



WORKFORCE INNOVATION AND OPPORTUNITY ACT

2024 Annual Report

MARYLAND ANNUAL REPORT
Workforce Innovation and
Opportunity Act Titles I and III
Program Year 2024

December 1, 2025



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DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING

MISSION STATEMENT

The mission of the Maryland Department of Labor is to connect Marylanders to good jobs; protect workers, consumers, and the public; support Maryland businesses; and foster economic growth and competitiveness.

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Acronym Guide

USDOL	United States Department of Labor
MD Labor	Maryland Department of Labor
WIOA	Workforce Innovation and Opportunity Act
PY	Program Year
DWDAL	Division of Workforce Development and Adult Learning
LWDB	Local Workforce Development Board
GWDB	Governor's Workforce Development Board
MWE	Maryland Workforce Exchange
EARN	Employment Advancement Right Now Program
RAISE	Registered Apprenticeship Investments for a Stronger Economy Act
RA	Registered Apprenticeship
MATP	Maryland Apprenticeship and Training Program
MORAD	Maryland Office of Registered Apprenticeship Development
JVSG	Jobs for Veterans State Grant
UI	Unemployment Insurance
AJC	American Job Centers
BEACON	Maryland's Unemployment Insurance Portal
MSDE	Maryland State Department of Education
DHCD	Maryland Department of Housing and Community Development
DHS	Maryland Department of Human Services

Waivers

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

In 2024, the Governor's Workforce Development Board requested and received a waiver of WIOA Section 134(c) (3)(H)(i) and 20 CFR 680.720(b) for local workforce development boards in order to increase on-the-job training (OJT) reimbursement in Maryland's small businesses with 50 or fewer employees. In requesting the waiver, MD Labor determined that by increasing OJT reimbursement, small businesses would be able to:

- Create more training and employment opportunities for all individuals, including those with barriers to employment;
- Allow small businesses the ability to train and customize their workforce onsite;
- Train workers with minimal risk due to the reduced cost;
- Build a stronger pipeline for workers while simultaneously increasing retention for the business;
- Increase State support for Minority-Owned Business Enterprises; and
- Foster long-term and family-sustaining wages for workers at the conclusion of OJT.

Since the implementation of WIOA programming, MD Labor has worked closely with the State's 13 Local Areas and small business community to increase on-the-job training opportunities for jobseekers and incumbent workers. Additionally, as noted later in this report, Business Services responsibilities under WIOA were recently transferred to Local Areas, and those entities continue to foster new relationships with small businesses in their jurisdictions.

With this waiver in place in PY 2024, nine small businesses utilized 10 OJT activities. While the state did not reach the established goal of increasing OJT participation by 10%, the Department will continue to work closely with the Local Areas to encourage small business connections in order to increase access to meaningful employment.

Evaluations

Include brief descriptions of current or planned evaluation and related research projects, including the following:

1. Methodologies used;
2. Efforts to coordinate the development of such projects with WIOA core programs, other state agencies and local boards;
3. A list of completed evaluation and related reports and links to where they were made accessible to the public electronically;
4. State efforts to provide data, survey responses, and timely site visits for Federal evaluations;
5. Any continuous improvement strategies utilizing results from studies and evidence-based practices evaluated; and
6. Include planned timelines for completion and publication of evaluations as applicable.

WIOA Evaluation

The Workforce Innovation and Opportunity Act (WIOA) is the primary federal legislation governing workforce development services across the country. WIOA envisions connecting businesses with job seekers through meaningful partnerships among workforce, education, human services, and economic development entities to ensure optimum results and leveraging of resources. WIOA requires that states conduct an independent evaluation of the workforce system's programs and activities.

In 2024, USDOL completed a Comprehensive Monitoring of Maryland's WIOA efforts, finding that MD Labor did not conduct Title I core program evaluations. In response, MD Labor, in coordination with the Governor's Workforce Development Board (GWDB), developed a Scope of Work to solicit an evaluation of WIOA's four main programs, including the Title I Adult, Dislocated Worker, and Youth programs; the Title II Adult Education and Family Literacy program; the Title III Employment Service programming authorized under the Wagner- Peyser Act; and the Title IV Vocational Rehabilitation program.

Maryland will procure an evaluator in 2026. The WIOA core program evaluation will include, but is not limited to:

- Evaluating training outcomes for WIOA Titles I-IV;
- Comparing the demographics of participants who were connected with occupational training through an Individual Training Account (ITA) to those who were not connected to such an opportunity; and
- Comparing Maryland's workforce development governance structure and WIOA outcomes to states of similar size.

MD Labor and GWDB will conduct stakeholder meetings to finalize evaluation deliverables and post a procurement solicitation by Fall 2026, as agreed upon with USDOL during monitoring resolution.

OPEGA Findings & MD Labor Response

While separate from the State's obligation to conduct an evaluation under WIOA, Maryland's overall workforce system was evaluated during PY24.

In March 2024, Maryland's Department of Legislative Services' Office of Program Evaluation and Government Accountability (OPEGA) completed an evaluation¹ of workforce development programs and services in Maryland from 2018 to 2023. The goal of the OPEGA evaluation was to identify areas of overlaps, duplication, and fragmentation, as well as the effectiveness and efficiency of workforce programs across Maryland State government. The evaluation revealed the following findings:

- Federal dollars are the main source of public funding for workforce development in Maryland. Federal grant requirements shape much of the workforce development planning, organization structure, data collection, and reporting in the State.
- Most workforce development programs and services are delivered at the local level, where federal funds may be braided with other resources. Services are customized for local needs.
- Maryland lacks the infrastructure necessary to achieve the statutory goal of 45% of graduating seniors completing the high school level of a Registered Apprenticeship or an industry-recognized credential by the 2030-2031 school year, as required by the State's education reform mandate: The Blueprint for Maryland's Future.
- Maryland lacks an integrated data and case management system for workforce development participants.

Maryland worked to address many of these internal evaluation findings during this program year and deployed the following continuous improvement strategies:

- Braiding State and private sector grant opportunities to supplement existing workforce development activities,
- Enhancing Registered Apprenticeship opportunities through strategic investments and infrastructure enhancements, and
- Analyzing MWE capacity (more details in a later section).

¹ For the complete OPEGA Workforce Evaluation: <https://dls.maryland.gov/pubs/prod/ProgEval/EvalofWorkforceDevelopmentPtl.pdf>

Customer Satisfaction

Describe the state's approach to customer satisfaction, which may include such information used for center certification, in accordance with [20 CFR 678.800](#). This description should include:

1. The state's methodologies;
2. The number of individuals/employers who were provided customer satisfaction outreach, the response rate, and efforts made to improve the response rate;
3. The results and whether the results are generalizable to the entire population of customers; and
4. A description of any continuous improvement processes for incorporating the customer satisfaction feedback.

The United States Department of Labor (USDOL) requires that states evaluate satisfaction for both jobseekers and business customers. This year, MD Labor's Division of Workforce Development and Adult Learning's (DWDAL) Performance Unit administered a customer service survey via Survey Monkey regarding the State's virtual one-stop: the Maryland Workforce Exchange (MWE). MD Labor created two customized surveys, one for jobseekers and one for businesses, and requested that stakeholders complete the activity within two weeks. Results were analyzed and used to inform a new MWE Focus Group effort to deliver enhanced customer service.

The jobseeker-specific survey consisted of 10 questions. These questions related to the level of satisfaction with services, whether the customer's satisfaction was met, and if services received were close to the ideal set of services customers would like to see for a person in their situation. Additionally, the survey asked if the customer had accessed the MWE, and if so, if the system was helpful and if they would recommend the system to a friend. In total, 2,144 surveys were sent, and 45 responses were received (a 2.1% response rate). Results showed that:

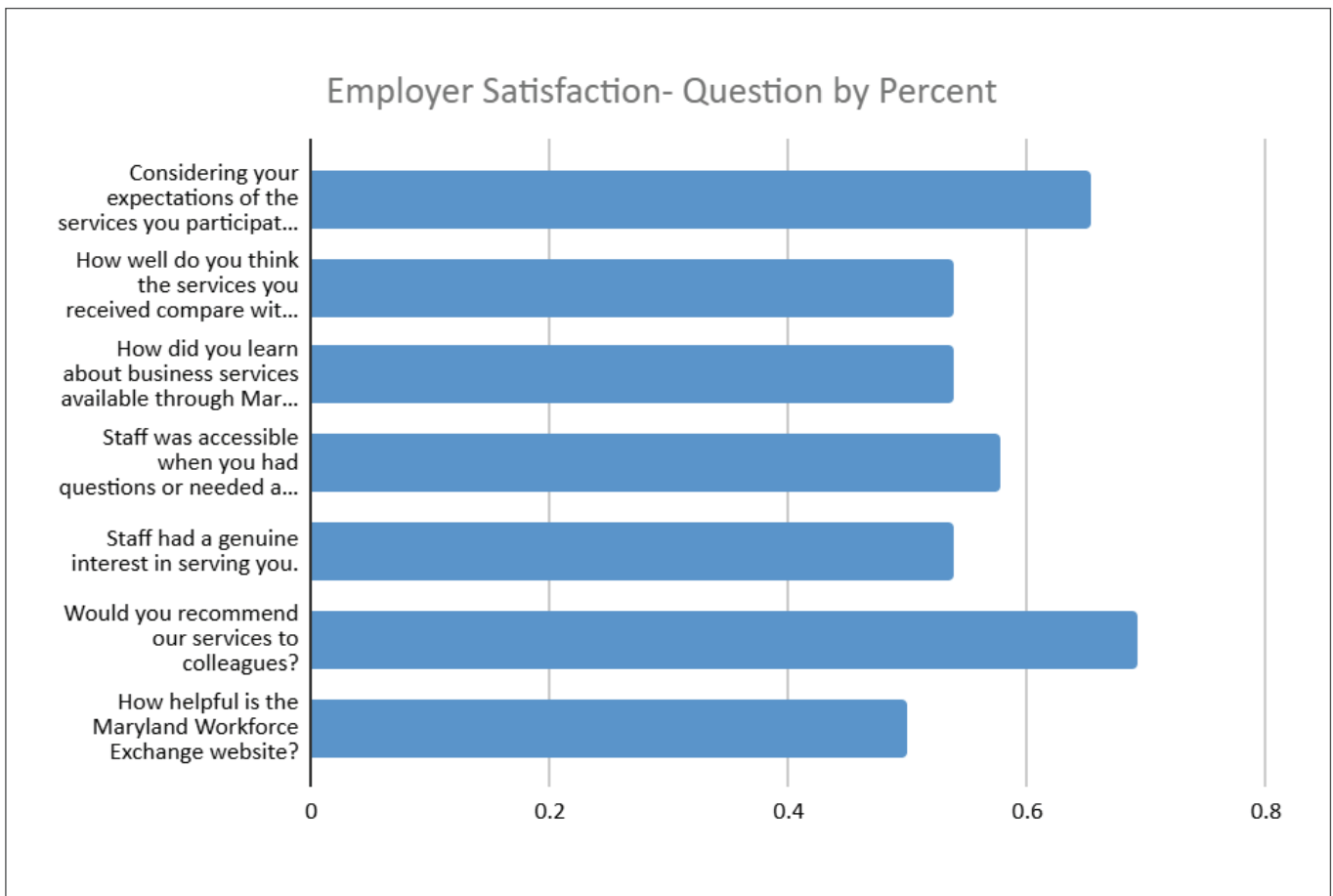
- 62.2% of the jobseekers reported being somewhat or very satisfied with the services MD Labor provided;
- 53.3% of jobseekers felt the services they received met or exceeded their expectations;
- 60.0% felt the services they received were ideal for individuals in their circumstances;
- 71.1% felt the staff was accessible and reachable;
- 64.4% of jobseekers trusted staff had a real interest in serving them;
- 73.3% would recommend workforce services to those who visited the MWE;
- 55.8% of respondents found the site helpful or very helpful; and
- 75.0% would recommend it to a friend.

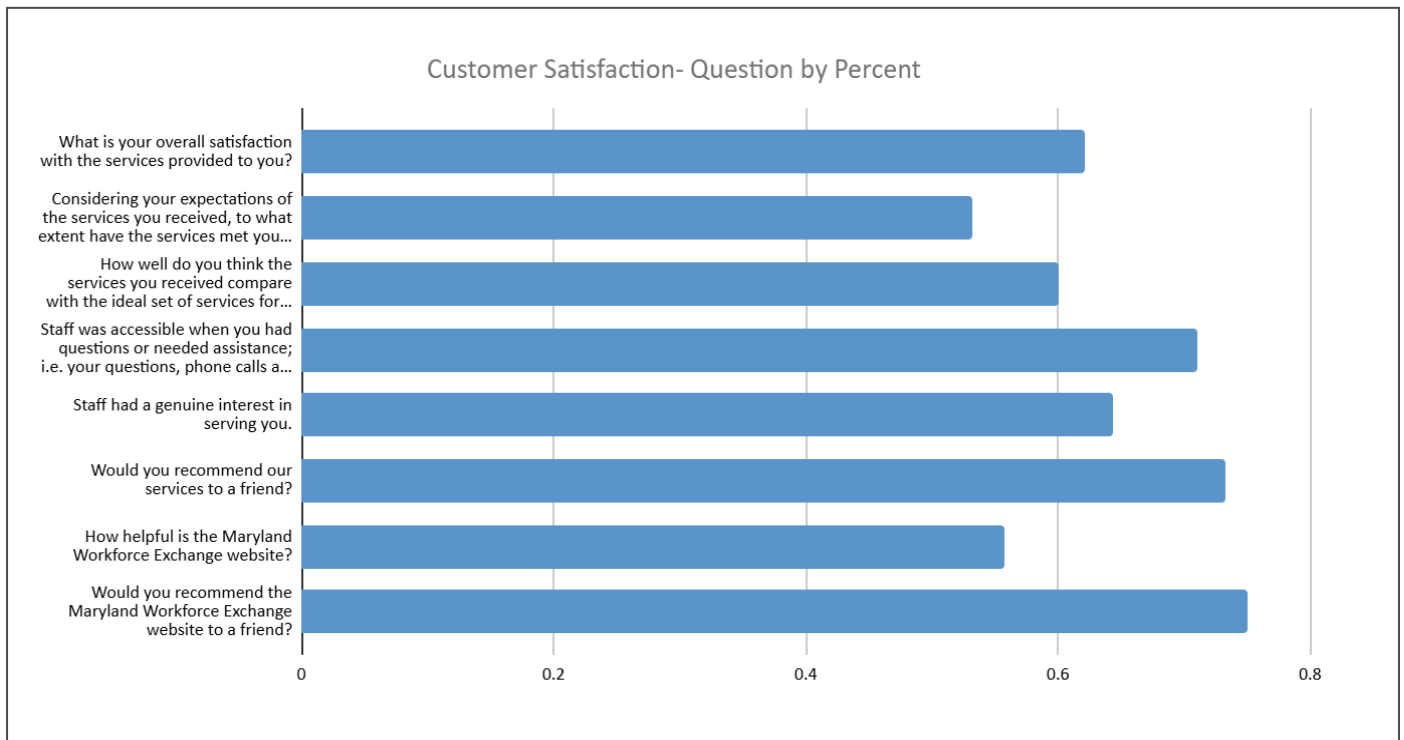
The business-specific survey also consisted of 10 questions, which included items about how employers learned about business services available through the American Job Centers (AJCs). It also inquired about overall satisfaction with services, if staff were available for them, if staff had a genuine interest in serving the customer, and if they would recommend MD Labor's services to other employers. In total, 755 employers that received staff-assisted services were contacted, and 26 employers responded (a 3.4% response rate). Results showed that:

- 65.4% felt the services through the MWE met or exceeded their expectations;
- 53.9% felt the services they received were ideal for employers in their circumstances;

- 53.9% were introduced to AJCs through the MWE;
- 57.7% felt the staff was accessible and reachable;
- 69.2% would recommend MWE services to their colleagues;
- 53.9% trusted that workforce staff had a real interest in serving them; and
- 50% found the MWE site helpful or very helpful.

Overall, a majority of customers who utilized MWE services found them useful in supporting their needs. Bar graphs representing this data are below:





While feedback was positive, both the jobseeker and employer survey results revealed areas within the MWE that require improvement. In response, DWDAL's Performance Unit facilitated targeted Focus Groups to gather additional feedback on MWE modules and explore potential future enhancements.

The Focus Groups started in 2024 and concluded in June 2025. MD Labor offered in-person and hybrid sessions to seek diverse perspectives from across the State. The Focus Group consisted of 13 events:

- Two employer sessions (virtual);
- Three job seeker sessions (virtual); and
- Eight local/staff sessions (held in-person and virtually throughout the State).

Participants were divided into distinct user groups in order to compare similar user experiences: workforce development staff, jobseekers, employers, and other stakeholders. The goal was to solicit insight from the groups on MWE design and functionality. Discussions emphasized frequently used features and gathered constructive suggestions to enhance the system. The sessions confirmed MWE's usability while highlighting opportunities for improvement, including:

- Making the website easier to navigate;
- Simplifying the homepage;
- Highlighting major features of the site; and
- Clarifying MWE and Unemployment Insurance system integration.

Based on the Focus Group feedback, MD Labor implemented 25 system and resource enhancements this year, all of which are currently operational. Additionally, following the implementation of early feedback, a follow-up survey was conducted to measure the overall satisfaction with the recent MWE changes. Half (50%) of respondents were very satisfied, 33.3% of respondents were satisfied, 16.7% were neutral, and no dissatisfaction was reported.

State Strategies

In the report, states should provide information in the following areas:

1. Progress made in achieving the state's strategic vision and goals, as described in the state's Unified or Combined State Plan, for developing its workforce and meeting employer needs to support economic growth and economic self-sufficiency;
2. Progress made in implementing sector strategies and career pathways, business engagement strategies, work-based learning, work experiences for youth and adults, transitional jobs, on-the-job training, and incumbent worker training strategies and policies in the state;
3. Efforts to increase access to Registered Apprenticeship Programs (RAPs) including creation of new RAPs and expansion of existing RAPs such as new youth apprenticeship opportunities.

Maryland's Combined State Plan and Evidence of Progress

The Governor's Workforce Development Board (GWDB), in partnership with leaders at MD Labor, the Maryland State Department of Education (MSDE), the Maryland Department of Human Services (DHS), and the Maryland Department of Housing and Community Development (DHCD), along with additional private and non-profit sector partners and the leaders of Maryland's 13 LWDBs, developed the 2024-2028 Maryland State Workforce Development Plan. The Plan, in alignment with the WIOA requirements for a Combined State Plan, identifies four core strategic pillars that Maryland's workforce systems will work to develop over the next four years: supercharging key sectors; advancing equity and access; preparing the future workforce; and improving system alignment and accountability.

The State's WIOA partners have made early progress in achieving the State Plan goals. For example, in an effort to supercharge key sectors, MD Labor has begun to align workforce development programs and resources to Maryland's targeted, in-demand, and emerging industry sectors, such as cybersecurity and Artificial Intelligence (AI). As a result of 2025 state legislation, the Cyber Maryland Program was transferred from the Maryland Technology Development Corporation (TEDCO), an independent instrumentality of the State, to MD Labor, allowing the program to be directly administered by Maryland's workforce development entity. Under MD Labor, the Cyber Maryland program will expand Maryland's talent pipeline in cybersecurity, AI, and information technology (IT) fields through grantmaking to bolster both employee and employer initiatives.

Additionally, several critical initiatives this year align with the State Plan goals while implementing sector strategies, youth-specific programming, and support for returning citizens. Details are noted below.

Sector Strategies

In addition to adding Cyber Maryland to MD Labor's workforce development portfolio, the Employment Advancement Right Now (EARN) Maryland program provides access to quality, industry-driven training that leads to good jobs, increasing pathways to economic growth and prosperity for the state's workforce. The program reached an important milestone in 2024—more than 26,000 Marylanders have been positively impacted by the program since its inception in 2014, with nearly 11,000 individuals obtaining employment and more than 15,000 incumbent workers participating in upskilling opportunities. As a result of the program's success, Governor Moore recently allocated an additional \$4 million in EARN Maryland awards and an additional

\$6.5 million in new EARN Maryland grants. Additional funding will allow for more awards to entities providing occupational training, credential attainment, and supportive services for more than 2,900 Marylanders.

Youth Programming

MD Labor has identified “Preparing the Future Workforce” as an essential component of Maryland’s strategy within the WIOA Combined State Plan. Maryland strongly believes in transforming and expanding career-connected learning opportunities for youth and young adults to ensure every young person has access to a family-sustaining career pathway, regardless of their plans to obtain a college degree, and employers are partners in building the talent pipelines of the future. As part of these efforts, MD Labor has worked to grow opportunities for Registered Apprenticeship in high school through the Apprenticeship Maryland Program (AMP) and High School Level Registered Apprenticeship, where students start on a RA pathway while in high school (sometimes referred to as “School to Apprenticeship.” During the 2024-2025 school year, over 1,369 young people participated in an apprenticeship opportunity, with 974 individuals completing their program and 329 new apprentices being registered in AMP. Additionally, over 43% of youth apprentices enrolled in AMP identified as female, a significant contrast to the Registered Apprenticeship system more broadly. The Department is committed to continuing the success of this program and increasing youth apprenticeship opportunities across the State.

Additionally, MD Labor supports youth through WIOA Title I Youth programming. Through these funds, as well as a partnership between Labor and Maryland’s Department of Juvenile Services, funds provide year round work experiences and workforce development services to juvenile justice-involved youth. Of the State’s 13 Local Areas, 12 utilized funding to support justice involved youth this year.

Transitional Support for Reentry

MD Labor is dedicated to ensuring that every individual who reenters society after incarceration is given the support they need to thrive. The Office of Correctional Education (OCE), an office within MD Labor DWDAL, provides transitional coursework that helps Incarcerated Individuals (IIs) prepare for life upon reentry. One recent advancement within the transition initiative has been the Independent Study Program, which launched in January 2025. The program takes advantage of secure tablets in Maryland’s correctional facilities and allows IIs to access four separate transition-specific courses on their own time—parenting, success at work, financial literacy, and the Entrepreneurship Academy—alongside general reentry resources. These courses are key to returning citizens’ success in the workforce, preparing IIs for employment outside of correctional facilities, and teaching skills that are essential for individuals to maintain jobs and self-sustaining wages. The Independent Study Program incentivizes IIs to complete this critical coursework by allowing them to have access to the classes during their allocated library time, avoiding logistical challenges, including job schedules during the day, that may prevent them from attending a physical class.

Additionally, MD Labor’s 12 Reentry Navigators (funded by WIOA) operate in both the AJCs and inside the State’s correctional facilities. Their roles have been reimaged during the last calendar year; once these changes are implemented, they will serve individuals within 90 days of release—and continue to serve them for one year post-release—and provide one-on-one workforce development support focused on employment readiness, job placement, training referrals, and retention follow-up. The services Reentry Navigators will provide include reviewing transition documents, building career plans, and supporting the II with registering MWE. Additionally Reentry Navigators will also be able to provide resume assistance, support the II on job applications, provide interview preparation, and assist the II with navigating workforce system

resources. As part of their duties, Reentry Navigators will also connect with employers who are willing to hire justice-impacted individuals, and subsequently connect IIs with job opportunities from friendly employers.

Registered Apprenticeship

MD Labor prides itself on preparing the future Maryland workforce through expanding Registered Apprenticeship (RA) opportunities. As of July 2025, there are over 12,400 apprentices registered in Maryland, and the State has maintained over 12,000 active apprentices for the last 10 months. Of the 12,400 apprentices, 7.96% were female and 47.96% identified themselves as a minority. Additionally, the Maryland Apprenticeship and Training Program (MATP) processed nearly 1,100 RA completions and is set to surpass 2,000 completions for the third year in a row. There were also 34 new RA sponsors registered and 11 sponsors reactivated in PY 2024.

During the 2025 legislative session, the Maryland General Assembly passed Governor Moore and MD Labor’s hallmark workforce bill: The Registered Apprenticeship Investments for a Stronger Economy (RAISE) Act. Now law, RAISE does the following:

Establishes the Maryland Pay Per Apprenticeship Program to make the “earn and learn” model more accessible for small businesses by helping employers offset the cost of hiring and training new apprentices;

- Invests in intermediaries to serve as connectors with businesses to make it easier for them to launch and scale apprenticeship programs;
- Codifies a 1:1 journey person-to-apprentice ratio and allows non-hazardous occupations to apply for exemptions from that ratio to bolster model expansion; and
- Establishes the Maryland Office of Registered Apprenticeship Development (MORAD); and creates an advisory board to guide and evaluate the work of MORAD.

With these investments in RA, MD Labor will continue to prioritize scaling apprenticeship opportunities across the State.



Performance Accountability

The state's performance accountability system, including:

- Specific state performance measures or goals and progress towards meeting them;
- Any performance deficiencies on the primary indicators of performance, which may include descriptions of any factors impacting performance;
- The state's common exit policy, as applicable, including which ETA- funded partner programs are included;
- Negotiated performance levels for local areas for Title I core programs; and
- The state's approach to data validation and ensuring data integrity, including a description of the methodology of any validation activities.

Performance Indicators and Factors Impacting Performance In accordance with U.S.C. §677.155(a)(1)(i-vi), and TEGL 10-16, Change 3, the primary indicators for performance are the following for WIOA Adult, Dislocated Worker, and Wagner Peyser performance measures:

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

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

- Placement in Employment or Education QTR2 – Percentage of participants who are in education and training, or in unsubsidized employment, during the second quarter after exit (Q2 post-exit);
- Placement in Employment or Education QTR4 – Percentage of participants who are in education and training, or in unsubsidized employment, during the fourth quarter after exit (Q4 post-exit);
- Median Earnings – Median earnings of participants in the second quarter after exit (Median earnings Q2 after exit);
- Credential Rate – Percentage of participants with post-secondary credential attainment or high school diploma or GED during participation in the program or within one (1) year after exit; and



- Measurable Skills Gain – Percentage of participants who, during the PY, are in education or training programs that lead to recognized postsecondary credential or employment, and who achieve measurable skill gain (documented academic, technical, occupational or other forms of progress, toward the credential or employment).

In accordance with §677.155(a)(1)(vi), there is a primary indicator for the effectiveness in serving employers under WIOA, which is:

- Retention with the same employer in the 2nd and 4th Quarters after exit;
- The programs' efforts to provide employers with skilled workers; and
- Percentage of participants with wage records who exit and were employed by the same employer in the second and fourth quarters after exit.

Maryland's WIOA Negotiated Performance Targets and Results

The implementation of WIOA common performance accountability requirements has varied across Titles of the core WIOA programs, including Trade Adjustment Assistance and the Jobs for Veterans State Grant, due to variations in federal agency oversight, policy guidance, and related requirements. When negotiating performance goals with the State, USDOL used:

1. Comparisons with the negotiated levels of performance established for other states;
2. The statistical adjustment model;
3. Continuous improvement; and
4. Government Performance and Results Act goals.

Title I and Title III Performance - Maryland PY 2024

Maryland exceeded 13 measures and met 5 based on the negotiated goals for PY2024, as evidenced in the tables below. The first table indicates the State's overall performance, while the second breaks down the same indicators by Local Area.

		Standard	MD Performance	% Standard Achieved
Employment Rate QTR2	Adults	80%	76.9%	96.2%
	Dislocated Workers	80%	76.7%	95.9%
	Labor Exchange	61.5%	63.6%	103.4%
Employment Rate QTR4	Adults	77%	79.5%	103.2%
	Dislocated Workers	79.5%	77.7%	97.7%
	Labor Exchange	61.5%	66.7%	108.4%
Median Earnings	Adults	\$8,400	\$9,540	113.6%
	Dislocated Workers	\$9,700	\$10,608	109.4%
	Labor Exchange	\$7,500	\$9,048	120.6%
	Youth	\$4,600	\$6,045	131.4%
Youth Education and Employment Rate QTR2		78%	75.6%	96.9%
Youth Education and Employment Rate QTR4		71%	73.6%	103.6%
Credential Attainment	Adults	62%	64.7%	104.3%
	Dislocated Workers	63%	63.4%	100.6%
	Youth	63.5%	59.7%	94.1%
Measurable Skills Gains	Adults	65.5%	80.6%	123.1%
	Dislocated Workers	65%	79.9%	122.9%
	Youth	57%	71.4%	125.2%
Employer Effectiveness Measures				
Retention With Same Employer			70.3%	Baseline
Retention With Same Employer LWDA			74.0%	Baseline

WIOA and Labor Exchange Title I Performance - Maryland and Local Workforce Development Areas - PY 2024
ROLLING 4 QUARTERS

		Standard	State Perform.	AA	BA(Co)	BM(City)	CC	FR	HC	LS	MG	PG	SM	SQ	US	WM	Standard
Performance Measure				Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	Perf.	
Employment Rate QTR2	Local Adjusted Employment Rate QTR2 Adult			80.0%	80.0%	80.0%	80.0%	75.5%	81.0%	80.0%	80.0%	80.0%	80.0%	80.0%	81.0%	80.0%	
	Adults	80.0%	76.9%	79.4%	78.5%	78.5%	75.6%	66.7%	71.9%	66.7%	69.8%	79.6%	71.4%	80.0%	88.6%	82.2%	80.0%
	Local Adjusted Employment Rate QTR2 DW			80.0%	81.0%	80.0%	81.0%	80.0%	80.0%	80.0%	80.0%	79.0%	79.0%	79.0%	81.0%	80.0%	
	Dislocated Workers	80.0%	76.7%	78.5%	77.8%	78.6%	86.7%	76.5%	78.6%	100.0%	62.7%	87.5%	83.3%	66.7%	77.8%	81.3%	80.0%
	Labor Exchange	61.5%	63.6%	64.8%	63.0%	65.4%	63.0%	63.4%	62.5%	69.9%	60.8%	61.5%	63.3%	64.6%	71.0%	59.8%	61.5%
Employment Rate QTR4	Local Adjusted Employment Rate QTR4 Adult			78.0%	77.0%	78.0%	77.0%	77.0%	78.0%	77.0%	77.0%	77.0%	77.0%	77.0%	77.0%	77.0%	
	Adults	77.0%	79.5%	78.6%	73.8%	82.4%	80.8%	71.7%	76.4%	81.3%	74.3%	79.0%	78.6%	78.9%	93.9%	85.2%	77.0%
	Local Adjusted Employment Rate QTR4 DW			78.0%	78.0%	80.0%	80.0%	77.5%	80.0%	79.5%	79.5%	80.0%	79.5%	79.5%	79.5%	79.5%	
	Dislocated Workers	79.5%	77.7%	79.4%	84.8%	76.7%	80.0%	78.3%	88.9%	100.0%	67.0%	80.0%	57.1%	80.0%	85.7%	83.3%	79.5%
	Labor Exchange	61.5%	66.7%	68.5%	68.1%	67.6%	65.7%	69.0%	65.9%	66.2%	65.1%	65.2%	67.7%	66.5%	70.4%	62.1%	61.5%
Median Earnings	Local Adjusted Earnings Standard Adult			\$8,850	\$8,700	\$7,000	\$7,000	\$8,500	\$8,500	\$7,500	\$9,000	\$8,500	\$6,200	\$8,700	\$7,500	\$7,500	
	Adults	\$8,400	\$9,540	\$9,922	\$9,798	\$9,125	\$8,127	\$8,458	\$8,360	\$9,327	\$11,577	\$9,580	\$14,230	\$11,955	\$9,194	\$9,482	\$8,400
	Local Adjusted Earnings Standard DW			\$10,200	\$10,000	\$7,500	\$10,100	\$9,500	\$10,000	\$7,700	\$12,500	\$9,700	\$10,000	\$9,000	\$8,500	\$8,000	
	Dislocated Workers	\$9,700	\$10,608	\$10,172	\$12,963	\$7,980	\$10,434	\$11,010	\$13,191	\$10,608	\$14,290	\$17,522	\$6,896	\$8,423	\$7,166	\$9,200	\$9,700
	Labor Exchange	\$7,500	\$9,048	\$10,174	\$9,430	\$8,228	\$8,508	\$10,477	\$10,769	\$7,203	\$10,855	\$9,087	\$9,447	\$9,444	\$8,057	\$7,576	\$7,500
	Local Adjusted Earnings Standard Youth			\$5,000	\$5,800	\$3,900	\$4,300	\$5,800	\$4,600	\$4,000	\$5,000	\$4,000	\$4,000	\$4,600	\$3,600	\$4,000	
	Youth	\$4,600	\$6,045	\$6,792	\$8,092	\$5,274	\$5,640	\$4,782	\$5,182	\$4,735	\$8,240	\$4,664	\$4,930	\$6,500	\$8,607	\$4,810	\$4,600
Youth Education and Employment Rate QTR2	Local Adjusted Employment Rate QTR2 Youth	78.0%	75.6%	84.5%	87.5%	72.1%	68.4%	73.9%	72.7%	73.3%	71.2%	74.2%	76.9%	56.8%	73.7%	82.5%	78.0%
	Local Adjusted Employment Rate QTR4 Youth			73.0%	72.0%	72.0%	71.0%	71.0%	72.0%	71.0%	72.0%	72.0%	71.0%	71.0%	71.0%	72.0%	
Youth Education and Employment Rate QTR4	Local Adjusted Employment Rate QTR4 Youth	71.0%	73.6%	81.0%	87.4%	67.6%	80.0%	57.7%	76.9%	52.6%	74.0%	70.9%	66.7%	75.0%	81.3%	78.8%	71.0%
	Local Adjusted Employment Rate QTR4 Youth			61.0%	57.0%	62.0%	63.0%	60.0%	62.5%	63.0%	62.0%	62.0%	62.5%	62.5%	63.0%	64.0%	
Credential Attainment	Local Adjusted Credential Attainment Adult			61.0%	57.0%	62.0%	63.0%	60.0%	62.5%	63.0%	62.0%	62.0%	62.5%	62.5%	63.0%	64.0%	
	Adults	62.0%	64.7%	59.6%	58.0%	55.7%	61.1%	60.5%	59.4%	83.9%	60.6%	56.0%	30.0%	76.5%	80.6%	79.3%	62.0%
	Local Adjusted Credential Attainment DW			61.0%	57.0%	62.0%	63.0%	64.0%	63.0%	63.0%	63.0%	58.0%	59.0%	63.0%	64.0%	64.0%	
	Dislocated Workers	63.0%	63.4%	60.5%	66.7%	58.5%	70.0%	62.5%	57.1%	100.0%	66.0%	50.0%	20.0%	50.0%	71.4%	84.6%	63.0%
	Labor Exchange	63.5%	59.7%	65.0%	66.0%	67.0%	64.0%	62.0%	64.0%	63.5%	65.0%	63.5%	63.5%	64.0%	65.0%	63.5%	
Measurable Skills Gains	Local Adjusted MSG Adult			68.0%	66.0%	65.5%	65.5%	66.0%	65.5%	66.0%	65.5%	65.5%	66.0%	67.0%	65.5%	65.5%	
	Adults	65.5%	80.6%	97.0%	71.7%	89.1%	66.7%	86.0%	66.7%	90.6%	82.5%	70.6%	40.0%	87.8%	82.4%	76.7%	65.5%
	Local Adjusted MSG DW			65.0%	64.0%	64.0%	66.0%	66.0%	65.0%	66.0%	66.0%	66.0%	65.0%	66.0%	66.0%	66.0%	
	Dislocated Workers	65.0%	79.9%	93.5%	71.4%	86.7%	88.2%	100.0%	64.6%	100.0%	80.0%	83.3%	0.0%	91.3%	71.4%	88.5%	65.0%
	Labor Exchange	57.0%	71.4%	58.0%	58.0%	56.5%	59.0%	57.0%	57.0%	57.0%	65.0%	61.0%	57.0%	58.0%	62.0%	57.0%	
Retention With Same Employer	Local Adjusted Employers			70.3%													
	Local Adjusted Employers			74.0%	68.5%	77.7%	69.9%	75.0%	73.6%	78.7%	67.6%	79.4%	67.6%	57.7%	77.9%	80.6%	77.8%

Performance
 = Exceeded Standard
 = Meeting Standard (at least 90% of standard)
 = Failing Standard (Performed below 90% of standard)
 = No Participants in Measure

Maryland Common Exit Policy

Per Maryland Policy Issuance 2022-03, any participant who receives services funded in whole or in part from the WIOA, Wagner-Peyser, Veteran’s Employment and Training Service (VETS) or Trade Act Adjustment /Trade and Globalization Adjustment Assistance (TAA/TGAA) programs, sequentially or simultaneously, will be counted as a participant in each program, and will share a common “date of participation” and a common “date of exit” for federal reporting.

Data Validation

MD Labor established processes for data validation that meet all federal guidelines issued by USDOL and can be found within MD Labor’s Data Validation Policy². MD Labor requires that Local Areas use the MWE to upload documents upon receipt from the participants for data validation purposes. This digital medium streamlines the validation process by eliminating the need to maintain paper documents while allowing validation to be conducted remotely, accurately, and more frequently than in prior program years.

² MD Labor’s Data Validation Policy Issuance can be found here: [POLICY ISSUANCE 2022-1 | Maryland Department of Labor](#)

MD Labor has a process to ensure that all documentation related to eligibility and performance outcomes are in MWE by the end of the applicable program year. MD Labor's Office of Workforce Development (OWD) pulls a random sample of files quarterly and annually. The samples contain files from all Local Areas for all Title I and Title III programs, as well as TAA, JVSG, and National Dislocated Worker Grants.

The information from the extracted files is checked against Maryland's MIS system quarterly to ensure the information contained in all federal extract files are accurate. Data is then reviewed for errors, inconsistencies, missing data out of range values, and any additional anomalies. Local Areas are then contacted to make corrections, should errors be detected during the review. This is done prior to the submission in the federal reporting system WIPS.

MD Labor's proactive approach of reviewing records in the case management system is conducted on a quarterly basis to ensure the Local Areas are aware of any issues and can receive technical assistance during the year. The DWDAL Monitoring and Compliance Unit then verifies each participant's eligibility against the source documentation to make sure all requirements have been met by reviewing a sample of the participant's records. Local Areas are required to address all findings and/or concerns identified in a timely manner. Once the Local Area addresses all findings, the Monitoring and Compliance Unit staff verifies the corrections within MWE before the finding or concern is closed.

In addition, on a quarterly basis, USDOL will provide grant recipients with feedback regarding their performance reports to aid in data integrity efforts and support data accuracy. USDOL analysis includes, but is not limited to: a review of the data submitted, anomalies and outliers, and other potential data quality issues, which may indicate reporting inaccuracies. On a quarterly basis, this data will be used by the Performance Unit to correct errors and to improve performance reporting; as well as to ensure the data properly reflects the program participants, services, and outcomes. Also, the Performance Unit uses the WIPS logical value and data specification checks to identify issues and concerns. Local Areas are contacted to make necessary data changes. In accordance with USDOL, Maryland conducts a regular data integrity review of program data quarterly for errors, missing data, out-of-range variances in values reported, and other anomalies. The WIPS system, along with the USDOL Quality Performance Report Analysis (QPR) staff assist in this process. In order to process a clean data file, the MWE changes must be in place for any missing and erroneous data identified during the review process and ensure these were corrected in the system before the extract is submitted.

Annual data validation is used primarily for ensuring the data used in performance calculations was accurate, reliable, and comparable. A sample of participants contained in the WIOA measures are pulled for the Monitoring and Compliance team to review. Then each participant's file is reviewed based on the 24 elements listed in TEG 7-18, as well as required source documentation and state procedures. All elements indicated in TEG 23-19 change 2 are validated. The annual data validation process is also utilized for training Local Area staff and showing best practices amongst the Local Areas. Staff are trained on what, why, and how data validation works. Once a year, Local Areas are asked to perform peer review on other Local Area files. This practice allows staff to see firsthand what they are required to have within their own records, and allows the sharing of best practices, which they may use within their own Local Area. MD Labor staff is available for any questions or issues that arise during this training. Each year, Maryland plans to assess the data validation process to ensure the process is working as intended and make revisions as needed.

Statewide Governor’s Reserve Fund

Activities funded by statewide Governor’s Reserve funds:

1. Activities provided with the funds reserved by the governor, which can be up to 15% of the state’s allotment. Describe activities undertaken in whole or in part with the Governor’s Reserve and how those activities have directly or indirectly impacted performance;
2. States may include descriptions of state funded activities or investments in this section.

4th & Goal

In Maryland, over 450,000 adults aged 18 and older do not have a High School Diploma (HSD), a barrier that can lock them out of good-paying jobs and the opportunity to build personal wealth. Of this population, over 3,600 individuals have passed three of the four GED® tests, with only one more section to complete before they earn this essential credential. MD Labor launched the *4th & Goal* initiative in September 2024 to provide resources for these learners and the programs that serve them to help them “get across the finish line.” To capture the attention of potential participants and in partnership with the Baltimore Ravens, Governor Moore announced the 4th & Goal at the beginning of the 2024 school year with posts across both Instagram, LinkedIn and Facebook. Additionally, a kickoff event was held at Anne Arundel Community College to commemorate the start of this innovative program.

Funded by an initial investment of \$250,000 from the Statewide Governor’s Reserve Fund, *4th & Goal* provides financial assistance to this “three of four” GED® learner population. Individuals can apply directly to MD Labor and receive a GED Ready® test in the subject they need to pass. If they score in the “Likely to Pass” range, learners are then awarded a voucher to cover the cost of their fourth subject exam. If applicants do not score in the “Likely to Pass” range, they are then referred to a WIOA Title II provider who can help academically prepare them to pass their remaining subject exam.

Additionally, eligible education providers can apply for a grant of up to \$25,000 to assist with costs to support “three of four” learners, such as instructional activities (including bootcamps), offering GED® practice tests, and providing digital academic programming. At the end of PY24, *4th & Goal* has helped 258 learners earn their Maryland High School Diploma.

Workforce Solutions to Address Homelessness (WS2AH) Pilot Program

The Workforce Solutions to Address Homelessness (WS2AH) pilot program was conceived by the Interagency Council on Homelessness’s (ICH) Workforce Subcommittee and supported by Statewide Governor’s Reserve Funds. The goal of the pilot is to bridge the gap between workforce and homeless services on both a system and provider level. Using best practices put forth by the ICH and identified via a landscape analysis conducted by the Workforce Subcommittee, grantees were required to form comprehensive partnerships to coordinate the delivery of employment and related services to best meet the needs of individuals experiencing or at-risk of homelessness. MD Labor invested \$1,000,000 for this project. Applicants could apply for up to \$200,000 for a three-year period of performance. The pilot launched in October 2022 and concluded in September 2025, with five awarded organizations.

Through funding provided by the WS2AH project, two job fairs were held in September 2024. One was held on September 5, 2024 at the Westside Men’s Shelter, and another was held at the East Point Mall on September 18, 2024. Several homeless shelter residents attended both job fairs. As a result of the job fairs, two individuals received a job offer or earned their training certification during the month of September alone. Additionally, one client gained employment with Butler/Allied Security, and another client earned their CDL Class A certification from the North American Trade School.

In addition to funding supporting job fairs, here are four success stories of participants that achieved their employment goals utilizing WS2AH funding:

A single mother facing eviction due to job loss was referred to the WSAH program. She was provided housing assistance through Allegheny College Human Resource Development Commission (HRDC), which allowed her to stabilize her living situation. While receiving support, she secured a part-time job and began working with the Western Maryland Consortium to explore career advancement. Her confidence and financial situation have both improved, and she continues to work toward long-term employment goals.

A participant facing significant life changes and financial strain entered the WSAH program through HRDC. After completing intake at ACM, she was supported in exploring career paths aligned with her income needs. The participant was connected with local resources, child care supports, and encouraged to explore future certificate or college programs. With continued case management, she's working toward stability and educational advancement.

A male participant was referred in June and immediately began participating in the ACT WorkKeys curriculum. Since July, he has consistently engaged in weekly training sessions, demonstrating initiative and commitment. His next steps include a TABE assessment and referral to the Western Maryland Consortium for additional workforce services. He has also received housing assistance and is working toward job readiness.

A young mother juggling part-time employment and the pursuit of a GED enrolled in the WSAH program. She was referred for GED orientation and received rental support through HRDC. Despite challenges like child care and transportation, she has remained in touch with her case manager and is working to complete her educational goals and maintain steady employment.



Rapid Response

Rapid response activities and layoff aversion, which may include:

1. Data on number of companies served and number of individuals served;
2. Strategies for linking Rapid Response recipients to American Job Centers and processes for intake or co-enrollment in core and partner programs. Details of specific types of services provided to both companies and affected workers; and
3. Discussion of layoff aversion strategies, including any metrics/outcomes developed and/or tracked by the state with respect to layoff aversion, such as return on investment or measures showing the economic benefits of Rapid Response and layoff aversion and how layoff aversion activities are aligned with business engagement, sector strategy, and career pathway efforts. States may detail systems, tools, networks or approaches designed to identify companies in distress and strategies to deliver necessary solutions as early as possible, as well as outcomes of the use of such systems or tools.

Rapid Response (RR) is an early intervention strategy designed to provide and inform individuals of services to support them during the transition between positions. The goal of RR services is to shorten or eliminate the time between employment opportunities, therefore reducing or eliminating the time during which an individual would receive Unemployment Insurance (UI) benefits. Services are provided to businesses faced with reducing their workforce regardless of the reason(s) for the reductions.

Maryland's Local Areas, in collaboration with MD Labor, lead the Core Rapid Response Team and are the primary entities charged with administering Rapid Response activities throughout the State. The Core Rapid Response Team - which consists of the Local Area, MD Labor, and the Maryland Division of Unemployment Insurance, as well as other relevant entities such as MD Labor's Veteran Services Unit or MSDE's Division of Rehabilitative Services, among others - assess potential layoffs and closings and work collaboratively to plan a response that meets both the workers' and businesses' needs.

MD Labor released an updated Rapid Response policy on January 15, 2025 outlining services, roles and responsibilities, and reporting requirements to assist in implementation of RR services. Additionally, it includes a process for Local Areas to request supplementary funding from MD Labor in the event they exhaust their WIOA Title I Dislocated Worker allocations. This funding stream ensures that Local Areas have access to funds to support workers in the event of a dislocation event, while allowing the State to remain flexible and target funds to Local Areas that have the most need.

During RR events, participants receive information concerning the employment services and resources available through the AJCs. Impacted workers are encouraged to visit their nearest AJC as soon as possible. If the layoff is the result of a Trade impact, case managers are required to refer and co-enroll Trade Adjustment Assistance (Trade) Program participants in the WIOA Dislocated Worker Program. Case Managers may also enroll participants in another appropriate program to ensure that they receive optimal service delivery through leveraging resources from Trade, discretionary grants, and WIOA Title I programs concurrently. Maryland's Layoff Aversion strategies prevent or minimize the duration of unemployment resulting from layoffs.

Related activities continue to be delivered in person, through town hall meetings, or in a virtual or hybrid format, to allow customers the maximum participation and flexibility to access services, which include the following:

- Immediate and on-site contact to determine assessment of layoff plans, reemployment prospects for workers, available resources, and possibility of Trade impact;
- Short-time compensation;
- Work Sharing/Layoff Aversion and Reopening Unemployment Insurance program;
- Employee skill upgrading and customized training;
- Provision of information and access to unemployment compensation benefits and programs;
- Information sessions on the Trade Program;
- Information on Pell Grants and the GI Bill;
- Interviewing skills workshops;
- Résumé workshops;
- Job fairs and targeted hiring events,
- Providing on the job training assistance;
- Connecting businesses with workers;
- Working with economic development to learn of potential businesses coming to the area with hiring needs; and
- Working with employers on proactive measures such as succession planning or opportunities of potential economic and work transition or expanding of business.

During PY 2024, RR activities in Maryland included:

- 91 Rapid Response activities, serving 46 employers;
- 4,155 services providing information about one-stop (AJC) systems and services to 2,849 employers;
- 2,611 job order assistance services to 1,200 employers;
- 2,121 job fair services supporting 1,030 employers;
- 172 employers provided with detailed Labor Market Information;
- 2,168 Job Development services for 967 employers;
- 1,073 Business Incentive & Retention services provided to 814 employers;
- 570 activities for Business Service Plan Development for 374 employers;
- 1,816 Mass Recruitment services provided to 939 employers;
- 133 employer workshops/seminars serving 91 employers;
- 82 services providing American Disabilities Act (ADA) accommodation information to 75 employers; and
- 124 reported dislocations events were filed with the State, impacting 10,975 workers:
 - 93 Worker Adjustment and Retraining Notifications [WARNs]/Economic Stabilization Act Notices,
 - 11 Reduction in Force (RIF) Notifications, and
 - 20 Notices of Dislocation Events

Wagner-Peyser Act Activities

Activities provided under the Wagner-Peyser Act Employment Service section 7(a) and 7(b) including activities such as providing job search and placement to Unemployment Insurance claimants, administering the work test and making eligibility assessments (e.g. Reemployment Services Eligibility Assessment).

The Wagner-Peyser Act of 1933, amended by WIOA, established a nationwide system of public employment offices, known as the Employment Service (ES). ES is a required partner under the WIOA AJC network, providing labor exchange services to all jobseekers and helping businesses to meet their hiring needs by referring qualified workers. ES services are delivered through the AJC network and are designed to increase employment opportunities for all workers and meet the needs of businesses for work-ready jobseekers. One of the primary goals of ES is to ensure that jobseekers and employers have universal access to basic labor exchange services. Under Title III of WIOA, the Wagner-Peyser Act, a greater emphasis is placed on providing services to UI claimants with referrals to additional AJC services, to ensure claimants remain eligible for UI benefits and to provide them with meaningful assistance towards their efforts to regain employment.

In Maryland, Wagner-Peyser staff provide reemployment services to UI claimants to facilitate a faster return to work and to reduce the State's average weeks duration of UI benefits. This year, the average week duration was 18.9 weeks. MD Labor's exchange services are administered by State merit staff. Additionally, over 14,000 Reemployment Services and Eligibility Assessment (RESEA) participants received a variety of reemployment services in PY24 including but not limited to: career planning, job search assistance, information on what jobs are available in their area, and guidance on unemployment insurance. More than 2,000 participants accessed reemployment services in PY24 through RESEA and ROW than in PY23.

MD Labor leveraged its Wagner Peyser funds to provide outreach to Migrant Seasonal Farmworkers (MSFWs), by distributing information regarding services available to eligible customers in the AJCs. Outreach to MSFWs was conducted by State merit staff during the peak season for farm work.

National Dislocated Worker Grants (NDWGs)

NDWGs awarded to or within the state and how those funds are coordinated with state rapid response activities and dislocated worker programs, as well as how the NDWGs fit in with state co-enrollment policies and disaster/emergency management activities, as applicable.

Port of Baltimore Dislocated Worker Grant

Following the collapse of the Francis Scott Key Bridge ("the Bridge") on March 26, 2024, Governor Wes Moore declared a State of Emergency to coordinate the response to the incident. On March 29, 2024, the United States Small Business Administration declared the incident an official economic disaster, allowing MD Labor to apply for a Dislocated Worker Grant from USDOL. MD Labor was awarded \$3.5 million to provide employment and training services and connect dislocated workers with disaster recovery employment opportunities.

MD Labor allocated additional funds outside of NDWG to support the Worker Support Program, which aimed to assist Port workers who faced job losses and income reductions due to the Bridge collapse that impacted Port operations. A portion of this funding was used to cover staffing costs for the program, while the remainder was distributed to three key workforce

areas significantly affected by the incident: the Baltimore City Mayor’s Office of Employment Development (MOED), the Baltimore County Department of Economic and Workforce Development (DEWD), and the Anne Arundel Workforce Development Corporation (AAWDC).

As the fiscal agent responsible for managing disaster relief payroll expenses, AAWDC was instrumental in providing training and services to over 40 individuals impacted by the disaster. MOED contributed by offering training to more than 20 individuals and successfully placed an additional 9 individuals in disaster relief jobs. DEWD also played a crucial role by enrolling over 45 individuals in training programs and extending supportive services to more than 25. Collectively, these efforts led to over 25 individuals being successfully placed in new employment through the grant.

Quality Jobs, Equity, Strategy & Training (QUEST) Disaster Recovery Dislocated Worker Grant

The QUEST Disaster Recovery National Dislocated Worker Grant is designed to effectively support workers affected by the COVID-19 pandemic. MD Labor has strategically leveraged the grant to implement two impactful projects in collaboration with four Local Areas.

The first project, administered by the Western Maryland Consortium, is delivering Trade Adjustment Assistance-like services to workers in Garrett, Allegany, and Washington counties who have experienced job dislocations. The second project focuses on the returning citizen population in Anne Arundel County, Baltimore City, and Montgomery County, providing essential job training services to individuals recently released from incarceration who are seeking employment.

Since being awarded the grant in September 2023, MD Labor has implemented key initiatives to facilitate the success of the program. As of October 2025, the program has seen enrollment from over 166 individuals in various training opportunities, with 50 participants benefiting from supportive services. Furthermore, 64 individuals have successfully completed their training, and 27 participants have secured employment as a result of the program’s efforts

State Best Practices and Needs

This section may address

1. Challenges the state workforce system faces, which may include policy, implementation, reporting, data analysis, or other relevant challenges, and any assistance needs of the state to address those challenges;
2. Promising practices, lessons learned, and success stories that focus on serving employers, communities, and individuals with barriers to employment, including information based on the state’s evaluation and related research projects. This discussion should cover individuals with a barrier to employment as defined in WIOA Section 3(24)2, Registered Apprenticeships, or other populations the State may wish to discuss; and
3. Strategies/policies relating to Pay-for-Performance contracting, which may include examples from local areas.

Challenges

Maryland has a unique position within the cybersecurity arena with its proximity to federal agencies, plethora of private sector defense agencies, award winning higher education institutions, and cutting edge technology corporations. However, while there are thousands of cybersecurity positions throughout the State, *many of these positions remain unfilled*. According

to estimates performed by Lightcast, roughly 6,500 cybersecurity jobs were unfilled as of the start of 2024. In order to address this gap, Maryland must grow its cybersecurity talent and invest in upskilling its workforce.

As previously mentioned in this report, upon the transition of the Cyber Maryland Program to MD Labor and in addition to support from the Cyber Maryland Board, the Department developed the following strategic goals to solidify Maryland's as a leader in the cybersecurity arena:

- Create and execute a talent pipeline that materially reduces workforce vacancies by July 1, 2026;
- Serve as a one-stop shop for employers seeking to leverage cyber workforce development programs offered by the State and its partners;
- Inform cybersecurity training and education programs operated by public or private entities with industry driven needs; and
- Build the most advanced local and state information technology in the nation, which, to the maximum extent possible reflects the racial, gender, ethnic and geographic diversity of the great State of Maryland.

Additionally, the increased incorporation of Artificial Intelligence (AI) into the economy poses have significant effects on state workforce. Maryland's economy is particularly impacted by the rise in AI, with 29.5 percent of Maryland workers in occupations considered highly exposed to AI, totaling over 770,000 jobs. To ensure that workers are able to maintain their employment, as well as prepare jobseekers with the skills required to advance within the workforce, MD Labor is dedicated to developing programming and training that ensures no Marylander is left behind.

Promising Practices

WIOA Title I Youth supported CCBC LEAP Program: Meet Princy

Princy joined the LEAP program in April 2024 after doing some research on CCBC's website. She knew her parttime job in fast food was not sustainable and saw the LEAP program as an opportunity to begin a career in the healthcare field. She decided on phlebotomy because she felt it would offer her the flexibility she would need to work; while also exploring additional training opportunities. Her coursework started in early May with our four support classes and she successfully completed her support classes by the end of June, demonstrating strong performance throughout. However, her journey to certification became challenging shortly after.

In Princy's case, her assigned training was held at the Essex campus. Due to transportation limitations and the lengthy commute via public transit from her home on the west side of the county, attending that session wasn't a viable option. As a result, she chose to postpone her participation until the next training was held on the Randallstown campus in October 2024.

Despite the three-month gap, Princy approached the technical training courses with energy and focus. She advanced through Phlebotomy Technician I and II, as well as the CPR course, with ease. However, she encountered obstacles, this time with her clinical placement. Refusing to let this delay her progress, Princy took a clinical placement on the east side of the county and made sure she got there. Her dedication paid off and Princy exceeded expectations by completing well over the 100-stick minimum requirement to pass clinical.

Her performance was so strong that the clinical site expressed interest in hiring her and they provided CCBC with the following riveting blurb about Princy's performance: "The phlebotomy student was truly outstanding-one of the best we have ever had. From her very first day of

clinical, she demonstrated confidence and competence, knowing exactly what to do without hesitation. She asked thoughtful questions, had a solid understanding of the order of draw, and consistently displayed exceptional customer service skills. Her professionalism and skill level impressed the entire team, earning her a well-deserved 10/10 from all of us. She has shown that she will be an excellent phlebotomist in the near future.” Princy is currently studying to take the Phlebotomy Certification Exam and LEAP has no doubt that she will do well!

EARN Maryland

Established in 2014, EARN Maryland is the State’s nationally-recognized workforce solution. EARN is industry-led, designed with the flexibility to ensure that Maryland employers have the talent they need to compete and grow, while preparing Marylanders for meaningful careers. EARN builds upon the Moore-Miller administration’s priorities of connecting Marylanders to jobs while increasing the State’s economic competitiveness.

EARN is specifically designed to fulfill the following goals:

- Address business workforce needs by focusing on industry sector strategies that seek long-term solutions to sustained skills gaps and personnel shortages;
- Address the needs of workers by creating formal career paths to good jobs, and sustaining or growing middle class jobs;
- Encourage mobility for Maryland’s most hard-to-serve jobseekers through targeted job readiness training; and
- Foster better coordination among the public and private sectors and workforce, economic development, and education partners around the State.

The success of EARN is seeded in meaningful collaboration among a diverse group of stakeholders who make up a Strategic Industry Partnership (SIP) and includes employer and industry partners, non-profit and community-based organizations, and workforce, economic development, and education partners. Together, the SIP is tasked with developing and implementing a Workforce Training Plan (WTP).

As mentioned earlier in the report, nearly 12,000 individuals have been placed into employment, and over 16,000 incumbent workers have participated in upskilling opportunities. While the program continues to connect the workforce to meaningful opportunities in growth industries, it also continues to be a sound investment for the State. In a recent study on the economic impact of EARN, the Business Economic and Community Outreach Network (BEACON) at Salisbury University found that for every dollar the state invests into the program, an additional \$18.16 in economic activity is created.

In 2025, with an additional \$5M investment from the Moore-Miller administration, the program is making targeted investments to Engaging Neighborhoods, Organizations, Unions, Governments, and Households (**ENOUGH**) communities (identified by the Maryland Governor’s Office for Children as those facing barriers to economic mobility) and growing partnerships to support Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) recipients. In addition, the program is testing new strategies meant to support placement into higher wage roles, with an emphasis on upward mobility and pathways to middle-skill jobs.

Success Stories

Jane Addams Resource Corporation grant activities are supported through a braiding of various DWDAL grants, in addition to WIOA funds through MOED.

Jane Addams Resource Corporation (JARC) Success Story:

Before joining JARC, Mykell was headed down a different road. As an implementation specialist at a tech company, he spent his days troubleshooting software and supporting clients. Yet, something didn't feel right. Trade work had always called to him, and with a lifelong passion for blacksmithing and hands-on craftsmanship, Mykell knew it was time to change direction.

Mykell applied to the JARC Baltimore Welding program and was thrilled to be accepted. From day one, he felt a renewed sense of energy and purpose. But enthusiasm didn't make the journey easy. He initially struggled with his welding technique and questioned whether he had made the right decision. With support from his instructors and encouragement from the staff, Mykell pushed through. Despite being one of the last to join the program, he became one of the first to graduate.

During his training, Mykell benefited from comprehensive support through JARC's wraparound services team. This included access to food stamps, energy assistance, a pet pantry, and food pantries. As an unemployed trainee, he was especially appreciative of the guidance he received navigating job fairs and the personalized support during his job search. While in the program, Mykell participated in two employment coaching sessions, received income support 22 times, and attended four financial coaching sessions. He also joined 10 workshops covering topics like financial literacy, credit, and budgeting.

After graduating from the program, Mykell was accepted into Local 486 and recently landed a union welding job paying over \$22/hour. He's now building a welding shop in his own basement and rekindling his dream of becoming a blacksmith. Today, Mykell not only has a promising career ahead of him, he's also rediscovered a sense of purpose and joy.

4th and Goal

The 4th & Goal program has positively impacted the lives of countless Marylanders who have now actualized their career goals through adult education. A selection of their accomplishments are noted below:

- **Tae Mitchell:** A recent Maryland High School graduate as a result of the 4th & Goal program, Tae is now a learner at Wor-Wic Community College. Tae notes about his educational journey, "I [want to] thank everyone who helped me get to where I am today and not giving up on me! For the ones [who are] trying to get their diploma don't give up, it gets easier, and the sky is the limit!!"
- **Tachina Pearson:** What's "the best feeling in the world"? For Tachina Pearson, it's completing her GED® test. For years, Tachina longed to complete her HSD, and in 2021, she decided to make that a reality. After three years of dedication, she passed her final GED® test on November 15, 2024. Tachina is one of many Marylanders who have earned a high school diploma by participating in the 4th & Goal Program. "Earning my high school diploma is a huge accomplishment for me," Tachina shares. "I struggled into my adult years [with not] feeling confident, knowing I never graduated. Now, it has opened the door for me to start my dream career in law enforcement!"