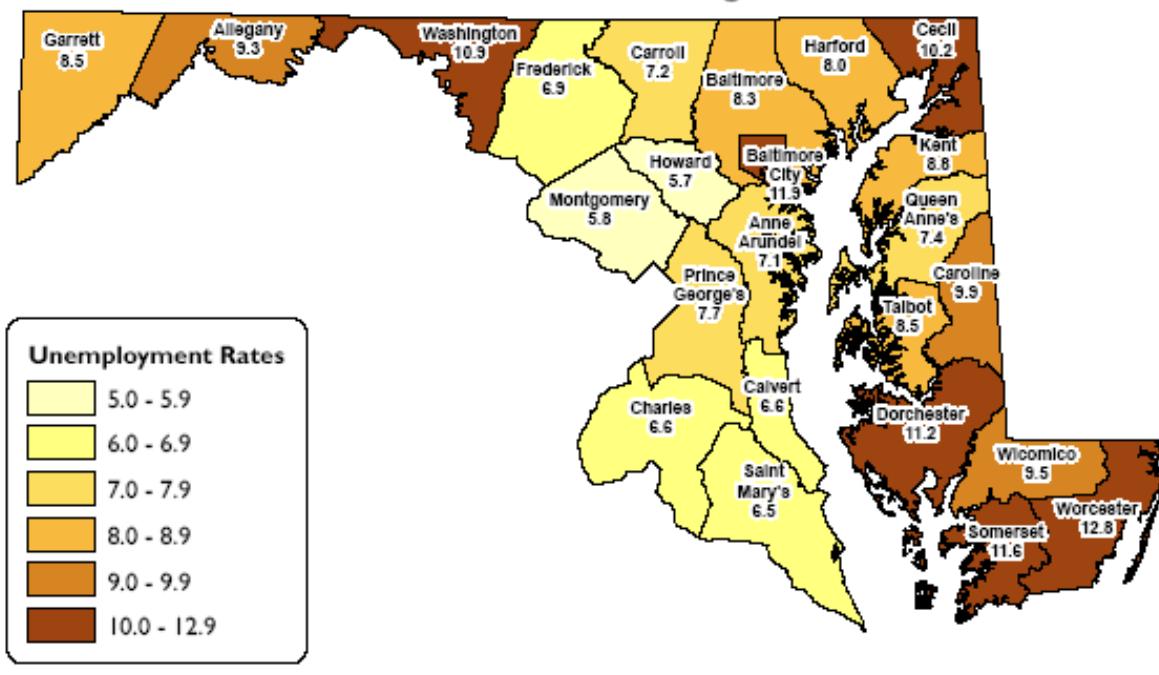


## Unemployment Rates by County

### 2011 Annual Averages



### 2010 Annual Averages



Source: Maryland Department of Labor, Licensing & Regulation, Office of Workforce Information & Performance

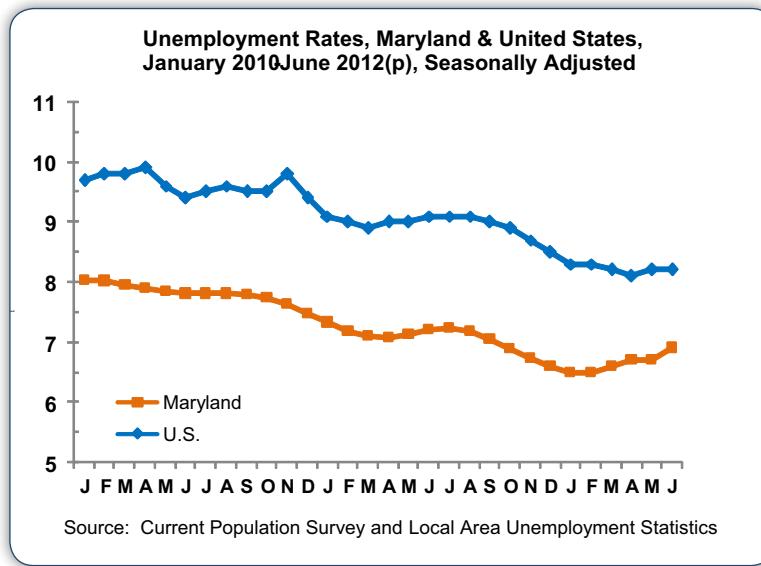
### ***Unemployment Insurance Claims and Layoff Activities***

Unemployment insurance claims filed against the Maryland tax fund slowed in 2011—the second straight year of decline in regular UI activity. Initial claims fell over the year by 31,519 (-8.4%) to 345,317; weeks compensated decreased 384,276 (-13.2%) to 2,535,342; and final pays (claimants exhausting benefits) were down 14,705 (-17.5%) to 69,388. Total benefits paid by the Maryland UI fund were reduced by \$104,943,137 (-11.7%) to \$795,707,606. These numbers represent a significant change for the UI program which at peak activity level in 2009 handled over 416,000 initial claims, compensated more than 3.5 million weeks of benefits, made final pays to more than 93,000 exhaustees, and paid out nearly \$1.069 billion in total regular benefits.

Data collected by the Mass Layoffs Statistics (MLS) program also showed improvement. A mass layoff is a layoff event that produces 50 or more initial claims for unemployment insurance from a single employer, filed within a five week period. In 2011 Maryland recorded 109 such events, down from 128 in 2010. Initial claimants resulting from these layoffs totaled 10,234 in 2011, reduced from 11,022 the year before.

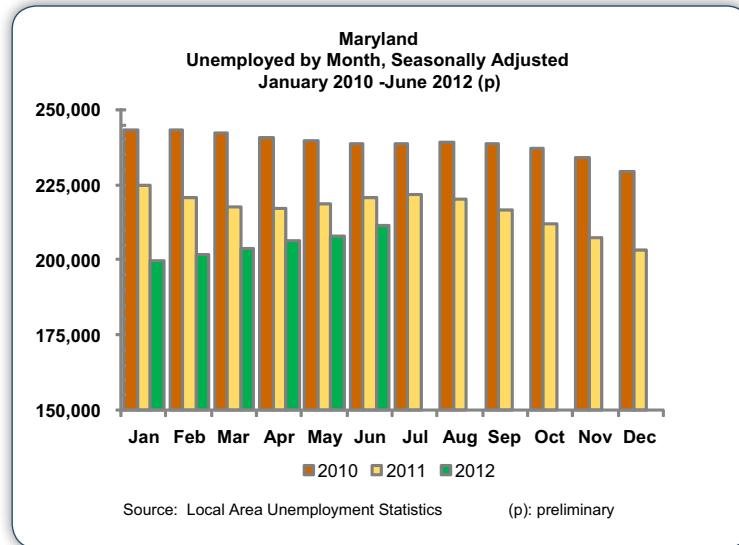
### ***Job Market 2012: Trends and Outlook***

The U.S. job market improved during the latter part of 2011, increasing an average of 173,500 jobs per month (seasonally adjusted) from September through December. Solid growth continued through the first quarter of 2012 then abruptly slackened in the second. Job gains through the first half of 2012 averaged 149,300 per month. The modest job growth brought to a halt the gradual decline in unemployment that had begun in 2010. Although jobless rates have been lower every month in 2012 compared with the same month in 2011, unemployment has essentially stalled as rates have not budged from the 8.1-8.3% range.



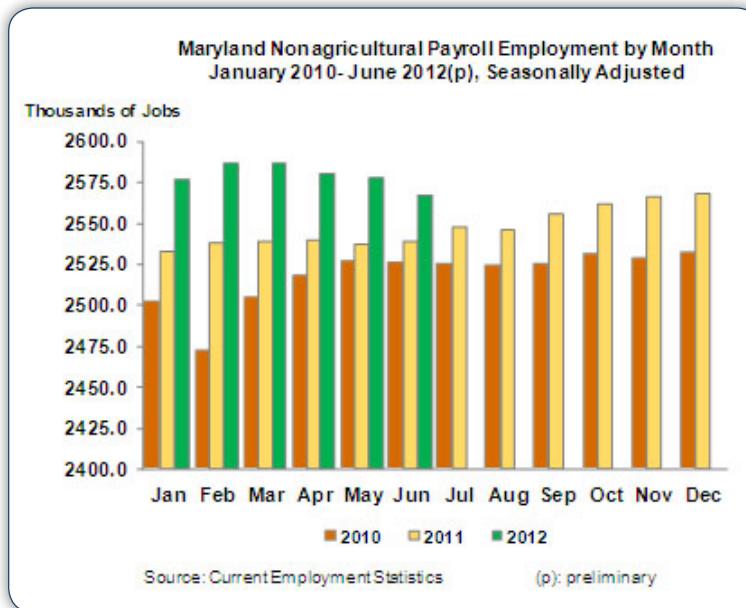
Maryland is positioned more favorably than much of the nation—its unemployment rate is more than one percentage point below the U.S. average. But the state's job market, too, has reached a plateau. Unemployment had been declining year over year since October 2009, and almost steadily receding month to month since then. The state reached its lowest post-recession unemployment levels in January and February 2012, but joblessness has inched up each month since then to a preliminary rate of 6.9% in June. (Historically it is not uncommon for Maryland to see a rise in unemployment from May to June). The number of unemployed increased from an estimated 199,908 (seasonally adjusted) in January to a preliminary 211,778 in June. The number of Marylanders holding jobs was estimated to be 2,879,164 in January, but slipped to 2,869,516 by June.

Unemployment Insurance claims data have been more positive, however. Initial claims filed through the first half of 2012 numbered 164,426, compared with 174,710 for the same period last year. Though UI claimants account for only a fraction of the jobless, initial claims activity is an indicator used to help forecast the direction of the economy.



A key factor in recent labor force activity has been the inconsistent payroll employment trends of 2012.

Maryland payroll employment was estimated to be 2,568,800 (preliminary) in June 2012, a gain of 28,200 jobs from June 2011. The year began with two months of robust job growth (9,100 in January; 9,600 in February) capping six consecutive months of expansion. But from March through June the trend was reversed, with over the month job losses recorded each month. Declines were widespread, affecting multiple industries and both private and public sectors. Despite these over the month job losses each month's job tally was greater than the same month a year ago, but the difference has fallen.



The reason for the job market slowdown is unclear. Some of the early year job gains may have been due to the unusually mild winter; employment that normally would have been created in the spring occurred earlier instead. But it is likely that Maryland is affected by the same economic doldrums that have stymied the nation as the year progressed.

One job market flag is the Worker Adjustment and Retraining Notification (WARN) log, which compiles notices given by large employers of anticipated major layoffs. The Maryland log for January through June 2012 listed 17 layoffs or shutdowns planned through the period, from a variety of industries, including retail trade, warehousing, construction, manufacturing, and healthcare services. As many as 4,000 workers could be involved. A June shutdown of a primary metals producer has been responsible for separations of about half this estimate.

Employment projections for Maryland for 2011-2013, produced by the Office of Workforce Information and Performance of the Maryland Department of Labor, Licensing and Regulation, forecasts growth of 1.3% for total wage and salary employment for the period. This net gain of 32,380 jobs is expected to be dispersed throughout the job market at varying rates. Industries projected to expand above average include: healthcare and social assistance; professional, scientific, and technical services; education; and food services and drinking places. Declines are expected for manufacturing, and information. The state jobs forecast does not assume any major boost in or shock to the national economy during the projection period.

Most economists expect the U.S. economy to continue in a moderate recovery; expansion, however, will not be sufficient to significantly lower unemployment. Full recovery is expected to be a long process, with unemployment likely to remain high for some time. Several key factors remain unsettled. Effects of the last recession continue to influence the present. The considerable loss in wealth incurred by U.S. households through the decline in value of homes and other investments has affected consumption and the housing market. Despite historic lows in interest rates, borrowing is often difficult for both businesses and households as lenders remain cautious. It continues to be a challenge for businesses to grow and would-be homeowners to buy.

There are signs of improvement in the housing market, however, which bodes well for the larger economy. Housing construction and sales in turn stimulate demand for commodities such as appliances, furniture, carpet, and other household goods and home building components. Nationally, new housing unit permits in 2011 were up by 3.2% from those recorded in 2010. Comparable data for Maryland indicated a net increase of 1.3% for permits over the year. In addition, permitting activity was stronger from January through June 2012 compared with a year prior for both the U.S. and Maryland. Building permits do not necessarily translate into an equal number of completions. However, recent data also point to growth in residential sales, another positive indicator.

There are some unknowns in the economic future, including the effects of current widespread recession in Europe and the consequences posed by European sovereign debt problems. Of more immediate impact may be the U.S. fiscal situation scheduled to reach a "cliff" at the end of this year if Congress and the administration do not act beforehand. Automatic tax increases and spending cuts will go into effect if no action is taken. This could produce a shock to an already weak recovery. How this fiscal dilemma is handled will affect both businesses and households.

In Maryland, which has long capitalized on its economic relationship with the federal government, the effects could be substantial. The sizable federal contribution to Maryland's economy makes the state vulnerable to fiscal reform. The federal government has been an important component of the state's job market strength, moderating the swings of the business cycle with well-paying jobs little affected by downturns. The government accounts for nearly 6% of Maryland payroll employment, and employs of thousands of Marylanders, both in and out of state.

The federal government is also a major buyer of goods and services in the state and stimulates private sector employment through contracting. In federal fiscal year 2010, government expenditures in Maryland topped \$96.2 billion. The BRAC process, now essentially completed, consolidated thousands of DOD jobs in Maryland in 2011. Some agencies will continue to grow over time as will demand for contractor employment and employee support services. But Defense spending, too, will be subject to budget constraints. Any compromise solution to the federal budget impasse will involve some combination of tax increases and spending cuts and will, at least in the short run, soften the economy.

As the U.S. economy continues to recover in an uncertain environment, Maryland, too, will be challenged. The state must rely on the underlying strengths of its solid economic foundation and diverse employment base to sustain growth. Its services-driven private sector, well-educated labor force, and high income levels will be keys to moving Maryland forward.

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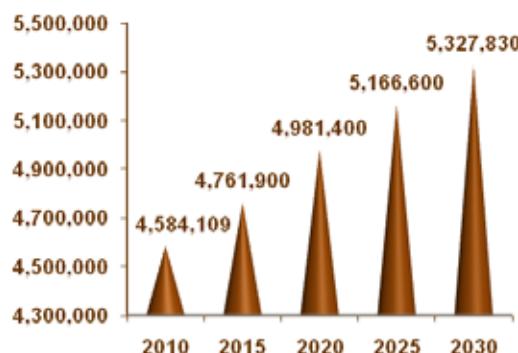
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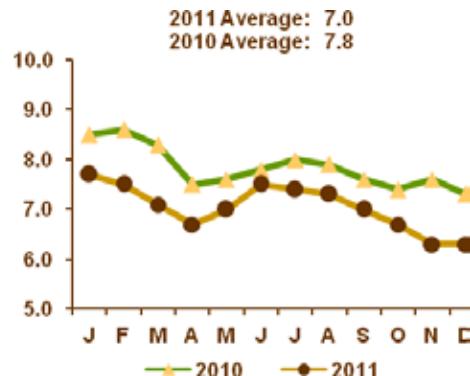


## Maryland Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	2,479,122
Government Total	487,919
Federal	144,513
State	102,367
Local	241,039
Private Sector Total	1,991,203
Natural Resources & Mining	6,553
Construction	143,152
Manufacturing	113,049
Trade, Transportation, & Utilities	439,656
Information	41,713
Financial Activities	136,487
Professional & Business Services	397,247
Education & Health Services	391,842
Leisure & Hospitality	233,724
Other Services/Unclassified	87,780

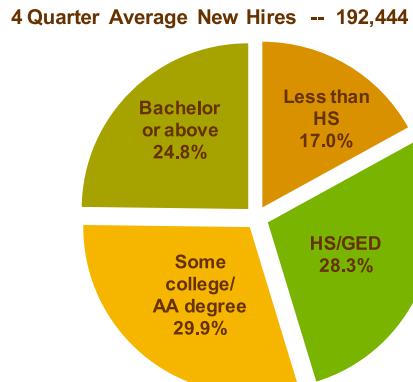
### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

4th Quarter 2011			
Size Class	Establishments	% of Total	% of Total
0-9	122,543	76.6	15.5
10-24	21,681	13.6	16.3
25-99	12,556	7.9	28.7
100-499	2,903	1.8	26.2
500-999	129	0.1	4.3
1000+	85	0.1	9.0
Total	159,897	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

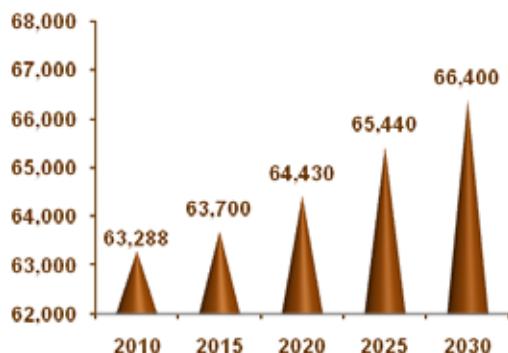
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

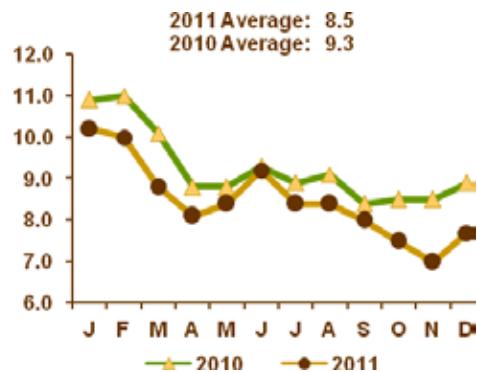


## Allegany County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	29,231
Government Total	6,618
Federal	550
State	2,961
Local	3,107
Private Sector Total	22,613
Natural Resources & Mining	3741
Construction	127
Manufacturing	2,510
Trade, Transportation, & Utilities	5,083
Information	430
Financial Activities	893
Professional & Business Services	2,027
Education & Health Services	6,193
Leisure & Hospitality	3,212
Other Services/Unclassified	1,034

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

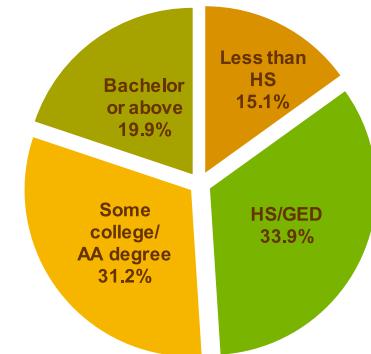
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	1,178	72.4	17.8
Small (10-24)	300	18.4	19.9
Medium (25-99)	116	7.1	23.2
Large (>=100)	33	2.0	39.1
Total	1,627	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

#### 4 Quarter Average New Hires -- 1,964



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

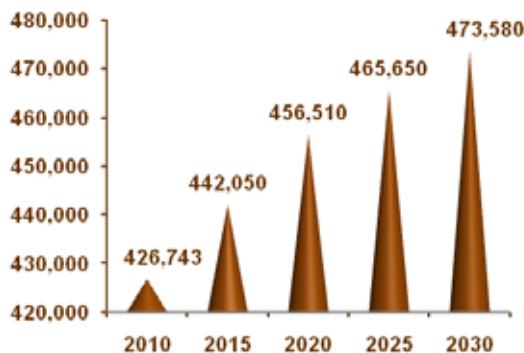
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

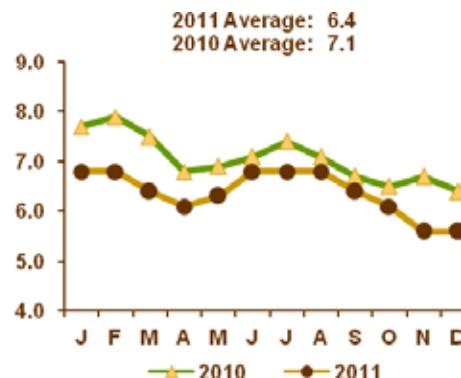


## Anne Arundel County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



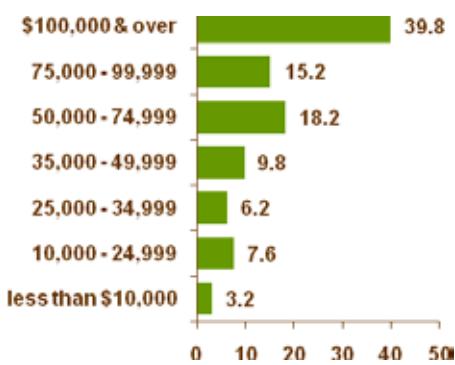
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	230,096
Government Total	41,298
Federal	11,938
State	9,424
Local	19,936
Private Sector Total	188,798
Natural Resources & Mining	147
Construction	13,912
Manufacturing	14,147
Trade, Transportation, & Utilities	50,606
Information	2,728
Financial Activities	9,318
Professional & Business Services	34,435
Education & Health Services	27,231
Leisure & Hospitality	27,600
Other Services/Unclassified	8,674

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

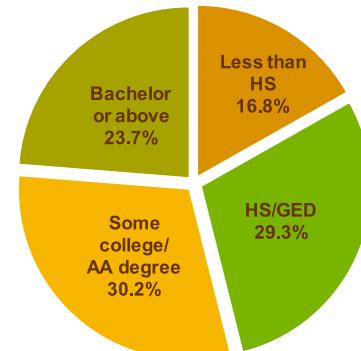
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	10,279	73.4	14.8
Small (10-24)	2,143	15.3	16.9
Medium (25-99)	1,275	9.1	30.9
Large (>=100)	308	2.2	37.4
Total	14,005	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 19,555



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

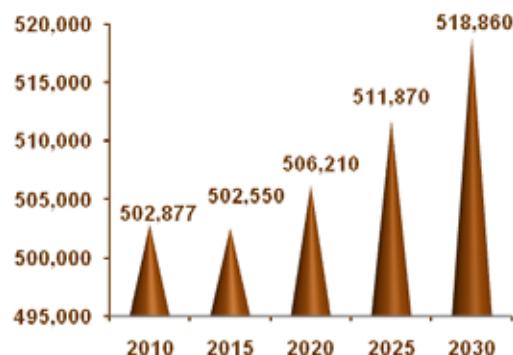
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

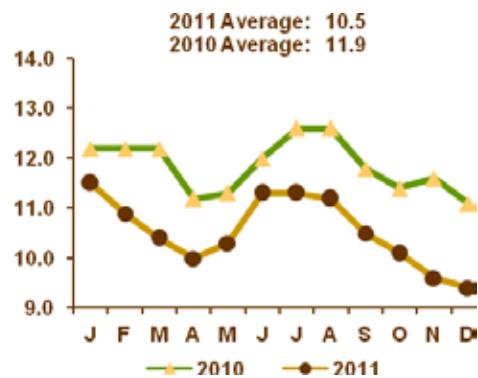


### Baltimore City Fact Sheet

#### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



#### UNEMPLOYMENT 2010 AND 2011\*



#### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	328,984
Government Total	78,375
Federal	10,156
State	40,854
Local	27,365
Private Sector Total	250,609
Natural Resources & Mining	7
Construction	9,142
Manufacturing	12,845
Trade, Transportation, & Utilities	37,726
Information	3,760
Financial Activities	17,009
Professional & Business Services	36,437
Education & Health Services	98,353
Leisure & Hospitality	24,564
Other Services/Unclassified	10,766

#### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

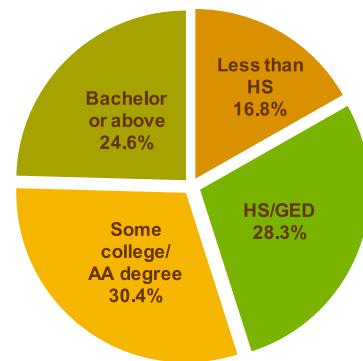
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	9,822	73.5	10.4
Small (10-24)	1,904	14.2	11.4
Medium (25-99)	1,266	9.5	22.8
Large (>=100)	370	2.8	55.5
Total	13,362	100.0	100.0

#### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



#### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 24,888



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

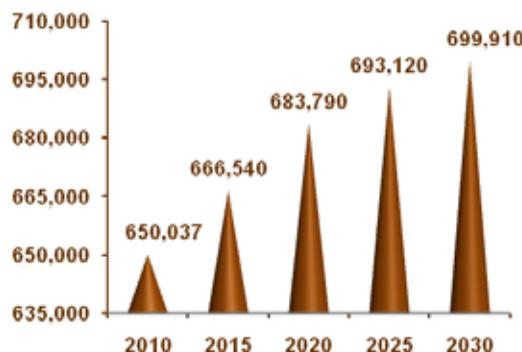
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

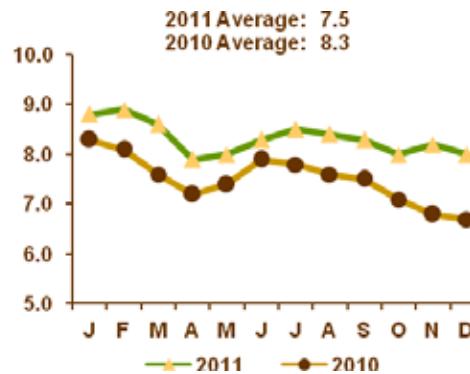


## Baltimore County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	359,553
Government Total	57,600
Federal	16,259
State	11,266
Local	30,075
Private Sector Total	301,953
Natural Resources & Mining	418
Construction	21,596
Manufacturing	19,261
Trade, Transportation, & Utilities	67,050
Information	5,264
Financial Activities	28,820
Professional & Business Services	50,056
Education & Health Services	67,159
Leisure & Hospitality	31,100
Other Services/Unclassified	11,229

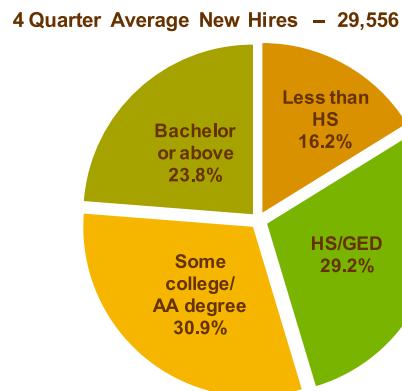
### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	14,862	72.4	13.6
Small (10-24)	3,234	15.8	16.0
Medium (25-99)	1,916	9.3	28.9
Large (>=100)	520	2.5	41.6
Total	20,532	100.0	100.0

### HOUSEHOLD INC. DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

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Anthony G. Brown, Lt. Governor

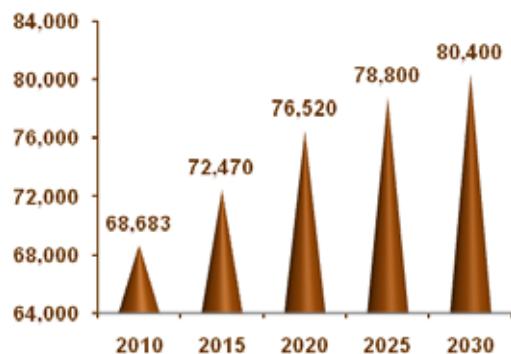
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

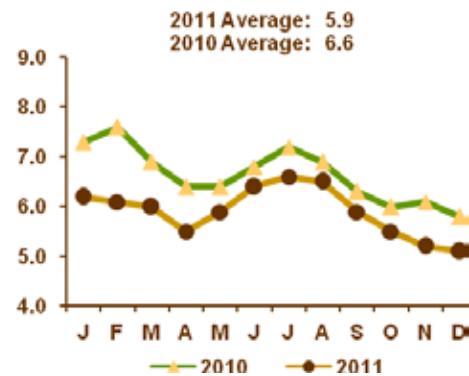


## Calvert County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



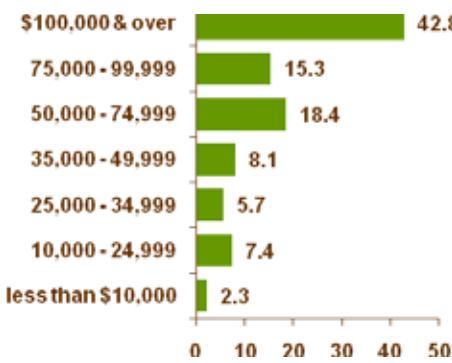
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	21,232
Government Total	4,226
Federal	144
State	252
Local	3,830
Private Sector Total	17,006
Natural Resources & Mining	17
Construction	1,815
Manufacturing	640
Trade, Transportation, & Utilities	4,624
Information	114
Financial Activities	613
Professional & Business Services	1,933
Education & Health Services	3,548
Leisure & Hospitality	2,937
Other Services/Unclassified	765

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

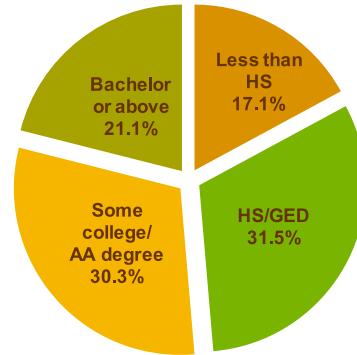
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	1,396	78.4	22.9
Small (10-24)	255	14.3	23.1
Medium (25-99)	112	6.3	29.4
Large (>=100)	18	1.0	24.6
Total	1,781	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 1,624



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

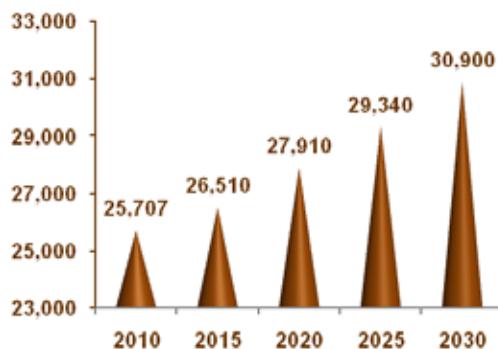
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

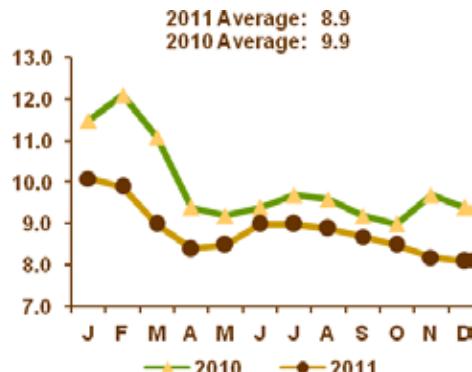


## Caroline County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



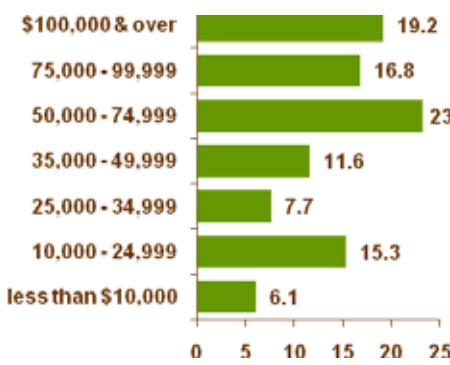
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	8,404
Government Total	1,593
Federal	81
State	167
Local	1,345
Private Sector Total	6,811
Natural Resources & Mining	179
Construction	515
Manufacturing	1,185
Trade, Transportation, & Utilities	2,209
Information	6
Financial Activities	224
Professional & Business Services	356
Education & Health Services	1,356
Leisure & Hospitality	552
Other Services/Unclassified	229

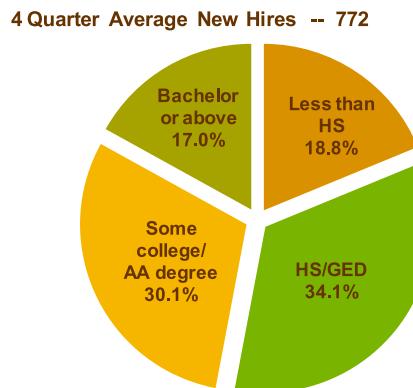
### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	496	77.3	19.6
Small (10-24)	92	14.3	19.7
Medium (25-99)	44	6.9	30.1
Large (>=100)	10	1.6	30.6
Total	642	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

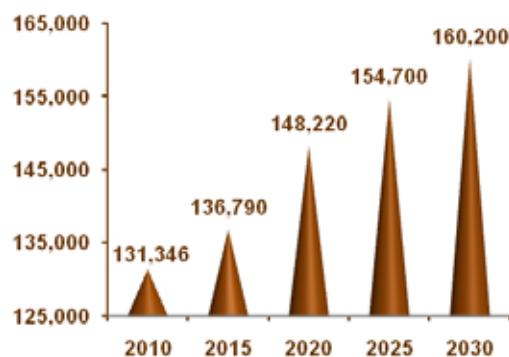
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

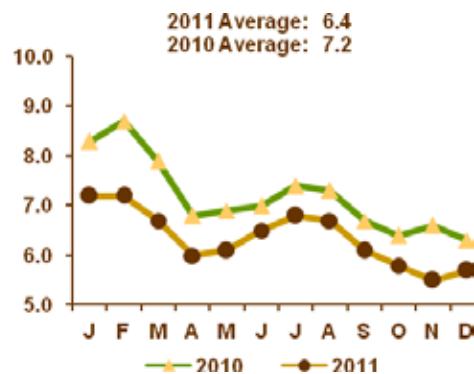


## Carroll County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	54,833
Government Total	8,151
Federal	292
State	1,195
Local	6,664
Private Sector Total	46,682
Natural Resources & Mining	338
Construction	5,094
Manufacturing	4,072
Trade, Transportation, & Utilities	11,289
Information	482
Financial Activities	1,402
Professional & Business Services	6,527
Education & Health Services	9,533
Leisure & Hospitality	5,758
Other Services/Unclassified	2,187

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

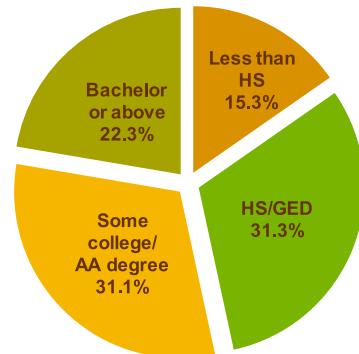
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	3,463	77.1	19.5
Small (10-24)	658	14.7	20.4
Medium (25-99)	307	6.8	28.7
Large (>=100)	61	1.4	31.4
Total	4,489	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

#### 4 Quarter Average New Hires -- 3,448



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

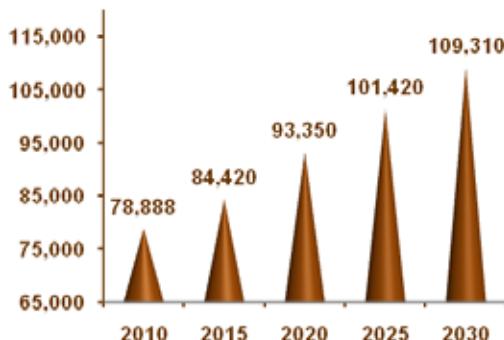
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

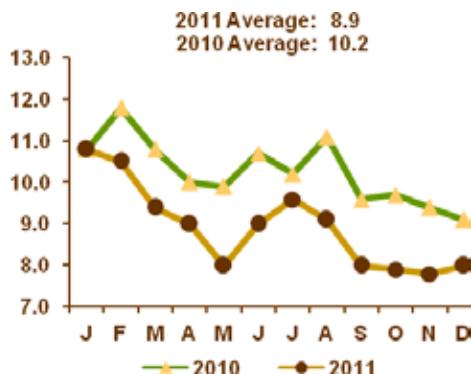


## Cecil County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



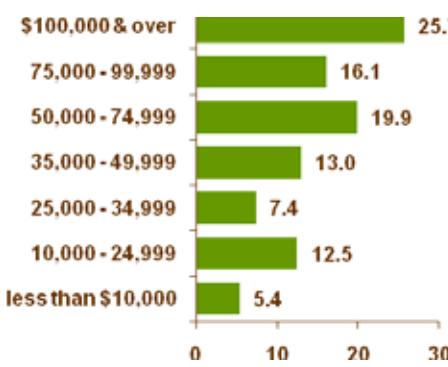
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	27,928
Government Total	5,741
Federal	1,425
State	314
Local	4,002
Private Sector Total	22,187
Natural Resources & Mining	712
Construction	910
Manufacturing	4,091
Trade, Transportation, & Utilities	6,228
Information	181
Financial Activities	700
Professional & Business Services	1,316
Education & Health Services	3,629
Leisure & Hospitality	3,472
Other Services/Unclassified	948

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

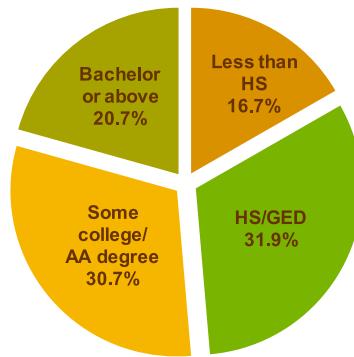
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	1,406	76.6	18.4
Small (10-24)	276	15.0	18.4
Medium (25-99)	113	6.2	21.9
Large (>=100)	40	2.2	41.3
Total	1,835	100.0	100.0

### HOUSEHOLD INC. DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 2,130



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

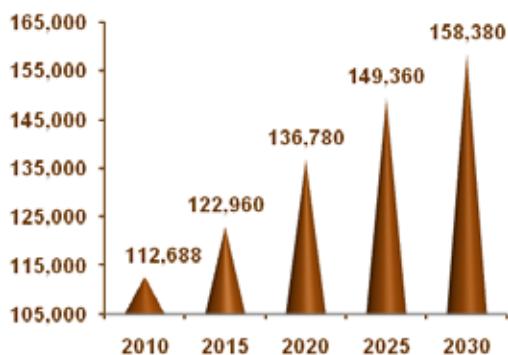
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

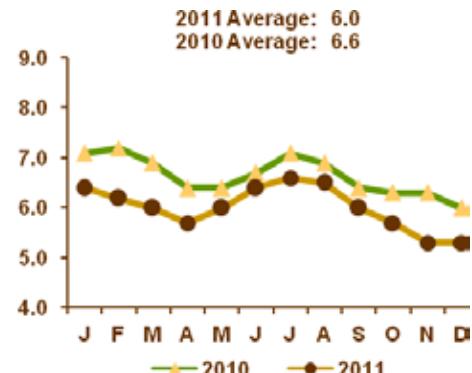


## Charles County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



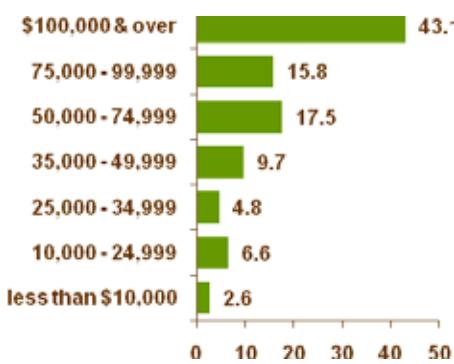
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	40,421
Government Total	9,264
Federal	2,249
State	415
Local	6,600
Private Sector Total	31,157
Natural Resources & Mining	36
Construction	3,071
Manufacturing	687
Trade, Transportation, & Utilities	11,079
Information	318
Financial Activities	1,150
Professional & Business Services	3,246
Education & Health Services	4,919
Leisure & Hospitality	5,312
Other Services/Unclassified	1,339

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

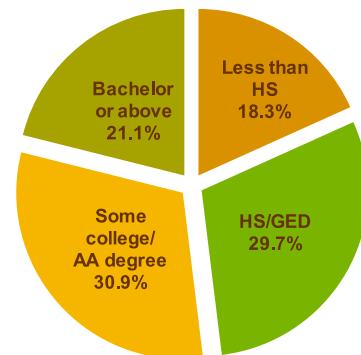
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	2,091	73.8	19.5
Small (10-24)	471	16.6	23.0
Medium (25-99)	232	8.2	32.6
Large (>=100)	41	1.4	24.9
Total	2,835	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 3,082



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

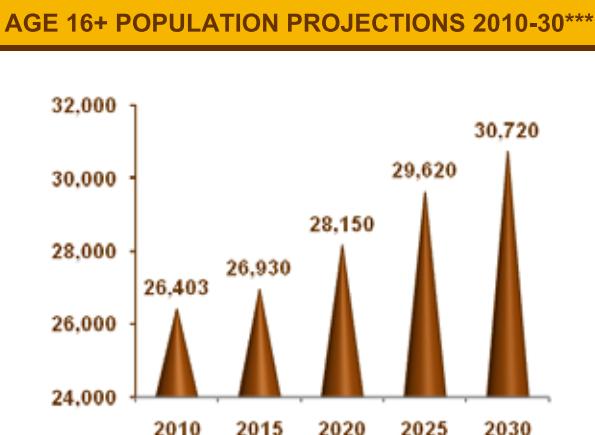
Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

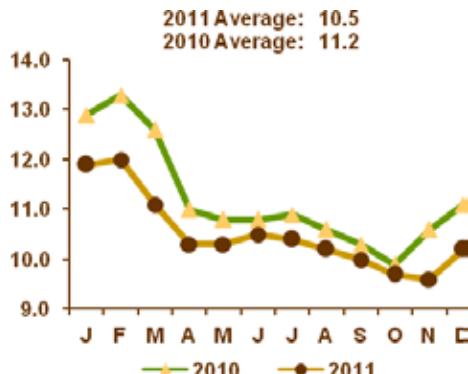
Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



## Dorchester County Fact Sheet



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	11,004
Government Total	2,311
Federal	200
State	786
Local	1,325
Private Sector Total	8,693
Natural Resources & Mining	271
Construction	387
Manufacturing	2,056
Trade, Transportation, & Utilities	1,933
Information	56
Financial Activities	369
Professional & Business Services	497
Education & Health Services	1,599
Leisure & Hospitality	1,206
Other Services/Unclassified	319

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

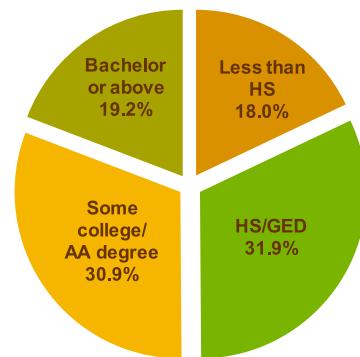
4th Quarter 2011			
Size Class	Establishments	% of Total	% of Total
Micro (0-9)	558	76.8	18.8
Small (10-24)	105	14.4	18.0
Medium (25-99)	52	7.2	28.9
Large (>=100)	12	1.7	34.3
Total	727	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 886



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

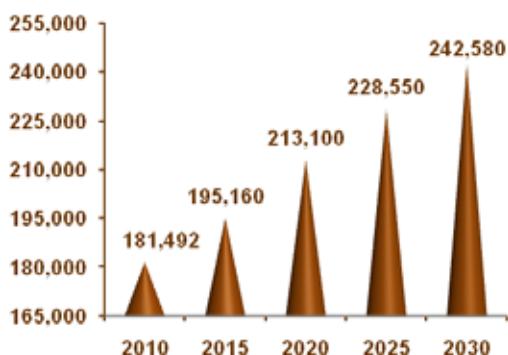
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

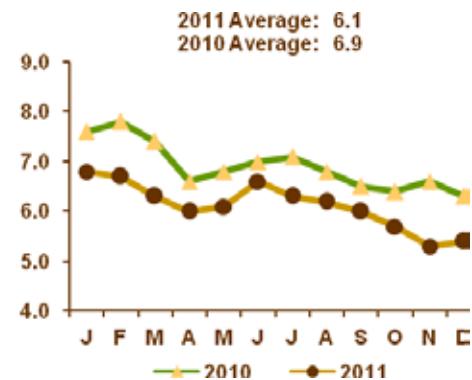


## Frederick County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

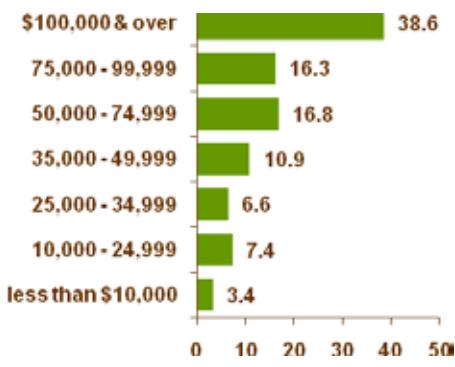
Industry	Employment
Total Employment	90,667
Government Total	15,755
Federal	4,062
State	671
Local	11,022
Private Sector Total	74,912
Natural Resources & Mining	550
Construction	7,489
Manufacturing	4,677
Trade, Transportation, & Utilities	15,164
Information	1,232
Financial Activities	6,292
Professional & Business Services	14,734
Education & Health Services	12,301
Leisure & Hospitality	9,321
Other Services/Unclassified	3,152

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

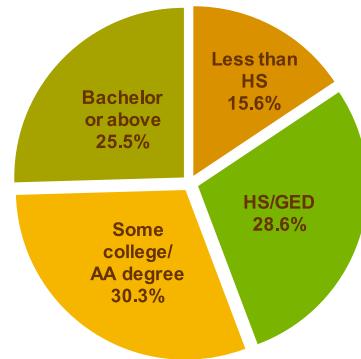
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	4,476	74.8	16.9
Small (10-24)	893	14.9	18.0
Medium (25-99)	519	8.7	32.2
Large (>=100)	99	1.7	32.9
Total	5,987	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 6,767



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

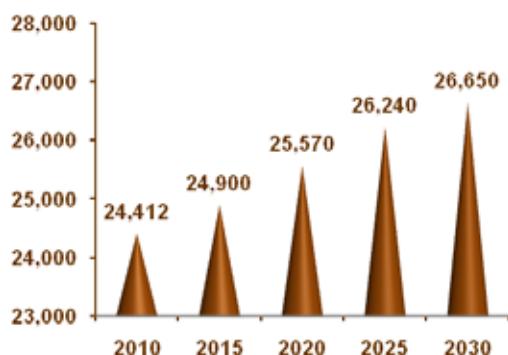
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

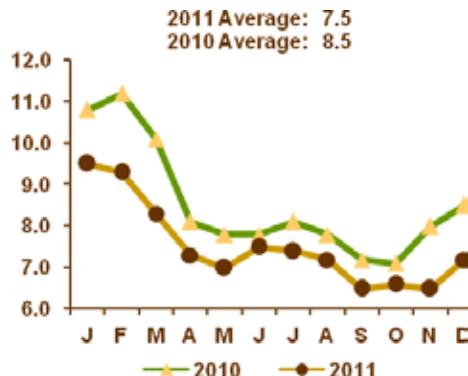


## Garrett County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	11,335
Government Total	1,713
Federal	70
State	211
Local	1,432
Private Sector Total	9,622
Natural Resources & Mining	465
Construction	844
Manufacturing	1,048
Trade, Transportation, & Utilities	2,417
Information	120
Financial Activities	520
Professional & Business Services	657
Education & Health Services	1,630
Leisure & Hospitality	1,614
Other Services/Unclassified	307

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

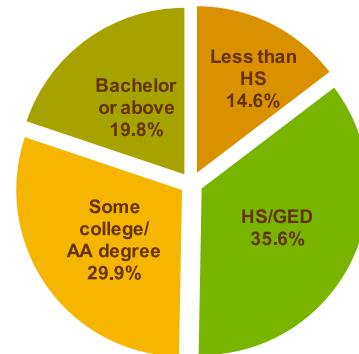
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	666	75.4	21.0
Small (10-24)	136	15.4	21.8
Medium (25-99)	66	7.5	31.0
Large (>=100)	15	1.7	26.2
Total	883	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 867



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

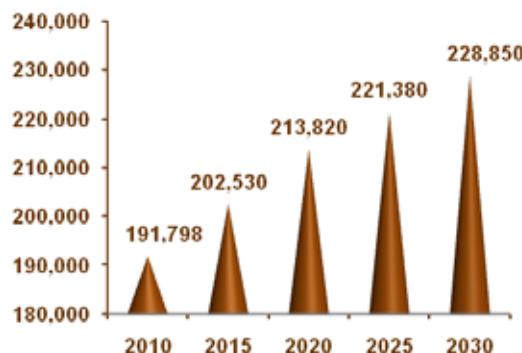
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

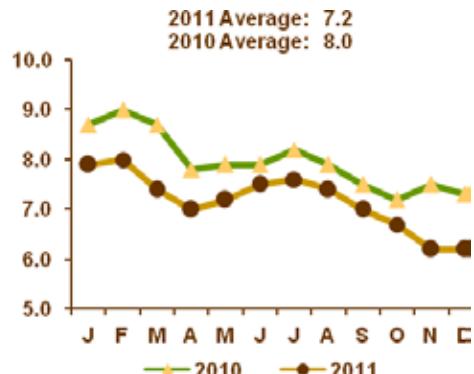


## Harford County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	83,209
Government Total	21,481
Federal	11,978
State	467
Local	9,036
Private Sector Total	61,728
Natural Resources & Mining	262
Construction	5,121
Manufacturing	4,396
Trade, Transportation, & Utilities	18,264
Information	396
Financial Activities	2,953
Professional & Business Services	9,237
Education & Health Services	9,811
Leisure & Hospitality	8,658
Other Services/Unclassified	2,630

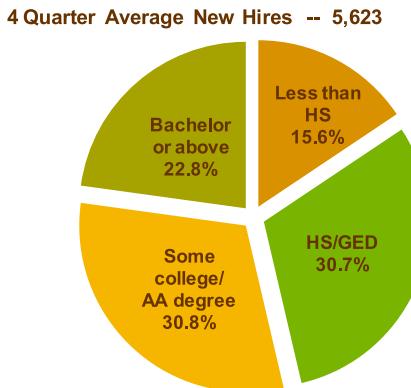
### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	4,084	75.9	17.5
Small (10-24)	797	14.8	19.1
Medium (25-99)	408	7.6	29.4
Large (>=100)	92	1.7	34.1
Total	5,381	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

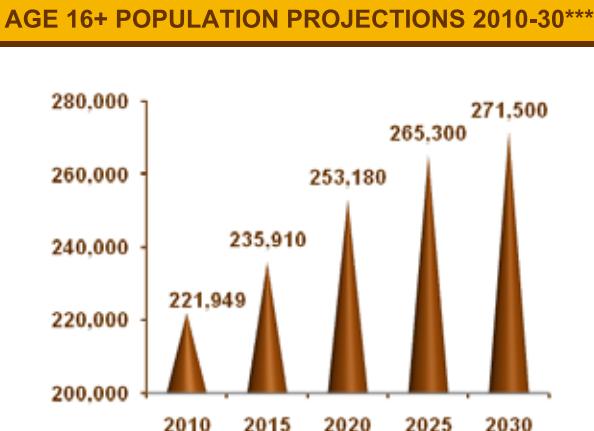
Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

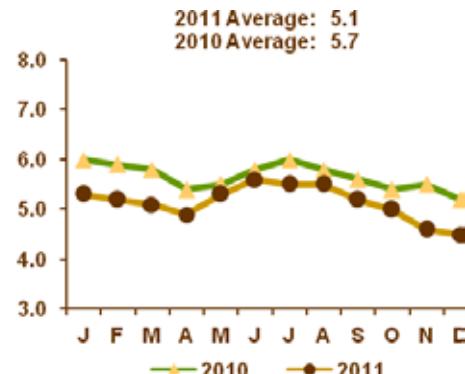
Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



## Howard County Fact Sheet



### UNEMPLOYMENT 2010 AND 2011\*



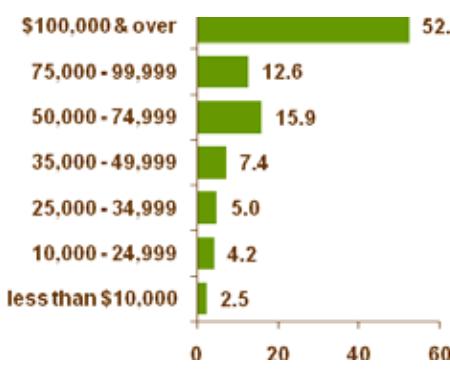
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	151,066
Government Total	18,280
Federal	649
State	3,523
Local	14,108
Private Sector Total	132,786
Natural Resources & Mining	714
Construction	9,617
Manufacturing	6,372
Trade, Transportation, & Utilities	31,325
Information	3,734
Financial Activities	8,791
Professional & Business Services	39,326
Education & Health Services	14,814
Leisure & Hospitality	13,384
Other Services/Unclassified	4,709

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

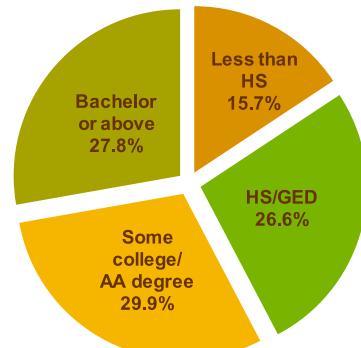
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	6,321	71.7	12.6
Small (10-24)	1,305	14.8	14.8
Medium (25-99)	967	11.0	33.5
Large (>=100)	221	2.5	39.0
Total	8,814	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 13,771



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

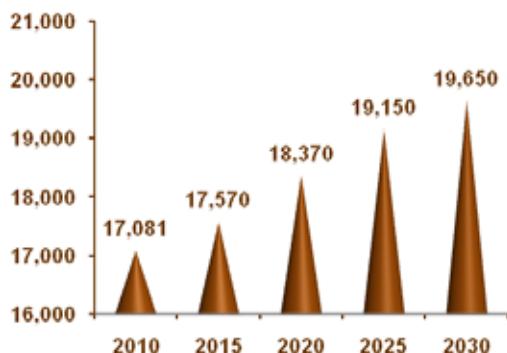
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

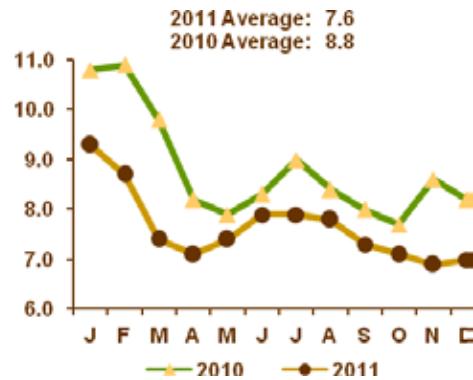


## Kent County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	7,699
Government Total	1,007
Federal	75
State	202
Local	730
Private Sector Total	6,692
Natural Resources & Mining	270
Construction	343
Manufacturing	788
Trade, Transportation, & Utilities	1,104
Information	42
Financial Activities	318
Professional & Business Services	580
Education & Health Services	1,949
Leisure & Hospitality	1,046
Other Services/Unclassified	252

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

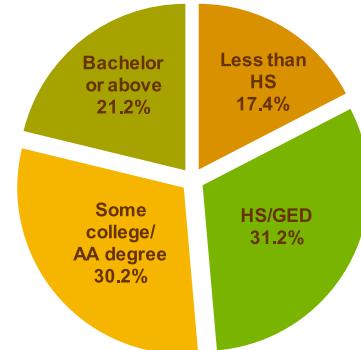
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	556	78.9	26.2
Small (10-24)	106	15.0	23.0
Medium (25-99)	36	5.1	23.0
Large (>=100)	7	1.0	27.8
Total	705	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

#### 4 Quarter Average New Hires – 580



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

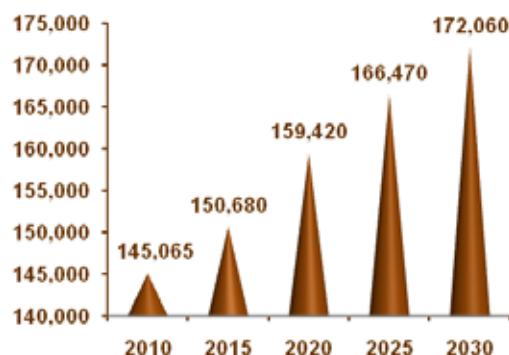
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

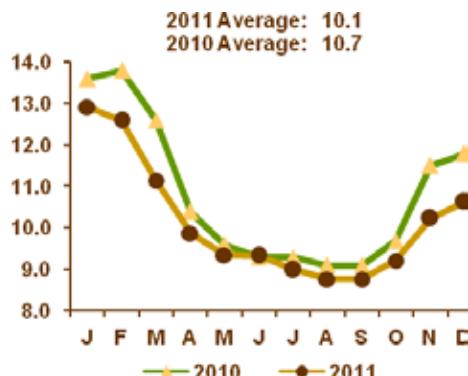


## Lower Shore Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	73,329
Government Total	14,309
Federal	565
State	5,025
Local	8,719
Private Sector Total	59,020
Natural Resources & Mining	684
Construction	3,202
Manufacturing	4,736
Trade, Transportation, & Utilities	14,394
Information	885
Financial Activities	2,912
Professional & Business Services	5,593
Education & Health Services	11,260
Leisure & Hospitality	12,974
Other Services/Unclassified	2,380

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

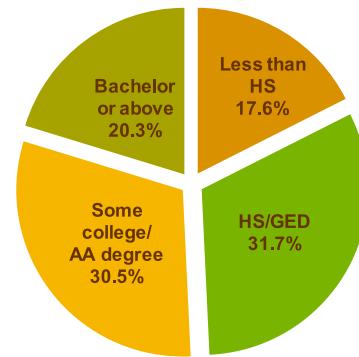
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	3,774	75.3	19.0
Small (10-24)	770	15.4	20.4
Medium (25-99)	402	8.0	32.2
Large (>=100)	67	1.3	28.4
Total	5,013	100.0	100.0

### MEDIAN HOUSEHOLD INC. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 6,043



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

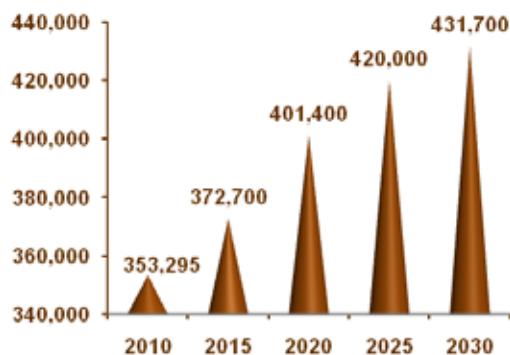
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

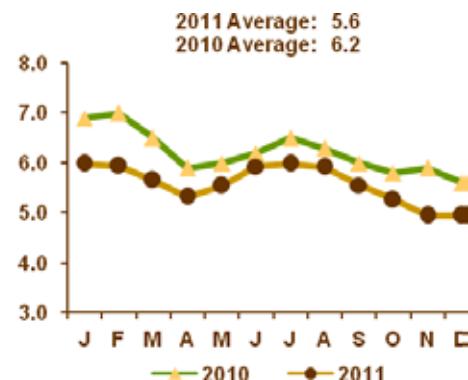


## Mid-Maryland Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



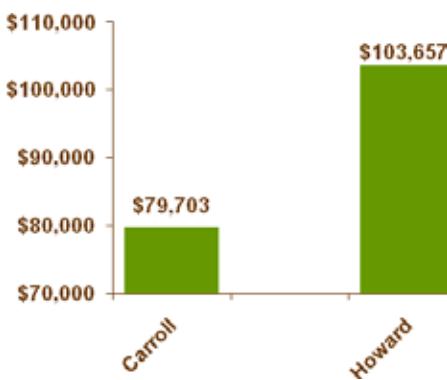
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	205,899
Government Total	26,431
Federal	941
State	4,718
Local	20,772
Private Sector Total	179,468
Natural Resources & Mining	1,052
Construction	14,711
Manufacturing	10,444
Trade, Transportation, & Utilities	42,614
Information	4,216
Financial Activities	10,193
Professional & Business Services	45,853
Education & Health Services	24,347
Leisure & Hospitality	19,142
Other Services/Unclassified	6,896

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

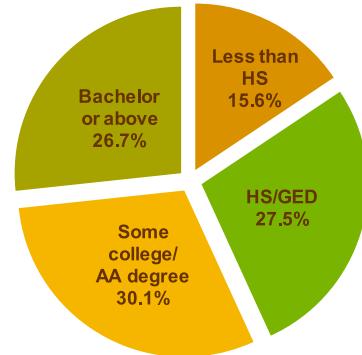
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	9,784	73.5	14.4
Small (10-24)	1,963	14.8	16.3
Medium (25-99)	1,274	9.6	32.3
Large (>=100)	282	2.1	37.0
Total	13,303	100.0	100.0

### MEDIANHOUSEHOLD INC. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 17,219



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

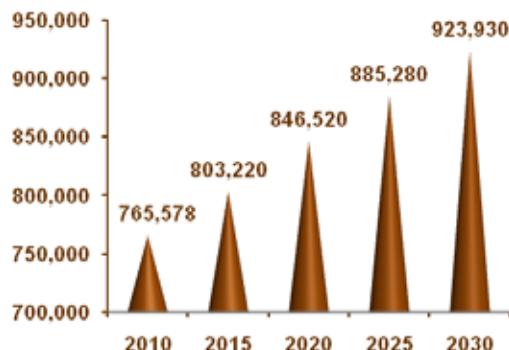
Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



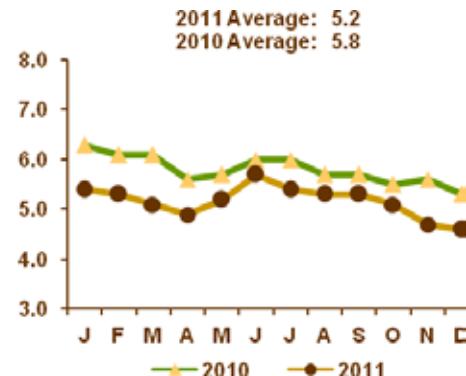
## Montgomery County Fact Sheet

DEPARTMENT OF LABOR, LICENSING AND REGULATION

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



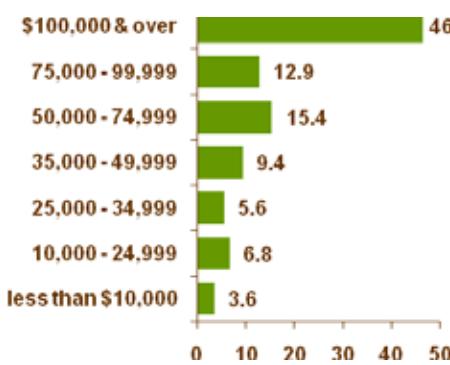
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	447,784
Government Total	86,096
Federal	46,460
State	1,186
Local	38,450
Private Sector Total	361,688
Natural Resources & Mining	620
Construction	23,425
Manufacturing	11,787
Trade, Transportation, & Utilities	57,440
Information	12,634
Financial Activities	30,474
Professional & Business Services	101,751
Education & Health Services	64,234
Leisure & Hospitality	37,523
Other Services/Unclassified	21,800

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

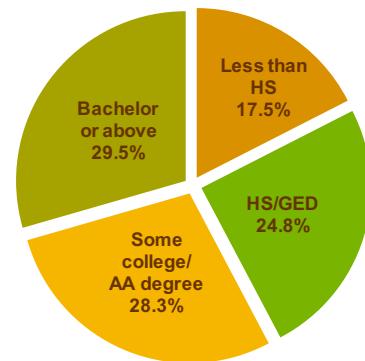
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	25,824	80.0	16.0
Small (10-24)	3,703	11.5	15.4
Medium (25-99)	2,161	6.7	27.3
Large (>=100)	607	1.9	41.3
Total	32,295	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 36,366



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

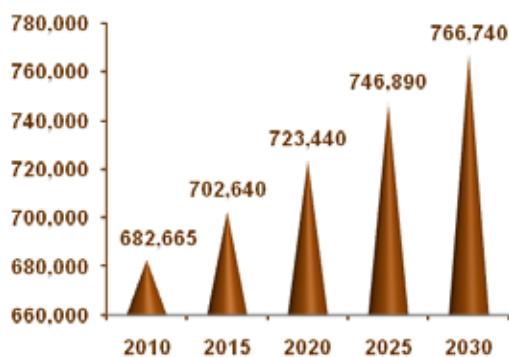
Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



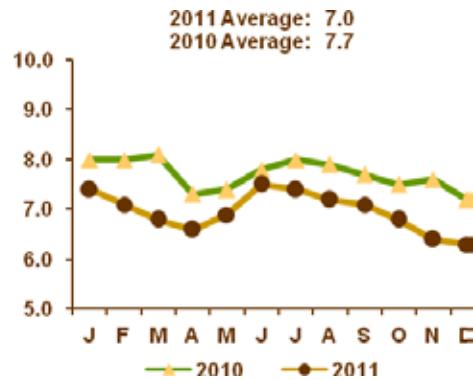
DEPARTMENT OF LABOR, LICENSING AND REGULATION

## Prince George's County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	298,934
Government Total	86,616
Federal	27,527
State	19,115
Local	39,974
Private Sector Total	212,318
Natural Resources & Mining	174
Construction	24,842
Manufacturing	7,987
Trade, Transportation, & Utilities	56,984
Information	5,530
Financial Activities	11,881
Professional & Business Services	38,203
Education & Health Services	29,603
Leisure & Hospitality	27,721
Other Services/Unclassified	9,393

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

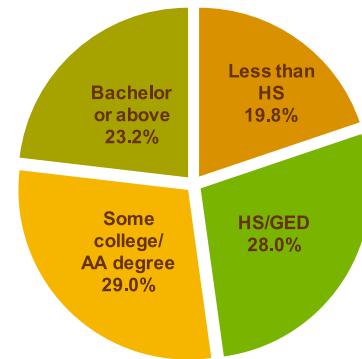
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	10,867	72.5	14.1
Small (10-24)	2,309	15.4	16.5
Medium (25-99)	1,451	9.7	31.7
Large (>=100)	369	2.5	37.7
Total	14,996	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 24,659



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

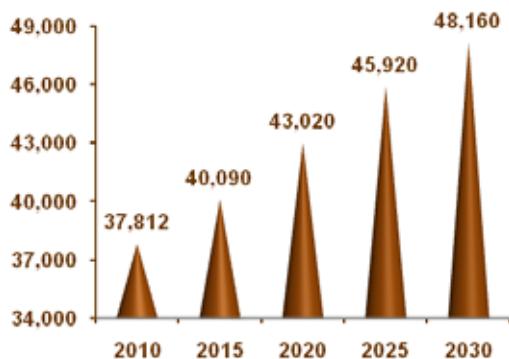
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

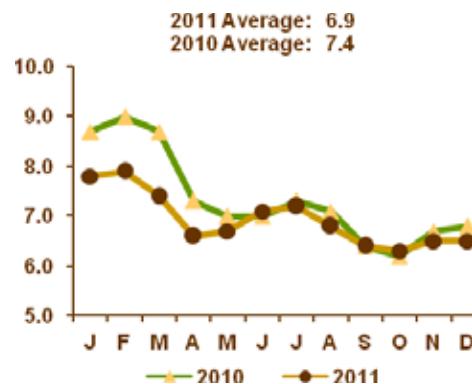


## Queen Anne's County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



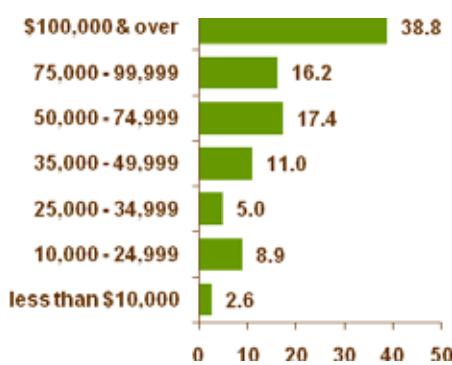
### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	13,336
Government Total	2,480
Federal	86
State	192
Local	2,202
Private Sector Total	10,856
Natural Resources & Mining	250
Construction	945
Manufacturing	784
Trade, Transportation, & Utilities	3,255
Information	47
Financial Activities	348
Professional & Business Services	1,089
Education & Health Services	1,029
Leisure & Hospitality	2,500
Other Services/Unclassified	609

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

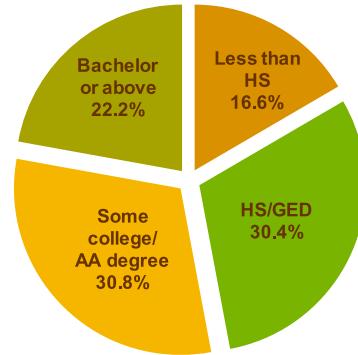
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	1,094	79.2	26.3
Small (10-24)	190	13.8	26.8
Medium (25-99)	90	6.5	37.6
Large (>=100)	7	0.5	9.3
Total	1,381	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 1,097



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

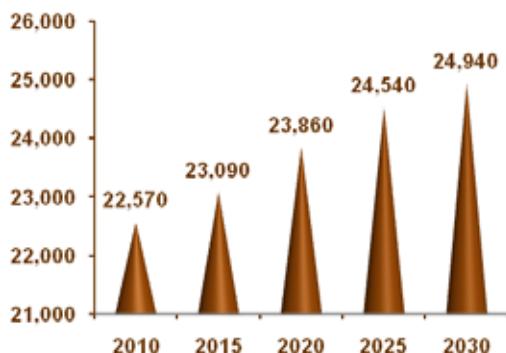
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

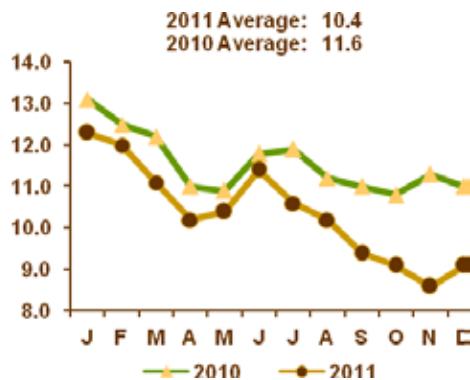


### Somerset County Fact Sheet

#### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



#### UNEMPLOYMENT 2010 AND 2011\*



#### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	6,663
Government Total	3,047
Federal	56
State	2,042
Local	949
Private Sector Total	3,616
Natural Resources & Mining	250
Construction	200
Manufacturing	214
Trade, Transportation, & Utilities	1,078
Information	23
Financial Activities	173
Professional & Business Services	172
Education & Health Services	1,010
Leisure & Hospitality	419
Other Services/Unclassified	77

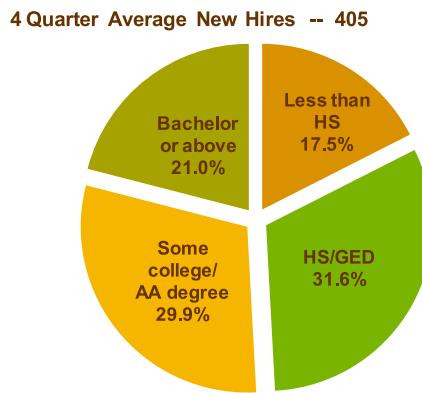
#### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	336	80.2	26.3
Small (10-24)	57	13.6	22.4
Medium (25-99)	23	5.5	28.8
Large (>=100)	3	0.7	22.5
Total	419	100.0	100.0

#### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



#### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

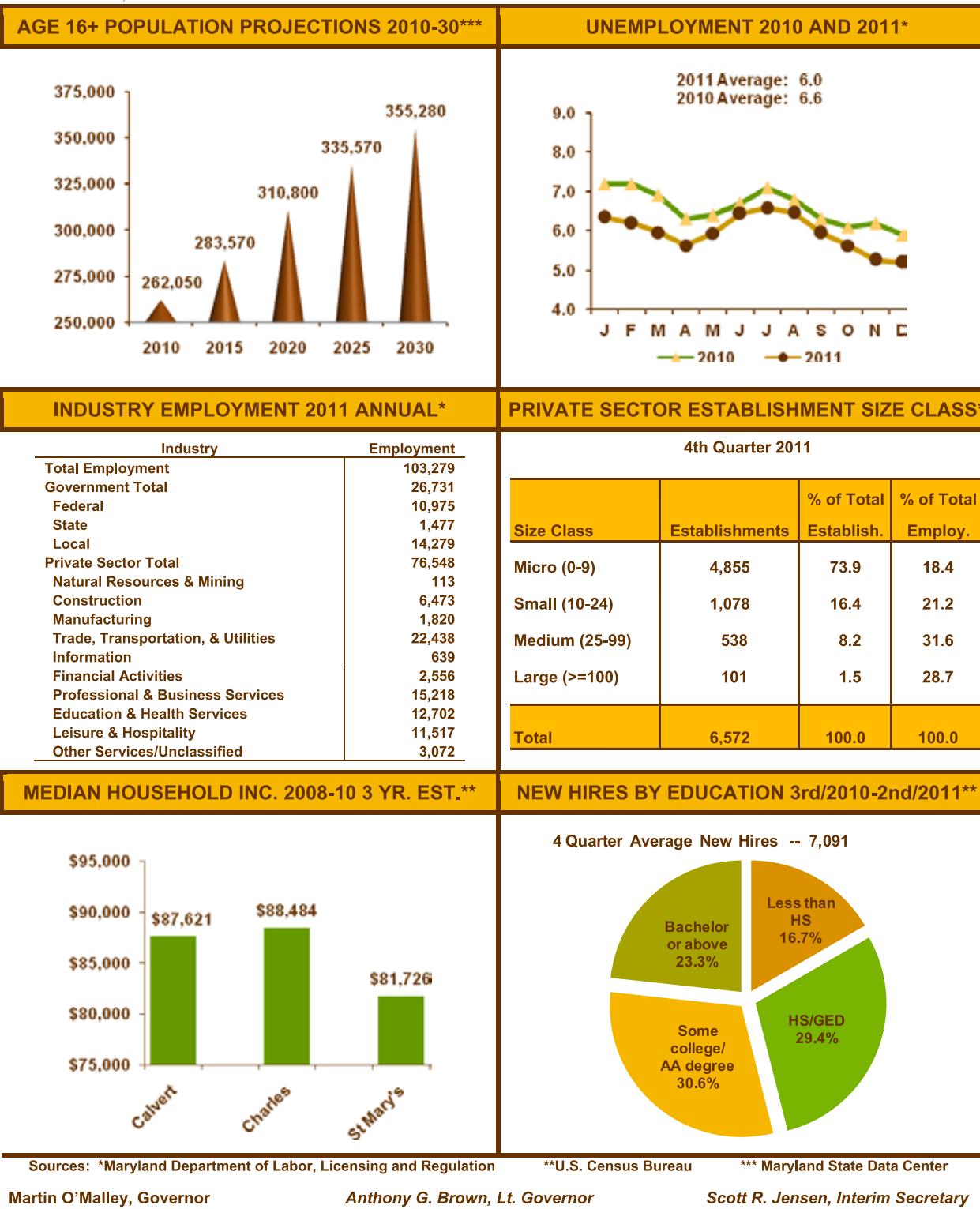
Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



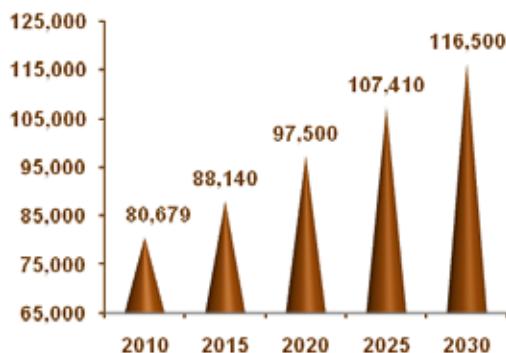
## Southern Maryland Fact Sheet



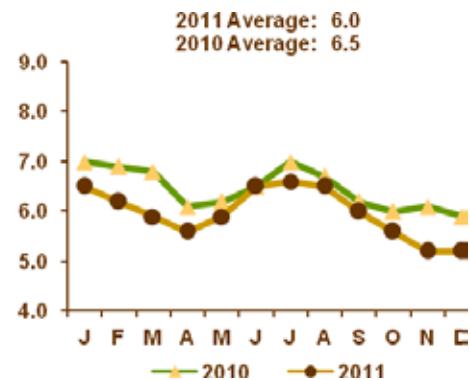


## St Mary's County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	41,626
Government Total	13,241
Federal	8,582
State	810
Local	3,849
Private Sector Total	28,385
Natural Resources & Mining	60
Construction	1,587
Manufacturing	493
Trade, Transportation, & Utilities	6,735
Information	207
Financial Activities	793
Professional & Business Services	10,039
Education & Health Services	4,235
Leisure & Hospitality	3,268
Other Services/Unclassified	968

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

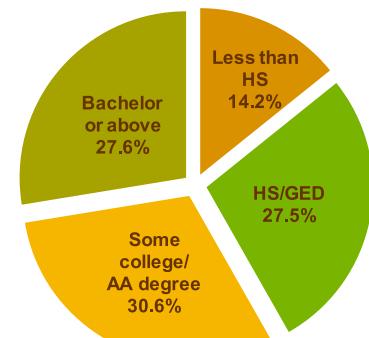
4th Quarter 2011			
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	1,368	69.9	14.6
Small (10-24)	352	18.0	18.2
Medium (25-99)	194	9.9	31.9
Large (>=100)	42	2.1	35.3
Total	1,956	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 2,382



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

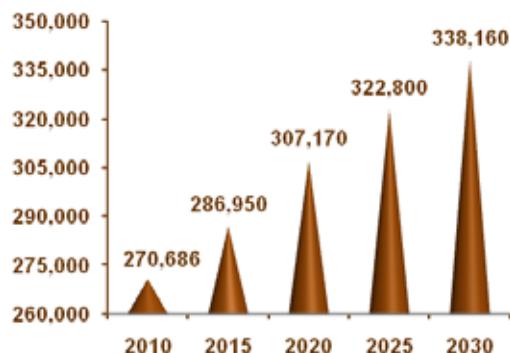
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

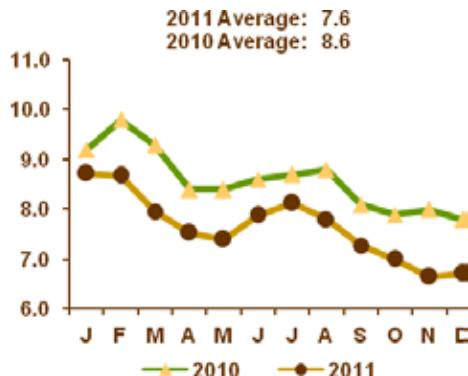


## Susquehanna Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

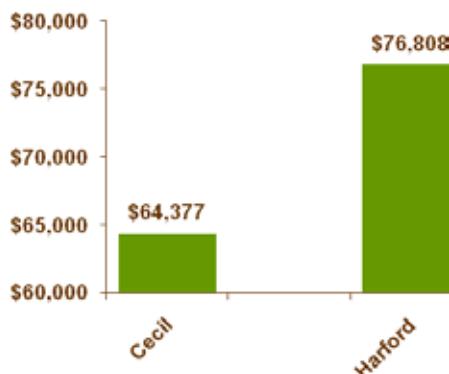
Industry	Employment
Total Employment	111,137
Government Total	27,222
Federal	13,403
State	781
Local	13,038
Private Sector Total	83,915
Natural Resources & Mining	974
Construction	6,031
Manufacturing	8,487
Trade, Transportation, & Utilities	24,492
Information	577
Financial Activities	3,653
Professional & Business Services	10,553
Education & Health Services	13,440
Leisure & Hospitality	12,130
Other Services/Unclassified	3,578

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

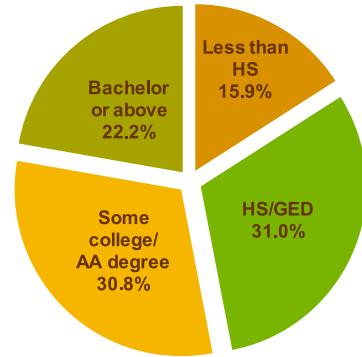
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	5,490	76.1	17.8
Small (10-24)	1,073	14.9	18.9
Medium (25-99)	521	7.2	27.4
Large (>=100)	132	1.8	36.0
Total	7,216	100.0	100.0

### MEDIAN HOUSEHOLD INC. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 7,756



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

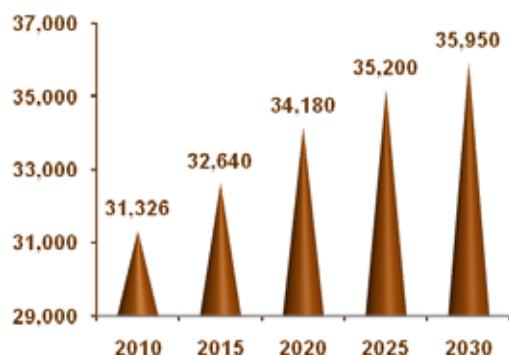
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

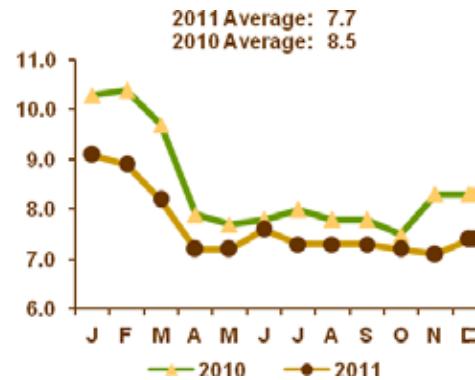


## Talbot County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	17,898
Government Total	1,843
Federal	240
State	195
Local	1,408
Private Sector Total	16,055
Natural Resources & Mining	69
Construction	863
Manufacturing	969
Trade, Transportation, & Utilities	3,326
Information	249
Financial Activities	873
Professional & Business Services	2,423
Education & Health Services	3,658
Leisure & Hospitality	2,527
Other Services/Unclassified	1,098

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

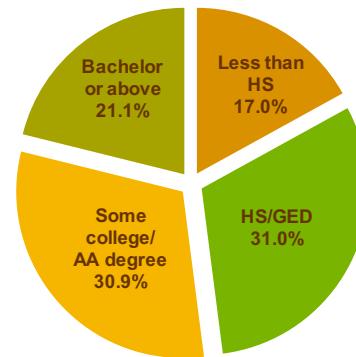
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	1,204	77.6	22.1
Small (10-24)	224	14.4	21.2
Medium (25-99)	105	6.8	30.9
Large (>=100)	18	1.2	25.8
Total	1,551	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires -- 1,595



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

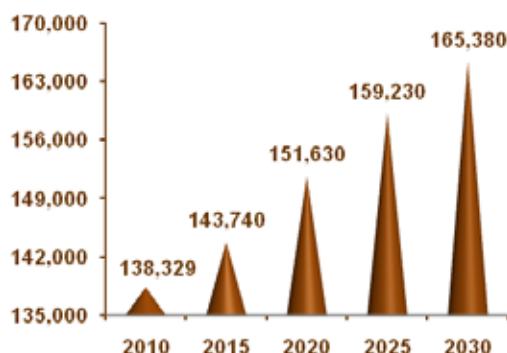
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

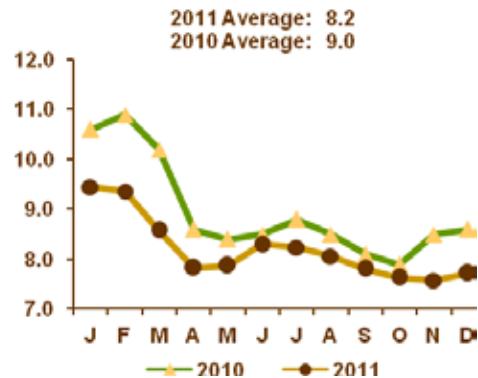


## Upper Shore Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	58,341
Government Total	9,234
Federal	682
State	1,542
Local	7,010
Private Sector Total	49,107
Natural Resources & Mining	1,039
Construction	3,053
Manufacturing	5,782
Trade, Transportation, & Utilities	11,827
Information	400
Financial Activities	2,132
Professional & Business Services	4,945
Education & Health Services	9,591
Leisure & Hospitality	7,831
Other Services/Unclassified	2,507

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

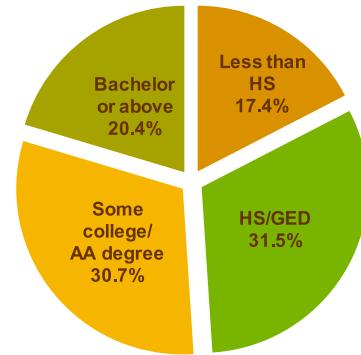
4th Quarter 2011			
Size Class	Establishments	% of Total	% of Total Employ.
Micro (0-9)	3,908	78.1	22.7
Small (10-24)	717	14.3	21.9
Medium (25-99)	327	6.5	30.8
Large (>=100)	54	1.1	24.6
Total	5,006	100.0	100.0

### MEDIAN HOUSEHOLD INC. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 4,937



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

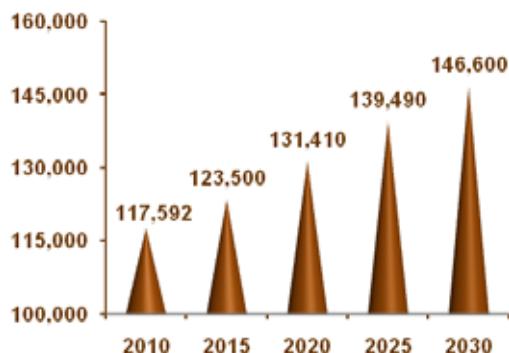
Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

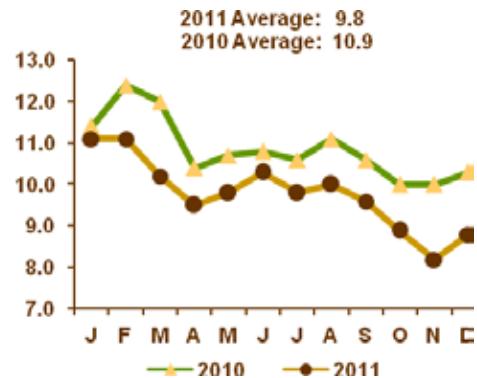


## Washington County Fact Sheet

### AGE 16+ POPULATION PROJECTIONS 2010-30\*\*\*



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	64,656
Government Total	9,106
Federal	723
State	2,556
Local	5,827
Private Sector Total	55,550
Natural Resources & Mining	145
Construction	2,826
Manufacturing	6,465
Trade, Transportation, & Utilities	16,219
Information	817
Financial Activities	6,518
Professional & Business Services	4,729
Education & Health Services	10,127
Leisure & Hospitality	6,121
Other Services/Unclassified	1,583

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

#### 4th Quarter 2011

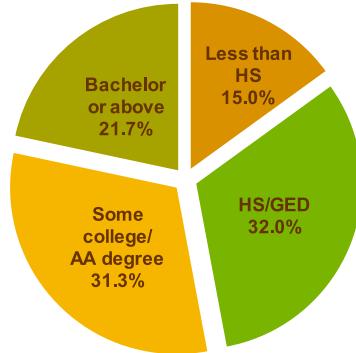
Size Class	Establishments	% of Total Establish.	% of Total Employ.
Micro (0-9)	2,329	68.9	12.9
Small (10-24)	612	18.1	16.2
Medium (25-99)	342	10.1	27.1
Large (>=100)	97	2.9	43.7
Total	3,380	100.0	100.0

### HOUSEHOLD INCOME DIST. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 4,774



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

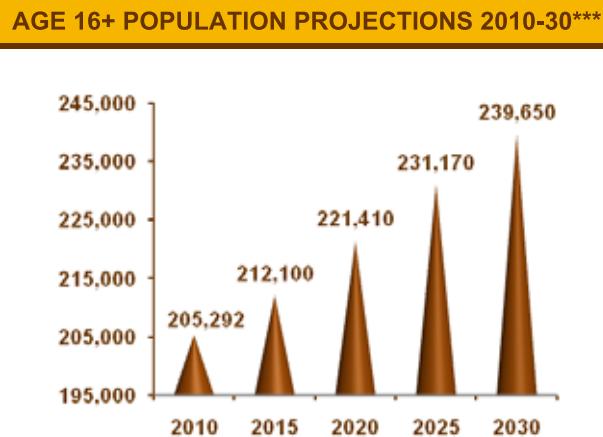
Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

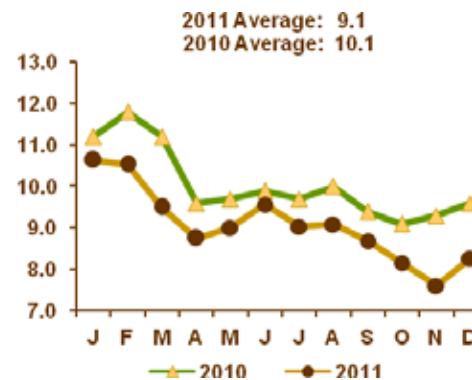
Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



## Western Maryland Fact Sheet



### UNEMPLOYMENT 2010 AND 2011\*



### INDUSTRY EMPLOYMENT 2011 ANNUAL\*

Industry	Employment
Total Employment	105,222
Government Total	17,437
Federal	1,343
State	5,728
Local	10,366
Private Sector Total	87,785
Natural Resources & Mining	4,351
Construction	3,797
Manufacturing	10,023
Trade, Transportation, & Utilities	23,719
Information	1,367
Financial Activities	7,931
Professional & Business Services	7,413
Education & Health Services	17,950
Leisure & Hospitality	10,947
Other Services/Unclassified	2,924

### PRIVATE SECTOR ESTABLISHMENT SIZE CLASS\*

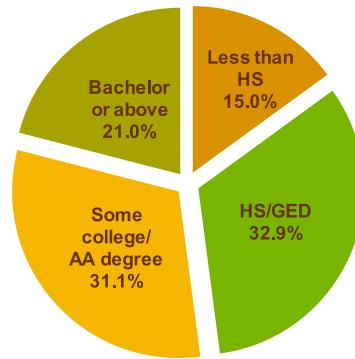
4th Quarter 2011			
Size Class	Establishments	% of Total	% of Total Employ.
Micro (0-9)	4,173	70.8	15.0
Small (10-24)	1,048	17.8	17.8
Medium (25-99)	524	8.9	26.5
Large (>=100)	145	2.5	40.7
Total	5,890	100.0	100.0

### MEDIAN HOUSEHOLD INC. 2008-10 3 YR. EST.\*\*



### NEW HIRES BY EDUCATION 3rd/2010-2nd/2011\*\*

4 Quarter Average New Hires – 7,607



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau \*\*\*

Maryland State Data Center

Martin O'Malley, Governor

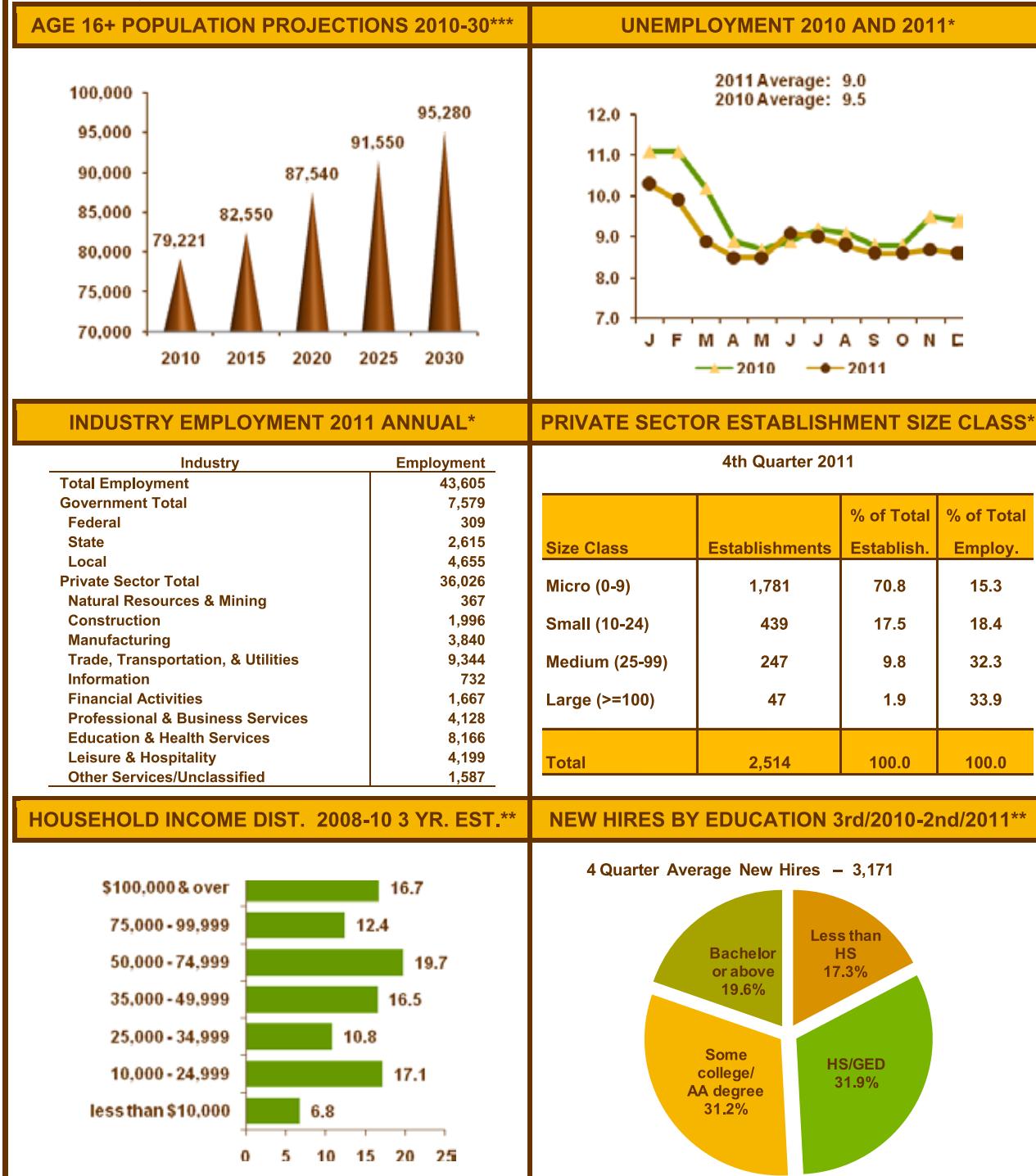
Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



## Wicomico County Fact Sheet



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

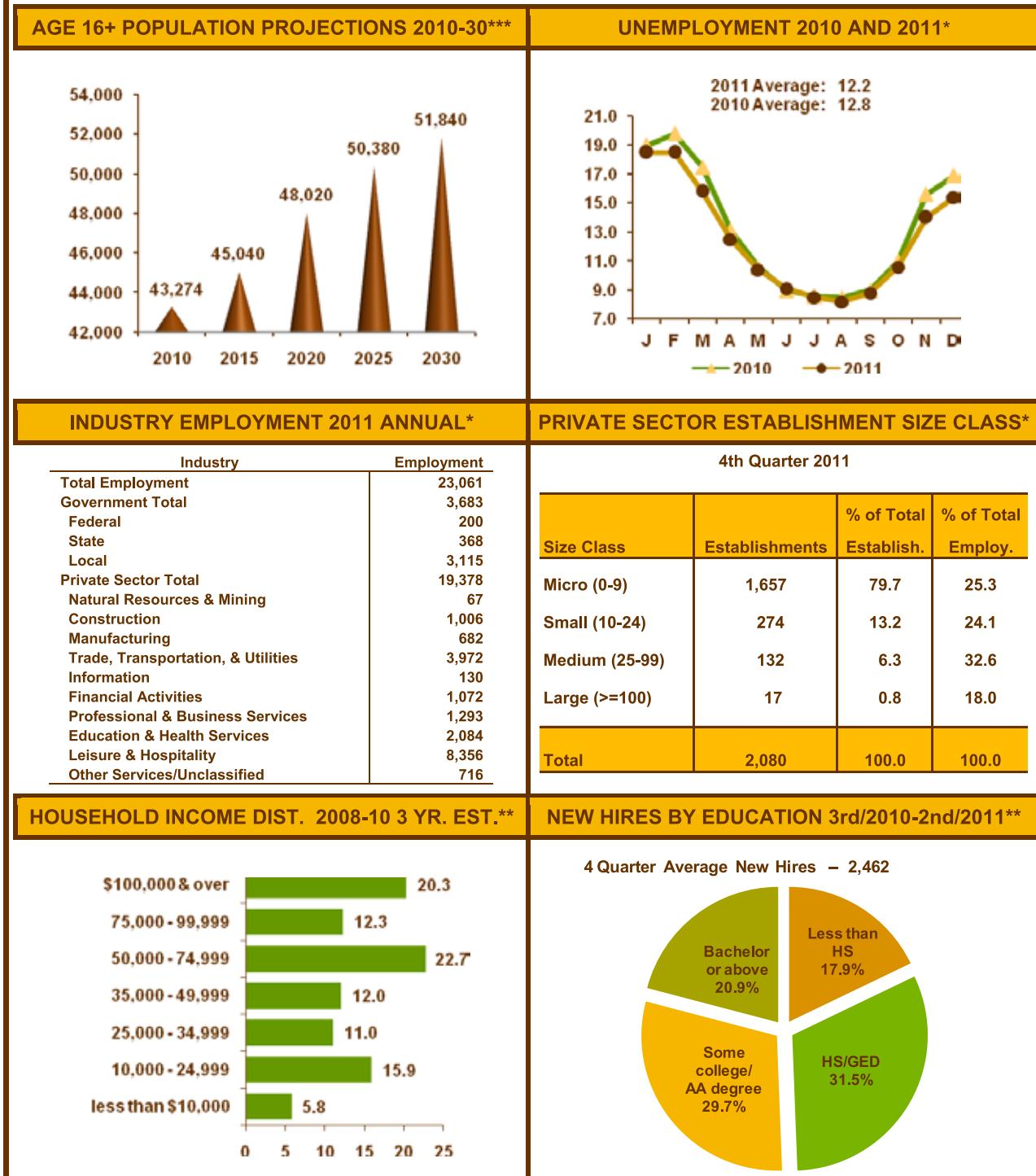
Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012



## Worcester County Fact Sheet



Sources: \*Maryland Department of Labor, Licensing and Regulation

\*\*U.S. Census Bureau

\*\*\* Maryland State Data Center

Martin O'Malley, Governor

Anthony G. Brown, Lt. Governor

Scott R. Jensen, Interim Secretary

Division of Workforce Development and Adult Learning, Office of Workforce Information and Performance, July 2012

## PROGRAM YEAR 2011 WIA FINANCIAL STATEMENT

The following PY 2011 WIA financial information was derived from the DWDAL Financial Status Reports from July 1, 2011 - June 30, 2012.

WIA Funding Source	Total Funds Available 7/1/2011	Funds Expended 7/1/2011 to 6/30/2012	Unliquidated Obligation 6/30/2012	Unobligated Balance 6/30/2012	Obligation Rate 6/30/2012
Adult	11,566,603	9,080,634	688,182	1,797,787	84%
Dislocated Worker	13,679,018	10,005,581	1,176,000	2,497,437	82%
Youth	12,206,788	9,800,359	1,086,490	1,319,939	89%
Rapid Response	4,325,535	2,900,268	931,377	493,890	89%
Statewide 5%	3,833,144	2,578,885	103,938	1,150,321	70%
<b>Total Formula Funds</b>	<b>45,611,088</b>	<b>34,365,727</b>	<b>3,985,987</b>	<b>7,259,374</b>	<b>84%</b>

Local funds include local administration.

Available Funds include funds carried over from prior fiscal year.

**Table N - Cost of Program Activities**

<b>Program Activity</b>	<b>Total Federal Spending</b>
Local Adults	\$9,080,634
Local Dislocated Workers	\$10,005,581
Local Youth	\$9,800,359
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$2,900,268
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$2,578,885
Statewide Allowable Activities WIA Section 134(a)(3)	Capacity Building
	Incumbent Worker Training
Total of All Federal Funding Listed Above	
\$34,419,786	

## Fiscal Unit Updates

### ***Program Year Expenditures by Funding Stream***

The expenditures for each funding stream include PY 11 WIA and Carry-In funds.

The expenditures are:

Adult \$9,080,634, Dislocated Workers \$10,005,581 and Youth \$9,800,359.

### ***Cost per Participant***

The cost per Participant is calculated for each funding stream by dividing the total expenditures by the number of participants for the program year. The resulting number is the cost per participant for the program year. Using this method, the cost per participant by funding stream for the program year is estimated as follows:

Adults	\$4,058 (not including self-service participants)
Dislocated Workers	\$4,421
Youth	\$3,702

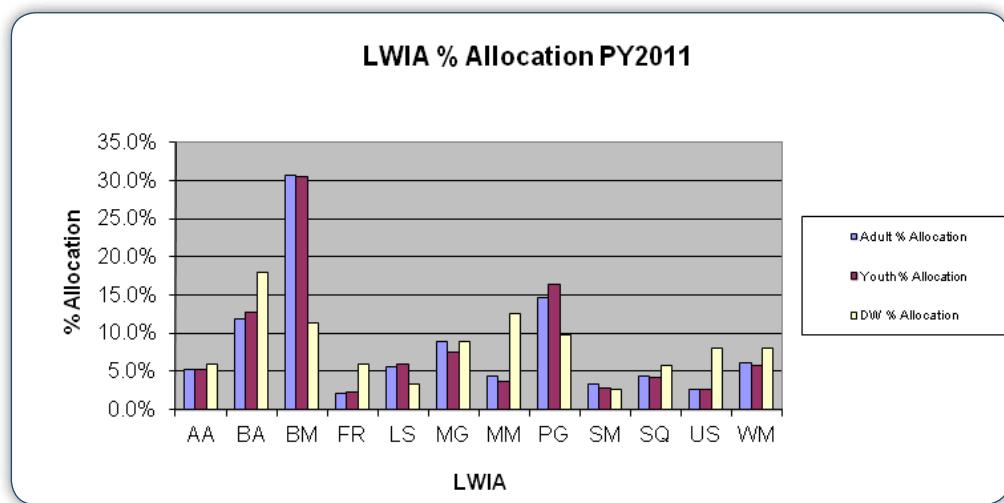
### ***Annual Report Narrative***

The cost of workforce investment activities relative to the effect of the activities on the performance of participants:

The available WIA funds for PY 2011 were \$45,611,088, as shown in the table below. Out of this total, \$37,452,409 were distributed to Local WIA Areas by formula.

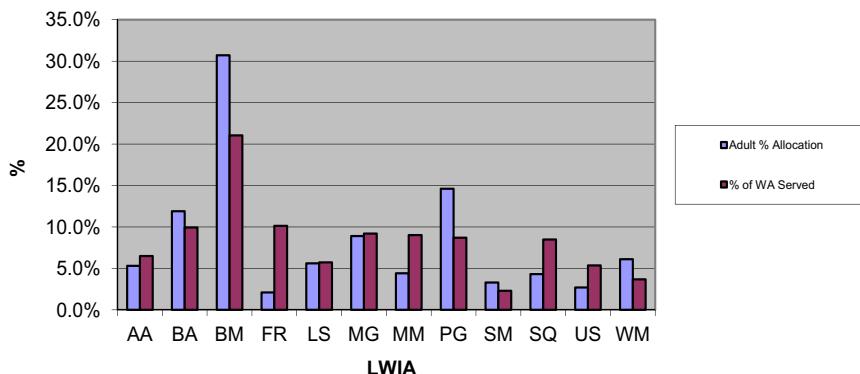
At the end of the fiscal year, 84% of available funds were obligated. The remaining funds were carried forward into the current fiscal year.

The breakout by funding stream at the local level:

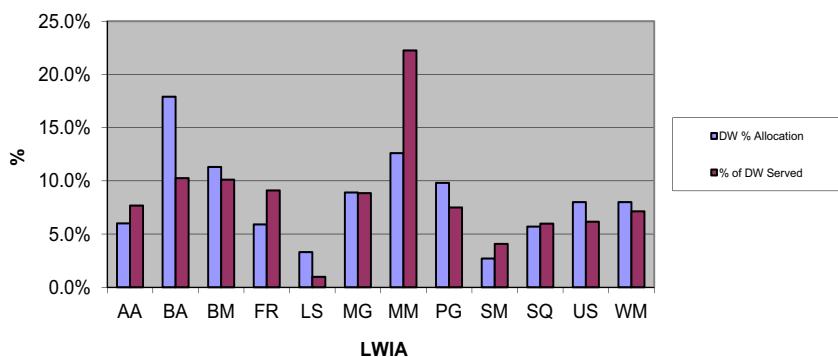


The following three charts illustrate the correlation between funding and participants served, by funding stream and local LWIA. Please note that these numbers are affected by the local utilization of the waiver to transfer expenditures between Adult and Dislocated Worker funding streams.

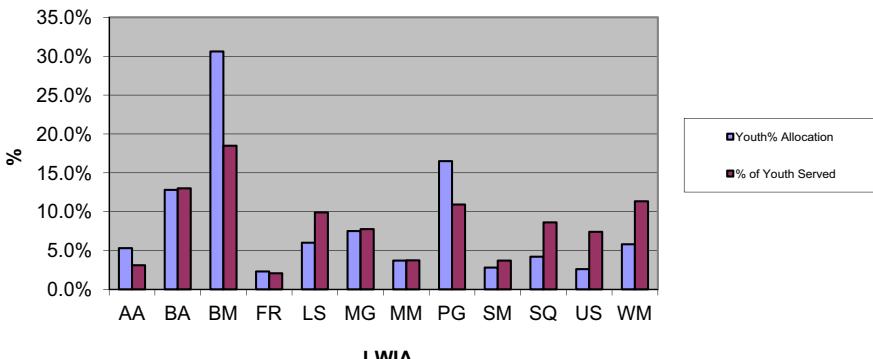
**% Adult Participants and % Adult Allocation**



**% DW Participants and % DW Allocation**



**% Youth Participants and % Youth Allocation**



**Legend for LWIA:**

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

## Economic Impact

The Maryland Department of Labor, Licensing and Regulation (DLLR) retained the Jacob France Institute (JFI) of the Merrick School of Business at the University of Baltimore to analyze the economic and fiscal contribution of DLLR's PY2010 workforce development services. The key findings of this analysis are as follows:

1. Maryland is emerging from the recession and is beginning to experience stable employment growth:
  - Total Maryland employment fell to 2,391,331 in the second quarter of 2010, a level of employment as low as in the aftermath of the 2001 recession;
  - Total Maryland employment has since recovered to 2,495,826 in the second quarter of 2011; and
  - Maryland has begun to experience growth in employment, with the Health Care, Professional and Technical Services, Accommodation and Food Service and Retail sectors all reporting strong employment growth in the between the second quarter of 2010 and 2011.
2. While the Maryland economy is starting to grow, the State is still struggling with the largest number of unemployed persons in more than two decades:
  - While employment has begun to recover from the recession lows, it remains well below pre-recession levels;
  - The number of unemployed persons in Maryland peaked at 243,610 in February 2010; and
  - The number of unemployed persons in Maryland has declined to 203,266 in December of 2011.
3. The depth and breadth of the current recession has made the workforce development services provided by DLLR critical to efforts to reduce and ameliorate the impacts of unemployment:
  - While the unemployment rate has fallen, the number of unemployed persons in Maryland remains over 200,000 as of December 2011; and
  - In FY2010, a total of 68,094 previously unemployed persons entered employment after receiving at least some level of assistance or services from DLLR.
4. The workforce development services provided by DLLR make an important economic and fiscal contribution<sup>1</sup> to the State of Maryland:
  - The average annual salary for the 68,094 previously unemployed persons that entered employment in FY2010 after receiving at least some level of services from DLLR is almost \$33,500;
  - The 3,174 previously unemployed persons placed in or entering employment after receiving WIA services: had estimated annual incomes of \$103.7 million;
    - ♦ support \$109.2 million in economic activity in Maryland and support an additional 859 jobs in the State with an associated \$38.9 million in labor income; and generate an estimated \$3.9 million in State tax revenues.
  - The 64,920 previously unemployed persons placed in or entering employment after receiving Wagner-Peyser Act services:
    - ♦ had estimated annual incomes of nearly \$2.2 billion;
    - ♦ support \$2.3 billion in economic activity in Maryland and support an additional 18,021 jobs in the State with an associated \$820.2 million in labor income; and
    - ♦ generate an estimated \$81.5 million in State tax revenue.

<sup>1</sup> It is important to note that this report analyzes the earnings of persons receiving DLLR workforce development services without adjusting for the potential that these jobs could have potentially been filled by other Maryland residents or what the earnings of these persons would have been if they had found alternative employment. Thus, this analysis is not a traditional economic impact analysis, which looks at the net new and incremental impacts of an activity, but rather an analysis of the linkages between the incomes of the persons receiving services and the larger Maryland economy.

- The 68,094 previously unemployed persons receiving either WIA or Wagner-Peyser Act program services:
  - ♦ had combined estimated annual incomes of nearly \$2.3 billion;
  - ♦ support \$2.4 billion in economic activity in Maryland and support an additional 18,887 jobs in the State with an associated \$859.1 million in labor income; and
  - ♦ generate an estimated \$85.4 million in State tax revenues and \$73.7 million in local tax revenues, an amount that exceeds the \$49.3 million in workforce program expenditures.

This report analyzes the economic contribution of DLLR's workforce development programs in terms of the increased earnings of persons finding work after obtaining workforce development services from DLLR under either the Wagner-Peyser or Workforce Investment Act (WIA) programs. Two separate analyses of data for State Fiscal Year 2010 were conducted:

- An analysis of the 3,174 previously unemployed<sup>2</sup> persons that DLLR provided assistance to through the WIA program; and
- An analysis of the 64,920 previously unemployed persons that DLLR provided assistance to through the Wagner-Peyser program.

One-stops provide core services that consist of activities such as determining eligibility to receive assistance under WIA Title I, outreach, intake and orientation to the information and other services available through the one-stop delivery system, initial assessment of skill levels, aptitudes, abilities, and supportive service needs (child care and transportation and referral to other services as appropriate); job search and placement assistance, and where appropriate career counseling; provision of employment statistics information relating to the local, regional and national labor market areas; and provision of performance information and cost information on eligible providers of training services, youth activities, adult education, post-secondary vocational education, vocational education activities available to school dropouts, and vocational rehabilitation; and information regarding filing claims for unemployment compensation. All individuals can access "core" services through the one-stop centers and affiliate sites. One-Stops also provide Intensive and Training services, as described below:

**Intensive** services are provided to adults and dislocated workers who are not able to obtain employment or who remain underemployed after utilizing core services. An individual must have received at least one core service such as an initial assessment that determines that individual's need for these services. Individuals may be employed but need these services in order to obtain or retain employment that allows for self-sufficiency. Intensive services may include comprehensive assessments of skill levels and need; in-depth evaluation to identify employment barriers and appropriate employment goals; group and individual counseling and career planning; case management; short-term prevocational services that might include development of learning and communication skills and professional conduct to prepare individuals for unsubsidized employment; supportive services; and development of an individual employment plan to identify employment goals, appropriate achievement objectives and services that will help the individual employment goals.

**Training** services are available to employed and unemployed adults and dislocated workers who have met the eligibility requirement for intensive services, have received at least one intensive service and have been determined to be unable to obtain or retain employment through intensive services; are in need of training services and have the skills and qualifications to successfully complete the selected training program; are unable to obtain grant assistance from other sources such as PELL grants or TAA or require WIA assistance in addition to other sources of grant assistance; or meet the priority of services established by the local workforce area. The training program should be directly linked to the employment opportunities in either the local area in which they reside or in areas where they are willing to locate.

2

This analysis focuses on previously unemployed persons – or persons that were unemployed prior to receiving workforce development services.

Training services are provided through Individual Training Accounts that allow adults and dislocated workers to purchase training services. Training services are intended to be provided in a manner that maximizes informed customer choice and may only be purchased through training providers that are on the State's list of eligible training providers (ETPL). The ETPL is continuously updated with the most current information on training programs and providers in order to give individuals a wide variety of training programs and occupational choices. A training program may consist of one or more courses or classes, or structured regimen that leads to a certificate or degree or the skills or competencies needed for a specific job or jobs or occupation.

The Local Workforce Investment Boards in Maryland develop job training programs for implementation in their respective Workforce Investment Areas (WIAs), oversee the operation of those programs, and determine which companies, educational institutions, and community organizations will receive funding for program operation. The LWIA's cooperates with local employers and government to select the workforce development programs most beneficial to the region and to tailor programs to meet the local employment training needs.

Some performance measure of the Division of Workforce Development and Adult Learning are as follows:

- The WIA Adult Program helps thousands of adult workers receive workforce preparation assistance. The Adult program, provides quality employment and training services to help eligible adults find and qualify for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business. In Program Year (PY) 2010, it served 3,844 individuals;
- The WIA Dislocated Worker Program's assists recently laid-off workers by enhancing their occupational skills. The program also aims to increase the employment and retention of dislocated workers by increasing their work readiness, educational attainment, and occupational skills and by connecting them to jobs in demand. In PY 2010, it served 4,034 individuals;
- The WIA Youth Program provides employment and education services to eligible low-income Youth, ages 14 to 21 who face barriers to employment. Service strategies, developed by Maryland's LWIB's, prepare youth for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves youth with disabilities, basic literacy skills deficient, school dropouts, pregnant or parenting, and homeless as well as others who may require additional assistance to complete an educational program or enter employment. In PY 2010, it served 2,302 youth; and
- The Wagner-Peyser program provides labor exchange services to employers and job seekers statewide. The goal of labor exchange services is to help job seekers obtain meaningful employment opportunities and to assist employers in obtaining skilled and productive employees. Services for job seekers include job placement, resume preparation, testing, job-seeking skills workshops, computer-based job matching, and labor market information. In PY 2010, it served 205,241 individuals.

In Fiscal 2010, total of 68,094 previously unemployed persons entered employment after receiving at least some level of assistance or services from DLLR under its two main Workforce Development programs, with the following number of persons served by each (See Table 1):

- e. A total of 3,174 previously unemployed persons assisted under the Workforce Investment Act (WIA) were placed in or entered employment;
- f. A total of 64,920 previously unemployed persons assisted by DLLR's core Wagner-Peyser Act funded programs entered or were placed in employment in Program Year 2010; and
- g. For both programs, adults receiving services had average annual earnings of between \$30,000 and \$40,000 and youth receiving WIA services had average annual incomes of \$6,646.

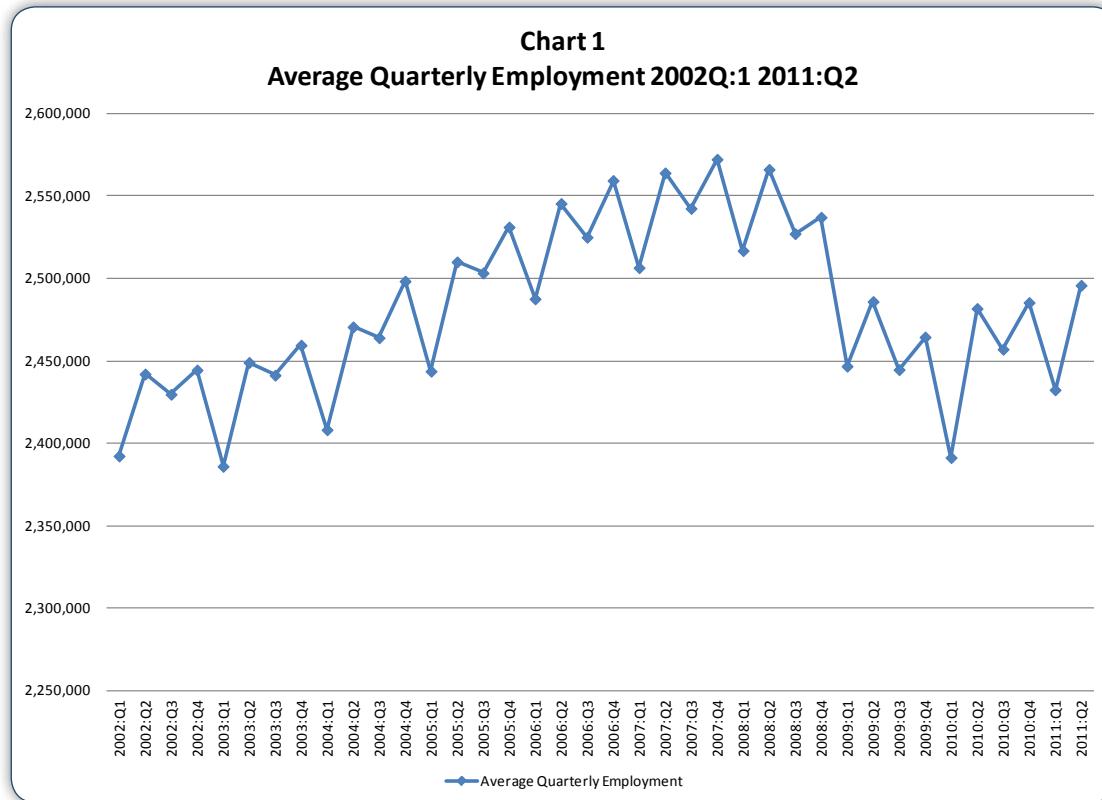
**Table 1**  
**Maryland Department of Labor, Licensing and Regulation**  
**Wagner-Peyser Act and Workforce Investment Act (WIA) Program**  
**Entered Employment, Placements and Earnings, Program Year 2010**

Program	Entered Employment	Average Annual Salary
<b>Total for DLLR Workforce Programs Analyzed</b>	<b><u>68,094</u></b>	n.a.
<b>WIA</b>	<b>3,174</b>	n.a.
Adult	1,179	\$33,428
Dislocated Worker	1,558	\$39,386
Youth	437	\$6,646
<b>Wagner Peyser</b>	<b>64,920</b>	\$33,524

Source: DLLR

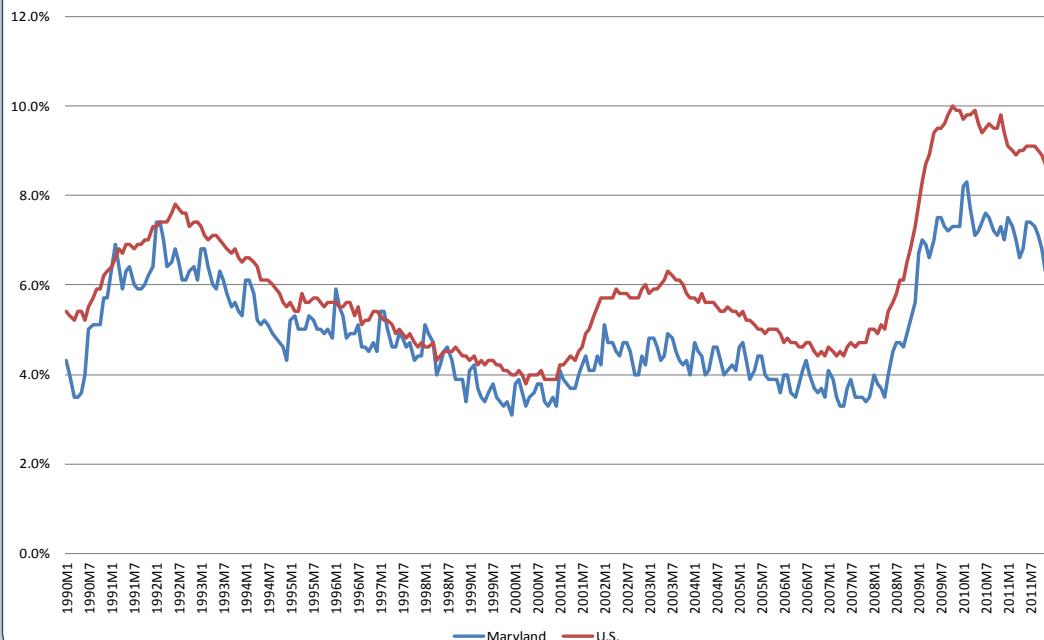
### Maryland Economic and Workforce Trends

In FY 2010, the program year analyzed in this report, and today, Maryland continues to be impacted by the largest economic downturn in the past fifty years. As presented in Chart 1, Maryland's total employment fell to 2,391,331 in the second quarter of 2010, a level of employment as low as in the aftermath of the 2001 recession. Employment has since recovered to 2,495,826 in the second quarter of 2011, and despite recent gains, remains well below pre-recession levels.

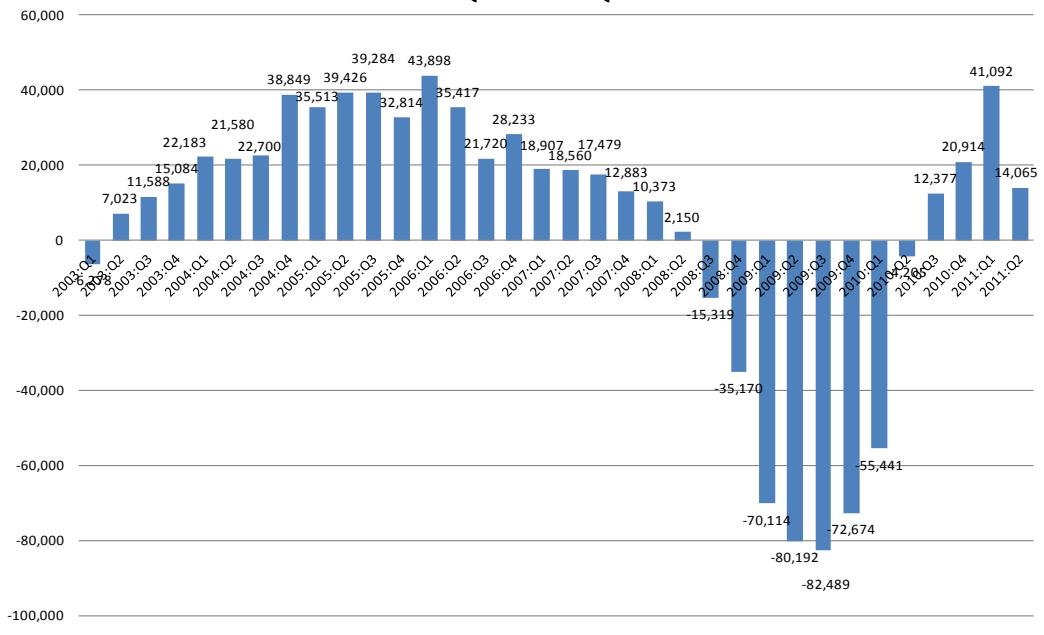


While Maryland has been significantly impacted by the current economic downturn, as presented in Chart 2, Maryland's unemployment rate has been lower than the national rate, both in the period leading up to and throughout the current economic downturn. As of December of 2011, Maryland's unemployment rate was 6.5%, two percentage points below the national rate of 8.5%. There are signs that economic conditions in Maryland are improving. As presented in Chart 3, the State has begun to experience strong growth in employment. Growth by key sector is presented in Chart 4, with the Health Care, Professional and Technical Services, Accommodation and Food Service, and Retail sectors all reporting strong employment growth between the second quarter of 2010 and 2011. Despite improving employment, the number of unemployed persons and the resulting need for the workforce development services provided by DLLR remains stubbornly high. As presented in Table 5, the number of unemployed persons in Maryland remains over 200,000 as of December 2011. Despite an improving employment outlook, the number of unemployed persons, people who represent the main client base of DLLR, remain at levels significantly above historical levels. As a result the workforce development services provided by DLLR continue to be important to support the recovery.

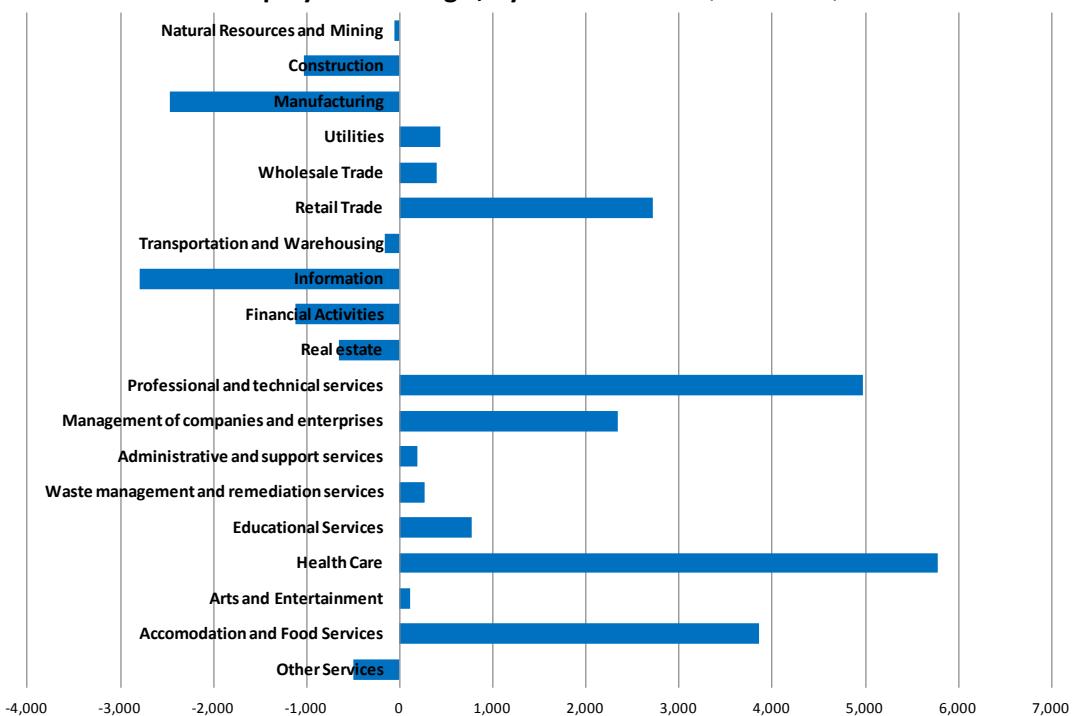
**Chart 2**  
**Unemployment in Maryland and the U.S.**



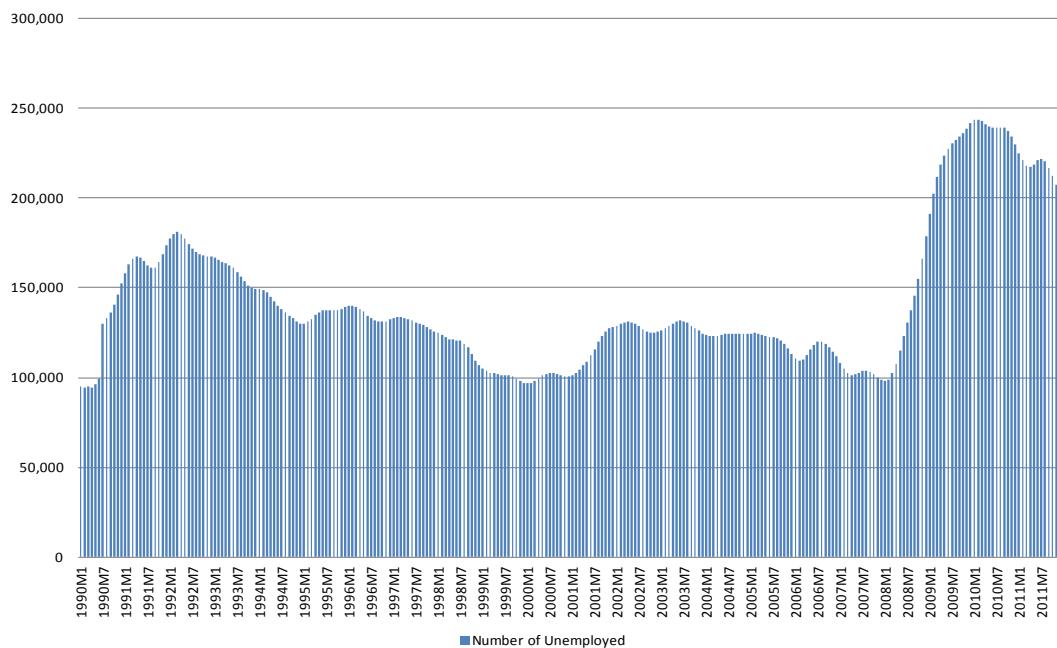
**Chart 3**  
**Year-Over-Year Change in Average Quarterly Employment**  
**003:Q1 to 2011:Q2**



**Chart 4**  
**Employment Change , By Sector - 2010:Q2 - 2011:Q2**



**Chart 5**  
**Maryland Number of Unemployed - 1990 to Present**



### ***Economic Contribution of DLLR Workforce Programs***

DLLR commissioned the JFI to analyze the economic and fiscal contribution of its workforce development programs. This study uses the standard regional economics modeling method of input/output analysis to quantify the direct and indirect (multiplier) impacts of DLLR workforce development programs in terms of the earnings of persons placed in employment after receiving DLLR services. This analysis makes use of an IMPLAN Maryland economic input/output (I/O) model<sup>3</sup> that quantifies the interrelationships between economic sectors. I/O data show the flow of commodities to industries from producers and institutional consumers for any given state, region or county. The data also show consumption activities by workers, owners of capital, and imports from outside the state or region. These trade flows built into the model permit estimating the impacts of one sector on all other sectors with which it interacts. In other words, I/O analysis models the flow of funds that originate from the direct expenditures associated with the earnings of persons entering employment<sup>4</sup> after receiving DLLR workforce development services and the ongoing ripple (multiplier) effect of these earnings. I/O analysis represents the “gold standard” for measurement of economic impacts and is the generally accepted methodology for measuring the economic impact associated with projects, companies or of entire industries.

The IMPLAN model allows for the estimation of three key economic measures used in this analysis:

**Employment** – The total number of full and part time jobs in all industries;

**Labor Income** – All forms of employment income, including both employee compensation (wages and benefits) and self employment earnings; and

**Output** – The total value of production or sales in all industries.

Economic impact analyses begin with quantifying the direct effect of an activity. In the case of this analysis, the direct effect being modeled is the earnings of persons placed in or entering employment after receiving DLLR workforce development services. As described above, the JFI obtained data on the number of previously unemployed persons that were placed or entered into employment and their associated average annual earnings for Program Year 2010 from DLLR. For this analysis, the contribution of DLLR’s WIA and Wagner-Peyser Act workforce development programs is considered to be the earnings of the previously unemployed persons receiving services under both programs. These earnings impact the Maryland economy as they are spent on purchases of goods, services, housing and other activities.

As presented in Table 2, there is a total of almost \$2.3 billion in earnings associated with the 68,094 previously unemployed persons placed in or entering employment after receiving services from DLLR’s WIA and Wagner-Peyser Act funded programs. The 3,174 previously unemployed persons placed in or entering employment after receiving WIA services had estimated annual incomes of \$103.7 million and the 64,920 previously unemployed persons placed in or entering employment after receiving Wagner-Peyser Act services had estimated annual incomes of nearly \$2.2 billion.

<sup>3</sup> See [www.IMPLAN.com](http://www.IMPLAN.com) for a description of the IMPLAN model.

<sup>4</sup> It is important to note that this report analyzes the earnings of persons receiving DLLR workforce development services without adjusting for the potential that these jobs could have potentially been filled by other Maryland residents or what the earnings of these persons would have been if they had found alternative employment. Thus, this analysis is not a traditional economic impact analysis, which looks at the net new and incremental impacts of an activity, but rather an analysis of the linkages between the incomes of the persons receiving services and the larger Maryland economy.

**Table 2**  
**Increase in Incomes Attributable to DLLR Wagner-Peyser Act and**  
**WIA Program Entered Employment and Placements, Program Year 2010**

Program	Entered Employment	Average Annual Salary	Estimated Pre-Tax Earnings
<b>Total for Workforce Programs Analyzed</b>	<b>68,094</b>		<b>\$2,280,057,365</b>
<b>WIA</b>	<b>3,174</b>		<b>\$103,679,285</b>
Adult	1,179	\$33,428	\$39,411,612
Dislocated Worker	1,558	\$39,386	\$61,363,388
Youth	437	\$6,646	\$2,904,285
<b>Wagner Peyser</b>	<b>64,920</b>	<b>\$33,524</b>	<b>\$2,176,378,080</b>

Source: DLLR

The earnings of the previously unemployed persons receiving services from WIA and Wagner-Peyser Act funded programs is one measure of DLLR's contribution to the State of Maryland. Simply counting these earnings as the economic contribution of the program; however, undercounts the actual contribution of the program. These earnings also support other economic activity in the State as the incomes of these previously unemployed persons are spent and become income for businesses and other individuals in the State. This additional spending can be measured through the use of economic modeling, which estimated the "multiplier" effects of the additional rounds of spending associated with an activity.

The results of the IMPLAN economic contribution analysis are presented in Table 3. As presented in this table:

- h. The \$103.7 million in post placement earnings for the 3,174 previously unemployed persons placed in or entering employment after receiving WIA services supports \$109.3 million in economic activity in Maryland, supports 859 jobs earning \$38.9 million in labor income, and generates \$7.4 million in estimated combined State and local tax revenues;
- i. The \$2.2 billion in post placement earnings for the 64,920 previously unemployed persons placed in or entering employment after receiving Wagner-Peyser services supports \$2.3 billion in economic activity in Maryland, supports 18,021 jobs earning \$820.2 million in labor income, and generates \$151.8 million in estimated combined State and local tax revenues; and
- j. The \$2.3 billion in post placement earnings for the 68,094 previously unemployed persons placed in or entering employment after receiving either WIA or Wagner-Peyser services supports \$2.4 billion in economic activity in Maryland, supports 18,879 jobs earning \$859.1 million in labor income, and generates \$159.2 million in estimated combined State and local tax revenues.

**Table 3**  
**Estimated Economic Contribution of**  
**DLLR Wagner-Peyser and WIA Program Placements and Earnings**  
**Program Year 2010**

Program	Estimated Pre-Tax Earnings
<u>WIA Program Placements and Earnings</u>	\$103,679,285
Economic Output	\$109,243,851
Employment	859
Labor Income	\$38,899,607
Combined State and Local Tax Revenues	\$7,352,752
State Tax Revenues	\$3,938,305
Local Tax Revenues	\$3,414,447
<u>Wagner-Peyser Program Placements and Earnings</u>	\$2,176,378,080
Economic Output	\$2,316,486,981
Employment	18,021
Labor Income	\$820,180,239
Combined State and Local Tax Revenues	\$151,800,970
State Tax Revenues	\$81,501,380
Local Tax Revenues	\$70,299,590
<b><u>Combined Wagner-Peyser and WIA Program Placements and Earnings</u></b>	<b>\$2,280,057,365</b>
Economic Output	\$2,425,730,832
Employment	18,879
Labor Income	\$859,079,846
Combined State and Local Tax Revenues	\$159,153,722
State Tax Revenues	\$85,439,685
Local Tax Revenues	\$73,714,037

Source: JFI and IMPLAN

It is important to note that the total economic contributions derived from the increase in spending of persons placed in or entering employment after receiving DLLR Wagner-Peyser or WIA services is only a small increment above the actual increase in incomes. This is because an increase in an individual's income impacts the economy through the local spending associated with this income. Increases in incomes are reduced by the amount of state and federal taxes and individual savings and thus, only a portion of any increase in income is actually spent in the form of consumption expenditures. Furthermore, a large portion of actual in-State consumption expenditures are spent on items that are imported from outside of the State. Thus, the overall State-level contribution of increases in income appear to be small in relation to the actual increase in incomes.

**Benefit-Cost Ratio Analysis**

The budget for the WIA and Wagner-Peyser workforce programs analyzed is presented in Table 4. DLLR total spending for WIA and Wagner-Peyser workforce programs totals \$49.3 million, consisting of \$37.5 million for WIA programs and \$11.8 million for Wagner-Peyser programs.

**Table 4**  
**Budget for DLLR Wagner-Peyser and WIA Programs**  
**Program Year 2010**

Program	Budget
<b>Total for DLLR Workforce Programs Analyzed</b>	<b><u>\$49,306,267</u></b>
<b>WIA</b>	<b>\$37,506,032</b>
Adult	\$10,673,943
Dislocated Worker	\$15,520,706
Youth	\$11,311,383
<b>Wagner Peyser</b>	<b>\$11,800,235</b>

Source: DLLR

The most conservative way to look at the benefit-cost ratio of DLLR's WIA and Wagner-Peyser workforce programs is analyze the State tax revenues generated in comparison to the costs incurred. This type of comparison; however, is complicated by the fact that the majority of these funds come from the federal government, rather than state appropriations. As presented in Table 5, using this benefit-cost measure, DLLR's WIA and Wagner-Peyser programs return \$1.7 in estimated State tax revenues<sup>5</sup> per \$1 spent. A broader measure of the benefit-cost ratio of DLLR's WIA and Wagner-Peyser workforce programs is to analyze the economic output or activity generated by these programs compared to the cost of the programs. This analysis is complicated by the relatively low levels of expenditures per person in comparison to the post employment earnings, making this measure quite distorted. This is especially true of the Wagner-Peyser program, where only limited direct assistance is provided to each job seeker. For the more intensive WIA program, where persons receive more substantial training and placement assistance, the program generates \$2.9 in Maryland economic activity for each \$1 spent.

**Table 5**  
**Benefit-Cost Ratio for DLLR Wagner-Peyser and WIA Programs**  
**Program Year 2010**

Program	PY 2010 Budget	State Tax Revenue	State Tax Revenue per \$1 Budgeted
Total for DLLR Workforce Programs Analyzed	<u>\$49,306,267</u>	\$85,439,685	\$1.7
WIA	\$37,506,032	\$3,938,305	\$0.1
Wagner Peyser	\$11,800,235	\$81,501,380	\$6.9

Source: DLLR and the JFI

<sup>5</sup> The IMPLAN model used estimates total *combined* State and Local revenues from a variety of major revenue sources, including income, property and sales taxes and other revenues. The JFI distributed these IMPLAN estimated combined state and local revenues into the separate state and local revenue estimates presented in Table 3 and the State tax estimates used in Table 5 (below) based on the distribution of state versus local revenues derived by each major revenue source from the U.S. Bureau of the Census *State and Local Government Finances Summary: 2009* report.

**DLLR Wagner-Peyser Act and WIA Program Entered Employment and Placements, By Sector**

The workforce development services provided by DLLR are also important because the Department is charged with ensuring employers have the skilled workforce they need to be competitive. DLLR pursues this mission by working with the business and employer community to identify key industries and occupations vital to Maryland's economic future. Another key contribution of the DLLR's WIA and Wagner-Peyser workforce programs is the role of each in facilitating the hiring of the individuals served through its Wagner-Peyser and WIA programs by the core industries deemed to be vital for Maryland's economic future. Employment by sector for 43,722 of the 68,094 persons entering or placed in employment by DLLR's WIA and Wagner-Peyser workforce programs is presented in Table 6.6. The largest number of placements/persons entering employment is in the Administrative and Waste Services sector, with 19%. This sector includes the Employment Services industry, which includes placement and temporary help services – which accounted for 12% of employment. The retail sector accounted for 14% of employment, followed by Health and Social Services (11%) and accommodations and food service (10%).

**Table 6**  
**DLLR Wagner-Peyser Act and WIA Program**  
**Entered Employment and Placements, By Sector**  
**Program Year 2010**

Sector	WIA	% of Total	Wagner Peyser	% of Total	Total for Both Programs	% of Total
Total	3,041	100%	40,681	100%	43,722	100%
Natural Resources	21	1%	496	1%	517	1%
Mining	8	0%	58	0%	66	0%
Utilities	4	0%	30	0%	34	0%
Construction	164	5%	2,475	6%	2,639	6%
Manufacturing	173	6%	1,814	4%	1,987	5%
Wholesale Trade	111	4%	1,054	3%	1,165	3%
Retail Trade	340	11%	5,756	14%	6,096	14%
Transportation & Warehousing	154	5%	1,946	5%	2,100	5%
Information	60	2%	538	1%	598	1%
Finance & Insurance	95	3%	1,003	2%	1,098	3%
Real Estate	51	2%	629	2%	680	2%
Professional Scientific & Technical Services	263	9%	2,656	7%	2,919	7%
Management of Companies	25	1%	494	1%	519	1%
Administrative & Waste Services	405	13%	7,744	19%	8,149	19%
Educational Services	152	5%	1,984	5%	2,136	5%
Health & Social Services	567	19%	4,178	10%	4,745	11%
Arts, Entertainment & Recreation	22	1%	521	1%	543	1%
Accommodation & Food Services	180	6%	4,316	11%	4,496	10%
Other Services	83	3%	1,153	3%	1,236	3%
Government	142	5%	1,339	3%	1,481	3%
No NAICs	21	1%	497	1%	518	1%

Source: DLLR

<sup>6</sup> DLLR provided data on employment by industry for 43,722 of the 68,094 persons entering or placed in employment. Data on employment by sector (North American Industry Classification -- NAICs code) was not available for all persons as some found employment out of state and industry data was not available for all persons placed in or entering employment. Data were available for 64% of the employed persons, a sufficient sample to provide general information on employment by sector.

## Maryland's Workforce Investment Act Performance PY2011

The Workforce Investment Act Program provides employment, job training, and education services to eligible adults, dislocated workers, and youth. The WIA Program increases the employment, employment retention, and earnings of adults, dislocated workers, and young workers (ages 14-21). Through the WIA Program, participants receive job search and placement assistance, access to labor market information, comprehensive skills assessments, counseling and career planning, and basic skills and occupational training.

### ***Common Measures***

The State of Maryland requested, and was granted, continuation of the waiver to allow the State to replace the 17 WIA Title I performance measures (15 core and 2 customer satisfaction) measures with the common measures as outlined and clarified in TEGL 17-05. With the approval, Maryland is allowed to continue to report outcomes solely under the nine common measures for all required federal reports for the current program year and beyond. This allows Maryland to continue to report the common measures for programs under the Workforce Investment Act, the Wagner-Peyser Act, the Jobs for Veterans Act, and Trade Adjustment Assistance (TAA) programs. These nine common measures as outlined in the TEGL are: Entered Employment, Employment Retention, Average Earnings, Youth Placement in Employment or Education, Youth Attainment of a Degree or Certificate, and Youth Literacy and Numeracy Gains.

Maryland strives to simplify and streamline the performance accountability system for all stakeholders, and focus on workforce development. This focus results in job attainment, and retention, and reduced time and energy spent managing performance outcomes. This waiver supports Maryland's initiative to expand, attract and retain workers to meet the current and emerging needs of business. Maryland has moved from individual program measures to integrated services, and utilizes the simplified reporting of only Common Measures as the method of accomplishing the integration.

With approval of the waiver, the State is not required to, and has not negotiated performance level for, the following WIA measures: WIA Adult and Dislocated Worker Employment and Credential Rates, participant and employer customer satisfaction; older youth measures, and younger youth measures.

### ***WIA Negotiated Performance Targets and Results***

In PY 2011, the State exceeded all negotiated outcomes relating to employment retention, and average earnings among adults and dislocated workers. Maryland met, within the 80%-100% threshold negotiated outcomes relating to entered employment rate for adults and dislocated workers. Maryland exceeded all youth negotiated outcomes, as reflected below. The State exceeded seven (7) of its nine (9) negotiated performance targets.

**Summary of Maryland's - WIA Title I Performance**

		Standard	State Perform.	% Standard
Performance Measure				
<b>Entered Employment Rate</b>	Adults	<b>84%</b>	<b>81.5%</b>	<b>97.0%</b>
	Dislocated Workers	<b>91%</b>	<b>85.6%</b>	<b>96.2%</b>
<b>Retention Rate</b>	Adults	<b>84%</b>	<b>87.5%</b>	<b>104.2%</b>
	Dislocated Workers	<b>89%</b>	<b>92.1%</b>	<b>101.2%</b>
<b>Average Earnings</b>	Adults	<b>\$13,100</b>	<b>\$16,893</b>	<b>129.0%</b>
	Dislocated Workers	<b>\$16,585</b>	<b>\$19,446</b>	<b>117.2%</b>
<b>Youth Attainment of Degree or Certificate</b>		<b>66%</b>	<b>79.6%</b>	<b>120.6%</b>
<b>Youth Placement in Employment or Education</b>		<b>63%</b>	<b>79.7%</b>	<b>126.5%</b>
<b>Youth Literacy/Numeracy</b>		<b>65%</b>	<b>77.0%</b>	<b>118.4%</b>

Performance

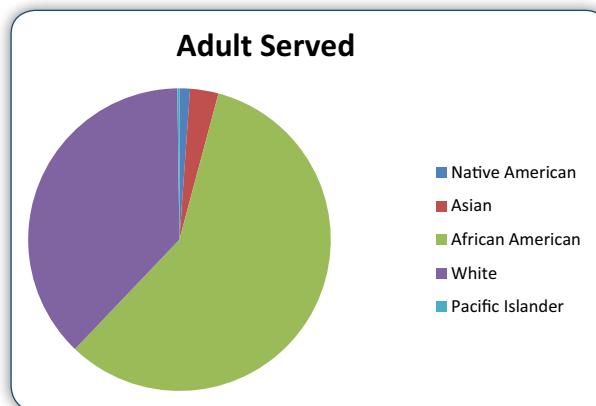
- = Exceeded Standard
- = Meeting Standard (at least 80% of standard)
- = Failing Standard (Performed below 80% of standard)

**WIA Adult Program Highlights**

The WIA Adult Program helps thousands of adult workers receive workforce preparation assistance. Local workforce investment programs help employers find skilled workers and assist workers to obtain employment and training activities. The Adult Program serves the broadest range of individuals, including Unemployment Insurance claimants, people with disabilities, public assistance recipients, veterans, and migrant seasonal farm workers.

**ANALYSIS**

- The number of adults enrolled in the WIA Adult Program increase from 3,844 in PY 2010 to 4,058 in PY 2011. Of the 4,058, 52% are African Americans.



- The number of participants receiving training services decreased slightly from 1,550 in PY2010 to 1538 in PY 2011, overall 61% of Adults served received or are receiving training
- 1270 adults who were unemployed at participation obtained employment the quarter after exit
- The Adult Program met the Entered Employment Rate and exceeded the Employment Retention Rate and Six- Month Average Earnings goal for PY 2011

- The only performance measure that was below the negotiated goal was the Entered Employment Rate at 81.5 percent. This reflects an increase of 4.7% from the 76.8 percent rate achieved in PY 2010
- The Employment Retention Rate for PY 2011 was 87.5 percent, which reflects a decrease of only 0.6 percentage points when compared to PY 2010
- At \$ 16,893, the Six-Month Average Earnings for PY 2011 was 129 percent of standard when compared to the negotiated goal of \$13,100

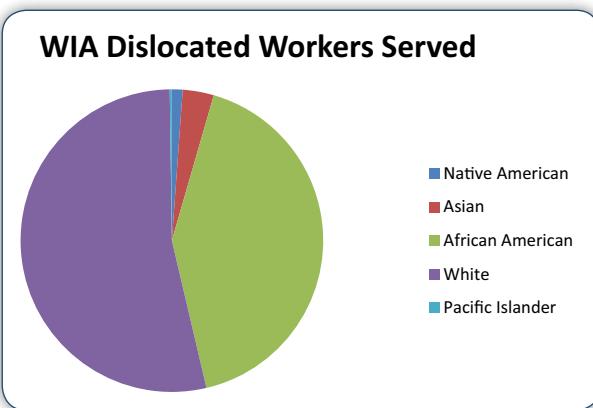
### ***WIA Dislocated Worker Program Highlights***

The WIA Dislocated Worker Program's intent is to quickly re-employ laid-off workers and increase their earnings by enhancing their occupational skills. The program also aims to increase the employment and retention of dislocated workers by increasing their work readiness, educational attainment, and occupational skills and by connecting them to jobs in demand.

#### **ANALYSIS**

- The number of dislocated workers enrolled in the WIA Dislocated Worker Program increased from 4,034 PY 2010 to 4,421 in PY 2011. This was a 9.6 percent increase over PY 2010

Of the 4,421 participants served, 60% were females. 47% participants White followed by 37% African American. 60% of participants served were over the age of 44, with 36% between the ages of 45-54.



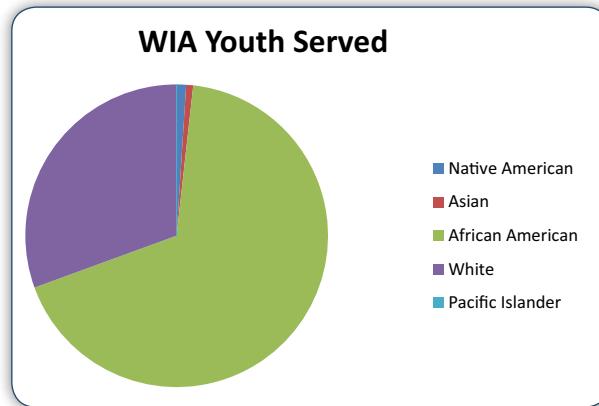
- Of the 4421 participants served, 1806 are receiving training; overall 60% received or are receiving training.
- 1,410 dislocated workers who were unemployed at participation and obtained employment the quarter after exit
- The Dislocated Worker Program met or exceeded all of its three performance goals for PY 2011
- The only performance measure that was below the negotiated goal was the Entered Employment Rate at 85.6 percent. This reflects a slight decrease from the 86.3 percent rate achieved in PY 2010
- The Employment Retention Rate for PY 2011 was 92.1 percent, a slight increase from the previous year
- At \$ 19,446, the Six-Month Average Earnings measure was 117.2 percent of standard achieved above the negotiated goal of \$16,585

### ***WIA Youth Program Highlights***

The WIA Youth Program provides employment and education services to eligible low-income Youth, ages 14 to 21 who face barriers to employment. Service strategies, developed by Maryland's LWIB's, prepare youth for employment and/or post-secondary education through strong linkages between academic and occupational learning. The program serves youth with disabilities, basic literacy skills deficient, school dropouts, pregnant or parenting, and homeless as well as others who may require additional assistance to complete an educational program or enter employment

#### **ANALYSIS**

- During PY 2011, 2, 647 youth were served in the year-round Youth Program. Of the participants served there were roughly the same percentage of male and females, with females being 1% higher. 54% served were African American youth, followed by 24% white.



- Of the 2647 participants served, 90% are Enrolled in Education, 99% are receiving Employment services, and 40% receiving Leadership Development
- The Youth Program exceeded all performance goals for PY 2011
- The program achieved a 79.7 percent result for the Placement in Employment or Education Measure
- On the Attainment of a Degree or Certificate measure, the state achieved a result of 79.6 percent, which is 13.6 percentage points higher than the negotiated goal
- For the Literacy/Numeracy measure, Maryland achieved a result of 77.0 percent, which is well above the negotiated goal of 65 percent

## WIA Assurance Statement and Local Performance Tables

- A. A discussion of the cost of workforce investment activities relative to the effect of the activities on the performance of participants.
- B. A description of State evaluations of workforce investment activities, including:
  - 1. The questions the evaluation will/did address;
  - 2. A description of the evaluation's methodology; and
  - 3. Information about the timing of feedback and deliverables

**Table B - Adult Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	84.0%	81.5%	1270
			1558
Employment Retention Rate	84.0%	87.5%	1,262
			1,442
Average Earnings	\$13,100	\$16,893	20,473,747
			1,212

**Table C - Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	80.6%	200	77.5%	93	68.4%	39	72.9%	121
		248		120		57		166
Employment Retention Rate	83.9%	167	89.7%	87	82.9%	29	86.8%	118
		199		97		35		136
Average Earnings	\$11,589	\$1,900,587	\$19,759	\$1,620,224	\$14,378	\$416,963	\$17,733	\$1,950,638
		164		82		29		110

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	82.7%	774	79.7%	496
		936		622
Employment Retention Rate	89.4%	855	83.7%	407
		956		486
Average Earnings	\$17,124	13,939,030	\$16,419	6,534,717
		814		398

**Table E - Dislocated Worker Program Results**

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	89.0%	85.6%	1,410
			1,647
Employment Retention Rate	91.0%	92.1%	1,404
			1,524
Average Earnings	\$16,585	\$19,446	26,057,201
			1,340

**Table F- Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	84.6%	121	86.0%	43	76.7%	244	25.0%	2
		143		50		318		8
Employment Retention Rate	96.5%	109	94.3%	33	92.1%	233	100.0%	1
		113		35		253		1
Average Earnings	\$22,367	2,415,642	\$17,804	551,929	\$18,665	4,143,692	\$3,339	3,339
		108		31		222		1

**Table G - Other Outcome Information for the Dislocated Workers Program**

<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>		<b>Individuals Who Received Only Core and Intensive Services</b>	
Entered Employment Rate	86.0%	830	85.0%	580
		965		682
Employment Retention Rate	91.9%	846	92.5%	558
		921		603
Average Earnings	\$19,463	15,531,760	\$19,420	10,525,441
		798		542

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

<b>Reported Information</b>	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	
Placement in Employment or Education	63.0%	79.7%	585
			734
Attainment of Degree or Certificate	66.0%	79.6%	555
			697
Literacy or Numeracy Gains	65.0%	77.0%	254
			330

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase (Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.8%	1,251 1,458	\$3,398	4,691,957 1,381	3.0%	38 1,270	\$6,892	8,366,811 1,214	26.0%	201 774
Dislocated Workers	89.6%	1,443 1,611	92.1%	27,681,415 30,056,452	4.0%	56 1,410	\$9,068	12,242,133 1,350	26.9%	223 830

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	178,478	148,201
Total Adult (self-service <u>only</u> )	171,261	144,530
WIA Adult	175,319	146,677
WIA Dislocated Worker	4,421	2,079
Total Youth (14-21)	2,647	1,044
Out-of-School Youth	1,394	542
In-School Youth	1,253	502

Table N - Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$9,080,634
Local Dislocated Workers	\$10,005,581
Local Youth	\$9,800,359
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)	\$2,900,268
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)	\$2,578,885
Statewide Allowable Activities WIA Section 134(a)(3)	Capacity Building
	Incumbent Worker Training
Total of All Federal Funding Listed Above	
\$34,419,786	

**Table O - Local Performance**

Local Area Name Anne Arundel County	Total Participants Served	Adults	11,442
		Dislocated Workers	339
		Youth (14 - 21)	82
ETA Assigned # 24055	Total Exiters	Adults	9,701
		Dislocated Workers	154
		Youth (14 - 21)	32
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	93.8%
	Dislocated Workers	89.0%	90.7%
Retention Rates	Adults	84.0%	90.0%
	Dislocated Workers	91.0%	95.7%
Average Earnings	Adults	\$15,789	\$23,001
	Dislocated Workers	\$17,935	\$26,606
Placement in Employment or Education	Youth (14-21)	63.0%	80.6%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	94.3%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	76.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>
			X

**Table O - Local Performance**

Local Area Name Baltimore City	Total Participants Served	Adults	19,154
		Dislocated Workers	447
		Youth (14 - 21)	489
ETA Assigned # 24060	Total Exiters	Adults	17,728
		Dislocated Workers	374
		Youth (14 - 21)	201
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	78.1%
	Dislocated Workers	89.0%	83.9%
Retention Rates	Adults	84.0%	81.5%
	Dislocated Workers	91.0%	86.5%
Average Earnings	Adults	\$10,955	\$11,435
	Dislocated Workers	\$13,422	\$12,302
Placement in Employment or Education	Youth (14-21)	63.0%	87.5%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	87.0%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	63.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		Not Met	Met
			X

**Table O - Local Performance**

Local Area Name Baltimore County	Total Participants Served	Adults	24,149
		Dislocated Workers	453
		Youth (14 - 21)	344
ETA Assigned # 24010	Total Exiters	Adults	18,492
		Dislocated Workers	329
		Youth (14 - 21)	155
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	85.3%
	Dislocated Workers	89.0%	84.6%
Retention Rates	Adults	84.0%	93.1%
	Dislocated Workers	91.0%	94.1%
Average Earnings	Adults	\$15,564	\$23,690
	Dislocated Workers	\$16,920	\$19,320
Placement in Employment or Education	Youth (14-21)	63.0%	74.0%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	70.5%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	78.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

Table O - Local Performance

Local Area Name Frederick County	Total Participants Served	Adults	5,879
		Dislocated Workers	402
		Youth (14 - 21)	55
ETA Assigned # 24015	Total Exiters	Adults	4,606
		Dislocated Workers	107
		Youth (14 - 21)	12
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	91.3%
	Dislocated Workers	89.0%	92.5%
Retention Rates	Adults	84.0%	90.1%
	Dislocated Workers	91.0%	90.8%
Average Earnings	Adults	\$19,507	\$19,239
	Dislocated Workers	\$20,245	\$19,735
Placement in Employment or Education	Youth (14-21)	63.0%	83.3%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	66.7%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	75.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		Not Met	Met
			X

**Table O - Local Performance**

Local Area Name Lower Shore Consortium	Total Participants Served	Adults	7,712
		Dislocated Workers	43
		Youth (14 - 21)	262
ETA Assigned # 24035	Total Exiters	Adults	5,877
		Dislocated Workers	19
		Youth (14 - 21)	149
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	72.3%
	Dislocated Workers	89.0%	82.4%
Retention Rates	Adults	84.0%	90.8%
	Dislocated Workers	91.0%	100.0%
Average Earnings	Adults	\$9,380	\$9,743
	Dislocated Workers	\$12,816	\$10,634
Placement in Employment or Education	Youth (14-21)	63.0%	81.8%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	87.8%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	57.1%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

Table O - Local Performance

Local Area Name Mid-Maryland Consortium	Total Participants Served	Adults	8,718
		Dislocated Workers	984
		Youth (14 - 21)	99
ETA Assigned # 24065	Total Exiters	Adults	6,763
		Dislocated Workers	376
		Youth (14 - 21)	21
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	80.2%
	Dislocated Workers	89.0%	79.3%
Retention Rates	Adults	84.0%	86.7%
	Dislocated Workers	91.0%	92.9%
Average Earnings	Adults	\$16,400	\$17,853
	Dislocated Workers	\$19,121	\$22,472
Placement in Employment or Education	Youth (14-21)	63.0%	73.3%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	69.2%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	66.7%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

**Table O - Local Performance**

Local Area Name Montgomery County	Total Participants Served	Adults	11,092
		Dislocated Workers	391
		Youth (14 - 21)	205
ETA Assigned # 24020	Total Exiters	Adults	8,986
		Dislocated Workers	142
		Youth (14 - 21)	92
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	93.1%
	Dislocated Workers	89.0%	94.0%
Retention Rates	Adults	84.0%	87.9%
	Dislocated Workers	91.0%	96.7%
Average Earnings	Adults	\$16,985	\$18,294
	Dislocated Workers	\$19,679	\$24,129
Placement in Employment or Education	Youth (14-21)	63.0%	85.9%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	82.3%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	58.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

## Table O - Local Performance

Local Area Name Prince George's County	Total Participants Served	Adults	21,348
		Dislocated Workers	331
		Youth (14 - 21)	289
ETA Assigned # 24025	Total Exitors	Adults	17,130
		Dislocated Workers	117
		Youth (14 - 21)	157
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	74.1%
	Dislocated Workers	89.0%	89.3%
Retention Rates	Adults	84.0%	85.9%
	Dislocated Workers	91.0%	92.7%
Average Earnings	Adults	\$13,752	\$17,291
	Dislocated Workers	\$18,438	\$24,699
Placement in Employment or Education	Youth (14-21)	63.0%	77.4%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	87.5%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	90.9%
Description of Other State Indicators of Performance (WIA Section 136(d)(1)		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

**Table O - Local Performance**

Local Area Name Southern Maryland Consortium	Total Participants Served	Adults	10,324
		Dislocated Workers	180
		Youth (14 - 21)	98
ETA Assigned # 24050	Total Exiters	Adults	8,128
		Dislocated Workers	105
		Youth (14 - 21)	30
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	71.4%
	Dislocated Workers	89.0%	72.0%
Retention Rates	Adults	84.0%	82.1%
	Dislocated Workers	91.0%	95.5%
Average Earnings	Adults	\$11,536	\$11,474
	Dislocated Workers	\$15,286	\$17,443
Placement in Employment or Education	Youth (14-21)	63.0%	78.6%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	83.3%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	85.7%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

## Table O - Local Performance

Local Area Name Susquehanna Region Consortium	Total Participants Served	Adults	9,899
		Dislocated Workers	264
		Youth (14 - 21)	228
ETA Assigned # 24045	Total Exiters	Adults	7,455
		Dislocated Workers	91
		Youth (14 - 21)	53
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	82.9%
	Dislocated Workers	89.0%	86.2%
Retention Rates	Adults	84.0%	85.1%
	Dislocated Workers	91.0%	87.8%
Average Earnings	Adults	\$14,875	\$18,841
	Dislocated Workers	\$16,209	\$19,901
Placement in Employment or Education	Youth (14-21)	63.0%	81.0%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	62.8%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	89.6%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			X

**Table O - Local Performance**

Local Area Name Upper Shore Consortium	Total Participants Served	Adults	6,040
		Dislocated Workers	272
		Youth (14 - 21)	196
ETA Assigned # 24040	Total Exiters	Adults	4,877
		Dislocated Workers	109
		Youth (14 - 21)	70
<b>Reported Information</b>		<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>
Entered Employment Rates	Adults	84.0%	98.1%
	Dislocated Workers	89.0%	99.1%
Retention Rates	Adults	84.0%	88.9%
	Dislocated Workers	91.0%	90.4%
Average Earnings	Adults	\$10,671	\$11,290
	Dislocated Workers	\$12,511	\$11,940
Placement in Employment or Education	Youth (14-21)	63.0%	83.0%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	83.3%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	100.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		<b>Not Met</b>	<b>Met</b>
			<b>Exceeded</b>
			X

## Table O - Local Performance

Local Area Name Western Maryland Consortium	Total Participants Served	Adults	13,295
		Dislocated Workers	315
		Youth (14 - 21)	300
ETA Assigned # 24030	Total Exiters	Adults	10,637
		Dislocated Workers	156
		Youth (14 - 21)	72
Reported Information		Negotiated Performance Level	Actual Performance Level
Entered Employment Rates	Adults	84.0%	89.7%
	Dislocated Workers	89.0%	89.3%
Retention Rates	Adults	84.0%	92.4%
	Dislocated Workers	91.0%	89.9%
Average Earnings	Adults	\$12,295	\$15,550
	Dislocated Workers	\$13,495	\$16,589
Placement in Employment or Education	Youth (14-21)	63.0%	78.2%
Attainment of Degree or Certificate	Youth (14-21)	66.0%	71.4%
Literacy or Numeracy Gains	Youth (14-21)	65.0%	87.5%
Description of Other State Indicators of Performance (WIA Section 136(d)(1))		NA	
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

