

PRINCE GEORGE'S COUNTY LOCAL WORKFORCE DEVELOPMENT AREA

PRINCE GEORGE'S COUNTY
WORKFORCE DEVELOPMENT BOARD

PRINCE GEORGE'S COUNTY
AmericanJobCenter
COMMUNITY NETWORK

Local Integrated Public Workforce System Plan

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EXECUTIVE SUMMARY

BOARD BACKGROUND AND LEADERSHIP

The Prince George's County Workforce Development Board (WDB) is committed to building a dynamic workforce that enhances the economic prosperity of the county. The WDB oversees workforce development services through the American Job Centers (AJC), which connects job seekers with the necessary resources to achieve career success and self-sufficiency. The WDB partners with a range of stakeholders, including employers, educational institutions, and community organizations, to deliver integrated services that prepare individuals for high-demand careers and contribute to the growth of local industries.

Leadership:

- Executive Director: LaTara T. Harris oversees the strategic direction and operational execution of workforce development programs and services.
- Board Members: The WDB is guided by a diverse group of board members, including representatives from businesses, education, community organizations, and government agencies. The Board Directory can be accessed here.

Mission:

The Prince George's County Workforce Development Board aims to provide opportunities that empower residents of Prince George's County to become independent, responsible, and stable members of the community. This is achieved through workforce development services that focus on increasing self-sufficiency, job readiness, and career advancement.

Vision:

The WDB's vision is to be the leading workforce development organization in Prince George's County, helping to build a thriving and inclusive economy that provides residents with opportunities for economic mobility and businesses with a skilled workforce. The WDB envisions a future where workforce development programs are accessible, equitable, and aligned with industry needs, ensuring long-term economic prosperity for all residents of Prince George's County.

Stakeholder Engagement in Plan Development:

The WDB developed this Local Plan through with its collaborative relationship with local employers, educational institutions, community organizations, and workforce partners in mind. These partnerships are essential in identifying key challenges, assessing labor market trends, and determining the most effective strategies for workforce development in Prince George's County. The WDB regularly holds

feedback sessions, focus groups, and advisory council meetings to ensure that the Local Plan reflects the diverse needs of both job seekers and employers in the community.

VISION FOR THE LOCAL AREA

The Prince George's County WDB envisions a workforce that supports a vibrant economy by providing training, education, and employment opportunities in key sectors. However, there are several challenges that hinder workforce development, particularly in industries like cybersecurity, healthcare, and construction.

Key Challenges:

1. Skills Gaps: Certain industries face skills shortages, particularly in technology, healthcare, and construction, which limits job growth and economic development in these fields.
2. Youth Engagement: Ensuring that youth are exposed to career opportunities and work-based learning experiences remains a priority, as youth unemployment and underemployment rates remain high.
3. Barriers to Employment: Individuals from disadvantaged backgrounds, including those with disabilities, justice-involved individuals, and immigrants, face significant barriers to entering the workforce, requiring targeted services and supportive interventions.

Key Strategies:

- Industry-Aligned Career Pathways: The WDB focuses on aligning training programs with high-demand industry clusters, including:
  - Construction, Real Estate, Rental & Leasing
  - Transportation, Warehousing, Repair & Waste Management
  - Information & Computers
  - Professional, Scientific & Technical Services, Administrative, Support, Nonprofit
  - Healthcare & Social Assistance
  - Retail, Accommodation & Food Services, Arts, Entertainment & Recreation, Personal Services
  - Government (Excluding Education)
- Youth Workforce Development: Through Youth Career Connections, the WDB aims to connect youth with career pathways that lead to family-sustaining jobs, including work-based learning, apprenticeships, and career exploration.
- Targeted Services for Barriers: The WDB provides wraparound services such as transportation assistance, childcare, and financial literacy training to individuals facing barriers to employment. Specialized programs for displaced workers, immigrants, and justice-involved individuals are designed to break down barriers and increase job readiness.

OPPORTUNITIES TO ALIGN STRATEGY WITH MARYLAND'S FOUR CORE STRATEGIC PILLARS

The WDB has developed strategies that align with the Four Core Strategic Pillars outlined in Maryland's 2024-2028 State Workforce Development Plan (WIOA Combined Plan). These pillars provide the framework for creating a cohesive, statewide workforce development system that addresses the needs of job seekers and employers while promoting economic prosperity.

1. Supercharge Key Sectors:
The WDB has prioritized the alignment of workforce development programs with the state's priority sectors, such as cybersecurity and healthcare. By working closely with local employers, training providers, and industry stakeholders, the WDB ensures that its training programs match industry needs and fill the skills gaps in high-demand fields.

2. Advance Equity and Access:
The WDB is committed to ensuring equitable access to workforce development services for all residents, particularly those from underrepresented populations. The WDB supports inclusive hiring practices, increases training access, and reduces barriers to employment, especially for displaced workers, immigrants, youth, and individuals with disabilities. By focusing on equity, the WDB helps ensure that all residents have opportunities to achieve economic mobility.

3. Prepare the Future Workforce:
The WDB collaborates with youth-serving organizations like Prince George's County Public Schools (PGCPS) and Prince George's Community College (PGCC) to provide career-connected learning opportunities for youth, including apprenticeships, internships, and career exploration programs. These initiatives ensure that young people have access to family-sustaining careers in high-demand industries.

4. Improve System Alignment and Accountability:
The WDB continuously evaluates and refines its workforce development services to ensure alignment with state and local goals. This includes tracking performance, monitoring service delivery, and gathering feedback from employers and job seekers to assess the effectiveness of the workforce system. The WDB uses data-driven decision-making to adjust programs and improve outcomes.

The Prince George's County Workforce Development Board (WDB) is committed to developing a skilled, adaptable workforce that supports the economic growth of the county. Through collaboration with stakeholders, including employers, educational institutions, and community organizations, the WDB addresses

workforce needs, skills gaps, and barriers to employment while aligning workforce development services with state and local priorities. By focusing on key sectors, equity, youth workforce development, and system improvement, the WDB will continue to create career pathways for all residents of Prince George's County, ensuring that they can access high-demand jobs and achieve economic self-sufficiency.

SECTION 1: ECONOMIC ANALYSIS

Prince George's County is currently navigating a dynamic and evolving economic landscape, marked by both opportunities and challenges. As one of the largest counties in Maryland, it is experiencing significant demographic shifts, a diverse industry composition, and the impacts of federal policies. These shifts require a deep understanding of the labor market, the challenges faced by local businesses, and the evolving needs of job seekers.

Lightcast's Q3 2026 Economy Overview estimates Prince George's County's 2025 population at 969,362 and projects the population to reach 1,004,352 by 2030, an increase of 34,990 residents, or 3.6 percent. Population growth is occurring alongside an aging workforce and a decline in labor force participation, reinforcing the need to attract younger workers, support career changers, retain experienced workers, and reduce barriers that keep residents from participating in the labor market.

TABLE 1: Comparative Population Growth and Annual Growth Rates by Region

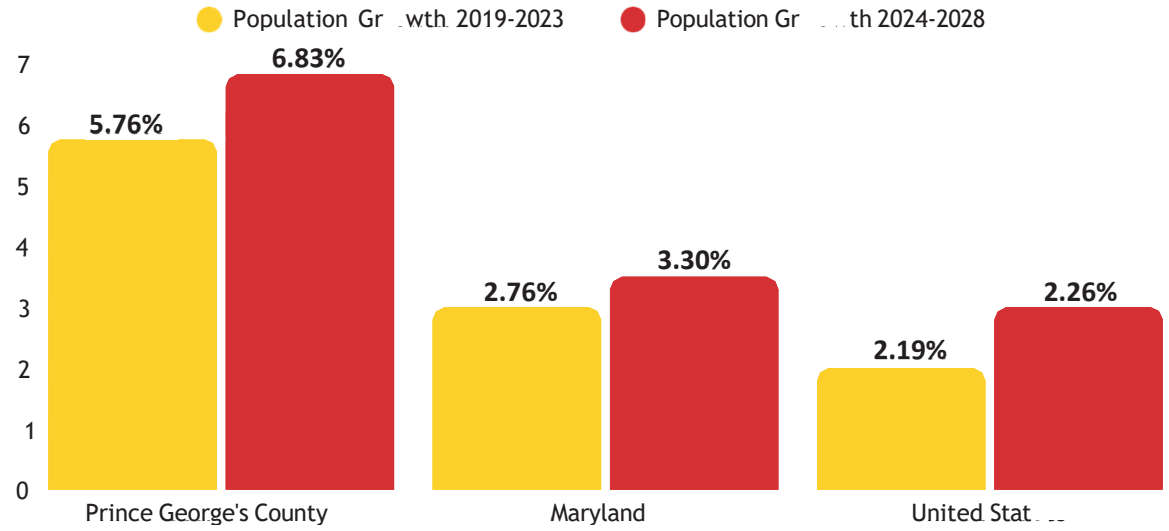
	POPULATION		COMPOUND ANNUAL GROWTH RATE [CAGR]	
REGION	2023	2028	2019-2023	2024-2028
PRINCE GEORGE'S COUNTY	964,073	1,047,804	1.41%	1.67%
MARYLAND	6,221,772	6,480,376	0.68%	0.82%
UNITED STATES	335,528,243	345,041,909	0.54%	0.56%

SOURCE: Lightcast

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FIGURE 1: Past & Projected Population Growth Rates by Region



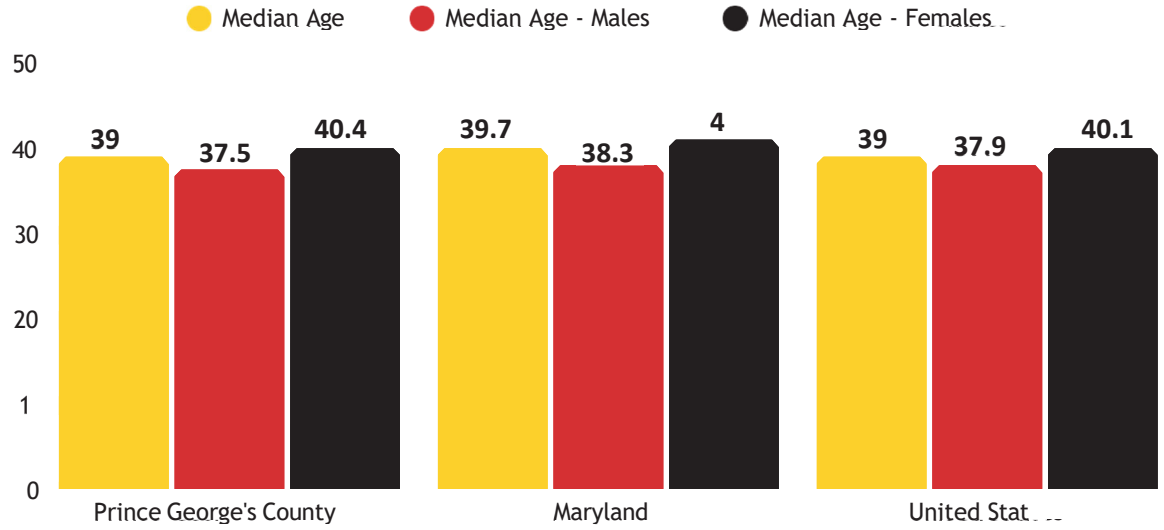
SOURCE: Lightcast

Population Growth and Demographics

Prince George's County continues to grow, but the workforce implications of demographic change remain significant. Lightcast reports that the labor force participation rate declined from 70.6 percent in 2020 to 63.1 percent in 2025. In June 2026, the County's labor force included 492,240 residents, of whom 469,294 were employed and 22,946 were unemployed. These conditions require a dual strategy focused on talent attraction and development as well as re-engagement of residents who are outside the labor force.

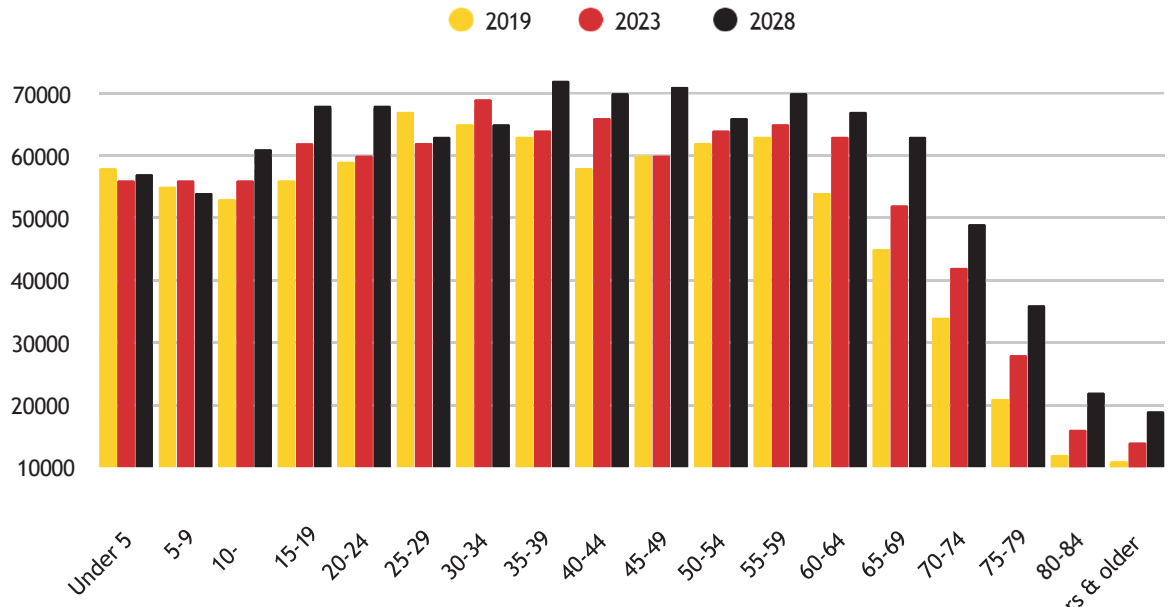
This demographic shift has profound implications for workforce development strategies. As older residents retire, the county faces the dual challenge of not only replacing workers but also addressing the potential decline in the number of younger workers entering the workforce. These demographic trends emphasize the need for targeted workforce development programs that focus on attracting young talent, upskilling existing workers, and addressing the economic disparities present in the county's underserved communities.

FIGURE 2: Median Age Comparison by Geography and Sex



SOURCE: ACS 5-Year Lightcast

FIGURE 3: Population Size by Age Cohort, Prince George's County



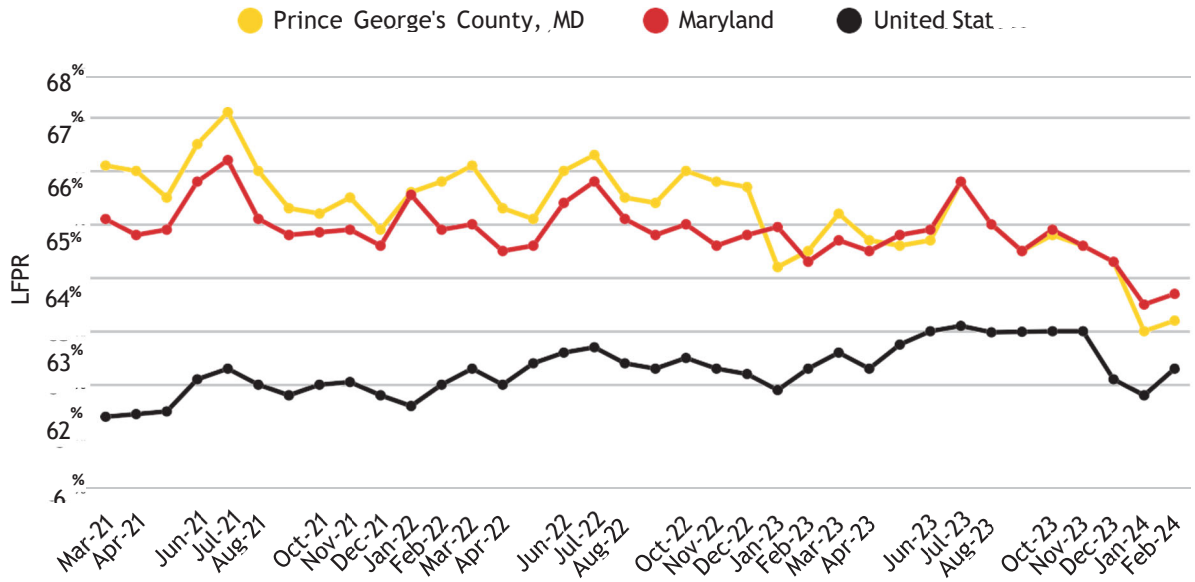
SOURCE: Lightcast

SOURCE : Lightcast

Employment Trends and Unemployment

Total regional employment reached 381,311 jobs in 2025, an increase of 33,255 jobs since 2020. Lightcast projects employment to increase by another 11,710 jobs by 2030. The central workforce challenge is therefore not limited to job creation; it also includes ensuring that residents can enter, re-enter, and remain connected to employment as labor force participation declines.

FIGURE 4: LFPR Trend Comparison, March 2021 – February 2024



SOURCE: Lightcast

The WDB has identified the need for policies that address this skills gap and labor force disengagement, which are particularly prevalent in industries such as retail, healthcare, and professional services. Efforts to attract displaced workers, including those impacted by the federal government's downsizing (see Federal Worker Emergency Assistance Act, which provides emergency aid to laid-off federal workers), and re-engage individuals into the workforce are critical.

Current data continues to support re-engagement strategies. The Local Area will use career navigation, occupational training, work-based learning, supportive services, and targeted outreach to reconnect residents to employment, with particular attention to workers affected by federal restructuring, mid-career workers, older workers, young adults, and residents facing barriers to employment.

EXISTING AND EMERGING IN-DEMAND INDUSTRY SECTORS AND OCCUPATIONS

Key Economic Sectors

Prince George's County's economy is supported by a diverse range of sectors. Government and government-adjacent employment remains a defining feature, while healthcare and social assistance, construction and skilled trades, transportation and warehousing, professional and technical services, information technology and cybersecurity, hospitality and related services, and retail continue to generate substantial workforce demand. Updated projections show needs across skill levels, including home health and personal care aides, truck drivers, construction laborers, registered nurses, medical and health services managers, behavioral health counselors, management analysts, and technology occupations.

Government Sector:

The government sector remains the cornerstone of Prince George's County's economy, employing over 109,000 individuals. With a strong federal presence and its proximity to Washington, D.C., the county's workforce is significantly shaped by federal employment opportunities. However, downsizing efforts and a shift toward contract-based employment in federal agencies have posed challenges, requiring a focus on transitioning workers to the private sector.

Healthcare and Social Assistance:

As the population ages, the demand for healthcare workers, particularly registered nurses, medical assistants, and home health aides, has skyrocketed. The healthcare sector is expected to grow by 6.4% by 2028. As hospitals, outpatient services, and healthcare organizations expand, the county faces a growing need to train healthcare workers, providing an essential avenue for workforce development programs aimed at skill-building in this sector.

Professional, Scientific, and Technical Services:

Professional, scientific, and technical services remain important to the Capital Region and Prince George's County, particularly in cybersecurity, cloud computing, data science, research, engineering, artificial intelligence, and quantum technologies. The County's assets include the University of Maryland, the Discovery District, the Joint Quantum Institute, the Joint Center for Quantum Information and Computer Science, the Quantum Technology Center, IonQ, QLab, and expanding private-sector investment. These assets support intentional workforce pipeline development tied to research, commercialization, federal activity, and emerging technology companies.

Construction, Real Estate, Rental and Leasing:

The construction and skilled trades sector has been expanding as Prince George's County undergoes significant infrastructure development. The need for skilled tradespeople such as electricians, plumbers, and carpenters, as well as project managers, remains high, especially with ongoing projects like the Purple Line and National Harbor expansion.

Emerging Occupations:

Several emerging industries are shaping the future of Prince George's County's economy. These include:

- Cloud Computing, AI, Quantum, Cybersecurity, and Data: These are emerging, cross-cutting priorities within the information technology and professional, scientific, and technical services clusters. They are not treated as stand-alone NAICS industries. The relevant talent base spans computer programming, systems design, scientific and technical consulting, computing infrastructure, data processing, web hosting, and physical and engineering research and development.
- Transportation and Warehousing: As e-commerce continues to expand, the transportation and warehousing sector is growing. The rise in demand for logistics professionals, forklift operators, and supply chain managers underscores the importance of this sector in the county's economic future.

EMPLOYMENT NEEDS OF BUSINESSES: ADDRESSING THE SKILLS GAP

Business Challenges and Workforce Needs

Businesses in Prince George's County face a skills gap that is exacerbated by changing workforce demographics and economic trends. Employers consistently report a need for skilled workers, particularly in healthcare, technology, and construction, but often struggle to find candidates with the right combination of technical skills and soft skills.

Critical Skills for Employers:

Employers across various sectors, especially in IT, construction, and healthcare, stress the importance of soft skills such as communication, teamwork, problem-solving, and adaptability. Many businesses also report that job candidates lack work readiness, struggling to meet basic workplace expectations such as punctuality, communication, and time management. This gap in work-readiness is particularly evident in industries with a high turnover rate, such as hospitality and retail, where employers need a steady stream of job-ready candidates.

Specific Sector Needs:

- Technology Sector: Lightcast identifies an established concentration of technical talent, high earnings, and strong current hiring activity, although five-year industry projections are mixed. From 2025 to 2030, projected occupational growth includes data scientists at 12.3 percent, information security analysts at 5.9 percent, computer and information research scientists at 5.6 percent, software developers at 2.8 percent, and other computer occupations at 3.6 percent. Employer engagement will be used to validate specific training investments and distinguish immediate hiring needs from longer-term economic development priorities.
- Healthcare Sector: Similarly, healthcare employers are struggling with a shortage of nurses, home health aides, and medical assistants, despite the sector's projected growth. This underscores the need for more targeted education and training programs that prepare workers for these roles.

Addressing the Skills Gap:
To bridge these gaps, EPG and the Prince George's County WDB must continue to enhance its training programs, particularly those that offer industry-recognized credentials and focus on soft skills development. Partnerships with local educational institutions, including Prince George's Community College and HBCUs in the region, will be essential to ensuring a steady pipeline of skilled workers ready to meet business demands.

The Impact of Broader Economic Trends on Prince George's County
Several broader economic trends are influencing the workforce landscape in Prince George's County. These trends include:

- Federal Workforce Changes: Efforts to downsize the federal government and changes in contracting practices have led to significant disruptions in the local economy. As a result, programs like the Federal Worker Emergency Assistance Act are essential for supporting displaced workers, providing job placement services, and offering training opportunities for career transitions.
- Technological Disruption: Automation and AI are transforming work across sectors, not only within technology companies. The Local Area will support advanced technical pathways while also integrating practical AI literacy, responsible use, data literacy, cybersecurity, and incumbent-worker upskilling into workforce strategies for healthcare, construction, logistics, professional services, hospitality, government, and other priority sectors.
- Skills Development and Workforce Education: To stay competitive, businesses in Prince George's County must invest in continuous skills development. This investment is crucial in sectors like healthcare and technology, where rapid advancements are creating new demands for specialized expertise.

COMPARATIVE ECONOMIC LANDSCAPE: PRINCE GEORGE'S COUNTY VS. CAPITAL REGION

When comparing Prince George's County to its neighbors in the Capital Region, several differences and similarities emerge. While the county shares the region's economic strength and diversity, it also faces unique challenges related to income disparities, education gaps, and workforce engagement.

- Educational Attainment: While Montgomery and Frederick counties boast higher levels of educational attainment, Prince George's County has made strides in improving workforce readiness. However, there is still a gap in higher education levels, particularly within its Hispanic and Black populations, which necessitates focused efforts to bridge the divide.
- Economic Inequality: Prince George's County struggles with higher poverty rates and income inequality compared to its neighbors. This inequality contributes to disparities in access to opportunities, making it crucial to focus on support services, such as childcare assistance and job readiness training, alongside career development programs.

Prince George's County's economic future hinges on addressing its unique workforce challenges. While the county is positioned to benefit from regional growth, it must focus on initiatives that cater to its specific needs—especially in areas like skills development, soft skills training, and targeted educational programs. By aligning workforce development strategies with the regional economic trends and emphasizing the county's unique strengths, such as its proximity to Washington, D.C., and its growing diverse labor pool, Prince George's County can foster a thriving, inclusive economy.

Incorporating innovations like EPG Intelligence, leveraging industry partnerships, and addressing demographic shifts will be essential to navigating the changing landscape and ensuring that Prince George's County remains an attractive place to live, work, and invest in the future.

This comprehensive approach will allow the county to not only meet the immediate needs of its businesses but also position itself as a leader in workforce development in the Capital Region.

SECTION 2: STRATEGIC PLANNING

PART I: ALIGNING TO MARYLAND'S STRATEGIC PILLARS

DESCRIBE THE LWDB'S STRATEGIC VISION AND GOALS FOR PREPARING AN EDUCATED AND SKILLED WORKFORCE, INCLUDING YOUTH AND INDIVIDUALS WITH BARRIERS TO EMPLOYMENT.

The Prince George's County Workforce Development Board (WDB) recognizes the evolving demands of a global economy and the importance of preparing a workforce that is adaptable, skilled, and capable of meeting these challenges. The WDB's strategic vision emphasizes the creation of a demand-driven workforce that aligns with industry needs, with a particular focus on empowering youth, individuals with barriers to employment, and other underserved communities. The strategy outlined here reflects a comprehensive and multi-faceted approach that tailors solutions to the unique needs of Prince George's County.

Through its collaboration with key stakeholders, including a network of over 150 partners that are signed partners of the American Job Center Community Network (AJCCN), the first public workforce member network in the country, the WDB has designed a workforce development framework that focuses on providing equitable access to education, training, and employment opportunities. The strategic goals are built upon Maryland's Four Core Strategic Pillars, as outlined in the state's Workforce Development Plan.

Vision for Prince George's County's Workforce

The overarching vision of the Prince George's County Workforce Development Board is to build an inclusive and competitive workforce that drives economic growth in the county. This vision is achieved through:

1. Broadening career pathways: Ensuring that every individual, regardless of background or circumstances, has access to career opportunities that provide family-sustaining wages. This includes career pathways through education, apprenticeships, internships, and direct-to-employment initiatives.
2. Increasing industry-led training: Expanding sector-based initiatives and training programs developed with employers to meet specific skill needs in healthcare, construction, transportation and logistics, information technology, cybersecurity, professional services, and other priority sectors. AI and quantum will be addressed as emerging, cross-cutting priorities through employer-validated pathways in data, cloud computing, cybersecurity, research, engineering, and advanced computing.
3. Supporting the next generation of workers: Investing in youth workforce development, particularly through career exploration, dual enrollment programs, and work-based learning opportunities to prepare young people for the workforce.
4. Empowering individuals with barriers: Addressing the unique challenges faced by individuals with barriers to employment—such as justice-involved individuals, immigrants, individuals with disabilities, and those facing housing instability—by providing tailored support services and job readiness programs.
5. Leveraging innovation: Integrating cutting-edge tools, like EPG Intelligence, to match job seekers with employers more efficiently, while also offering services such as financial literacy and workplace readiness training.

Key Strategic Programs and Initiatives

Youth Career Connections: Pathways to Success for Prince Georges' County Emerging Workforce

One of the key priorities of the WDB's strategy is its focus on youth workforce development through Youth Career Connections. Funded through Pillar 3 of the Blueprint for Maryland's Future, this program provides career counseling, job readiness training, and industry-specific skills development for middle and high school students across the county. The program's long-term goal is to align career exploration with in-demand industry clusters in Prince George's County, ensuring students are well-prepared for pathways after high school, including apprenticeship, post-secondary education, military service and direct pathways to career opportunities.

Key aspects of the Youth Career Connections program include:

- Career exploration activities that help students discover their strengths, interests, and career options.
- Work-based learning such as internships, job shadowing, and apprenticeships.

- Dual enrollment with PGCC, enabling students to earn college credits while still in high school.
- College and Career Readiness (CCR) initiatives to help students gain the necessary skills to transition smoothly into the workforce or higher education.

The program is designed to guide students toward career pathways in sectors such as information technology, healthcare, skilled trades, and professional services. This initiative will also support CTE (Career and Technical Education) enrollment and certification attainment, further enhancing students' employment prospects and giving them a competitive edge in the job market.

Re-entry Employment Programs: Providing Second Chances

Returning citizens in Prince George's County face significant barriers to entering the workforce, including housing insecurity, criminal background checks, mental health challenges, and underdeveloped soft skills. To address these challenges, the WDB support Programs and Initiatives to support returning citizens, including Pathways to Success, operated by Employ Prince George's and the Re-entry Employment Incentive Program. Pathways to Success is a Workforce Development Program that supports returning citizens with the basic skills, soft skills and training required to enter the workforce. The Re-entry Employment Incentive Program offers businesses a financial incentive to hire justice-involved individuals. The program reimburses businesses up to $5 per hour for each qualifying employee they hire, with a maximum of 1,000 hours per year.

Both the Pathways to Success and the Re-entry Employment Incentive Programs serve as a critical component of Prince George's County's workforce development strategy, aligning with Maryland's Equity Pillar. The goals of the program are:

- Reduce recidivism by helping individuals successfully reintegrate into the community through employment.
- Provide economic stability for returning citizens, reducing their dependence on public assistance and promoting long-term self-sufficiency.
- Encourage employer participation in workforce inclusion by offering incentives for hiring individuals who face significant barriers.

The Re-entry Employment Programs also offer additional support services, such as job readiness training, career counseling, and mentorship, to ensure participants are job-ready and capable of maintaining stable employment. This initiative will help to reduce barriers to employment and foster a more inclusive workforce in the county.

4 Wheels to Work: Addressing Transportation Barriers

Transportation is one of the most common barriers to employment in Prince George's County, particularly for those living in transportation deserts or those who

cannot afford a vehicle. The 4 Wheels to Work initiative aims to address this issue by providing vehicles to low-income individuals who are employed or have a job offer but lack reliable transportation.

The program's eligibility requirements include:

- Employment verification for individuals working at least 30 hours per week.
- Proof of financial need and the ability to maintain vehicle insurance.
- Completion of financial literacy training, which includes understanding the long-term costs of car ownership, such as insurance, maintenance, and fuel.

The 4 Wheels to Work program is particularly important in Prince George's County, where public transportation options can be limited, and long commutes are common. By providing reliable transportation, this initiative helps individuals overcome one of the most significant barriers to sustained employment and economic mobility.

Strategic Goals for a Skilled and Educated Workforce

The WDB is committed to creating an educated, skilled, and inclusive workforce to meet the current and future needs of employers in the region. Aligned with the Four Core Strategic Pillars of Maryland's Workforce Development Plan, this strategy emphasizes expanding career pathways in high-demand sectors, preparing youth for employment, and providing targeted support to individuals with barriers to employment. In addition to these general goals, the State of the Workforce Report identifies key occupational clusters, which will guide the development of training programs and strategic workforce initiatives.

1. Strengthening Key Sectors: Aligning with Regional Industry Clusters

To create a strong and resilient workforce, the WDB must ensure that the skills of job seekers align with the needs of local employers. The State of the Workforce Report identifies several critical occupational clusters in Prince George's County that are vital for economic growth. These clusters represent both existing demand and emerging opportunities across industries. The key clusters identified are:

- Healthcare & Social Assistance: With an aging population, the demand for healthcare workers continues to grow. This sector includes occupations such as registered nurses, medical assistants, and home health aides. The report indicates a robust growth trajectory for this sector, with healthcare jobs expected to increase by 6.4% by 2028.

- Construction & Real Estate: As Prince George's County continues to develop, construction and real estate remain vital economic drivers. Skilled workers such as electricians, plumbers, carpenters, and project managers are in high demand. This sector also includes emerging opportunities in green construction and sustainable development.

- Information & Computers: Information technology, cybersecurity, data science, artificial intelligence, cloud computing, and advanced computing skills are increasingly relevant across industries. The Local Area will distinguish among foundational digital skills, occupation-specific AI use, advanced technical training, and research-level pathways so that investments match participant needs and verified employer demand.

- Transportation & Warehousing: Driven by e-commerce and the need for logistical support, the transportation and warehousing sector is experiencing rapid expansion. Occupations in demand include logistics managers, forklift operators, and supply chain analysts. The report points to the growing importance of distribution centers and transportation infrastructure.

- Professional, Scientific, and Technical Services: This cluster includes engineering, scientific consulting, research and development, biotechnology, AI, and quantum-adjacent activity. Lightcast reports that the five industries selected as proxies for AI and quantum supported approximately 8,832 jobs in 2025. The four computing and technical services industries averaged $148,649 in earnings per job and 289 online job postings per month, while physical and engineering research and development averaged $142,465 in earnings per job and 131 postings per month. Although projected industry employment is mixed, the established talent base and level of hiring activity support continued pipeline development.

2. Advancing Equity: Bridging the Skills Gap for Underserved Populations

In line with Maryland's Equity and Access Pillar, the Prince George's County WDB is committed to addressing the barriers that disproportionately impact certain populations, particularly returning citizens, immigrants, and individuals with disabilities. The State of the Workforce Report highlights significant disparities in educational attainment and access to employment, particularly among minority populations.

Several programs have been launched to address these disparities:

- Pathways to Success: This program focuses on justice-involved individuals, providing them with the skills, support, and incentives they need to reintegrate into the workforce successfully. The Re-entry Employment Incentive Program, which provides businesses with wage reimbursement for hiring eligible returning citizens, is critical to reducing recidivism and enhancing workforce participation.

- Career Pathways for All: This program supports immigrants, refugees, and asylees in overcoming barriers such as language proficiency, credential recognition, and cultural adjustment. By providing language support, vocational English classes, and job placement services, the program helps these populations contribute to the workforce and economy.

- ENCORE: As the county's population ages, older adults face challenges in remaining competitive in the job market. The ENCORE program provides career counseling and skills training for older workers, ensuring they remain viable in the workforce and can contribute to industries where their experience is needed.

3. Preparing the Future Workforce: Expanding Opportunities for Youth

A key part of the workforce development strategy is ensuring that youth are prepared for the future economy. The State of the Workforce Report emphasizes that young people in Prince George's County face challenges related to underemployment, lack of career awareness, and insufficient soft skills. The Youth Career Connections program has expanded to ensure that all middle and high school students are prepared for post-secondary education, apprenticeships, or direct entry into high-demand careers.

The program includes:

- Career Exploration: Providing students with opportunities to engage in career exploration activities, including internships, job shadowing, and exposure to industries such as IT, healthcare, skilled trades, and construction.

- Work-Based Learning: Offering students the chance to gain work-based learning experiences, allowing them to build their resumes and develop essential skills such as communication, problem-solving, and teamwork.

- Dual Enrollment: Partnering with PGCC to offer dual enrollment programs where students can earn college credits while completing high school. This will help them transition seamlessly into higher education or career training.

4. Addressing Barriers: The American Job Center Community Network

The WDB is dedicated to addressing the unique barriers to employment faced by job seekers in the community, particularly those from underserved populations. As part of its strategic approach, the WDB relies on the American Job Center Community Network (AJCCN) to provide a holistic and comprehensive system of support that connects job seekers with the resources, services, and opportunities they need to achieve economic self-sufficiency.

The AJCCN is the first membership network that brings together over 150 partners, including WIOA Core Partners, AJC partners, and community-based organizations such as small nonprofits, training providers, and faith-based groups. The diverse membership of the AJCCN ensures that job seekers have access to a wide range of services that go beyond traditional workforce development offerings, helping to address the social, cultural, and economic barriers they may face in their job search.

The fourth pillar focuses on ensuring that workforce system partners are working together effectively and that services are coordinated, accessible, and equitable. By aligning workforce development efforts with this pillar, the AJCCN ensures that barriers such as lack of transportation, childcare issues, housing instability, and food insecurity do not hinder job seekers' ability to access services, participate in training programs, or remain employed.

The AJCCN Aligns with the Fourth Core Strategic Pillar:

1. Connecting Job Seekers with Critical Support Services:
   - The AJCCN is designed to connect job seekers with a wide range of supportive services that are often necessary to address barriers to employment. For example, through the AJCCN, job seekers can access food pantries, diaper banks, transportation providers, and childcare assistance, which removes common barriers to participating in workforce development activities. By ensuring that these basic needs are met, the AJCCN creates a strong foundation for job seekers to focus on building their skills and finding sustainable employment.
2. Comprehensive and Integrated Service Delivery:
   - The AJCCN operates as an integrated, community-driven network that brings together diverse organizations to provide comprehensive services under one umbrella. Whether job seekers need vocational training, mental health counseling, legal assistance, or housing support, the AJCCN ensures they are connected to the appropriate resources quickly. This integrated approach mirrors the State Plan's fourth pillar, which emphasizes system alignment and the seamless delivery of services.
3. Tracking and Referral System:
   - The AJCCN utilizes a proprietary database to make and track referrals between network members. This database ensures that job seekers are not bounced between multiple service providers or left without adequate support. Instead, the AJCCN creates a transparent and accountable system where each member can track referrals and ensure that participants receive the full spectrum of services they need to be successful. This helps reduce duplication of services and ensures coordinated care, improving overall service delivery for job seekers.
4. Targeted Support for Underserved Populations:
   - The AJCCN is committed to providing services to populations that are often left behind in traditional workforce systems. This includes individuals with disabilities, immigrants, justice-involved individuals, and those with Limited English Proficiency (LEP). Through its diverse membership, the AJCCN ensures that these populations have access to workforce development programs, job placement support, and wraparound services that are specifically tailored to their needs. The WDB and AJCCN partners understand the unique challenges faced by these populations and strive to provide inclusive and equitable services.
5. Building Community Capacity and Partnerships:
   - The AJCCN is not just a membership network—it is a collaborative partnership that brings together public and private entities to build community capacity and support economic development. The network's growth to over 150 members speaks to its effectiveness in bringing diverse

Stakeholders together to create workforce solutions that align with the needs of both job seekers and employers. This collective approach helps identify service gaps, and community-driven solutions, which directly contribute to the success of the workforce system in the county.

The Prince George's County WDB's use of the AJCCN is a powerful tool in addressing barriers to employment and ensuring that job seekers have access to a wide range of resources and services that promote economic self-sufficiency. This ensures that individuals from underserved populations can access the workforce development programs and employment services they need to succeed, removing barriers and setting the foundation for long-term economic stability.

Strategic Goals:

1. Strengthen sector-specific training: Align training with verified needs in construction, healthcare, information technology, transportation and logistics, professional services, and other priority sectors. Expand Registered Apprenticeship, industry-recognized credentials, work-based learning, incumbent-worker training, and career pathways, including employer-validated AI, data, cloud, cybersecurity, research, engineering, and quantum-adjacent opportunities.
2. Increase workforce participation among underserved populations by expanding re-entry programs, immigrant workforce development efforts, and initiatives like Pathways to Success and Career Pathways for All. Target these efforts specifically to address the skills gaps that are prominent in industries like IT, construction, and healthcare.
3. Expand opportunities for youth through career exploration, dual enrollment, and work-based learning. Strengthen partnerships with Prince George's Community College, Prince George's County Public Schools, the University of Maryland, employers, organized labor, and community partners so that youth are exposed to high-demand and emerging careers in cybersecurity, construction, biotechnology, healthcare, AI, data, engineering, and quantum-adjacent fields.
4. Enhance access to workforce development services by providing coordinated, integrated support to job seekers, particularly those facing barriers to employment, such as transportation, childcare and housing instability. Through a network of over 150 partners, the AJCCN ensures that job seekers have access to comprehensive services and resources, ultimately facilitating their transition into sustainable employment.
5. Use data and technology to improve program delivery and outcomes. Leverage platforms like EPG Intelligence to track placements, gather real-time labor market data, and refine strategies for matching job seekers with employers.

The Prince George's County WDB is committed to creating a workforce that is equipped with the skills, experience, and support needed to thrive in an ever-changing economy. By strengthening key sectors, advancing equity, preparing youth, and addressing barriers to employment, the WDB will continue to build a robust, diverse, and skilled workforce that meets the needs of local employers and individuals alike.

These initiatives, informed by data-driven insights and aligned with Maryland's strategic pillars, will ensure that Prince George's County's workforce development efforts are both inclusive and highly responsive to the region's economic landscape. The focus on targeted youth programs, barrier mitigation, and sector-based training will ensure long-term economic mobility for all county residents, enhancing the county's economic prosperity and ensuring a strong talent pipeline for employers.

DESCRIBE HOW THE LWDB WILL WORK WITH PROVIDERS TO FACILITATE THE DEVELOPMENT OF CAREER PATHWAYS, INCLUDING CO-ENROLLMENT IN CORE PROGRAMS AND ACADEMIC TRAINING PROGRAMS WHEN APPROPRIATE.

As part of its broader strategy to foster an inclusive and highly skilled workforce, the Prince George's County Workforce Development Board (WDB) is committed to collaborating with a variety of service providers, including educational institutions, community organizations, and businesses, to facilitate the creation of career pathways. These pathways are designed to meet the evolving needs of local industries while providing job seekers with clear, achievable steps for advancing their careers.

The WDB's role in facilitating career pathways is twofold: it is both a connector—aligning the interests of employers with the available talent—and a supporter of job seekers by helping them access the resources, skills training, and education necessary to succeed in high-demand sectors. The approach to co-enrollment and integration of core workforce programs with academic training programs has been an essential tool for achieving this goal, enabling job seekers to access comprehensive support while ensuring that their training aligns with industry needs.

Building a Seamless Workforce System

Career pathway development begins with understanding the labor market and ensuring that training programs are aligned with both current and future industry demands. As industries evolve, so too must the skills of the workforce. Educational institutions play a key role in this alignment by offering certifications, degree programs, and apprenticeship opportunities that are tailored to the needs of local employers. Collaborating with employers, the Prince George's County WDB ensures that training programs are industry-driven, providing job seekers with the specific skills required to meet the needs of businesses.

Workforce development efforts across the region have increasingly integrated academic programs with workforce training to build stackable credentials. This approach enables workers to gain progressively higher levels of education and training throughout their careers, positioning them for advancement in their fields. The creation of these stackable credentials is vital for addressing workforce gaps

and ensuring that individuals can transition seamlessly between training programs, apprenticeships, and employment opportunities.

For job seekers, this means that they can pursue career opportunities across a variety of sectors and engage in simultaneous enrollment in core programs such as those offered by WIOA Title I, Title II, and Title III. This approach allows individuals to benefit from multiple layers of support—such as career readiness training, technical education, and work-based learning—thereby increasing their chances of long-term success in the workforce.

Co-enrollment Opportunities: Expanding Access to Career Pathways

Co-enrollment in both core workforce programs and academic training programs is one of the central strategies the Prince George's County WDB uses to connect individuals to career pathways. Co-enrollment allows participants to access a full spectrum of services that support their career exploration and skills development. For example, individuals may be enrolled simultaneously in programs that offer job search assistance, adult education, and skills training tailored to industry needs, such as cybersecurity, construction, or healthcare.

This integration of services ensures that job seekers receive a holistic and comprehensive approach to workforce development. For instance, when co-enrolling youth, the WDB works with local schools, community colleges, and employers to provide a combination of dual enrollment opportunities, work-based learning, and apprenticeships that offer both academic and practical experience. This approach maximizes the benefits of academic learning by coupling it with real-world experience, ensuring that participants are job-ready by the time they complete their programs.

Similarly, for adults facing barriers to employment—such as individuals in re-entry programs, immigrants, and low-income populations—co-enrollment offers access to both career training and supportive services such as financial literacy, soft skills development, and transportation assistance. These supportive services remove barriers to education and employment, ensuring that individuals have the resources they need to succeed.

Collaboration with Educational Institutions

Partnerships with local educational institutions are essential for building the career pathways needed to meet the evolving demands of the workforce. For example, the Prince George's County WDB collaborates with PGCC and PGCPS to develop career-specific training programs in high-demand sectors such as IT, healthcare, skilled trades, and public administration. These partnerships ensure that individuals are not only gaining the necessary technical skills but also have access to academic credentials that align with workforce demands.

Dual enrollment programs, which allow high school students to take college-level courses, are particularly important in youth workforce development. By providing high school students with access to career-oriented education in real-time, these programs give them a head start on their career paths. Students also benefit from an early understanding of in-demand occupations and the educational requirements needed to enter these fields. Additionally, industry certifications provided through dual enrollment programs enhance students' employability, allowing them to enter the workforce with the credentials required for immediate employment.

For adults, particularly those in the adult education system, co-enrollment in vocational training and academic programs creates multiple pathways to career success. This may include pathways that connect individuals with skilled trades, technology-related fields, or healthcare professions, aligning training with the demands of local employers and ensuring that students have the necessary skills to thrive in the workplace.

Work-based Learning and Apprenticeships

Work-based learning and apprenticeships play a pivotal role in connecting education and employment. Prince George's County has made significant strides in expanding apprenticeship opportunities, particularly through its Apprenticeship Innovation Program initiative, which provides people with the chance to engage in earn-while-you-learn models. These programs are designed to ensure that individuals not only gain valuable work experience but also earn wages while completing their training.

In addition to traditional apprenticeships, the Prince George's County WDB has established pre-apprenticeship programs to provide foundational skills and experiences that prepare individuals for Registered Apprenticeships. These programs offer a structured learning environment that allows individuals to gain hands-on experience in high-demand industries, including construction, manufacturing, and healthcare.

For youth in particular, these programs provide an important pathway to career development. Pre-apprenticeship programs ensure that youth are prepared for future employment by providing both workplace readiness training and technical skill development.

Data-Driven Decision Making

The Prince George's County WDB emphasizes the importance of data-driven decision-making in developing and aligning career pathways with industry needs. By working closely with local employers, community organizations, and educational institutions, the WDB ensures that training programs are responsive to the changing needs of the labor market.

Through partnerships with leading labor market experts, like Lightcast and Econovue, the WDB is able to track labor market trends, assess skills gaps, and align training efforts with in-demand occupations. Labor market information and employer feedback are used to adjust career pathway programs and ensure that they meet the current and future demands of local industries.

The Prince George's County Workforce Development Board is committed to creating and expanding career pathways for all residents, ensuring that every individual has access to the skills, training, and opportunities necessary to succeed in today's labor market. By collaborating with education providers, businesses, and community organizations, the WDB facilitates a seamless transition from education to employment, creating a robust workforce that is both competitive and capable of meeting the needs of local industries.

Through co-enrollment, dual enrollment, and work-based learning programs, the WDB ensures that career pathways are not only accessible but also aligned with industry demands. These strategies, paired with the ongoing support of youth programs, adult education, and re-entry programs, help to build an inclusive and thriving workforce in Prince George's County.

DESCRIBE HOW DOES THE LOCAL AREA'S WORKFORCE DEVELOPMENT PROGRAMS, INCLUDING PROGRAMS PROVIDED BY PARTNER AGENCIES, SUPPORT THIS STRATEGIC VISION?

The WDB is committed to ensuring that the county's workforce development programs effectively support the strategic vision of preparing an educated and skilled workforce. This vision is underpinned by a strong focus on creating equitable opportunities for residents to access high-quality training, education, and employment in high-demand sectors. To achieve this, the WDB works in close collaboration with partner agencies, educational institutions, and employers to ensure that programs are aligned with both industry needs and the economic aspirations of the county's residents. The WDB focuses on creating career pathways, integrating core programs, and ensuring that job seekers have access to a range of services that help them overcome barriers and achieve sustainable careers.

Integration of Core Programs and Academic Training

The Prince George's County WDB actively facilitates the development of career pathways in partnership with local educational institutions, including PGCC, PGCPS, and other providers. This approach is informed by data-driven insights, stakeholder engagement, and industry input, ensuring that training programs are industry-aligned and that co-enrollment in core programs is a seamless process. These partnerships are critical in providing individuals with both academic training and workforce preparation that lead to certifications, credentials, and employment opportunities.

The WDB's collaborative approach reflects a key theme seen in workforce plans across other counties in the region. For instance, in nearby counties, partnerships with local community colleges and public schools allow for the integration of dual enrollment programs, which enable high school students to earn college credits while gaining practical experience in career-oriented fields. Similarly, co-enrollment opportunities are provided to adults through the WIOA Title I (Adult, Youth, and Dislocated Worker programs), Title II (Adult Education and Family Literacy), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation) services. This integrated model ensures that job seekers can access a comprehensive suite of services that prepare them for successful careers.

For example, the Youth Career Connections program, a key initiative funded through the Blueprint for Maryland's Future, combines career exploration with college preparatory services and industry-recognized certifications. This program helps youth identify career pathways early and provides them with the skills and support necessary to successfully transition into the workforce. It also aligns with Maryland's Strategic Pillar 3, Preparing the Future Workforce, by focusing on the educational readiness of youth and young adults.

Workforce Partnerships with Employers and Service Providers

To build effective career pathways, the Prince George's County WDB works with employers to identify skills gaps and ensures that training providers offer the specific skills required by local businesses. This sector-based approach is vital for ensuring that job seekers are job-ready and able to meet the evolving demands of industries such as construction, healthcare, and information technology.

The Industry Bridge Programs play a significant role in this approach. These programs are led by Business Advisory Councils, which include key business leaders from the county's in-demand sectors. These councils ensure that the programs remain aligned with industry trends and produce graduates with the specific skills employers require. For instance, the Transportation and Logistics Consortium program, which trains workers for the transportation, distribution, and logistics sectors, was designed in partnership with local businesses to ensure that individuals gain the industry-specific qualifications needed to be productive employees from day one.

Additionally, the WDB has also leveraged relationships with community organizations to offer wraparound services such as transportation assistance, childcare, and mental health support to ensure job seekers are equipped with the resources they need to participate in training programs and sustain employment. These partnerships are particularly valuable for individuals facing barriers to employment, such as those in re-entry programs or immigrants needing English as a Second Language (ESL) classes.

Supporting Strategic Vision through Data-Driven Decision Making

The Prince George's County WDB uses labor market data and employer feedback to guide the development of career pathways and identify areas of opportunity. Data collected from programs like EPG Intelligence helps track the needs of local businesses, ensuring that training programs are responsive to current labor market conditions. This data-driven approach also ensures that resources are allocated efficiently, maximizing the impact of workforce development initiatives.

By collecting and analyzing labor market data and job postings, the WDB is able to assess skills shortages and forecast emerging trends. For instance, data from local job postings in industries like cybersecurity, healthcare, and construction is used to design targeted training programs and internships that are directly aligned with employer needs. This helps job seekers gain the specific skills that are most in demand and increases their chances of securing long-term employment in high-growth sectors.

Moreover, through collaborations with economic development agencies, the WDB is able to connect job seekers to new opportunities in emerging industries like biotechnology, advanced manufacturing, and green construction. These sectors are projected to experience significant job growth in the coming years, and by fostering partnerships with educational institutions and industry leaders, the WDB ensures that training programs align with these future demands.

Enhancing Career Pathways for Individuals with Barriers to Employment

The Prince George's County WDB is particularly focused on individuals who face significant barriers to employment, including returning citizens, immigrants, and individuals with disabilities. To ensure these individuals have access to sustainable career opportunities, the WDB has partnered with a variety of service providers that specialize in supporting these populations.

Programs such as the Re-entry Employment Incentive Program and Career Pathways for All are designed to provide specialized support for justice-involved individuals and immigrants facing language and credentialing barriers. These programs not only offer skills training but also provide wraparound services to address the unique needs of these populations. The Re-entry Employment Incentive Program, for example, incentivizes businesses to hire justice-involved residents, providing them with wage reimbursement to ensure long-term employment retention.

Additionally, the 4 Wheels to Work initiative directly addresses transportation barriers, a critical challenge for many residents facing financial hardship. By providing vehicles to eligible workers, the program ensures that individuals can access employment opportunities in sectors with high demand.

The Prince George's County Workforce Development Board is dedicated to working with its partners to develop career pathways that are both accessible and aligned with industry needs. Through strategic partnerships with educational institutions, employers, and community-based organizations, the WDB creates integrated service delivery models that offer co-enrollment in both core workforce programs and academic training. This collaborative approach ensures that all job seekers, including those facing significant barriers, have access to high-quality training, employment opportunities, and supportive services.

By aligning its programs with local business needs and integrating data-driven decision-making with the strategies outlined in Maryland's Four Core Strategic Pillars, the WDB fosters an equitable and inclusive workforce system that supports both economic growth and individual prosperity. Through these efforts, Prince George's County will continue to build a skilled, diverse, and future-ready workforce that is prepared to meet the challenges of the changing economy.

DESCRIBE HOW THE LOCAL AREA WILL ENSURE CONSISTENT IMPLEMENTATION OF ACTIVITIES AND SERVICES THAT ALIGN WITH THE STATE'S FOUR CORE STRATEGIC PILLARS.

1. Supercharge Key Sectors: Mapping Skills and Training Assets

One of the foundational strategies for supercharging key sectors is the mapping of skills and training assets to ensure that workforce development programs are responsive to both the current and future needs of local employers. As identified through the CAEL Career Pathways Maps, the Prince George's County WDB is closely aligning its workforce development efforts with the needs of in-demand sectors such as healthcare, construction, information technology, and professional services.

Mapping Skills and Assets

The CAEL Career Pathways Maps for key sectors like healthcare and information technology provide critical insights into the skills and credentials required for specific occupations. Through the Business Advisory Councils (BACs), the WDB partners with local businesses and employers in these sectors to understand their current workforce needs and skills gaps. This collaboration ensures that the county's workforce development programs are continuously updated to meet industry demands, while also providing job seekers with real-world insights into career opportunities.

Key strategies employed in mapping skills and assets include:

- Business Advisory Councils: These councils play a critical role in guiding the development of career pathways by identifying the skills needed in specific industries. Through ongoing collaboration with businesses, the WDB ensures that training programs are aligned with employer needs, which in turn helps to ensure

that job seekers acquire the industry-recognized certifications needed for employment.

- Sector-Specific Advisory Councils: In addition to the BACs, the Prince George's County WDB works with industry-specific advisory councils to help map the skills and training requirements for key sectors. For example, the Healthcare Advisory Council assists in identifying the skills gaps in the healthcare industry, while the IT and Cybersecurity Council provides guidance on emerging technologies and the need for cybersecurity professionals.

Identifying and Addressing Skills Gaps

The CAEL Career Pathways Maps also provide insights into skills gaps in sectors such as construction, transportation, and manufacturing. These gaps are particularly important to address, as the county's construction sector remains one of the largest employers. By using data from these maps, the WDB can identify areas where training programs need to be developed or expanded to equip workers with the skills that are most in demand.

To address these gaps:

- Customized Training Programs: The WDB collaborates with training providers to develop customized programs that focus on industry-specific certifications and skills development. For example, construction apprenticeship programs are tailored to meet the evolving needs of local employers while also helping workers gain skills in green construction and sustainable building practices.
- Bridging Workforce Needs: By analyzing job postings and labor market data, the WDB ensures that job seekers are prepared for in-demand jobs such as project managers in construction or nurses and medical assistants in healthcare. The CAEL Maps are instrumental in identifying emerging skills and the training opportunities that support career advancement in these sectors.

2. Advance Equity and Access: Ensuring Accessibility for All

The WDB recognizes that equity is a critical component of a strong and sustainable workforce. To achieve economic prosperity for all residents, the WDB is committed to applying an equity lens to address the labor force participation inequities and skills gaps that disproportionately affect certain populations. By focusing on inclusivity, diversity, and accessibility, the WDB ensures that every resident has equal opportunities to succeed in the workforce, particularly those facing barriers to employment such as poverty, disabilities, criminal justice involvement, immigration status, and housing insecurity.

The WDB's strategic efforts are built on the principles of fairness, justice, and opportunity, and aim to create a workforce system that does not only meet the needs of employers but also fosters economic mobility for individuals from all walks of life. This section outlines the steps the WDB will take to apply an equity lens,

expand access to supportive services, and implement initiatives that will support employers in recruiting, hiring, retaining, and upskilling employees from diverse populations.

- Applying an Equity Lens to Address Labor Force Participation Inequities
  - One of the primary goals of the Prince George's County WDB is to address the labor force participation inequities that persist in the region. These inequities are particularly evident in populations such as returning citizens, immigrants, people with disabilities, and youth. Addressing these inequities requires not only access to jobs but also the provision of supportive services, training, and opportunities that are tailored to meet the unique needs of these populations.
  - To apply an equity lens, the WDB will:
    - Disaggregate Labor Market Data: The WDB will analyze labor market data by race, gender, disability status, and other demographic factors to identify specific barriers that prevent certain groups from participating in the labor force. This data-driven approach will inform the development of targeted workforce development programs and policies aimed at closing participation gaps.
    - Implement Equity-Focused Policies: The WDB will adopt policies that specifically address labor force disparities. This includes setting goals for employment participation among underrepresented groups and tracking the effectiveness of these initiatives. For example, the WDB will prioritize recruitment in high-demand sectors such as healthcare, construction, and IT, where workers from diverse backgrounds are currently underrepresented.
    - Utilize Data to Identify and Remove Barriers: The WDB will work with local employers, community-based organizations, and educational institutions to identify and remove structural barriers that prevent equitable access to employment. For example, it will ensure that job descriptions, hiring practices, and work environments are free from discrimination and accessible to individuals with disabilities or those with criminal records.

- Expanding Access to Supportive Services for Job Seekers Facing Barriers
  - Job seekers who face barriers to employment often need more than just training and job placement services. They require wraparound services that help them overcome personal and logistical challenges that could impede their ability to succeed in the workforce. These services may include childcare assistance, transportation support, legal aid, financial literacy, and mental health services.
  - To expand access to these services, the WDB will:
    - Collaborate with Community-Based Organizations: The WDB will continue to expand the American Job Center Community Network of community-

based organizations that specialize in providing services to underserved populations. These partnerships will help the WDB ensure that job seekers have access to the resources they need, such as housing support, legal assistance for individuals with criminal records, and financial literacy programs.

- Increase Transportation Access: Recognizing that transportation is a major barrier for many job seekers, the WDB will continue to expand initiatives like the 4 Wheels to Work program, which provides vehicles to individuals facing transportation challenges. This program ensures that low-income workers can reliably commute to work, improving their chances of securing and retaining employment.
- Offer Childcare and Family Support Services: The WDB will partner with community organizations to provide childcare assistance for working parents. This will help address one of the most significant barriers to employment for families with young children. The WDB will also explore partnerships with local childcare providers to create subsidized childcare opportunities for working parents.
- Provide Legal Assistance: For justice-involved individuals, the WDB will work with legal aid organizations to assist in the expungement of criminal records or in navigating legal challenges that may be preventing access to employment.
- By providing these supportive services, the WDB will ensure that all job seekers—particularly those from marginalized communities—have access to the tools they need to succeed in the workforce.

The Prince George's County WDB understands that employers are integral partners in advancing equity in the workforce. Employers must be supported in their efforts to recruit, hire, retain, and upskill individuals from diverse backgrounds. This includes individuals from underrepresented communities such as returning citizens, immigrants, veterans and eligible spouses, and individuals with disabilities. To ensure employers can tap into the full talent pool, the WDB will implement the following initiatives:

- Recruitment and Hiring Incentives: The WDB will continue to promote programs like the Re-entry Employment Incentive Program, which provides businesses with wage reimbursements for hiring returning citizens. This incentivizes employers to expand their talent pipelines and consider hiring from historically marginalized populations
- Customized Employer Support: The WDB will offer tailored support to employers in sectors such as construction, healthcare, and IT. This includes training programs, internship programs, and onboarding support that help employers create more inclusive hiring practices and successfully integrate employees from diverse backgrounds into their organizations.

- Workplace Retention and Upskilling: Recognizing that retaining diverse employees is just as important as hiring them, the WDB will collaborate with employers to implement mentorship programs, professional development opportunities, and skills training programs to ensure that employees have the support and resources they need to succeed and advance within their organizations. This includes providing businesses with access to funding and technical assistance for developing training curricula that focus on skills advancement for diverse employees, particularly in high-demand industries such as IT, cybersecurity, and healthcare.
- Employer Education and Awareness: The WDB will engage employers in workshops and trainings to raise awareness about the benefits of hiring from diverse populations. This includes educating employers about implicit bias, inclusive hiring practices, and the economic benefits of a diverse workforce. The WDB will also facilitate networking events to help employers connect with local service providers and community organizations that can help support the recruitment of diverse talent.

The Prince George's County Workforce Development Board is committed to advancing equity and ensuring access to employment opportunities for all residents. By focusing on labor force participation gaps, expanding access to supportive services, and supporting employers in their efforts to recruit, hire, retain, and upskill diverse employees, the WDB will create a more inclusive workforce. These efforts will foster economic mobility for individuals facing barriers to employment, while also ensuring that businesses have access to a well-trained and diverse talent pool.

The WDB's commitment to data-driven decision-making, collaborative partnerships, and equity-focused strategies will ensure that the county's workforce system is fair, responsive, and inclusive, creating a sustainable economic future for all residents.

3. Prepare the Future Workforce: Youth Career Pathways

The Prince George's County WDB recognizes the importance of preparing the next generation of workers for the future economy. Through initiatives like Youth Career Connections, the WDB ensures that youth in the county have access to the career exploration, work-based learning, and postsecondary education opportunities they need to succeed.

Expanding Youth Career Pathways

To ensure that youth in Prince George's County are well-prepared for the future workforce, particularly in high-demand sectors, the WDB has developed strategies aimed at increasing participation in Registered Apprenticeships (RAs) and fostering the attainment of industry-recognized credentials among high school students. These strategies are critical in aligning youth with the evolving labor market needs and ensuring that they are equipped with the skills and experience necessary to

succeed in in-demand occupations such as construction, IT, healthcare, and manufacturing.

The WDB's approach involves collaborating with educational institutions, employers, and community organizations to create structured career pathways that provide high school students with direct entry into apprenticeship programs, while also facilitating access to certifications and industry-recognized credentials that will enable them to compete in the workforce and continue their educational journeys post-graduation. These strategies aim to provide youth with both work-based learning experiences and formal education, giving them the tools they need to succeed in the workplace or pursue further education.

1. Expanding Participation in Registered Apprenticeships (RAs)

The Prince George's County WDB will implement several strategies to increase youth participation in Registered Apprenticeships (RAs), offering a pathway that blends on-the-job training with classroom instruction. These strategies will focus on making RAs more accessible to high school students, ensuring that they are well-equipped to transition into successful careers immediately after graduation.

Key strategies include:

- Youth Pre-Apprenticeship Programs: To ensure that high school students are ready for Registered Apprenticeships, the WDB will expand its pre-apprenticeship programs. These programs will focus on preparing students with the basic skills required for RAs, including workplace readiness, safety training, and industry-specific knowledge. By providing youth with a strong foundation, these programs will make the transition into a full apprenticeship smoother and more effective.
- High School to Apprenticeship Pathways: Through partnerships with local businesses, trade unions, and vocational schools, the WDB will promote pathways from high school to Registered Apprenticeships. Students in Career and Technical Education (CTE) programs will be given opportunities to participate in work-based learning that is directly tied to RAs. These partnerships will ensure that students gain hands-on experience in their chosen fields, including construction, electrical, plumbing, manufacturing, and healthcare.
- Awareness Campaigns and Employer Engagement: To increase awareness of RAs among high school students, the WDB will work with local employers to host career fairs, information sessions, and apprenticeship recruitment events. These initiatives will educate students, parents, and educators about the benefits of RAs and the opportunities they provide for long-term employment. Employers will be encouraged to host apprenticeship openings and support career pathways, ensuring that apprenticeship programs meet industry standards.

- Dual Enrollment Programs with Apprenticeship Opportunities: By working closely with PGCPS and PGCC, the WDB will expand dual enrollment opportunities that allow high school students to earn college credits and apprenticeship hours simultaneously. This ensures that students receive both academic instruction and real-world experience in in-demand fields. By offering this dual approach, students will be prepared for higher-level apprenticeships and career advancement after high school.
- Integration with Career Pathways Programs: The Youth Career Connections program, part of the Blueprint for Maryland's Future, will directly align with Registered Apprenticeship programs, ensuring that career counseling, career exploration, and job readiness training are integrated with apprenticeship opportunities. By aligning career pathways with local in-demand industries and directly connecting CTE programs with Registered Apprenticeships, the WDB will create a clear and viable route for youth to enter well-paying, skilled trades careers.

2. Attaining Industry-Recognized Credentials

In addition to increasing participation in Registered Apprenticeships, the Prince George's County WDB is committed to helping high school students attain industry-recognized credentials that enhance their employability and competitiveness in the labor market. These credentials are valuable because they demonstrate to employers that a candidate possesses the specific skills and knowledge required to succeed in a given field.

Strategies for supporting credential attainment among high school students include:

- Credentialing Opportunities through Dual Enrollment: By expanding dual enrollment programs with PGCC, the WDB will help high school students earn industry-recognized certifications while they are still in school. For instance, students can earn certifications in IT fields, such as CompTIA or Cisco, or in healthcare fields, such as Certified Nursing Assistant (CNA) or Certified Medical Assistant (CMA), through partnerships with community colleges and local healthcare providers.
- Expanding Industry-Specific Training Programs: In fields such as construction and IT, the WDB will collaborate with local employers and training providers to ensure that students in high school pursue certifications that are recognized and required by employers. The WDB will ensure that these credentials align with the needs of high-demand sectors and help students gain immediate employment upon graduation. This includes certifications in fields such as cybersecurity, advanced manufacturing, and green construction.
- Work-Based Learning and Internships: Students will be encouraged to engage in work-based learning and internship opportunities that provide the chance to earn industry-recognized credentials in real-world environments. These

programs will be integrated with apprenticeship pathways, offering students the opportunity to gain credentials while working hands-on in their chosen fields.

- Credential Attainment as a Performance Metric: To ensure the effectiveness of the program, the Prince George's County WDB will track the number of industry-recognized credentials attained by students. This will be an important metric of success, allowing the WDB to assess the program's impact on student employability and workforce readiness.
- Bridging the Skills Gap: Through the CAEL Career Pathways Maps, the WDB will identify specific industries and occupations where there are gaps in credential attainment. This information will be used to tailor training programs that focus on helping students gain the most in-demand certifications. The Business Advisory Councils (BACs) will provide valuable feedback to ensure the credentials offered are aligned with current employer needs and industry standards.

3. Partnership with Employers to Expand Apprenticeship and Credentialing Opportunities

The Prince George's County WDB recognizes that employers play a vital role in the success of apprenticeship programs and credential attainment. To this end, the WDB will work closely with local employers to create more apprenticeship opportunities for high school students and ensure that these opportunities are paired with industry-recognized credentials.

To enhance employer engagement, the WDB will:

- Promote Apprenticeship Programs: Through its outreach efforts, the WDB will encourage local employers in sectors like healthcare, IT, manufacturing, and construction to expand apprenticeship opportunities for high school students. This includes supporting businesses with incentives for hiring youth apprentices and providing training stipends and wage subsidies for participating companies.
- Employer-led Training Programs: The WDB will foster employer-led training programs in collaboration with businesses to ensure that the skills being taught are directly aligned with industry needs. These programs will focus on skilled trades and high-tech sectors and will emphasize credential attainment as a key outcome of the training process.
- Employer Education and Awareness: The WDB will organize workshops and information sessions for employers to raise awareness about the benefits of hiring apprentices and offering credentialing opportunities. These sessions will highlight the long-term economic and operational advantages of investing in the next generation of skilled workers.

By implementing these strategies, the Prince George's County Workforce Development Board is committed to increasing participation in Registered Apprenticeships and ensuring that high school students obtain industry-recognized

credentials in high-demand sectors. These efforts will provide students with career-ready skills and ensure that they are well-prepared to meet the needs of employers. Through targeted partnerships with employers, educational institutions, and training providers, the WDB will continue to build pathways for youth that offer sustained employment and career advancement in a rapidly evolving labor market.

Collaboration Across Agencies

The WDB is committed to working in close collaboration with the entities that carry out the core workforce programs to ensure that available resources are aligned with the strategic vision and goals for workforce development in the county. Through strategic partnerships, shared data, and coordinated service delivery, the WDB will ensure that resources are effectively utilized to create pathways to employment, training, and career advancement for all county residents, particularly those from underrepresented populations.

Aligning Resources to Achieve Strategic Vision and Goals

The Prince George's County WDB will leverage its partnerships with key entities, including Employ Prince George's (EPG), Prince George's Community College (PGCC), Prince George's County Public Schools (PGCPS), and other local partners, to ensure that available resources are effectively aligned with the county's workforce development priorities. This approach is crucial to meeting the county's strategic vision of a skilled, inclusive, and highly employable workforce.

Key strategies to align resources include:

- Integrated Service Delivery Model: The WDB will work with core program providers (such as WIOA Title I, Title II, Title III, and Title IV) to integrate services across educational, training, and employment initiatives. This will ensure that job seekers receive seamless support, from career exploration and job readiness training to industry-specific skills development. By integrating these services, the WDB can efficiently allocate resources and ensure that participants are able to access the full suite of services they need to succeed.
- Cross-Sector Collaboration: The WDB will foster collaboration between local employers, educational institutions, community organizations, and economic development agencies. This collaboration will ensure that the training programs and apprenticeships offered align with the current and emerging needs of local industries. By engaging employers directly, the WDB can tailor programs to meet the specific demands of the labor market, ensuring that job seekers acquire the skills needed for success in high-growth sectors like healthcare, construction, and information technology.
- Co-Enrollment and Resource Sharing: The WDB will enhance co-enrollment in core programs, such as WIOA, adult education, vocational rehabilitation, and economic development initiatives, allowing job seekers to benefit from multiple services simultaneously. This will ensure a comprehensive approach to workforce

development, where resources like job search assistance, training, career coaching, and mentorship are fully integrated. Co-enrollment not only maximizes the impact of existing resources but also streamlines the process for job seekers, allowing them to navigate the workforce development system more easily and efficiently.

- Leveraging Funding from Multiple Sources: The WDB will utilize a blended funding model, drawing from federal, state, and local sources to support workforce development initiatives. By aligning funding from WIOA, Statewide Workforce Investments, the American Rescue Plan (ARPA), and local grants, the WDB ensures that all programs are well-funded and sustainable over time. This diversified funding approach will also allow the WDB to provide specialized support services such as financial literacy, childcare support, transportation assistance, and mental health services, which are essential for individuals facing barriers to employment.

Monitoring and Evaluating the Use of Resources

To ensure that resources are being used effectively and are contributing to the desired outcomes, the Prince George's County WDB will implement a robust system of monitoring and evaluation. This system will track progress, assess resource utilization, and ensure that the workforce programs are achieving their intended goals.

Key strategies for monitoring and evaluating resource use include:

- Performance Metrics and Data Tracking: The WDB will utilize comprehensive performance metrics to track the effectiveness of its workforce development programs. This includes tracking the number of participants served, employment placement rates, earnings outcomes, credential attainment rates, and the impact of training programs. By tracking these metrics, the WDB can assess whether its resources are being used efficiently to meet the strategic goals of increasing employment, improving earnings, and supporting economic mobility for county residents.
- Ongoing Program Evaluation: The WDB will conduct regular evaluations of workforce programs to assess their impact on job seekers and employers. This evaluation process will use data from both internal and external sources, including employer feedback, labor market trends, and participant surveys. The WDB will work with external evaluators to provide unbiased assessments of program performance and make recommendations for improvement.
- Feedback Loops with Service Providers: The WDB will establish structured feedback mechanisms with its partners, including PGCC, PGCPS, and local businesses, to evaluate the effectiveness of training programs and ensure they are aligned with employer needs. Employers will be encouraged to provide feedback on apprenticeship programs, internships, and work-based learning opportunities, ensuring that job seekers are acquiring the specific skills needed for success in their chosen industries.

- Resource Allocation and Budget Reviews: The WDB will perform regular budget reviews to ensure that funds are allocated to the highest priority programs, based on demand and community need. Resources will be allocated based on data-driven decisions, ensuring that the most effective programs receive adequate funding to achieve their goals. This includes assessing the cost-effectiveness of programs and ensuring that funding is distributed in a way that maximizes positive outcomes for participants.
- Annual Progress Reports: The WDB will produce annual progress reports that detail the outcomes of its workforce programs, including job placements, skills attainment, and career advancement. These reports will be shared with key stakeholders, including the Prince George's County Executive, County Council, and program partners, to ensure transparency and accountability in resource use.
- Continuous Improvement Process: Based on evaluation outcomes, the WDB will implement a continuous improvement process that adapts programs and services to changing community needs and labor market conditions. This process will involve adjusting training curricula, expanding work-based learning opportunities, and making programmatic changes to better serve job seekers and employers.

The Prince George's County Workforce Development Board will take proactive steps to ensure that resources are aligned with the strategic vision of preparing a skilled, educated, and diverse workforce. Through collaborative partnerships, data-driven decision-making, and coordinated service delivery, the WDB will ensure that resources are used effectively to meet the needs of job seekers and businesses. By continuously monitoring and evaluating resource use, the WDB will ensure that its programs are delivering positive outcomes and contributing to the broader goals of economic growth and equitable access to opportunities for all residents.

This approach will create a strong, integrated workforce system that ensures long-term success, accountability, and sustainability in achieving workforce development goals for Prince George's County.

Data-Driven Decision Making

The WDB uses tools such as the Virtual Career Center to track program outcomes, measure success, and adjust strategies as needed. By sharing labor market data and performance metrics with its partners, the WDB ensures that all stakeholders are aligned and accountable for achieving the county's workforce development goals

The Prince George's County Workforce Development Board is committed to the successful implementation of workforce development programs that align with Maryland's Four Core Strategic Pillars. By focusing on sector-based strategies, youth career pathways, and equity-driven workforce solutions, the WDB ensures that all

residents have access to high-quality training and employment opportunities. The CAEL Career Pathways Maps, employer partnerships, and data-driven decision-making strategies will continue to guide the WDB's efforts to build a workforce system that is aligned with industry needs and responsive to the evolving demands of the economy.

This approach ensures that Prince George's County remains a leader in workforce development, providing its residents with the tools, resources, and opportunities needed to thrive in an ever-changing labor market.

PART II: SECTOR STRATEGIES FOR EMERGING AND IN-DEMAND INDUSTRIES

PROVIDE AN ANALYSIS OF THE KNOWLEDGE AND SKILLS NEEDED TO MEET THE NEEDS OF THE BUSINESSES IN THE LOCAL AREA, INCLUDING EMPLOYMENT NEEDS IN IN-DEMAND INDUSTRY SECTORS AND OCCUPATIONS.

Prince George's County has identified seven key industry clusters as focal points for workforce development and investment:

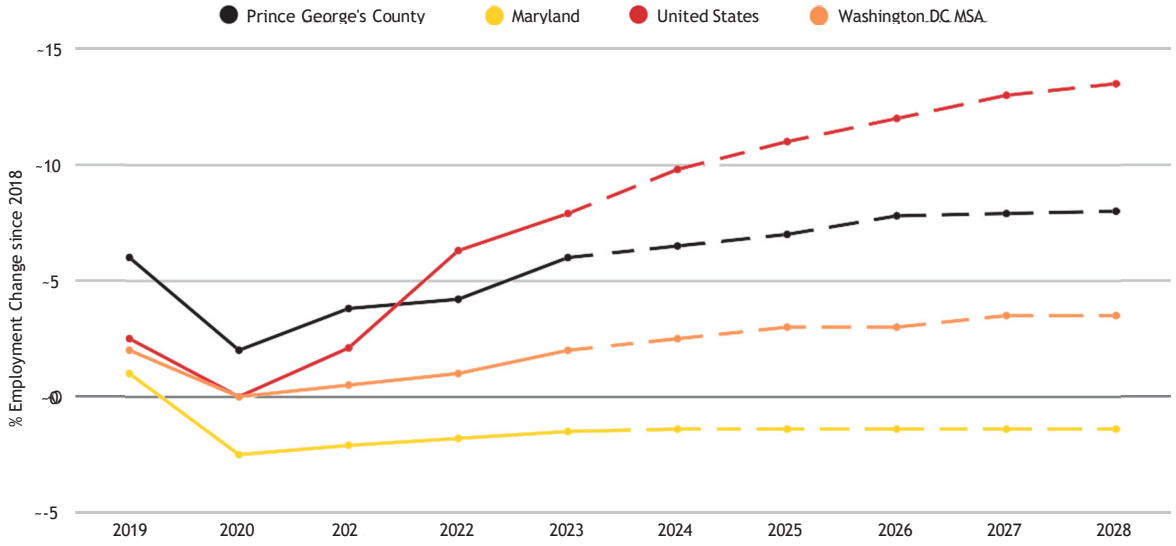
1. Construction & Real Estate & Rental & Leasing
2. Transportation & Warehousing & Repair & Waste Management
3. Information & Computers
4. Professional, Scientific, & Technical Services, Administrative, Support, Nonprofit
5. Healthcare & Social Assistance
6. Retail, Accommodation & Food Services, Arts, Entertainment, & Recreation, Personal Services
7. Government (Excluding Education)

Each cluster was selected based on metrics such as local/regional employment size, projected growth, gross regional product contribution, and employment concentration. A detailed assessment of knowledge and skill needs in each is provided below:

1. Construction & Real Estate & Rental & Leasing

- Employment needs: Employment growth in the Construction and Real Estate and Rental and Leasing sector in Prince George's County has exceeded that of the Washington DC MSA and that state of Maryland since 2018. Cluster employment in Prince George's County is expected to grow steadily, requiring a proactive talent pipeline strategy and collaboration with industry partners.

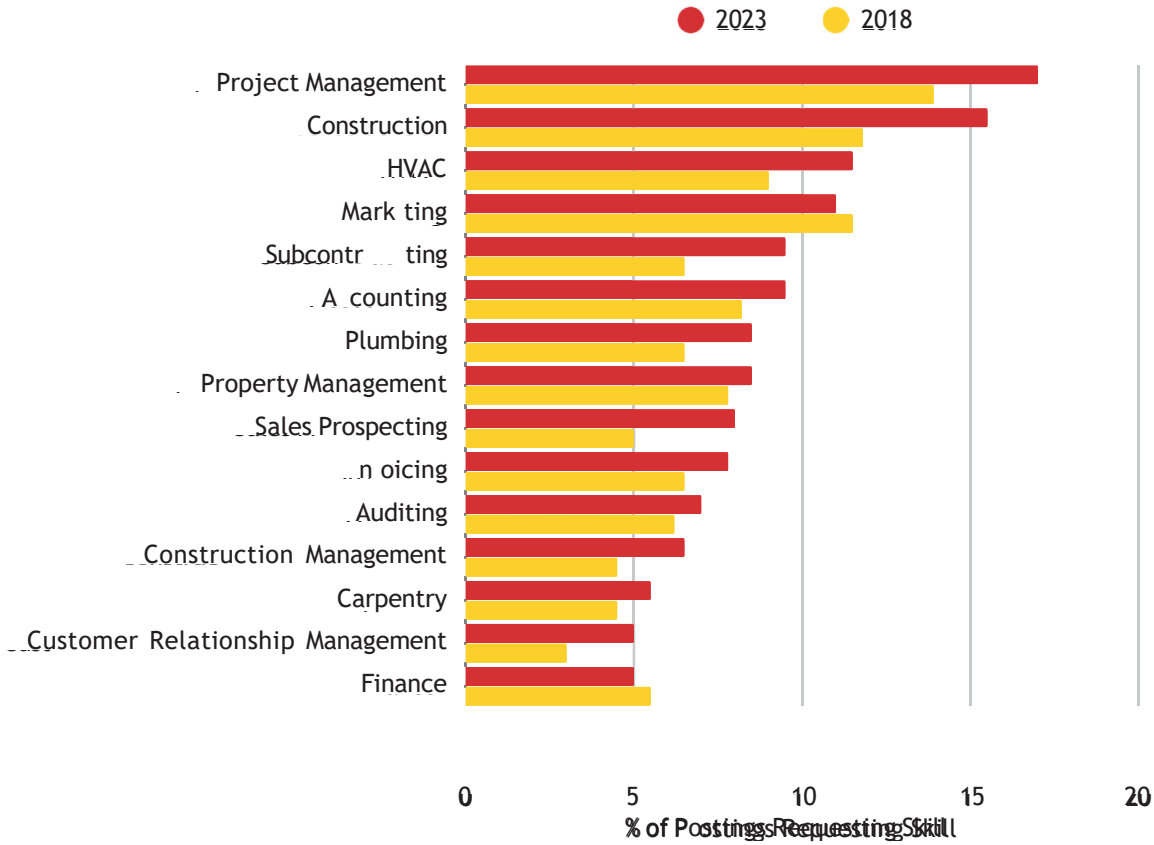
FIGURE 5: Employment Trends in Construction, Real Estate and Rental and Leasing Sector by Region



SOURCE: Lightcast

- Skills needed: Key skills that are growing in demand include Project Management, HVAC, Subcontracting, Plumbing, Sales Prospecting, Construction Management, and Customer Relationship Management.

FIGURE 6: Skill Demand Change of Top Cluster Skills, Washington DC MSA

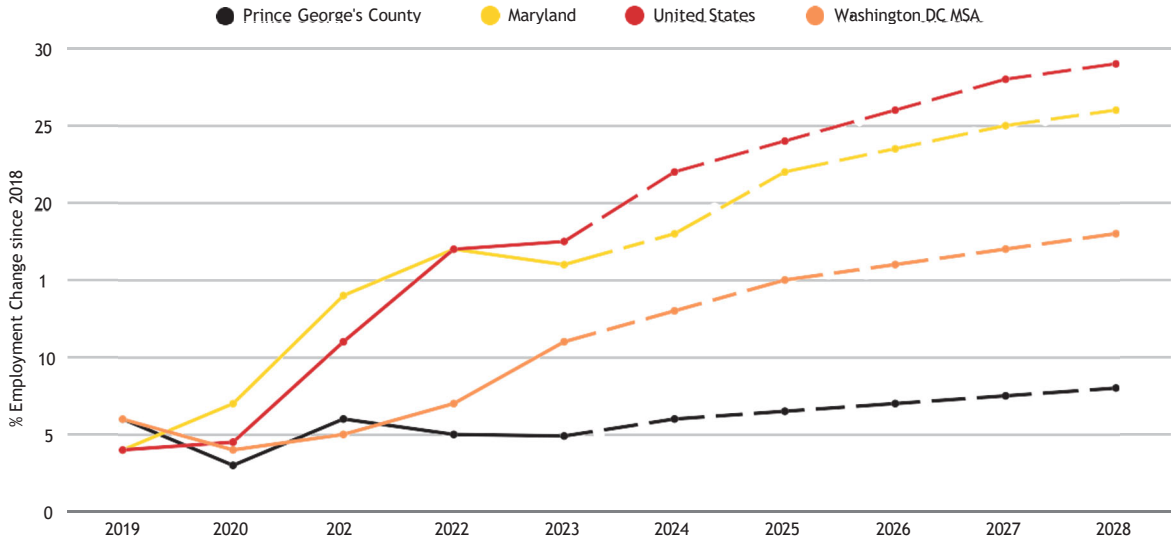


SOURCE : Lightcast

2. Transportation & Warehousing & Repair & Waste Management

- Employment needs: Significant growth in driver roles (CDL-certified), warehouse operations, and vehicle and equipment repair. Prince George's County is expected to grow steadily through 2028, but at a slower rate than the state of Maryland and the United States. Prince George's County employers within this cluster will face ongoing competition for skilled talent, customers, and other business resources that support growth.

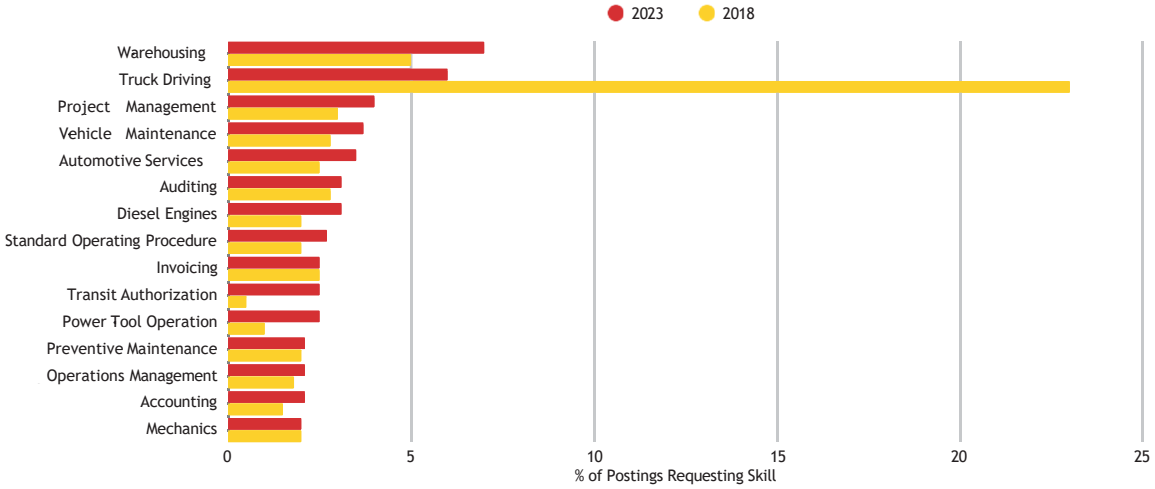
FIGURE 7: Transportation & Warehousing, Repair & Waste Management Cluster Employment Growth Trends



SOURCE: Lightcast

- Skills needed: Emerging skills in the cluster include Warehousing, Project Management, Vehicle Maintenance, Automotive Services, Diesel Engine, Transit Authorization, and Power Tool Operation.

FIGURE 8: Skill Demand Change of Top Cluster Skills, Washington DC MSA

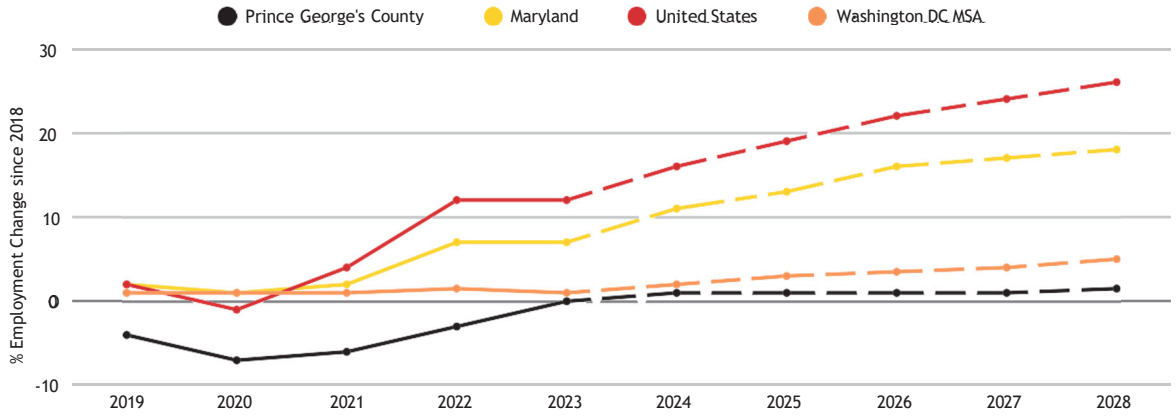


SOURCE: Lightcast

3. Information & Computers

- Employment needs: Growing demand in cybersecurity, data analysis, and software development; some legacy IT jobs are declining in Prince George's County but the state of Maryland is projected to see more rapid and significant growth. Prince George's County employers within this cluster will face ongoing competition for skilled talent, customers and other business resources that support growth.

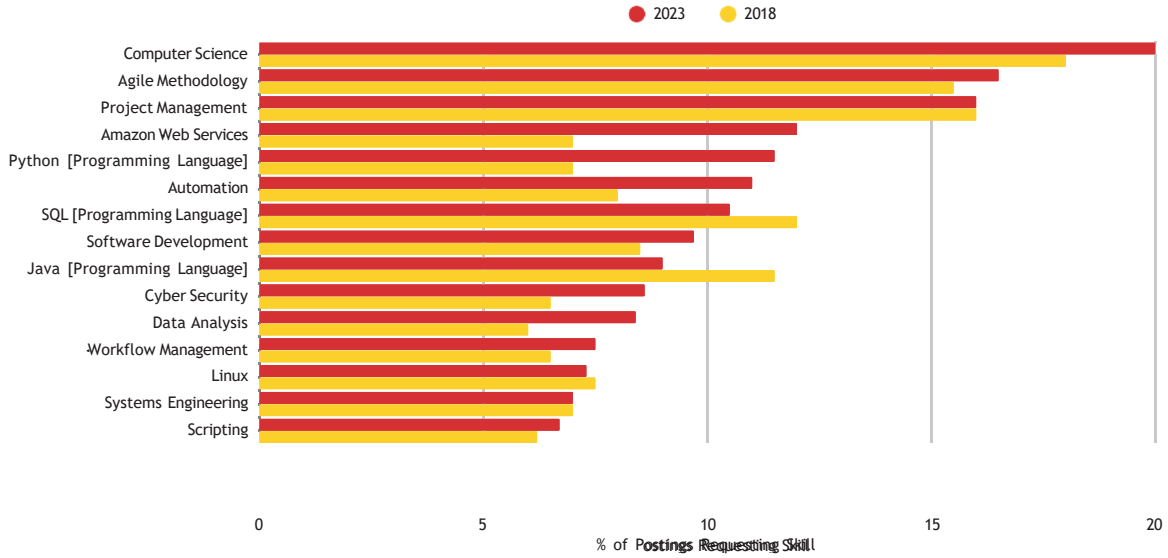
FIGURE 9: Information & Computers Employment Growth Trend, 2019 - 2028



SOURCE: Lightcast

- Skills needed: Key skills that are growing in demand include Agile Methodology, Amazon Web Services, Python (programming language), Automation, Cybersecurity, Data Analysis, Workflow Management, and Systems Engineering

FIGURE 10: Skill Demand Change of Top Cluster Skills, Washington DC MSA

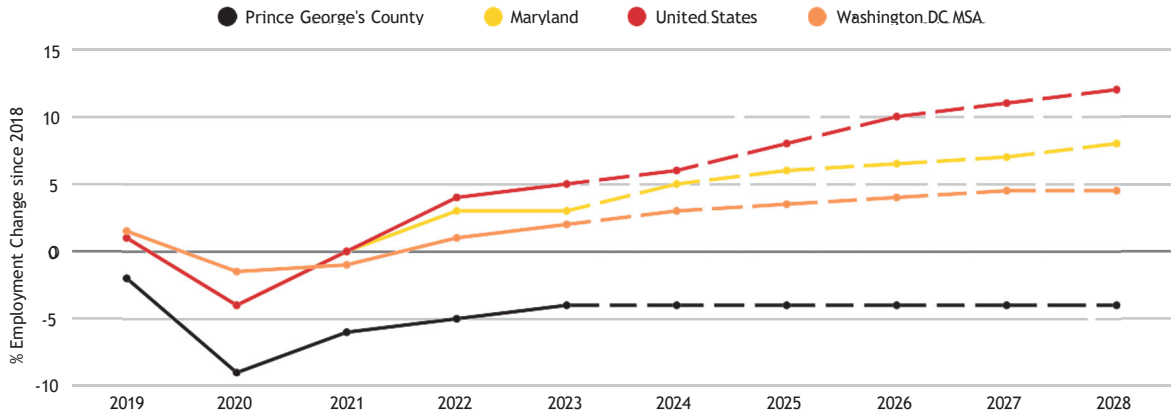


SOURCE: Lightcast

4. Professional, Scientific, & Technical Services, Administrative, Support, Nonprofit

- Employment needs: High demand for analysts, HR specialists, nonprofit managers, and technical consultants. Overall, cluster employment in Prince George's County is expected to further contract by 2028.

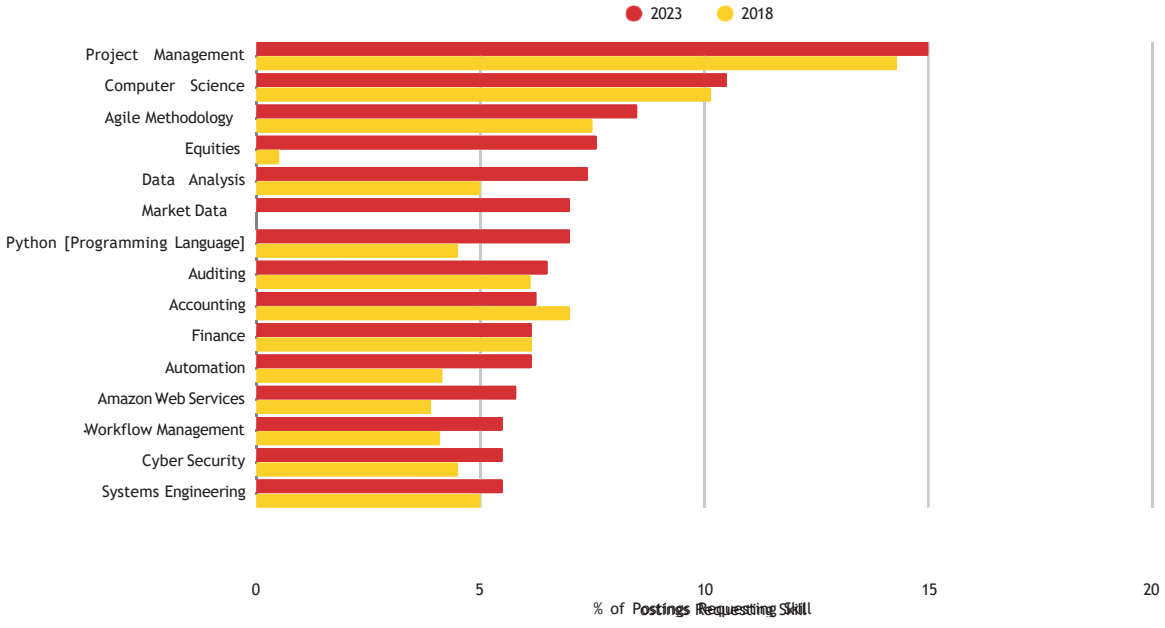
FIGURE 11: Professional Services Industry Cluster Employment Growth Trends



SOURCE: Lightcast

- Skills needed: Key skills that are growing in demand include Project Management, Agile Methodology, Equities, Data Analysis, Python (programming language), Automation, Amazon Web Services and Cybersecurity.

FIGURE 12: Skill Demand Change of Top Cluster Skills, Washington DC MSA

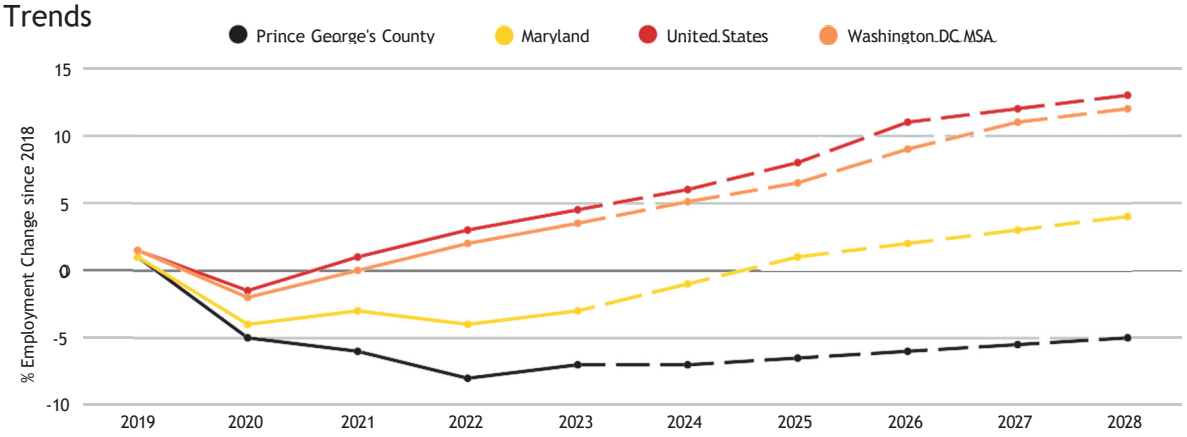


SOURCE: Lightcast

5. Health Care & Social Assistance

- Employment needs: Recovery in demand post-pandemic, especially for nurses, home health aides, behavioral health specialists, and allied health professionals.

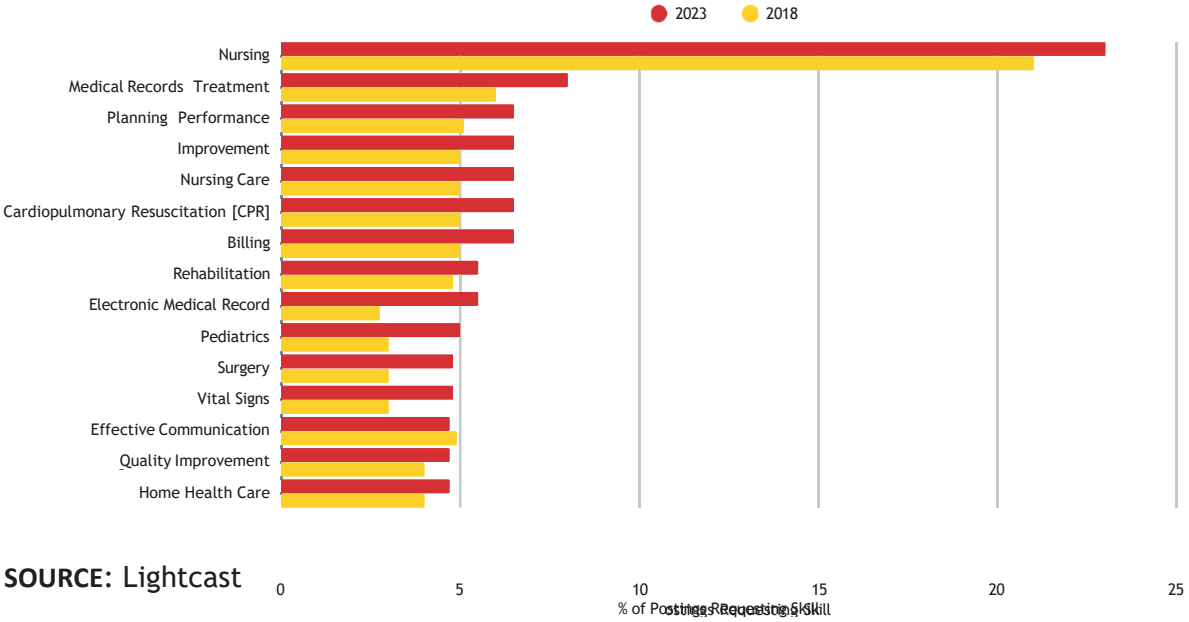
FIGURE 13: Healthcare & Social Assistance Industry Cluster Employment Growth Trends



SOURCE: Lightcast

- Skills needed: Demand for Nursing, Nursing Care, and Home Health Care is needed, along with skills related to Performance Improvement, Cardiopulmonary Resuscitation (CPR), Billing, Surgery, Effective Communication, and Quality Improvement skills

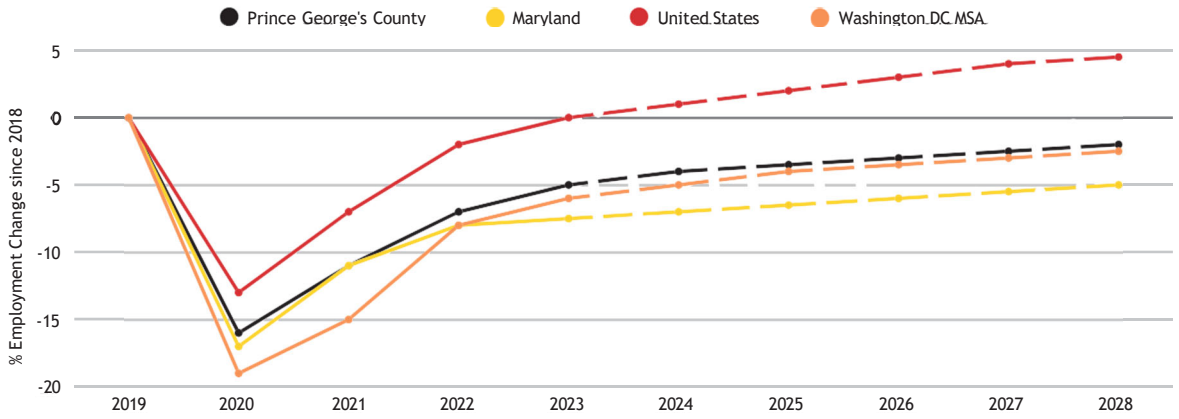
FIGURE 14: Skill Demand Change of Top Cluster Skills, Washington DC MSA



SOURCE: Lightcast

6. **Retail, Accommodation & Food Services, Arts, Entertainment, & Recreation, Personal Services**
   - Employment needs: Rebounding from pandemic declines; employers seek customer service workers, food prep, retail managers, and personal service providers (e.g., cosmetologists). A comprehensive economic and workforce strategy should focus on mitigating the impacts of the decline on local business districts and the regional workforce.

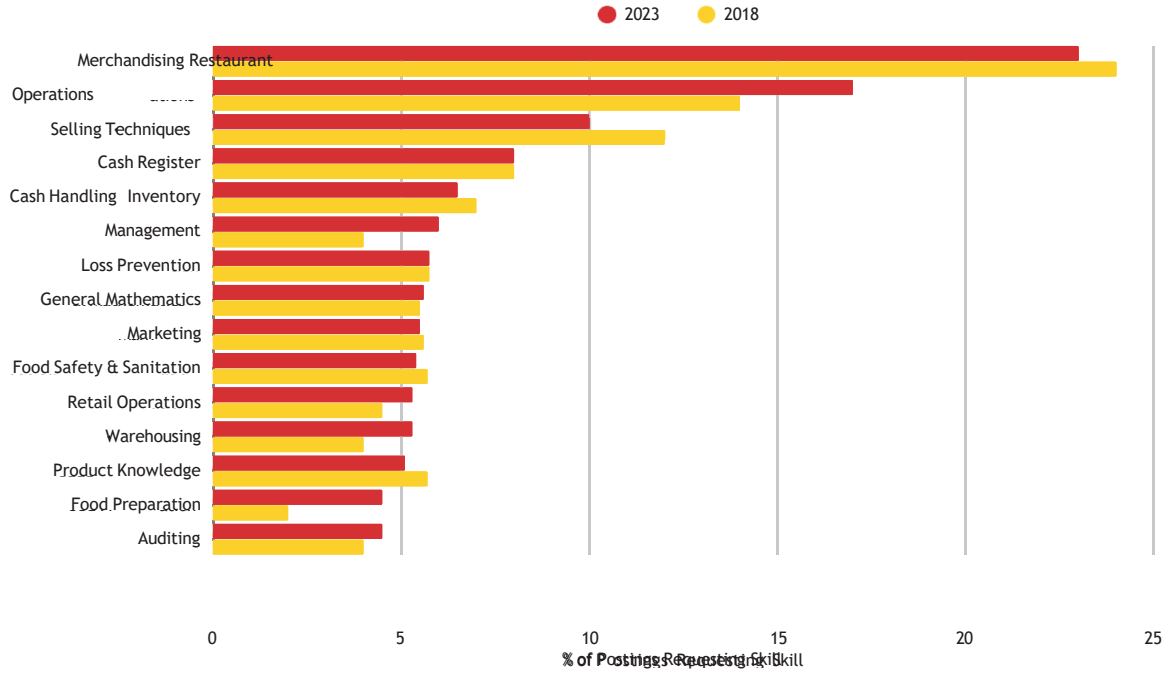
FIGURE 15: Retail, Accommodation & Food Services, Arts, Entertainment & Recreation, Personal Services Industry Cluster Employment Growth Trends



SOURCE: Lightcast

- Skills needed: Key Skills that are growing in demand include Restaurant Operation, Cash Register, Inventory Management, Warehousing, and Food Preparation.

FIGURE 16: Skill Demand Change of Top Cluster Skills, Washington DC MSA

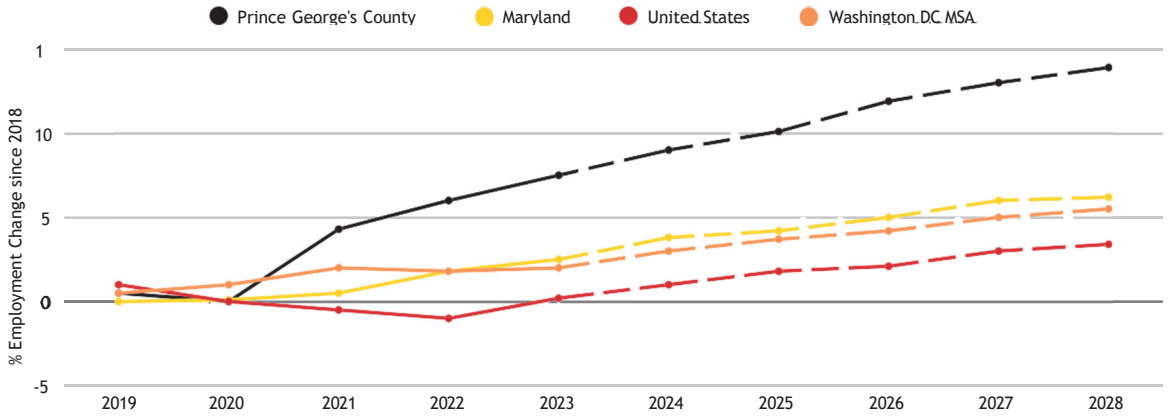


SOURCE: Lightcast

7. Government (Excluding Education)

- Employment needs: Continued growth in administrative, defense, cybersecurity, and intelligence roles, especially near Andrews Air Force Base.

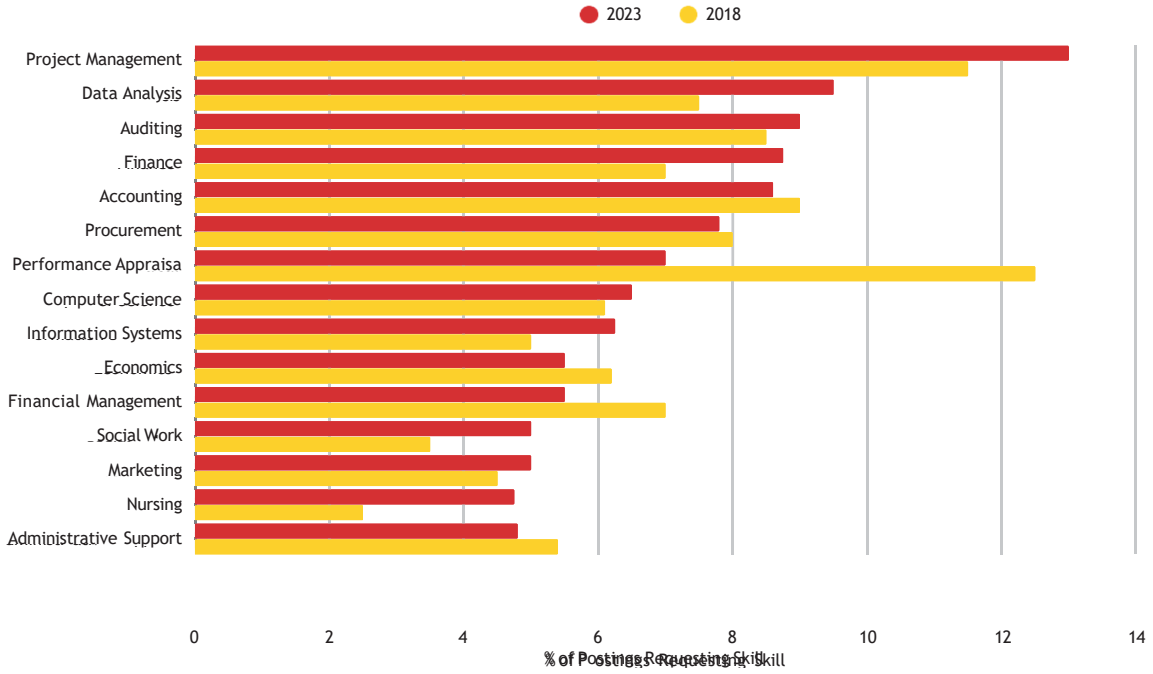
FIGURE 17: Government Industry Cluster Employment Growth Trends



SOURCE: Lightcast

- Skills needed: Key skills that are growing in demand include Project Management, Data Analysis, and Finance. Additional skill requirements include, security clearance, regulatory knowledge, policy analysis, and project coordination.

FIGURE 18: Skill Demand Change of Top Cluster Skills, Washington DC MSA



SOURCE: Lightcast

Cross-Cutting Themes

Across clusters, employers are increasingly emphasizing:

- Soft skills: Communication, teamwork, and professionalism remain universal concerns, especially among entry-level candidates.
- Digital literacy: Basic and advanced digital competencies are now required across nearly all sectors.
- Credential attainment: Industry-recognized certifications significantly increase employment prospects and wage potential.

The Prince George's County Workforce Development Board is committed to ensuring that residents have access to the training and skills development needed to meet the demands of the growing industries in the county. By aligning workforce programs with industry needs, using data-driven insights, and collaborating with local employers and educational institutions, the WDB is creating a skilled, diverse, and adaptable workforce ready to succeed in the emerging sectors of healthcare, information technology, construction, and manufacturing.

The CAEL Career Pathways Maps and the State of the Workforce Report provide critical insights that inform the development of targeted workforce strategies and help ensure that training programs align with employer needs. By focusing on industry-recognized credentials, apprenticeships, and work-based learning opportunities, the Prince George's County WDB will continue to close skills gaps, providing residents with the tools they need to thrive in high-demand sectors and support the region's economic prosperity.

PROVIDE AN ANALYSIS OF THE WORKFORCE IN THE LOCAL AREA, INCLUDING CURRENT LABOR FORCE EMPLOYMENT (AND UNEMPLOYMENT) DATA AND INFORMATION ON LABOR MARKET TRENDS, AND THE EDUCATIONAL AND SKILL LEVELS OF THE WORKFORCE IN THE LOCAL AREA, INCLUDING INDIVIDUALS WITH BARRIERS TO EMPLOYMENT.

1. Employment and Unemployment Data: Current Workforce Participation

As of 2023, Prince George's County has an estimated population of 964,073, with the population expected to surpass one million by 2028. However, the county's labor force participation rate (LFPR) is beginning to show signs of strain due to significant demographic shifts, notably an aging population.

Labor Force Participation and Employment Rates

- Labor Force Participation Rate (LFPR): The labor force participation rate in Prince George's County stood at 73.1% in 2023, which is higher than the statewide average of 68.9% and the national average of 64%. However, this figure has been slowly declining due to an aging population and the continued effects of the COVID-19 pandemic. This indicates that while a high proportion of

county residents are actively participating in the workforce, many are exiting due to retirement, health concerns, and pandemic-related disruptions.

- Unemployment Rates: Prince George's County's unemployment rate has been steadily decreasing since the height of the COVID-19 pandemic, when it peaked at 12.0% in May 2020. By December 2022, the county's unemployment rate was 3.7%, just slightly higher than pre-pandemic levels (3.5% in December 2019). While this is a positive trend, the declining LFPR suggests that some individuals have exited the workforce entirely and may require targeted re-engagement efforts.

Disaggregated Employment Data by Sector

Key sectors driving employment in Prince George's County include healthcare, government, construction, and professional services. According to the State of the Workforce Report, these sectors not only represent the largest employers but are also areas where skills gaps remain, creating opportunities for workforce development.

- Healthcare and Social Assistance: Healthcare is a fast-growing sector, driven by an aging population and the expanding demand for services. However, there is a continuing shortage of skilled workers, particularly in nursing, medical assisting, and home health aide positions. By addressing these gaps through targeted training, the WDB can increase employment in this critical field.
- Construction and Skilled Trades: Construction remains a cornerstone of the county's economy, but there is a skills gap in the trades, particularly in green construction and sustainable building practices. The WDB has a strong focus on apprenticeship programs, which are crucial for preparing the next generation of skilled workers in these high-demand sectors.

2. Labor Market Trends: Emerging Opportunities and Skill Requirements

The Prince George's County WDB closely monitors labor market trends to ensure that training programs are aligned with future workforce needs. According to the State of the Workforce Report, several key trends are shaping the labor market, which require targeted interventions to prepare the workforce for new job opportunities.

Key Labor Market Trends

- Growth of IT and Cybersecurity: As businesses increasingly rely on technology, there is an ever-growing demand for workers with IT, cybersecurity, and data analytics skills. The State of the Workforce Report highlights a significant shortage of cybersecurity professionals, which is expected to continue in the coming years. Addressing this demand will require investments in training programs, certifications, and workforce development pathways in partnership with employers and educational institutions.

- Automation and Technology Integration: Automation is transforming industries, particularly in manufacturing and logistics. The WDB is preparing the workforce for these changes by emphasizing advanced manufacturing skills, including robotics, CNC (Computer Numerical Control), and 3D printing. The adoption of AI and machine learning technologies also calls for a workforce skilled in data science and AI management, with corresponding upskilling initiatives for the current labor pool.
- Green Jobs and Sustainability: With the growing emphasis on sustainability and green building practices, there is an increasing demand for workers skilled in renewable energy, energy-efficient systems, and sustainable infrastructure. The construction sector is especially affected, requiring workers who can install and maintain solar panels, energy-efficient HVAC systems, and other green technologies. These sectors offer tremendous growth potential for job seekers with the appropriate training.
- Gig Economy and Remote Work: The rise of the gig economy and remote work presents both challenges and opportunities. As more individuals pursue freelance or part-time work, there is a need for self-management, digital literacy, and entrepreneurial skills. Programs that foster self-sufficiency and entrepreneurship, particularly among youth and displaced workers, will be critical in preparing the workforce for these new employment models.

Emerging Occupations

- Cybersecurity Professionals: Demand for cybersecurity analysts, network engineers, and ethical hackers is surging across industries, from healthcare to finance. As the Prince George's County WDB continues to partner with employers, there will be a focus on certification programs such as CompTIA Security+ and Certified Ethical Hacker (CEH) to ensure that job seekers are ready to enter this high-demand field.
- Skilled Trades in Construction: Positions such as electricians, plumbers, and carpenters remain essential in Prince George's County as the construction sector expands. However, there is a need for more skilled workers, particularly those trained in green construction and sustainable building practices.
- Health Professionals: Roles such as nurses, medical assistants, and healthcare administrators are critical as healthcare services expand. The county's aging population means that demand for healthcare professionals will continue to rise in the coming years, creating ongoing opportunities for workforce development in this field.

3. Educational and Skill Levels of the Workforce

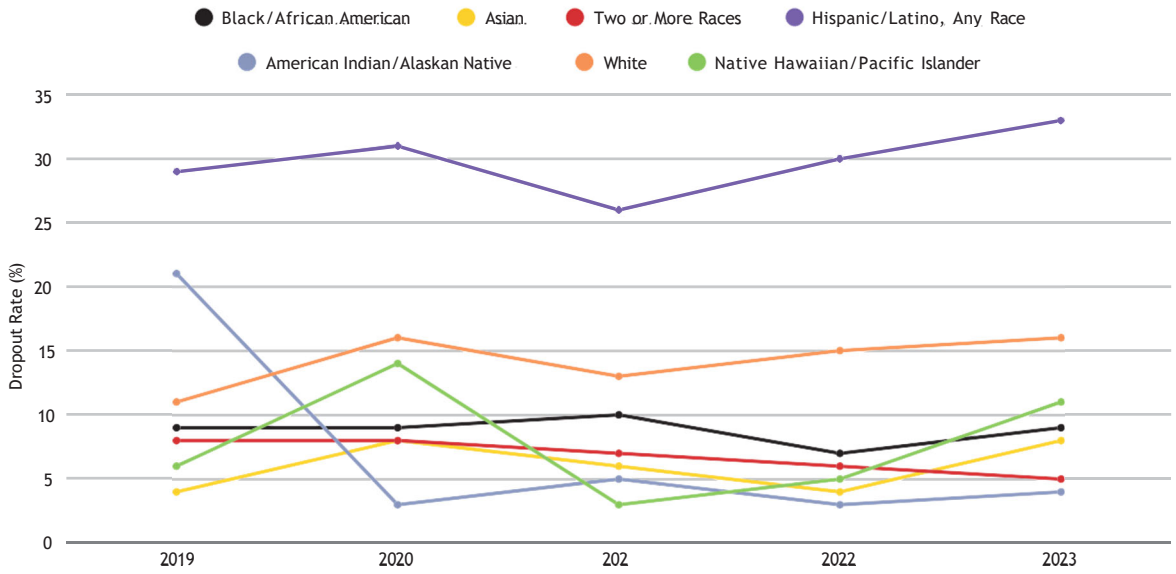
To successfully address the workforce needs of Prince George's County, it is essential to understand the educational attainment and skill levels of its residents, particularly those facing barriers to employment.

Educational Attainment and Skills Gaps

According to the State of the Workforce Report, Prince George's County has made strides in improving educational outcomes, but there remain disparities, particularly among Black and Hispanic populations. These disparities are particularly evident in college completion rates, which remain lower than regional averages. This gap is compounded by the skills mismatch in sectors like IT, construction, and healthcare, where employers are struggling to find workers with the right technical skills.

- High School Graduation: PGCPS has made significant improvements in high school graduation rates, but there are still significant gaps in college and career readiness. As a result, many high school graduates face challenges in transitioning to postsecondary education or career training programs. This highlights the importance of Youth Career Connections and Career and Technical Education (CTE) programs that provide students with career counseling and support as well as industry-recognized certifications and workplace skills.

FIGURE 19: Dropout Rates by Race/Ethnicity, Prince George's County, 2023



SOURCE: Lightcast

- Adult Education and Skills Development: For adults, especially those with limited work experience or basic skills deficiencies, the WDB offers a range of adult education programs designed to improve literacy, mathematical skills, and soft skills. These programs help individuals build the foundation they need to pursue industry-specific certifications and training that will lead to stable, well-paying jobs in sectors like healthcare, construction, and manufacturing.

Barriers to Employment

For individuals with barriers to employment, such as returning citizens, immigrants, and low-income workers, the WDB ensures access to supportive services that enable them to overcome obstacles to employment and training. Programs like Pathways to Success for returning citizens, Career Pathways for All for immigrants, and 4 Wheels to Work for those facing transportation challenges ensure that all residents have the opportunity to succeed.

In order to ensure that the Prince George's County WDB is effectively meeting the employment needs of businesses in the local area, it will continue to work closely with local employers, training providers, and education partners to align its workforce development programs with industry needs. The State of the Workforce Report and CAEL Career Pathways Maps provide critical data on the skills gaps and labor market trends that must be addressed through targeted programs and training opportunities.

By focusing on high-growth sectors such as healthcare, IT, construction, and manufacturing, and expanding access to training, education, and supportive services, the WDB will help ensure that all residents—especially those facing barriers to employment—have the skills and opportunities they need to succeed in the workforce.

ANALYSIS OF WORKFORCE DEVELOPMENT ACTIVITIES: STRENGTHS, WEAKNESS AND CAPACITY

The Prince George's County WDB is committed to creating a workforce development system that is not only efficient and responsive but also inclusive, ensuring all residents, particularly those facing barriers to employment, have access to the training and education they need to succeed. To achieve this, the WDB has developed a network of programs and services that meet the educational and skill needs of job seekers while also addressing the employment needs of local businesses. This includes leveraging both WIOA Title I funds and non-WIOA funding sources such as the American Rescue Plan Act (ARPA), which provides greater flexibility and allows the WDB to reach a larger pool of job seekers.

A key aspect of the WDB's strategy is its work with training providers, including those listed on the Prince George's County Local Training Provider List. The Local Training Provider List enables the WDB to offer a diverse array of training programs to job seekers, including skills training from private vendors, industry-recognized apprenticeships, and professional certifications, using non-WIOA funding. This flexibility allows the WDB to expand access to training pathways for a wider range of job seekers, thereby addressing both the skills gap and the employment needs of local businesses.

This section outlines the strengths and weaknesses of the workforce development services available in Prince George's County, while also assessing the capacity of the WDB and its partners to meet the region's educational, skills, and employment needs.

1. Strengths of Workforce Development Services

A. Diverse and Flexible Training Opportunities

One of the primary strengths of the Prince George's County workforce development system is the ability to offer a wide range of training programs through a braided funding model. By combining WIOA Title I funding, ARPA, and other non-WIOA funds, the WDB can support job seekers who may not meet the strict eligibility requirements of traditional WIOA programs.

The Prince George's County Local Training Provider List plays a pivotal role in this strategy, offering job seekers access to industry-recognized credentials, certifications, and apprenticeships. This list includes programs that are both state-certified and non-traditional, such as pre-apprenticeships, industry-recognized apprenticeships, and certification programs that are aligned with the region's high-demand sectors.

- Increased Number of Training Providers: The Local Training Provider List enables the WDB to partner with diverse training providers, ranging from community colleges like PGCC to specialized trade schools, which increases the availability of training opportunities for job seekers across a variety of sectors, including construction, healthcare, IT, and advanced manufacturing.
- Expanded Access to Tuition Assistance: The non-WIOA funding model allows the WDB to provide tuition assistance, covering not just training costs but also books, uniforms, exam fees, and supportive services that remove financial barriers for participants. This approach helps increase training completion rates, which in turn raises the credential attainment rate and enhances job seekers' employability.

B. Strong Employer Partnerships and Industry Alignment

The Prince George's County WDB has developed strong partnerships with local employers to ensure that training programs align with the skills needs of industries in high demand. Business Advisory Councils (BACs) and sector-specific partnerships ensure that the training provided is relevant and targeted to the needs of local businesses, particularly in sectors like healthcare, construction, IT, and cybersecurity.

- Employer-Led Training: By working closely with local employers and trade unions, the WDB ensures that the skills taught through apprenticeships and training programs are directly aligned with industry needs. For example, the WDB's partnership with construction employers focuses on green building

certifications and safety training, ensuring that workers are not only job-ready but also capable of meeting the sustainability standards required by local employers.

- Customized Employer Solutions: The WDB also works with businesses to design customized training solutions that address specific gaps in skills and knowledge. For instance, partnerships with IT companies and cybersecurity firms have resulted in targeted training programs that offer certifications like CompTIA Security+ and Certified Ethical Hacker (CEH), directly responding to the growing demand for cybersecurity professionals.

C. Comprehensive Support Services for Job Seekers

The Prince George's County WDB also excels in offering wraparound services that support job seekers in overcoming barriers to employment. These services include childcare, transportation, and financial literacy, as well as mental health counseling and housing assistance for individuals facing personal or financial challenges. This holistic approach ensures that job seekers have the necessary support to succeed in training programs and secure sustainable employment.

- Access to Transportation: The 4 Wheels to Work program addresses one of the county's key barriers to employment—transportation—by providing eligible low-income workers with vehicles to commute to work. This ensures that workers can access job opportunities in sectors where public transportation may not be a viable option.

2. Weaknesses and Areas for Improvement

A. Limited Program Availability for Some In-Demand Sectors

While the Prince George's County WDB has a strong portfolio of training programs, there remain gaps in certain emerging sectors. Advanced manufacturing, cloud computing, and green technologies are growing industries in the region, yet there are still limited opportunities for apprenticeships and certification programs that provide workers with the necessary skills to enter these fields.

- Expanding Training Pathways: The WDB needs to expand industry-specific training opportunities in advanced manufacturing, robotics, and cloud computing. While there are some initiatives in place, more partnerships with employers and training providers are required to meet the demand for high-tech workers in these fields.
- Industry-Specific Credentials: There is also a need to increase the number of credentials offered through apprenticeship programs and industry-recognized certifications. While the Local Training Provider List has helped expand training offerings, additional investment in cutting-edge certifications for sectors such as cybersecurity, data science, and advanced manufacturing will be necessary to remain competitive.

B. Capacity Challenges and Access to Services

Despite the expansion of services, the Prince George's County WDB faces capacity challenges in fully meeting the needs of job seekers across the county. The demand for career services and training programs is growing, particularly in underserved communities, but service providers are often limited by funding constraints and staffing.

- Increasing Program Capacity: To meet the growing demand for workforce development services, the WDB will need to secure additional funding sources and increase the capacity of its contracted career services providers. This will allow the WDB to expand the reach of its services, ensuring that more individuals, especially those facing barriers to employment, can access training and job placement assistance.
- Expanding Support for Disadvantaged Populations: Although the WDB offers wraparound services, there remains a need for increased support for veterans and eligible spouses, returning citizens, immigrants, and individuals with disabilities. Expanding the availability of mental health support, financial literacy, and housing assistance is crucial to helping these populations overcome the barriers to stable employment and career advancement.

C. Integration of Services

The Prince George's County WDB is working to better integrate services across core programs and training providers, but there are still challenges in ensuring that job seekers can easily access the full suite of services available. While co-enrollment strategies are in place, more needs to be done to streamline service delivery and ensure that job seekers can access training, career counseling, and supportive services without unnecessary delays.

- Improving Service Navigation: Streamlining service navigation across various partner organizations and training providers is essential to improving the efficiency of the workforce development system. The WDB will continue to improve access to services and integrated service platforms to ensure that job seekers can seamlessly access employment opportunities and training services.

3. Capacity to Provide Services

The Prince George's County WDB is continuously working to improve its capacity to provide workforce development services. By leveraging multiple funding sources, including WIOA, ARPA, and local funding, the WDB ensures that resources are allocated efficiently and effectively to support job seekers in their career development.

- Strong Community Partnerships: The WDB's capacity to provide services is bolstered by its partnerships with local employers, educational institutions, and community organizations. These partnerships are key to ensuring that training programs are relevant and aligned with industry needs.

- Technology and Data Integration: The WDB is investing in technology platforms like EPG Intelligence and the Prince George's County Virtual Career Center, which allows for better tracking of job placements, training outcomes, and skills gaps. These tools help the WDB make informed decisions about resource allocation and program development.

The Prince George's County WDB has made significant progress in building a comprehensive and effective workforce development system. While there are strengths in its partnerships, service delivery, and program offerings, there are still areas for growth in expanding training pathways, increasing supportive services, and scaling programs to meet growing demand.

By continuing to align resources, leverage diverse funding streams, and expand partnerships with local employers and training providers, the WDB will ensure that all residents, including those with barriers to employment, have access to the skills and services they need to succeed in high-demand sectors and contribute to the county's economic prosperity.

ALIGNING WORKFORCE PROGRAMS, SERVICES, AND RESOURCES TO CAREER PATHWAYS MODEL

1. Identifying and Focusing on High-Demand Sectors

To align workforce programs with a career pathways model, the Prince George's County WDB will focus on sectors that are identified as high-growth industries in both the State of the Workforce Report and the CAEL Career Pathways Maps. Key sectors include Construction & Real Estate, IT/cybersecurity, Healthcare, Transportation & Warehouse, and Retail Accommodation. These sectors represent a significant portion of the region's economy and provide numerous job opportunities for workers at all skill levels.

Key Sectors to Focus On:

- Cybersecurity: With the increasing reliance on digital systems and the growing number of cyber threats, the demand for cybersecurity professionals is surging. The WDB will partner with employers, community colleges, and training providers to offer cybersecurity certifications such as CompTIA Security+ and Certified Ethical Hacker (CEH), and to create apprenticeships and work-based learning opportunities in this field.
- Healthcare: The healthcare sector is experiencing rapid growth due to the aging population and the expansion of healthcare services. The WDB will focus on roles such as nurses, medical assistants, and health technicians, aligning training programs with industry standards and certifications such as Certified Nursing Assistant (CNA) and Medical Assistant (MA).

Approach:
The WDB will use labor market data and employer input to continuously assess sector demand, ensuring that training programs and apprenticeships are aligned with the evolving needs of these industries. This focus on high-demand sectors will guide the development of targeted career pathways that provide job seekers with the skills and certifications they need to enter and advance in these fields.

2. Engaging with Employers to Understand Workforce Needs and Priorities Engaging with local employers is essential for ensuring that workforce programs are responsive to the skills needs of businesses. The Prince George's County WDB will take several approaches to engage employers and gain a deeper understanding of their workforce requirements.

Employer Engagement Strategies:

- Business Advisory Councils (BACs): The WDB will continue to engage with BACs that represent key sectors, including healthcare, cybersecurity, clean energy, and manufacturing. These councils will provide ongoing feedback about skills gaps and training needs within their industries, ensuring that the WDB's workforce programs are aligned with employer priorities.
- Regular Employer Roundtables: The WDB will organize roundtable discussions with local employers to identify current workforce challenges and future needs. These roundtables will provide a platform for businesses to share insights on skills shortages, training requirements, and barriers to hiring, allowing the WDB to adapt its programs accordingly.
- Employer Surveys and Labor Market Analysis: The WDB will conduct employer surveys and use labor market analysis tools like Lightcast to track industry trends, job openings, and skills gaps. This data will help ensure that training programs remain relevant and focused on employer needs.

By engaging with employers regularly and actively seeking their input, the WDB can ensure that workforce development efforts align with the changing demands of local businesses.

3. Collaborating with Partners to Recruit Successful Training Providers to the ETPL The WDB recognizes that training providers play a central role in building career pathways and preparing job seekers for success. The Prince George's County Local Training Provider List (LTP) is a critical tool that ensures that all training providers are vetted and that the training programs offered are aligned with industry standards and the needs of local employers.

Recruiting Training Providers:

- Partnerships with Local Colleges, Private Vendors and Vocational Schools: The WDB will continue to partner with PGCC, private vendors, local vocational

schools, and other educational institutions to recruit and support training providers for inclusion on the LTP. This will help expand access to certification programs, pre-apprenticeships, and apprenticeships in high-demand sectors like IT, construction, and healthcare.

- Encouraging Non-traditional Providers: The WDB will work to expand the LTP by recruiting private training providers, such as those offering industry-recognized certifications, pre-apprenticeships, and professional licensure programs. This will ensure that job seekers have access to a wide variety of training options that align with emerging industries like cybersecurity and clean energy.
- Strengthening Collaboration with Registered Apprenticeship Sponsors: The WDB will work with Registered Apprenticeship sponsors and trade unions to ensure that apprenticeship programs are integrated into the LTP. This collaboration will provide more opportunities for job seekers to gain hands-on experience and industry certifications while earning wages.

By recruiting a diverse group of training providers, the WDB will create more pathways to high-demand jobs and ensure that training programs are aligned with industry standards.

4. Encouraging Employers to Participate in Workforce Development Initiatives Engaging employers in workforce development initiatives is essential for ensuring the success of these programs. The WDB will adopt several strategies to encourage employers to actively participate in apprenticeships, training programs, and career pathways.

Employer Participation Strategies:

- Incentives for Employer Participation: The WDB will work with employers to offer financial incentives, such as wage subsidies for hiring individuals through apprenticeship programs or on-the-job training. These incentives will help reduce the cost of training for employers and encourage them to take an active role in workforce development.
- Employer Education and Awareness Campaigns: The WDB will launch awareness campaigns to educate employers about the benefits of participating in workforce development initiatives. This includes hosting information sessions, workshops, and networking events where employers can learn about the tax credits, apprenticeship incentives, and long-term benefits of developing a skilled, diverse workforce.
- Collaborating on Customized Training Solutions: By partnering with employers to develop customized training programs, the WDB will ensure that businesses have access to qualified workers who are specifically trained to meet the needs of their industries. These programs will focus on upskilling current employees as well as training new entrants into the workforce.

5. Supporting Employers in Developing and Implementing On-the-Job Training Programs

On-the-job training (OJT) programs are an effective way to help employers develop a skilled workforce while providing job seekers with hands-on experience. The Prince George's County WDB will continue to support employers in creating and implementing OJT programs that meet the specific needs of their industries.

Supporting OJT Programs:

- Financial Support for OJT: The WDB supports direct service providers who provide wage reimbursements to employers that offer OJT opportunities. This financial support will reduce the risk for employers, making it easier for them to invest in training and developing new talent. In addition to OJT wage reimbursement, the WDB will continue to offer incentives for businesses to hire disadvantaged workers or youth apprentices through the Re-entry Employment Incentive Program and other workforce development initiatives.
- Employer Training and Resources: The WDB will provide resources and guidance to employers in developing effective OJT programs that align with their specific needs. This includes offering training materials, job descriptions, and curriculum development assistance to ensure that on-the-job training is structured and aligned with industry standards.
- Monitoring and Evaluation of OJT: The WDB will also monitor and evaluate the effectiveness of OJT programs to ensure that they lead to successful employment outcomes. This will involve tracking placements, skills acquisition, and long-term retention rates for individuals who participate in OJT programs.

The Prince George's County Workforce Development Board is committed to aligning its workforce programs with the career pathways model, ensuring that both job seekers and employers are well-supported. Through strategies that focus on high-demand sectors, engage employers, recruit quality training providers, and promote on-the-job training, the WDB will create a dynamic workforce system that prepares residents for sustainable careers while meeting the evolving needs of local businesses. By continuing to work closely with industry partners and training providers, the WDB will ensure that its workforce development initiatives remain responsive to the changing demands of the labor market and continue to contribute to the economic prosperity of Prince George's County.

SECTION 3: AMERICAN JOB CENTER DELIVERY SYSTEM

The Prince George's County Workforce Development Board (WDB) operates a network of American Job Centers (AJCs) that provide a comprehensive range of services to job seekers and businesses. These centers are strategically located throughout Prince George's County to ensure easy access to workforce development resources, training programs, job placement services, and supportive services. The AJC Delivery System consists of comprehensive centers, satellite centers, and a mobile unit to ensure that services are accessible to all residents, including those with barriers to employment.

The following are the locations of the American Job Centers (AJCs) in Prince George's County, including their addresses, phone numbers, and One-Stop Operators for each site:

1. Comprehensive American Job Center (Largo)

- Address:
  1801 McCormick Drive, Suite 120
  Largo, MD 20774
- Phone Number:
  (301) 618-8425
- One-Stop Operator: Eckerd Youth Alternatives

Employ Prince George's (EPG) serves as the One-Stop Operator for this center. The Largo AJC is a comprehensive center, offering a full range of workforce development services including career counseling, job placement assistance, training programs, and work-based learning opportunities. This center is the primary hub for workforce services in Prince George's County and serves as a key resource for individuals seeking employment and employers looking for qualified candidates.

2. Satellite American Job Center (Oxon Hill)

- Address:
  6800 Oxon Hill Road, Suite 298 Oxon
  Hill, MD 20745
  (Located in the Tanger Outlet Center)
- Phone Number:
  (301) 968-1658
- One-Stop Operator: Eckerd Youth Alternatives

Employ Prince George's (EPG) serves as the One-Stop Operator for this site. This satellite center provides essential workforce development services, with a focus on

job placement, training programs, and career services for residents in the Oxon Hill area and surrounding communities. While it is a satellite center, it offers a full range of services, including career assessments and work readiness programs, and acts as an accessible point of service for residents who may not be able to visit the main Largo center.

3. Building Trades Career Center (Lanham)

- Address:
  4700 Boston Way
  Lanham, MD 20706
- Phone Number:
  (301) 273-3458
- One-Stop Operator: Eckerd Youth Alternatives

Employ Prince George's (EPG) is also the One-Stop Operator for this center. The Building Trades Career Center is a cutting-edge training facility that is co-located with the International Union of Painters and Allied Trades District Council 51. This center focuses on training individuals in skilled trades such as construction, painting, and carpentry, offering a direct pathway to Registered Apprenticeships and industry-recognized certifications. The center is an essential resource for individuals looking to enter the construction and building trades industries.

4. Youth Career Center

- Address:
  5001 Silver Hill Road, Suite 310
  Suitland, MD 20746
- Phone Number:
  (301) 316-9892
- One-Stop Operator: Eckerd Youth Alternatives

Eckerd Youth Alternatives is the One-Stop Operator for the Youth Career Center. This satellite center is specifically designed to serve youth aged 16-24, offering career exploration, job readiness, work-based learning opportunities, and access to apprenticeship programs. The Youth Career Center provides specialized services that help young adults prepare for the workforce by focusing on soft skills development, mentorship, and educational support.

5. Mobile American Job Center

- Mobile Unit: The Mobile American Job Center travels throughout Prince George's County to bring workforce development services directly to residents who may not have easy access to fixed AJC locations. The mobile unit provides a wide range of services, including career counseling, job search assistance, resume building, and training information. It serves as an important tool for

reaching residents in rural areas or those with transportation barriers who would otherwise struggle to access AJC services.

- Phone Number: Varies depending on the location and schedule. For inquiries, residents can contact the Largo AJC at (301) 618-8425 for mobile unit schedules and locations.
- One-Stop Operator: Employ Prince George's

Employ Prince George's (EPG) also operates the Mobile AJC, ensuring that essential services are delivered directly to communities throughout the county, especially those in underserved areas.

The Prince George's County WDB operates a network of American Job Centers that provide comprehensive services to job seekers and businesses alike. With the Largo and Oxon Hill AJCs serving as the primary locations, and additional satellite centers like the Building Trades Career Center and Youth Career Center, the WDB is working towards ensuring that all residents have access to the services they need to enter the workforce or advance their careers.

Through its braided funding model, which includes resources from WIOA Title I, American Rescue Plan Act (ARPA), and local funds, the Prince George's County WDB works closely with service providers to offer job placement, career development, and training programs that are tailored to the needs of local industries. The WDB's commitment to providing accessible services, including through the Mobile AJC, further ensures that workforce development resources are available to all residents, regardless of location or personal barriers.

CUSTOMER FLOW SYSTEM AND PROCESS IN PRINCE GEORGE'S COUNTY: ELIGIBILITY, INDIVIDUALIZED TRAINING PLANS, CASE MANAGEMENT

The Prince George's County WDB operates a comprehensive Virtual Career Center that that manages job seeker flow system and ensures a seamless, efficient process for job seekers, from initial registration to successful employment outcomes. The system is designed to be both inclusive and responsive to the diverse needs of job seekers, while ensuring alignment with local industry demands. The WDB utilizes a combination of in-person services and virtual tools to support the streamlined process that includes eligibility assessment, individualized training plans, and case management.

The Prince George's County Virtual Career Center (PGCVCC), developed by Employ Prince George's (EPG), serves as the virtual front door for all job seekers, ensuring that individuals can easily access services regardless of their physical location. The PGCVCC is a key component of the customer flow system, offering a centralized platform where job seekers can register for services, complete career assessments,

and upload their eligibility documents. This system enhances the accessibility of workforce services, particularly for individuals facing transportation barriers or those in rural areas of the county.

1. Customer Flow System: The Virtual Career Center and Initial Registration

The first step in the customer flow process is the registration of job seekers into the system. EPG's Virtual Career Center (PGCVCC) serves as the primary entry point for job seekers, allowing them to register for services online at any time. The PGCVCC offers an easy-to-use platform that guides users through the registration process, including:

- Job Seeker Registration: Job seekers create a profile in the PGCVCC, where they can enter personal information, work history, and career interests. This profile serves as the foundation for all subsequent services provided by EPG and its partner organizations.
- Career Assessment (CareerScope): Once registered, job seekers are prompted to complete CareerScope, an online assessment tool that helps individuals identify their career interests, skills, and occupational strengths. This tool assists in determining the most appropriate career pathways and training programs based on the individual's results, ensuring that job seekers are matched to occupations that align with their aptitudes and goals.
- Eligibility Document Upload: Job seekers can upload eligibility documents directly into the PGCVCC, streamlining the process of verifying their eligibility for services. These documents include proof of residency, income, and other necessary documentation required for participation in WIOA Title I programs or other funding streams like ARPA.

The PGCVCC also allows Career Navigators to interact with job seekers, track their activities, and provide tailored guidance. Career Navigators use the PGCVCC to tag services, take notes, and track job seeker progress, ensuring that services are personalized and that job seekers are receiving the support they need throughout the process.

2. Tiers of Service: Tailored Support Based on Job Seeker Needs

Prince George's County uses a Tiered Service Delivery Model to ensure that job seekers receive appropriate support based on their individual needs. The Tiers of Service are designed to provide varying levels of support, from self-service options to intensive, personalized case management for individuals facing the most significant barriers to employment.

- Tier 1: Self-Service: Job seekers in Tier 1 have access to a variety of online tools through the PGCVCC, including the CareerScope assessment, job search portals, and resume-building tools. They can access these resources independently, but EPG Career Navigators are available for general assistance.

This tier serves job seekers who are primarily looking for employment opportunities and need basic support, such as access to job listings and career exploration resources.

- Tier 2: General Workforce Activities and Support: Individuals in Tier 2 may need more structured support and may attend a workshop for resume writing or job search assistance or they may attend a public event, such as a job fair. They may receive referrals to WIOA Title I services or other targeted programs that focus on job readiness, work-based learning, and vocational skills training.
- Tier 3: Intensive Case Management and Customized Services: Tier 3 job seekers face the most significant barriers to employment, including housing instability, criminal justice involvement, lack of transportation, and language barriers. These individuals will receive individualized case management from Career Navigators, who will help develop a personalized training plan that incorporates wraparound services such as financial literacy training, transportation assistance, and housing support. Career Navigators will ensure that job seekers in Tier 3 have access to comprehensive resources and will closely track their progress through the PGCVCC.

The Tiered Service Model ensures that resources are effectively allocated, offering self-service options to those with fewer barriers while providing personalized, intensive services to those with more complex needs.

3. Individualized Training Plans and Case Management

Once a job seeker's eligibility is determined and their career assessments are completed, individualized training plans are developed. These plans take into account the job seeker's skills, interests, previous experience, and barriers to employment, creating a roadmap for their success in the workforce.

- Individualized Training Plans: The Career Navigator works closely with the job seeker to develop a customized training plan that aligns with their career interests and industry needs. The training plan outlines the specific courses, certifications, and training programs that the individual will pursue. The Prince George's County Local Training Provider List (LTP) is a critical resource in this process, offering a wide range of approved training providers and programs that are eligible for tuition assistance. The WDB ensures that training opportunities are industry-recognized and aligned with local labor market demands.
- Case Management: Career Navigators play a key role in case management, providing continuous support to job seekers as they progress through their training programs and job placement services. Career Navigators track activities and progress, ensuring that job seekers are meeting milestones and receiving the necessary support. The PGCVCC platform allows Career Navigators to document notes, track activities, and tag services to ensure a

coordinated approach to case management. This allows for a seamless flow of information between service providers, ensuring that job seekers receive the support they need at every stage of their journey.

4. Integration with Other Workforce Development Resources

The Prince George's County Workforce Development Board works closely with a variety of partner agencies and service providers to ensure that job seekers have access to all the resources they need to succeed. Through the AJC system, the WDB provides comprehensive, integrated services that are accessible through multiple channels, including online platforms and in-person visits to the American Job Centers.

- Cross-Program Collaboration: Job seekers may be co-enrolled in multiple programs, ensuring they can access a full range of services, including training programs, job placement assistance, and supportive services. For example, a job seeker may be enrolled in both a WIOA training program and a job readiness program, ensuring they are well-prepared to succeed in the workforce.
- Wraparound Services: The WDB and its contracted Career Services Providers offer wraparound services to remove barriers such as childcare, transportation, and housing instability. These services are essential for ensuring that job seekers can fully engage in training programs and workforce development activities without being hindered by personal challenges.

The Prince George's County Workforce Development Board has developed a robust customer flow system that effectively supports job seekers at every stage of their workforce development journey. By leveraging the PGCVCC, the Tiered Service Delivery Model, and strong partnerships with service providers, the WDB ensures that job seekers can access the services they need to succeed. Through eligibility assessment, individualized training plans, and intensive case management, the WDB provides tailored support to job seekers, ensuring that they are prepared for high-demand occupations and can access the resources they need to overcome personal barriers to employment.

This integrated approach to workforce development ensures that Prince George's County remains a leader in providing equitable access to training, education, and employment opportunities for all residents.

PROCESS FOR SOLICITATION AND SELECTION OF THE ONE-STOP OPERATOR (SECTION 107 OF WIOA)

The Prince George's County Workforce Development Board (WDB) is responsible for overseeing the selection of the One-Stop Operator (OSO) for the Prince George's County Public Workforce System, which is branded as the Prince George's County

American Job Center Community Network (AJCCN). The One-Stop Operator is responsible for managing the day-to-day operations of the AJCCs and ensuring that workforce development services are delivered effectively, efficiently, and in alignment with the strategic goals of the WDB.

In accordance with Section 107 of the Workforce Innovation and Opportunity Act (WIOA), the Prince George's County WDB follows a comprehensive and transparent process for the solicitation and selection of the One-Stop Operator. This process is designed to ensure that the selected operator is qualified, capable, and committed to providing high-quality services to job seekers, businesses, and other workforce system stakeholders.

1. Solicitation of the One-Stop Operator

The Prince George's County WDB uses a competitive procurement process to solicit and select the One-Stop Operator. The process ensures that all interested and qualified entities have the opportunity to apply for the One-Stop Operator position.

Key Steps in the Solicitation Process:

- Request for Proposal (RFP) Issuance: The WDB issues a Request for Proposal (RFP) to solicit applications from organizations interested in serving as the One-Stop Operator. The RFP outlines the scope of services, the qualifications required, and the evaluation criteria for selecting the operator. It also includes instructions for submission, contract terms, and evaluation procedures.
- Public Notice and Advertisement: To ensure transparency and access to the opportunity, the WDB advertises the RFP publicly through various channels, including local newspapers, the WDB's website, and other relevant platforms. This ensures that all potential candidates, including non-profit organizations, community-based organizations, and for-profit entities, are aware of the opportunity.
- Eligible Applicants: The RFP specifies the qualifications required for the One-Stop Operator, including the ability to manage and oversee the operation of the AJCCs, facilitate service coordination, and ensure that the center meets WIOA requirements. Applicants must demonstrate experience in managing workforce development programs, working with multiple service providers, and ensuring that services are aligned with local industry needs and community demands.

RFP Example:

The Prince George's County WDB issued an RFP for the FY22 One-Stop Operator, as detailed in the FY22 WIOA One-Stop Operator RFP document. The RFP outlines the selection criteria, which include factors such as:

- Experience in managing comprehensive service delivery systems.
- Ability to coordinate services across multiple partners and agencies.

- Familiarity with WIOA requirements and the Prince George's County workforce system.
- Ability to provide comprehensive services to job seekers and businesses, including career services, training programs, and job placement.

2. Selection of the One-Stop Operator

Once the RFP responses are received, the Prince George's County WDB follows a structured selection process to ensure that the most qualified applicant is selected to serve as the One-Stop Operator.

Key Steps in the Selection Process:

- Review of Proposals: A designated evaluation team—composed of WDB members, relevant stakeholders, and subject matter experts—reviews all proposals submitted in response to the RFP. The evaluation team scores each proposal based on a set of predefined criteria outlined in the RFP. These criteria include:
  - Experience and qualifications of the applicant.
  - Proposed approach to operating the AJCCs.
  - Ability to manage and coordinate services across multiple workforce partners.
  - Past performance in providing similar services, especially in the context of workforce development.
- Interviews and Presentations: Shortlisted applicants may be invited to participate in an interview or presentation process. During this stage, applicants have the opportunity to present their proposed approach, demonstrate their understanding of local workforce needs, and answer questions from the evaluation team. This provides the WDB with additional insight into the applicant's capabilities and vision for operating the One-Stop Centers.
- Final Selection: After the review and interview process, the evaluation team compiles the scores and feedback to make a final recommendation to the WDB. The WDB votes to approve the selected One-Stop Operator based on the evaluation team's recommendation. The selected operator is then awarded a contract to manage the American Job Center operations for the contract term.

Contractual Terms:

The contract between the WDB and the One-Stop Operator outlines the responsibilities, expectations, and performance metrics for the operator. This contract is renewed on an annual basis and is subject to review and evaluation based on performance.

3. Ensuring Alignment with WIOA Requirements

The selection of the One-Stop Operator is guided by the WIOA regulations, which

require that the operator:

- Coordinate services among multiple workforce development partners, including WIOA Title I programs, Title II (Adult Education), Title III (Wagner-Peyser), Title IV (Vocational Rehabilitation), and other community-based organizations.
- Ensure the provision of comprehensive services such as career counseling, training programs, job placement services, and supportive services like financial literacy, childcare, and transportation assistance.
- Ensure customer access to a full array of workforce development resources, including self-service options, training, and educational support for individuals with barriers to employment.

The WDB will monitor the One-Stop Operator's performance to ensure that the AJCs continue to meet the needs of both job seekers and employers in the region. Performance is tracked using a variety of data metrics and evaluation tools, including customer satisfaction surveys, performance reports, and outcome data related to job placement rates, training completion rates, and wage outcomes.

4. Continuous Improvement and Monitoring

The WDB ensures that the One-Stop Operator is continually improving its services and operations by establishing clear performance measures and monitoring mechanisms. These include:

- Quarterly performance reviews: The WDB conducts regular assessments of the One-Stop Operator's performance, ensuring that the services provided meet WIOA standards and are aligned with the county's workforce development goals.
- Annual evaluations: The WDB evaluates the One-Stop Operator's performance based on key outcomes, including job placement rates, training completions, wage growth, and participant feedback. This ensures that the operator is consistently meeting or exceeding the targets outlined in the contract.
- Stakeholder feedback: The WDB also solicits feedback from key stakeholders, including job seekers, employers, and community partners, to assess the effectiveness of the One-Stop Centers and identify areas for improvement.

The Prince George's County Workforce Development Board follows a structured, transparent, and data-driven process for the solicitation and selection of the One-Stop Operator for the Prince George's County American Job Center Community Network. Through a competitive RFP process, the WDB ensures that the selected operator has the necessary expertise and resources to deliver high-quality, customer-focused services to job seekers and businesses in the county. By closely monitoring performance and ensuring alignment with WIOA requirements, the WDB guarantees that the One-Stop Centers continue to meet the evolving workforce needs of Prince George's County.

This process allows the Prince George's County WDB to maintain a high standard of service delivery and continuously improve the American Job Center system, ensuring that job seekers have access to the skills, training, and employment opportunities needed to succeed in the workforce.

ENSURING CONTINUOUS IMPROVEMENT OF ELIGIBLE PROVIDERS AND SERVICES

The Prince George's County WDB is committed to ensuring that all eligible providers of services within the workforce development system are continuously improving and meeting the employment needs of local businesses, workers, and job seekers. This continuous improvement process is vital for maintaining the quality of services offered at American Job Centers (AJCs) and ensuring that the workforce development system is responsive to employer needs while providing job seekers with the skills, training, and support required to succeed in the local labor market.

To achieve this, the WDB employs a variety of strategies, including performance monitoring, data-driven decision-making, provider training, and collaborative feedback loops with employers, training providers, and job seekers. These strategies are designed to ensure alignment with WIOA goals, support the professional development of service providers, and maintain a high standard of service across the workforce system.

1. Performance Monitoring and Evaluation

To ensure the continuous improvement of eligible providers, the WDB will implement a performance monitoring and evaluation system. This system will track the effectiveness of service providers, assess their ability to meet the employment needs of local businesses, and evaluate the outcomes of services provided to job seekers.

Key Performance Indicators (KPIs):

- Job Placement Rates: Tracking the number of job seekers who successfully gain employment after completing training or receiving services.
- Training Completion Rates: Measuring the completion rates for training programs to ensure that job seekers are receiving the skills they need to succeed in the labor market.
- Credential Attainment: Evaluating how many individuals complete industry-recognized certifications or licenses that are directly aligned with local employer needs.
- Wage Growth: Assessing the wage outcomes for participants who find employment, ensuring that they are earning wages that contribute to economic mobility.

- Employer Satisfaction: Gathering feedback from local businesses on the skills and preparedness of job seekers to ensure that training programs are producing job-ready candidates.

The WDB will use data from multiple sources, including the PGCVCC, EPG Intelligence and other CRM tools, to monitor these KPIs and ensure that the service providers are delivering outcomes that meet community needs.

Regular Provider Reviews:

- The WDB will conduct quarterly, and annual reviews of service providers based on their performance data, including service delivery effectiveness and job seeker outcomes. These reviews will help identify areas for improvement and ensure that services align with local business needs.
- Site Visits and Monitoring: The WDB will conduct on-site evaluations of providers, assessing the quality of services being offered. These visits will include reviewing training materials, curricula, and participant outcomes. Feedback from these evaluations will be used to ensure that providers are maintaining the high standards expected by the WDB.

2. Data-Driven Decision Making

The WDB will use a data-driven approach to assess the effectiveness of its training providers. By leveraging labor market data, data collected in the PGCVCC, and employer feedback, the WDB will ensure that the workforce development system is continually updated to meet the evolving needs of the labor market.

Labor Market Analysis:

- The WDB will collaborate with training providers to conduct regular labor market analyses, identifying skills gaps, emerging sectors, and employer hiring trends. By continuously evaluating these trends, the WDB can adjust training offerings to ensure that job seekers are prepared for the most in-demand occupations in sectors such as cybersecurity, healthcare, and clean energy.
- Skill Gap Assessments: The WDB will track skills shortages reported by local businesses and employer advisory councils to adjust training programs accordingly. This ensures that providers are offering training programs that are both relevant and aligned with current employer needs.

3. Professional Development and Capacity Building

To enhance the capabilities of eligible training providers, the WDB will implement strategies focused on professional development and capacity building. This will help ensure that providers are equipped to offer high-quality, industry-relevant training programs that meet the needs of businesses and job seekers.

Provider Training and Technical Assistance:

- Continuous Training for Providers: The WDB will offer regular training sessions and workshops for training providers on the latest industry trends, WIOA requirements, and best practices in workforce development. This ensures that providers are up-to-date on current workforce development standards and that their training programs are aligned with industry expectations.
- Provider Resource Guides: The WDB will develop resource guides and toolkits for providers, which will include information on service delivery strategies, job seeker support services, and the integration of industry-recognized certifications into the existing workflow. This resource-sharing strategy will help improve the capacity of providers to meet the needs of job seekers and employers.

Certification and Accreditation Support:

- The WDB will work with training providers to help them gain industry-recognized certifications and accreditations that enhance the credibility of their programs. By aligning with state and national standards, providers can ensure that their programs produce skilled workers who meet the expectations of local employers.

4. Collaboration with Employers to Align Services with Business Needs

The WDB understands that the success of the workforce development system depends on strong collaboration between job seekers, training providers, and local employers. As part of the continuous improvement process, the WDB will engage with employers to understand their workforce needs and ensure that training programs are aligned with these needs.

Employer Engagement:

- Employer Advisory Councils (BACs): The WDB will maintain strong relationships with local employers through BACs to ensure that training programs reflect the real-time needs of businesses. By engaging employers in regular discussions about skills shortages, workplace competencies, and future workforce needs, the WDB ensures that providers are focused on the skills most in demand across industries.
- Job-Driven Training: The WDB will continue to collaborate with employers to develop customized training programs that meet specific business needs. These programs will focus on skills development, on-the-job training (OJT), and workplace readiness, ensuring that job seekers are prepared to meet employer expectations.

5. Supporting Employer Participation in Workforce Development Initiatives

To encourage employer participation in workforce development initiatives, the WDB will offer a range of incentives and support services that make it easier for

employers to engage in training, apprenticeship, and job placement programs.
Employer Incentives:

- Wage Subsidies and Training Stipends: The WDB will continue to offer wage subsidies and training stipends to employers who participate in work-based learning programs and hire individuals through apprenticeship and on-the-job training (OJT) programs. These incentives reduce the financial risk for employers and make it more likely that they will invest in training and development for their employees.
- Customized Workforce Solutions: The WDB will work directly with employers to create customized training programs that align with their specific workforce needs. These program, called Incumbent Worker Training, will ensure that employers are equipped with the skilled workers they need while providing job seekers with the skills required for success.

The Prince George's County Workforce Development Board is committed to continuous improvement in its efforts to build a workforce development system that meets the needs of both job seekers and employers. By ensuring that eligible providers are regularly monitored, supported, and aligned with local business needs, the WDB guarantees that workforce programs are responsive to industry demands. With a focus on employer engagement, skills alignment, and professional development, the WDB ensures that training providers continually improve their services and contribute to the development of a highly skilled workforce for Prince George's County.

This approach will enable the Prince George's County WDB to respond proactively to employer needs, help job seekers gain relevant credentials, and bridge skills gaps, ultimately creating a workforce that can meet the demands of the growing economy.

FACILITATING ACCESS TO SERVICES PROVIDED THROUGH THE AMERICAN JOB CENTER (AJC) DELIVERY SYSTEM

The Prince George's County Workforce Development Board (WDB) recognizes the importance of ensuring that all residents have access to the essential workforce development services offered through the American Job Center (AJC) Delivery System. This includes not only those living in urban areas but also individuals in remote areas of the county who may face challenges such as limited access to transportation, lack of local service centers, or limited digital literacy. To address these challenges, the WDB has developed a comprehensive service delivery model that leverages technology, mobile units, and partner collaborations to ensure that workforce services are accessible to all job seekers in Prince George's County.

This section outlines the strategies and approaches that the WDB will use to facilitate access to AJC services across the county, including through technology and other means to reach residents in remote or underserved areas.

1. Virtual Access Through the Prince George's County Virtual Career Center (PGCVCC)

To enhance access to services, especially for those in remote areas, the Prince George's County WDB has developed the Prince George's County Virtual Career Center (PGCVCC), a proprietary online platform designed to serve as a virtual front door for all job seekers. The PGCVCC allows residents to access a wide range of workforce development services, including career assessments, job search tools, training opportunities, and eligibility documentation submission.

Key Features of the PGCVCC:

- CareerScope Assessments: Job seekers can complete CareerScope, a career assessment tool that helps individuals identify their skills, interests, and career paths that align with their aptitudes and goals. This self-guided tool is available to job seekers anytime, providing flexibility for those who may not be able to access in-person services during business hours.
- Eligibility and Document Upload: Job seekers can upload eligibility documents (such as proof of income, residence, and identification) directly through the PGCVCC, streamlining the intake process and reducing barriers related to documentation submission.
- Access to Training Programs: Through the PGCVCC, job seekers can explore training opportunities listed on the Prince George's County Local Training Provider List (LTP), allowing them to choose training that aligns with in-demand occupations like IT, healthcare, and construction.
- Remote Career Services: Career Navigators and AJC staff can provide remote services such as career counseling, job search assistance, and coaching through the PGCVCC. The system allows Career Navigators to track progress, take notes, and tag services in real-time, providing continuous support to job seekers even if they cannot physically attend the AJC.

The PGCVCC ensures that individuals in remote or underserved areas have equal access to workforce development services, even if they are unable to visit a physical AJC center.

2. Mobile American Job Center: Bringing Services to Remote Areas

In addition to the PGCVCC, the WDB operates a Mobile American Job Center (Mobile AJC) to bring workforce services directly to remote areas of Prince George's County. The Mobile AJC is a fully equipped mobile unit that provides career services, job search assistance, resume building, and training information. The unit

travels throughout the county, ensuring that residents in areas with limited access to fixed AJC centers can still receive essential workforce development services.

Key Features of the Mobile AJC:

- Workshops and Job Search Assistance: The Mobile AJC offers workshops, resume assistance, and job search coaching, making it easier for job seekers to access employment-related services without needing to visit a traditional job center.
- Eligibility Document Collection: Similar to the PGCVCC, the Mobile AJC allows residents to submit eligibility documents in-person or via mobile technology, facilitating the process of enrolling in training programs and receiving career services.
- Remote Access to Digital Services: The Mobile AJC is equipped with digital technology that allows job seekers to access online services such as job boards, career assessments, and training information, ensuring that individuals in remote locations can engage with workforce services while on-the-go.
- On-Site Career Counseling and Case Management: Job seekers can receive one-on-one career counseling and case management services through the Mobile AJC, which allows Career Navigators to assist with job placement and skills development based on individualized needs.

This mobile solution ensures that individuals who are unable to travel to the nearest AJC center due to transportation challenges or living in rural areas are still able to access critical workforce services.

3. Co-location with Other Service Providers

To expand access to workforce services, the Prince George's County WDB has established co-location partnerships with a variety of service providers, including community-based organizations, local businesses, and education institutions. These partnerships ensure that job seekers can access a broad range of services in convenient locations throughout the county.

Co-location Partnerships Include:

- Youth Career Centers: The Youth Career Center located at 5001 Silverhill Road, Suite 310, serves as a resource for youth aged 16-24, offering services such as career exploration, job readiness, and apprenticeships. This center plays a critical role in helping youth who are not engaged in school or work to find meaningful career pathways.
- Building Trades Career Center: The Building Trades Career Center, co-located with the International Union of Painters and Allied Trades District Council 51, offers skilled trades training and access to apprenticeship programs. This facility is a dedicated space for individuals interested in construction careers, providing a specialized training environment for residents seeking employment in this growing sector.

- Partnerships with Community-Based Organizations: The WDB collaborates with a variety of community organizations that offer wraparound services, such as housing assistance, legal aid, and financial literacy. These collaborations ensure that job seekers facing significant barriers can access a comprehensive suite of resources to support their job search and career development.

4. Partnering with Local Employers to Expand Access

The Prince George's County WDB will continue to collaborate with local employers to bring workforce development services directly to their employees. This includes providing training opportunities for existing employees and ensuring that businesses are engaged in training initiatives that align with the skills needs of their industries.

Employer Engagement Strategies:

- Employer-Driven Job Placement: The WDB will facilitate partnerships between local businesses and the American Job Centers to match job seekers with job opportunities directly linked to employer needs.
- Customized Training for Businesses: The WDB will work with employers to offer customized training programs that target specific workforce needs, whether that involves technical skills training in IT, apprenticeship programs in construction, or customer service training for the retail sector.

The Prince George's County Workforce Development Board is committed to making workforce development services accessible to all residents, including those in remote areas and underserved communities. Through the use of technology (such as the PGCVCC), mobile services (through the Mobile AJC), and co-location partnerships with community organizations, the WDB ensures that job seekers can easily access career services, training programs, and supportive services. These efforts help eliminate barriers to employment, such as transportation and limited access to services, and provide all residents with the opportunity to succeed in the workforce.

The WDB's approach to expanding access through virtual platforms, mobile units, and partnerships ensures that all residents, no matter their location or personal circumstances, can access the resources and support they need to build a successful career.

ROLES AND RESOURCE CONTRIBUTIONS OF THE AJC PARTNERS

The Prince George's County WDB operates a highly collaborative and integrated workforce development system through its partnerships with core program partners and other stakeholders. The American Job Center (AJC) Delivery System, branded as the Prince George's County American Job Center Community Network (AJCCN), is central to this system. AJC partners, including Employ Prince George's

Expanded SNAP and Medicaid Work Requirements

The Local Area anticipates that expanded SNAP work requirements and Medicaid community-engagement requirements may increase the number of residents seeking employment assistance, documentation of participation, training, supportive services, and help navigating multiple public systems. The Workforce

Development Board and Employ Prince George's will coordinate with the Prince George's County Department of Social Services, the Maryland Department of Human Services, SNAP Employment and Training providers, the Maryland Department of Health and applicable Medicaid partners, adult education providers, community-based organizations, and other workforce system partners.

- Identify designated points of contact and escalation procedures across workforce, SNAP, Medicaid, and community partners.
- Map applicable workforce activities while clearly distinguishing program eligibility rules and avoiding representations that the workforce system determines SNAP or Medicaid eligibility.
- Provide plain-language, multilingual, accessible outreach and in-person, virtual, mobile, and community-based service options.
- Develop closed-loop referral practices that confirm connection to services, identify unresolved barriers, and protect confidential information.
- Assess staffing, training, technology, data-sharing, supportive-service, and provider-capacity needs as implementation guidance becomes available.
- Monitor customer volume, referral completion, participation, training enrollment, employment outcomes, and access barriers.

The Local Area will refine these procedures as federal and State implementation guidance is issued. Nothing in this section changes eligibility requirements for WIOA, SNAP, Medicaid, or any partner program.

(EPG), PGCC, PGCPS, the Maryland Department of Labor (MDOL), and various community-based organizations, each play a unique role in delivering services that meet the needs of job seekers, workers, and businesses across the county.

These partnerships are formalized through Memoranda of Understanding (MOUs) and Resource Sharing Agreements (RSAs), ensuring that roles and responsibilities are clearly defined and that resources are effectively coordinated across the workforce development system. The WDB ensures that the partners' contributions align with the county's workforce development goals and meet the needs of the local economy.

1. Core Partners and Their Roles in the AJC Delivery System

The Prince George's County AJC delivery system is anchored by the four core programs of the Workforce Innovation and Opportunity Act (WIOA), each contributing distinct yet complementary services to support job seekers and employers:

A. WIOA Title I – Adult, Dislocated Worker, and Youth Programs

Administered by: Employ Prince George's (EPG), with Youth services also delivered by Eckerd Youth Alternatives and Adams & Associates.

WIOA Title I provides employment and training services to adults, dislocated workers, and youth. In Prince George's County, EPG delivers Adult and Dislocated Worker services, focusing on career counseling, job placement, supportive services, and training aligned with local industry demand. Youth programs—operated by EPG, Eckerd Youth Alternatives, and Adams & Associates—emphasize work readiness, academic enrichment, and career pathway development for in-school and out-of-school youth. Title I partners are central to case management, career coaching, and workforce navigation services within the AJC system.

B. WIOA Title II – Adult Education and Family Literacy Act (AEFLA)

Administered by: Prince George's Community College

Title II supports adult learners in building foundational skills in reading, writing, math, English language acquisition, and high school diploma equivalency. Prince George's Community College leads AEFLA efforts by integrating adult education services with workforce preparation and training. As a core partner, Title II ensures that low-skilled adults and English language learners are equipped to transition into employment, occupational training, or post-secondary education, often in coordination with Title I programs.

C. WIOA Title III – Wagner-Peyser Employment Services

Administered by: Maryland Department of Labor

Title III provides universal access to labor exchange services such as job matching, career information, resume assistance, and job search workshops. Staff from the Maryland Department of Labor are co-located within the AJC system and offer essential frontline services to all job seekers. These services are often the entry point into the workforce system and serve as a bridge to more intensive WIOA Title I services when appropriate.

D. WIOA Title IV – Vocational Rehabilitation Services (DORS)

Administered by: Maryland Division of Rehabilitation Services (DORS)

Title IV focuses on helping individuals with disabilities prepare for, obtain, retain, or advance in employment. DORS provides vocational assessment, counseling, assistive technology, job coaching, and other individualized supports. As a core AJC partner, DORS ensures accessibility and inclusion across the workforce system and coordinates services with other titles to promote competitive integrated employment for individuals with disabilities.

Together, these four core programs form the backbone of the Prince George's County AJC delivery system, leveraging shared goals, coordinated service delivery, and data-informed strategies to advance workforce equity, accessibility, and economic opportunity.

2. Resource Contributions of AJC Partners

Each AJC partner contributes resources to the AJC system, both financial and non-financial, to ensure that services are effective and accessible. These contributions are formalized through Memoranda of Understanding (MOUs) and Resource Sharing Agreements (RSAs), which outline the roles, responsibilities, and resource contributions of each partner.

Resource Contributions Include:

- Facilities and Infrastructure: Partners contribute financial resources to support infrastructure costs and basic services such as rent, utilities, copy machines, security alarm system, Wi-Fi service, professional development and staff that support the AJC Centers.
- Technology and Tools: Partners contribute technology and tools such as job search platforms, online training systems, and career assessment tools. The PGCVCC platform, developed by EPG, is a key example of how technology can be leveraged to expand access to services, allowing job seekers to register for services, complete assessments, and access resources remotely.

- In-kind Services: In addition to direct financial contributions, partners contribute in-kind resources, including staffing support, training materials, and community outreach efforts. For example, community-based organizations offer staffing support for job seeker workshops, career fairs, and supportive services.

3. Collaboration for Seamless Service Delivery

Collaboration among AJC partners ensures that services are seamlessly integrated and that job seekers can easily access the full range of resources available to them. The Prince George's County WDB regularly convenes partners for quarterly meetings and collaborative planning sessions, which provide an opportunity for partners to review progress, share updates, and discuss strategies for improving service delivery.

By maintaining regular communication and collaborative relationships among all AJC partners, the WDB ensures that services are continuously refined and that resources are allocated effectively to meet the needs of both job seekers and employers. This collaborative approach ensures that the Prince George's County American Job Center Community Network remains a centralized resource for workforce development in the county.

The roles and resource contributions of AJC partners are essential for the success of the Prince George's County Workforce Development System. Through collaboration, resource sharing, and aligned efforts, the WDB ensures that job seekers have access to high-quality services and that businesses are supported in finding and developing skilled talent. The AJC system in Prince George's County is built on strong partnerships with educational institutions, community-based organizations, businesses, and government agencies, all of which contribute their expertise, resources, and services to ensure the system's success.

By fostering these partnerships and ensuring that resources are allocated efficiently, the Prince George's County Workforce Development Board continues to build a workforce system that is inclusive, equitable, and responsive to the evolving needs of both job seekers and employers in the county.

USE OF INDIVIDUALIZED TRAINING ACCOUNTS FOR HIGH-DEMAND, DIFFICULT TO FILL POSITIONS

The Prince George's County Workforce Development Board (WDB) is committed to ensuring that workforce development resources are aligned with local priority industries and the high-demand occupations that are difficult to fill. One of the key tools the WDB uses to address skills gaps and meet employer needs is the

Individualized Training Account (ITA). The ITA system is designed to provide job seekers with personalized funding to pursue training programs that lead to industry-recognized credentials, particularly in sectors with high growth potential and occupations that are critical to the county's economic development.

The WDB uses labor market data, employer feedback, and the State of the Workforce Report to identify priority industries and difficult-to-fill positions. Through the use of ITAs, the WDB ensures that funding is targeted toward training opportunities that will equip job seekers with the skills necessary to succeed in these sectors and meet the workforce demands of local businesses.

1. Identifying High-Demand and Difficult-to-Fill Positions

To ensure that Individualized Training Accounts (ITAs) are allocated effectively, the Prince George's County WDB uses a data-driven approach to identify high-demand occupations and sectors. This process involves using labor market information (LMI), employer input, and regional trends to identify positions that are both critical to local economic growth and difficult for employers to fill due to skills gaps.

Key Steps in Identifying High-Demand Positions:

- Labor Market Data Analysis: The WDB regularly analyzes data from sources such as Lightcast, Econovue, Bureau of Labor Statistics (BLS), and local job postings to identify occupations in high-demand industries. Sectors such as cybersecurity, healthcare, construction, and manufacturing have been identified as key areas where there is a significant need for skilled workers. Positions such as cybersecurity analysts, healthcare technicians, skilled trades workers, and advanced manufacturing professionals are prioritized for training funding.
- Employer Surveys and Advisory Councils: The WDB works closely with employers and Business Advisory Councils (BACs) to identify specific job vacancies that are difficult to fill. Employers often report on the skills gaps they face when recruiting for these positions, particularly in fields such as information technology, construction, and healthcare. The feedback from employers helps the WDB determine the priority industries and occupations that require immediate training support.
- State of the Workforce Report: The State of the Workforce Report provides a comprehensive analysis of the economic landscape and skills needs in Prince George's County, helping the WDB identify sectors with high growth potential and job vacancies that are challenging to fill. The report's insights inform the prioritization of ITAs for training in specific occupations within high-demand industries.

2. Allocating Individualized Training Accounts (ITAs)

Once high-demand and difficult-to-fill positions have been identified, the Prince George's County WDB allocates Individualized Training Accounts (ITAs) to job seekers to help them pursue training programs that will prepare them for these critical roles. The WDB uses a braided funding model that allows flexibility in the use of non-WIOA funds and WIOA Title I funds to support training in these priority industries.

Key Steps in ITA Allocation:

- Assessing Job Seeker Needs: Career Navigators work with job seekers to assess their skills, work experience, and career goals. This individualized assessment ensures that training plans are aligned with both the job seeker's aspirations and the workforce needs of the region. Career Navigators use tools like CareerScope to help job seekers identify their strengths, interests, and skills gaps, allowing for the creation of targeted training plans that lead to industry-recognized credentials.
- Customized Training Plans: The WDB ensures that each job seeker receives a customized training plan that is tailored to the specific needs of the priority industry. For example, for those entering cybersecurity, the training plan may include CompTIA Security+ certification or other industry-recognized cybersecurity credentials. For individuals pursuing careers in construction, training may include certifications in OSHA safety, green building practices, or skilled trades like plumbing or electrician certifications.
- Funding for Industry-Recognized Credentials: ITAs can be used to cover the cost of tuition, certification fees, books, and uniforms for training programs that are aligned with in-demand occupations in high-priority sectors. This ensures that job seekers are prepared to enter the workforce with skills that meet the current needs of employers.

3. Supporting Employers through Customized Training Programs

To ensure that training programs align with employer needs, the Prince George's County WDB works closely with local businesses to design customized training that addresses the specific skills required for high-demand occupations. The WDB is actively engaged with employers through Business Advisory Councils (BACs) and sector-specific partnerships to ensure that training programs are tailored to the needs of the local labor market.

Employer Engagement Strategies:

- Customized Industry Partnerships: The WDB collaborates with employers to design training curricula that align with current job requirements. For example, in the healthcare sector, the WDB works with hospitals and healthcare providers to ensure that training programs align with the skills needed for roles such as nurses, medical assistants, and health technicians.

- Work-Based Learning Opportunities: The WDB promotes work-based learning programs such as apprenticeships, work experience and on-the-job training (OJT) to ensure that job seekers gain hands-on experience while earning industry-recognized certifications. Employers are incentivized to provide OJT opportunities, and the WDB helps coordinate the funding and placement of participants in these programs.
- Employer Incentives: To encourage employer participation in training programs, the WDB offers financial incentives, such as wage reimbursements for employers who hire individuals through apprenticeships or OJT programs. This incentivizes businesses to hire from the local talent pool, reducing recruitment costs and ensuring that employees are trained in the skills that are most in demand.

4. Monitoring ITA Effectiveness and Adjusting Training Based on Employer Feedback

The Prince George's County WDB employs uses a contracts and monitoring system that ensures ITAs are used effectively and that training programs are aligned with the evolving needs of employers. The WDB works closely with training providers to evaluate the effectiveness of the training provided and adjust curricula based on employer feedback and labor market trends.

Strategies for Monitoring ITA Effectiveness:

- Tracking Job Placement and Outcomes: The WDB tracks the employment outcomes of job seekers who have utilized ITAs, including job placement rates, wages, and retention for WIOA Title I job seekers. This data helps the WDB assess the effectiveness of the training programs funded through ITAs and adjust ensure they continue to meet employer needs.
- Employer Feedback Loops: The WDB regularly engages with employers to gather feedback on the skills and competencies of newly trained employees. This feedback loop ensures that training programs remain aligned with industry standards and that job seekers are acquiring the skills employers demand.

The Prince George's County WDB's use of Individualized Training Accounts (ITAs) ensures that job seekers in high-demand sectors gain the skills and credentials needed to fill critical, difficult-to-fill positions. Through a data-driven approach, employer engagement, and customized training plans, the WDB ensures that ITAs are used effectively to address skills gaps in sectors like cybersecurity, healthcare, construction, and manufacturing.

By aligning training programs with industry needs, and leveraging multiple funding sources, the WDB ensures that job seekers are well-equipped to enter the workforce, while employers have access to the skilled talent they need to thrive in an ever-evolving labor market.

PROVIDE PRIORITY OF SERVICE IN ALIGNMENT WITH THE STATE PLAN

The Prince George's County WDB is committed to ensuring that priority of service for the Adult Program aligns with the State Workforce Development Plan. This priority ensures that certain populations, particularly those facing barriers to employment, are given preferential access to training, career services, and workforce development resources. In addition to the state's priorities, the WDB has established local priorities based on the economic conditions and the needs of job seekers in Prince George's County.

Through the implementation of local requirements and discretionary priorities, the WDB ensures that priority groups receive the services and resources they need to succeed in the workforce. These priorities are aligned with the State Workforce Development Plan, with additional focus on addressing regional labor market trends, high-demand industries, and employer needs.
This section outlines how the WDB will provide priority of service under the Adult Program, as well as the local requirements and discretionary priorities that will guide service delivery.

1. Priority of Service for the Adult Program

The WDB follows the priority of service guidelines set forth in the State Workforce Development Plan, which prioritizes individuals who meet the following criteria:

- Veterans and spouses of veterans.
- Public assistance recipients.
- Low-income adults.
- Individuals with disabilities.
- Other populations facing barriers to employment, including youth and returning citizens.

These populations will receive priority access to WIOA Adult program services, which include career counseling, job placement, training programs, and work-based learning opportunities. The WDB also ensures that individuals with barriers to employment, such as long-term unemployed individuals, immigrants, and disadvantaged youth, are prioritized in alignment with local needs.

Priority Groups and Local Requirements:

- Veterans: In accordance with federal guidelines, veterans and veteran spouses will receive priority service in the Adult Program. This includes specialized career counseling, job search assistance, and access to training and placement programs.
- Low-Income Adults and Public Assistance Recipients: The WDB recognizes the economic challenges faced by low-income adults and public assistance recipients. These individuals will be given priority for training services and

tuition assistance to help them develop skills that align with high-demand occupations in sectors such as healthcare, construction, and IT.

- Individuals with Barriers to Employment: Priority will be given to individuals who face significant barriers to employment, such as those with disabilities, criminal justice involvement, homelessness, and lack of educational attainment. Services for these individuals will include wraparound services such as childcare, transportation assistance, and financial literacy training.

2. Local Discretionary Priorities and Requirements

While the State Plan provides guidance for priority of service, the WDB also identifies local priorities based on the needs of the county's workforce and economic conditions. These priorities ensure that the WDB is responsive to the unique challenges and opportunities in Prince George's County.

Data to Support Local Priorities:

- Labor Market Analysis: The WDB uses local labor market data from sources such as Lightcast, Bureau of Labor Statistics (BLS), and employer surveys to identify skills gaps and employer needs. The State of the Workforce Report identifies key sectors in which there are labor shortages, including cybersecurity, healthcare, construction, and manufacturing. These industries are prioritized for workforce development efforts, ensuring that job seekers have the skills required to meet the growing demand for workers in these sectors.
- Barriers to Employment: Data from local community organizations and service providers highlight that returning citizens, immigrants, youth facing educational challenges, and individuals with disabilities face significant barriers to entering the workforce. These groups will be prioritized for training, career services, and supportive services such as housing assistance, childcare, and mental health counseling.

Local Requirements:

- Training in High-Demand Sectors: Based on local labor market data, the WDB will prioritize training programs that align with high-demand industries, including cybersecurity, healthcare, and construction. Job seekers who are interested in entering these fields will be given priority access to training programs that offer industry-recognized certifications and work-based learning opportunities.
- Priority for Long-Term Unemployed Individuals: To address the long-term unemployment issues within the county, individuals who have been unemployed for an extended period will receive priority services. These services will include job readiness programs, work-based learning, and re-skilling opportunities in industries that are experiencing labor shortages. The WDB will collaborate with local employers to create targeted job placement programs for this population.

- Youth Workforce Development: Given the growing number of youth in Prince George's County and the high unemployment rates among young adults aged 18-24, the WDB has a specific focus on youth workforce development. This includes prioritizing training in high-demand occupations, offering apprenticeships, and expanding the Youth Career Connections program to ensure that youth are prepared for careers in IT, healthcare, manufacturing, and construction.

3. Documentation and Implementation of Priority Services

To ensure that priority services are effectively provided and well-documented, the WDB will implement the following strategies:

- Data Tracking and Reporting: The WDB will use its case management system, the PGCVCC, to track the eligibility and service needs of job seekers. This system will capture data on priority populations, including veterans and eligible spouses, low-income adults, individuals with disabilities, and long-term unemployed individuals, to ensure they receive priority services as outlined in the State Plan.
- Eligibility Determination: Career Navigators will assess the eligibility of job seekers based on WIOA standards, ensuring that individuals who meet priority group criteria (e.g., veterans, low-income, displaced workers) are given priority access to career services, training programs, and tuition assistance.
- Clear Documentation of Priority Service Delivery: The WDB will maintain clear documentation of how priority services are delivered, using EPG Intelligence and other data systems to track services provided to priority groups. This will include training completion rates, job placements, and wage growth outcomes for individuals who receive priority services.
- Continuous Monitoring: The WDB will conduct quarterly performance reviews to assess whether priority services are being effectively implemented and whether the target groups are successfully transitioning into the workforce. Feedback from career navigators, employers, and job seekers will be incorporated to make ongoing improvements to the service delivery model.

The Prince George's County Workforce Development Board is committed to ensuring that job seekers from priority populations—such as veterans and eligible spouses, low-income adults, returning citizens, and individuals with disabilities—have access to the services and support they need to succeed in the workforce. By leveraging local data, employer input, and WIOA guidelines, the WDB will provide priority services that are tailored to meet the specific needs of underserved populations. These efforts will ensure that the WDB continues to meet the employment needs of local businesses while offering equitable access to career development and training opportunities for all residents of Prince George's County.

TRAINING AND EQUIPPING STAFF TO PROVIDE EXCELLENT, WIOA-COMPLIANT CUSTOMER SERVICE

The Prince George's County WDB recognizes that high-quality customer service is at the core of an effective workforce development system. To ensure that all staff are equipped to deliver exceptional service, the WDB is committed to providing continuous training and professional development opportunities. This includes up-to-date resources, tools, and strategies that align with federal, state, and local workforce development policies and priorities, as outlined in the Workforce Innovation and Opportunity Act (WIOA).

An integral component of the WDB's training strategy is the "Elevate" In-Service Professional Development Retreat, a two-day quarterly event designed to enhance the skills, knowledge, and effectiveness of staff members. This initiative is central to the WDB's internal strategy for staff development, ensuring that employees are well-prepared to provide excellent customer service that supports both job seekers and employers.

1. The "Elevate" Professional Development Retreat

To ensure that staff are trained and equipped with the latest industry knowledge, tools, and best practices, the WDB hosts the "Elevate" In-Service Retreat. This quarterly retreat is a two-day professional development event focused on providing career services staff with up-to-date resources and critical information necessary to meet the evolving needs of job seekers and local employers.

Key Features of the "Elevate" In-Service Retreat:

- WIOA Compliance and Best Practices: The retreat provides staff with training on WIOA requirements, including eligibility determination, career counseling, and job placement services. This ensures that staff remain fully compliant with federal, state, and local policies, while also equipping them with the latest workforce development tools and strategies.
- Customer Service Excellence: The retreat focuses on enhancing customer service skills with a specific focus on service delivery that is responsive, inclusive, and equitable. Through role-playing, case studies, and best practices discussions, staff are trained to improve their communication, problem-solving, and relationship-building skills, ensuring that they provide exceptional service to job seekers from diverse backgrounds.
- Professional Development Tracks: During the retreat, staff can participate in targeted professional development tracks that focus on specific areas of workforce development, such as youth services, adult programs, disability services, and employer engagement. These specialized tracks ensure that staff are equipped to meet the needs of all populations within the workforce system, including those with significant barriers to employment, such as returning

citizens, immigrants, and individuals with disabilities.

- Access to Updated Resources: Staff members are provided with current resources, including training materials, toolkits, and policy updates, which are essential for providing high-quality, WIOA-compliant services. These materials help ensure that staff are well-versed in the most recent federal, state, and local workforce development priorities and programmatic changes.
- Collaborative Learning: The "Elevate" Retreat fosters an environment of collaboration and peer learning, where staff from different departments can share best practices and ideas. Through workshops, interactive sessions, and group activities, staff can collaborate on innovative strategies for improving customer service and meeting the needs of job seekers and employers.

2. Continuous Professional Development

In addition to the "Elevate" retreat, the Prince George's County WDB is committed to providing ongoing professional development opportunities to ensure that staff are consistently equipped to provide excellent customer service and remain WIOA-compliant.

Ongoing Training and Education:

- Quarterly Training Sessions: The WDB holds quarterly training sessions throughout the year, focusing on topics such as new policies, labor market trends, job seeker needs, and service delivery techniques. These sessions are designed to ensure that staff are up-to-date on the latest workforce development initiatives and local employment trends.
- WIOA Updates and Federal Compliance: The WDB provides regular updates on WIOA compliance through internal webinars, workshops, and policy briefings. These sessions are essential for ensuring that all staff members are aware of changes in federal regulations and understand how to apply these updates in their day-to-day work.
- Sector-Specific Knowledge: To meet the specific needs of local businesses and industries, the WDB offers industry-specific training to staff. This includes learning about emerging sectors such as cybersecurity, healthcare, and clean energy, so that staff can better understand the qualifications and training requirements for in-demand occupations. By gaining a deeper understanding of industry needs, staff are better positioned to connect job seekers with appropriate training and employment opportunities.

3. Case Management and Performance Monitoring

The WDB ensures that all staff are trained in case management best practices to help job seekers navigate the workforce system effectively. Staff will be equipped with the skills and tools necessary to manage individualized training plans, track job seeker progress, and ensure successful job placements.

Key Case Management Strategies:

- Comprehensive Case Management Training: The WDB provides ongoing training to Career Navigators and other staff involved in case management to ensure that they are equipped with tools such as EPG Intelligence to track job seeker activities and progress. This system allows for a coordinated approach to case management, ensuring that job seekers receive the support they need at every stage of their journey.
- Personalized Career Plans: Staff are trained to create personalized career plans for job seekers, focusing on both immediate job placement and long-term career success. This training ensures that staff can tailor services to meet the unique needs of job seekers from various backgrounds and with different skill levels.
- Performance Monitoring and Feedback: To ensure that case management is effective, the WDB regularly monitors performance metrics related to job placements, training completions, and customer satisfaction. Staff are trained to use data from EPG Intelligence and other systems to track outcomes and adjust services as needed to improve results.

4. Evaluation and Continuous Improvement

The Prince George's County WDB uses an evaluation and feedback system to assess the effectiveness of training and professional development activities for staff. The WDB regularly collects feedback from staff and job seekers to determine whether services are being delivered effectively and whether there are areas for improvement.

Key Strategies for Evaluation:

- Staff Feedback: After each training session or professional development retreat, staff are encouraged to provide feedback on the content and delivery of the sessions. This feedback helps the WDB refine and improve future training efforts.
- Customer Feedback: Job seekers provide valuable feedback about their experiences with the workforce development system. This feedback is used to assess the effectiveness of staff interactions, the quality of services provided, and the impact of the services on their career outcomes.
- Performance Data: The WDB also uses performance data to evaluate whether career services are meeting the needs of job seekers. Metrics such as job placement rates, training completion rates, and post-placement retention help the WDB assess the effectiveness of staff in achieving positive outcomes.

The Prince George's County Workforce Development Board is committed to staff excellence and ensuring that all workforce services are delivered in alignment with WIOA requirements and local workforce development goals. Through the "Elevate"

In-Service Retreat, ongoing professional development, and comprehensive case management training, the WDB ensures that staff are well-prepared to provide exceptional customer service and meet the needs of job seekers and employers across Prince George's County. This continuous commitment to training and staff development plays a crucial role in achieving the county's workforce development goals and ensuring the success of the AJC Delivery System.

SECTION 4: TITLE I – ADULT, YOUTH AND DISLOCATED WORKER FUNCTIONS

DESCRIPTION OF ADULT AND DISLOCATED WORKER EMPLOYMENT AND TRAINING ACTIVITIES IN THE LOCAL AREA

The Prince George's County Workforce Development Board (WDB) is dedicated to providing customized employment and training services designed to meet the diverse needs of adults and dislocated workers. The WDB recognizes that job seekers face a variety of challenges when seeking employment, and therefore, it has developed a service delivery model that is tailored to address specific needs based on demographics and industry sector demands. Through Demographic Programs and Industry Bridge Programs, the WDB provides a range of services designed to support job seekers at every stage of their career development, from entry-level positions to skilled professions.

The adult and dislocated worker programs offered by the WDB are designed to ensure that all job seekers, particularly those facing barriers to employment, have access to training and supportive services that will help them succeed in the labor market. The Demographic and Industry Bridge Programs offer a targeted approach, aligning resources with the unique needs of job seekers and local employers.

1. Customized Service Delivery Model: Demographic Programs and Industry Bridge Programs

The WDB's service delivery model is specifically customized to meet the distinct needs of adults and dislocated workers, addressing barriers to employment, including the skills gaps faced by job seekers pursuing careers in high-demand industries.

A. Demographic Programs for Targeted Populations

The Demographic Programs target specific populations that face barriers to employment, such as returning citizens, immigrants, youth, individuals with disabilities, and low-income workers. These programs provide a holistic approach to workforce development, ensuring that job seekers receive both the career services and wraparound support they need to overcome barriers to employment.

- Pathways to Success for Returning Citizens: One of the core Demographic Programs, Pathways to Success, specifically targets returning citizens—individuals who have been incarcerated and are seeking to reintegrate into the workforce. These individuals often face significant barriers, including criminal background checks, housing instability, and lack of workforce readiness skills. Through skills development and job placement assistance, the WDB works to reduce recidivism and help returning citizens transition into stable employment.
- Career Pathways for Immigrants and Refugees: Another critical Demographic Program focuses on supporting immigrants, refugees, and asylees who face unique challenges, including language barriers, credentialing issues, and cultural adjustment. The program offers language support, skills assessment, and job readiness training to ensure that these individuals are able to secure employment in high-demand sectors like healthcare, construction, and IT.
- Youth Career Services: The Youth Career Connections program focuses on providing career counseling, skills training, and work-based learning opportunities for in-school youth aged 16-24. KEYS is the out-of-school youth program particularly focused on those who face educational challenges and economic hardship. This program ensures that youth are prepared for postsecondary education or apprenticeships in fields like cybersecurity, construction, and healthcare.
- Services for Individuals with Disabilities: The WDB also provides services for individuals with disabilities, ensuring that they receive access to job placement and training services that are tailored to their specific needs. This includes assistive technologies, accommodation services, and personalized career guidance to help individuals with disabilities thrive in the workforce.

B. Industry Bridge Programs: Aligning Training with High-Demand Sectors

In addition to the Demographic Programs, the WDB offers Industry Bridge Programs that focus on targeted industries where there are significant gaps in skilled labor. These programs are designed to help adults and dislocated workers transition into high-demand fields and difficult-to-fill positions.

The Industry Bridge Programs focus on aligning training resources with the skills needs of key sectors such as healthcare, IT, construction, transportation and logistics, and hospitality. These programs ensure that job seekers receive industry-recognized certifications and work-based learning opportunities to prepare them for sustainable careers.

2. Customized Services for Dislocated Workers

Dislocated workers face unique challenges, as they are often transitioning from positions that have been outsourced, downsized, or eliminated. The Prince George's County WDB offers specialized services to help these individuals re-enter

the workforce by providing targeted training and job search assistance.

- On-the-Job Training (OJT): For dislocated workers, the WDB offers on-the-job training programs, where individuals can earn wages while gaining hands-on experience in high-demand sectors like IT, manufacturing, and construction.
- Re-employment Services: The WDB works with employers and training providers to create personalized reemployment plans for dislocated workers, which include resume building, job placement services, and career coaching. These plans are specifically tailored to the needs and experiences of each individual, helping them navigate their transition into a new career.

3. Performance Monitoring and Continuous Improvement

To ensure that all employment and training activities meet the needs of job seekers and employers, the Prince George's County WDB monitors the effectiveness of its Demographic Programs and Industry Bridge Programs. The WDB tracks job placement rates, training completion, and wage outcomes to assess whether programs are achieving their desired results.

- Data-Driven Decision Making: The WDB uses tools like the PGCVCC and labor market data to continuously assess the skills gaps in local industries. This data informs the development of new training programs and helps refine existing programs to meet employer needs.
- Continuous Feedback: The WDB regularly collects feedback from job seekers and employers to assess the quality of training programs. This feedback is used to make adjustments to ensure that training programs are relevant, effective, and aligned with employer needs.

The Prince George's County Workforce Development Board provides customized employment and training services through its Demographic Programs and Industry Bridge Programs to meet the diverse needs of adults and dislocated workers. By focusing on high-demand sectors, offering personalized career plans, and providing wraparound support services, the WDB ensures that job seekers have the skills and resources they need to succeed in the workforce. Through ongoing monitoring and continuous improvement, the WDB ensures that its programs remain relevant and effective, helping to fill the skills gaps in high-growth industries and ensure the long-term success of job seekers in Prince George's County.

COORDINATION OF WORKFORCE DEVELOPMENT ACTIVITIES WITH STATEWIDE RAPID RESPONSE ACTIVITIES

The Prince George's County WDB is committed to ensuring that workforce development services are effectively coordinated with statewide rapid response activities, especially for individuals impacted by displacement, downsizing, or economic disruptions. Rapid response activities are designed to provide timely

assistance to dislocated workers who are facing job loss due to business closures, mass layoffs, or other significant economic challenges. These services include immediate job search assistance, retraining opportunities, and re-employment services, which help workers transition back into the workforce as quickly as possible.

To ensure that these activities are coordinated, the Prince George's County WDB will work closely with state-level rapid response teams, including the Maryland Department of Labor (MDOL), and other relevant agencies to provide a seamless, efficient response to dislocated workers in the county. The WDB integrates its local workforce development services with the statewide rapid response efforts as requested, leveraging resources, funding, and partner networks to ensure that workers receive the support they need during periods of economic transition.

1. Collaborative Coordination with Maryland Department of Labor (MDOL)

The WDB will collaborate with MDOL's Rapid Response team to ensure that dislocated workers in Prince George's County receive immediate and effective support. MDOL's Rapid Response Services are designed to help individuals who have lost their jobs due to business closures or mass layoffs. These services include pre-layoff assistance, on-site support, and re-employment services, which are aligned with the local workforce development programs.

Key Coordination Activities:

- Timely Engagement: The WDB will work with the MDOL Rapid Response team to ensure that dislocated workers in the county are contacted shortly after layoffs or closures occur. This includes supporting MDOL as requested, in facilitating on-site worker orientation sessions that provide information about career services, retraining opportunities, and job placement services.
- Co-location of Services: MDOL's Rapid Response team and EPG will work together to provide immediate access to services for dislocated workers. This includes on-site support at affected businesses, as well as access to American Job Centers (AJCs), where workers can receive career counseling, job placement assistance, and training referrals.
- Customized Rapid Response Services: The Prince George's County WDB will collaborate with the Rapid Response team to provide customized services based on the specific needs of dislocated workers. For example, workers impacted by downsizing in the healthcare sector may be connected to training opportunities that lead to healthcare certifications, while those affected by layoffs in manufacturing may be referred to advanced manufacturing training programs.

2. Leveraging Local and State Resources for Rapid Response Services

The WDB and MDOL Rapid Response team will leverage statewide resources,

including funding from WIOA Title I, ARPA, and other sources, to provide rapid response services. These resources will ensure that workers have access to training, job search assistance, and supportive services such as transportation and childcare assistance.

Resource Allocation and Coordination:

- Statewide Funding for Training and Job Placement: The WDB will work with MDOL to allocate state funds for training programs that help dislocated workers transition into new industries. This includes offering Individualized Training Accounts (ITAs) to eligible workers to support their participation in skills development programs in high-demand fields such as IT, healthcare, and construction.
- Cooperative Efforts with Local Training Providers: The WDB will coordinate with local training providers from the Prince George's County Local Training Provider List (TPL) to ensure that dislocated workers have access to industry-recognized credentials and work-based learning opportunities that match local employer needs. For example, dislocated workers affected by changes in the retail sector could be connected with cybersecurity certification programs.

3. Access to Supportive Services for Dislocated Workers

Dislocated workers face significant challenges beyond skills development, such as financial instability, housing insecurity, and lack of transportation. To ensure comprehensive support, the WDB will integrate supportive services with the statewide rapid response activities.

Key Supportive Services:

- Case Management and Career Counseling: Career Navigators at EPG will offer personalized case management services to ensure that dislocated workers receive the support they need to successfully transition into new careers. These services include job search assistance, resume building, and workplace readiness training.
- Wraparound Services: The WDB and community-based organizations will provide wraparound services to address the personal barriers that dislocated workers may face. These services include financial literacy training, housing assistance, and transportation subsidies to help job seekers maintain stability during their transition into new employment.
- Financial Assistance: In addition to providing training opportunities, the WDB will leverage non-WIOA funding sources, such as ARPA, to provide tuition assistance, books, uniforms, and exam fees to eligible dislocated workers. This will help reduce the financial barriers that may prevent workers from accessing training programs.

4. Employer Engagement and Job Placement

The WDB will engage with local employers to facilitate job placement for dislocated workers, ensuring that they are connected with employment opportunities that align with their skills and training. This process includes developing partnerships with employers who are committed to hiring dislocated workers, offering on-the-job training (OJT) and apprenticeships that help these workers gain hands-on experience while earning a living wage.

Employer Outreach and Job Matching:

- Job Fairs and Recruitment Events: The WDB will organize job fairs and recruitment events in collaboration with the MDOL Rapid Response team to connect dislocated workers with employers who are actively hiring. These events will focus on industries with high-growth potential, such as healthcare, cybersecurity, and advanced manufacturing.
- Customized Job Placement Services: The WDB will ensure that career counselors work with dislocated workers to develop personalized job placement plans. This includes direct referrals to employers in high-demand industries and coordination with training providers to ensure that workers have the skills needed to meet employer demands.

The Prince George's County WDB will work closely with the Maryland Department of Labor (MDOL) and other partners to ensure that rapid response services are coordinated effectively to help dislocated workers transition back into the workforce. By leveraging statewide resources, offering training opportunities, providing supportive services, and connecting job seekers with employers, the WDB will ensure that dislocated workers are supported throughout their transition and are able to gain meaningful, long-term employment in high-demand sectors. Through this integrated approach, the Prince George's County WDB aims to reduce the impact of displacement and foster economic resilience in the community.

A DESCRIPTION OF YOUTH WORKFORCE DEVELOPMENT ACTIVITIES IN THE LOCAL AREA

The Prince George's County Workforce Development Board (WDB) recognizes that providing robust workforce development opportunities for youth is essential for ensuring long-term economic growth and prosperity in the county. As such, the WDB oversees a comprehensive set of youth workforce development programs that cater to the unique needs of youth populations, including in-school youth, out-of-school youth, and youth facing significant barriers to employment.

The Prince George's County WDB works closely with a variety of service providers and community organizations to provide career services, work-based learning

opportunities, soft skills development, and industry-specific training to ensure that youth are prepared for high-demand occupations and successful career pathways. Key programs include Employ Prince George's (EPG)'s KEYS program for out-of-school youth, the Youth Career Connections program supported by the Blueprint for Maryland's Future, Eckerd Connects' operation of the Youth Career Center, and Adams and Associates' focus on immigrants, refugees, and English language learners.

These programs are designed to provide youth with the skills, workplace experience, and career exposure they need to transition smoothly from school to the workforce. The WDB's youth workforce development activities are customized to meet the educational, social, and economic needs of youth, especially those from underrepresented populations.

1. Out-of-School Youth: KEYS Program

Employ Prince George's (EPG) runs the KEYS (Knowledge Equals Youth Success) program, which is specifically tailored to serve out-of-school youth aged 18-24. The KEYS program is designed to provide career development, soft skills training, and work-based learning opportunities to help young adults gain the experience and credentials necessary for successful entry into the workforce.

Key Components of the KEYS Program:

- Work-Based Learning: Participants engage in paid internships and job placements that provide hands-on experience in high-demand industries. These opportunities help participants gain real-world work experience, develop professional networks, and improve employability skills.
- Soft Skills Development: The program places a strong emphasis on the development of soft skills, such as communication, problem-solving, teamwork, and time management, which are essential for success in the workplace. These skills are incorporated into the program through workshops, group activities, and mentorship opportunities.
- Career Exploration and Counseling: Through career assessments and one-on-one counseling, participants in the KEYS program identify career paths that align with their interests, skills, and long-term goals. They are then provided with personalized training plans that connect them to the appropriate certifications and career opportunities.
- Industry-Recognized Certifications: The KEYS program provides participants with access to industry-recognized certifications in fields such as IT, healthcare, and construction, helping them secure well-paying, stable jobs. These certifications are tailored to meet the skills needs of local employers.

2. In-School Youth: Youth Career Connections (Blueprint for Maryland's Future)

The Youth Career Connections program, supported by Blueprint for Maryland's

Future, is an in-school youth program aimed at preparing middle and high school students for postsecondary education and career success. This program ensures that youth are exposed to career pathways early and have access to industry-aligned training, workplace experiences, and career counseling.

Key Components of the Youth Career Connections Program:

- Career Pathways Development: The program helps youth identify and explore career interests while aligning their educational goals with high-demand industries in Prince George's County, such as IT, healthcare, and construction. Students participate in career counseling, where they are introduced to different career fields, job shadowing, and internship opportunities.
- Dual Enrollment: In partnership with Prince George's Community College (PGCC), the Youth Career Connections program offers dual enrollment opportunities, allowing students to earn college credits while still in high school. This helps students build a strong educational foundation and equips them with skills that are immediately applicable in the workforce.
- Work-Based Learning and Apprenticeships: Students in the Youth Career Connections program engage in work-based learning experiences, including internships and apprenticeships, in sectors such as cybersecurity and construction. These experiences provide students with valuable exposure to real-world work environments, helping them to develop both technical skills and professional behavior.
- Industry Certification and Credentialing: The Youth Career Connections program focuses on providing students with industry certifications in high-demand occupations such as cybersecurity, healthcare, and skilled trades. These certifications are essential for students' future employment prospects, as they demonstrate job readiness and align with local employer needs.

3. Specialized Youth Services for Immigrants, Refugees, and English Language Learners

Adams and Associates, in collaboration with the Prince George's County WDB, operates a youth workforce program specifically focused on serving immigrant youth, refugees, and English language learners (ELLs). These youth often face additional challenges related to language barriers, credential recognition, and cultural adjustment, making it essential to provide targeted services that help them integrate into the U.S. workforce.

Key Services for Immigrant, Refugee, and ELL Youth:

- English Language Support: The program provides English language training, vocational English as a Second Language (VESL) classes, and language support services to help ELL youth overcome language barriers and develop strong communication skills for the workforce.

- Credential Evaluation: Many immigrant and refugee youth face challenges related to the recognition of foreign credentials. The program assists in evaluating and validating foreign credentials, helping students transition into appropriate training programs or career pathways based on their existing skills and education.
- Cultural Orientation: The program offers cultural orientation workshops that teach workplace norms, job search strategies, and employment expectations in the U.S. These services help immigrant youth adjust to the local work culture and prepare for success in the job market.
- Customized Career Pathways: Adams and Associates works with employers to create customized career pathways for immigrant and refugee youth. These pathways are designed to align with the job market needs and help youth achieve long-term career success.

4. Summer Youth Program: Work-Based Learning and Soft Skills Development

ADC Management operates the Summer Youth Program, which provides paid work-based learning experiences for youth during the summer months. This program is designed to expose youth to the workforce and help them develop both technical skills and soft skills in a real-world setting.

Key Components of the Summer Youth Program:

- Paid Internships: The program provides youth aged 14-24 with paid internships that allow them to gain hands-on experience in high-demand sectors such as retail, IT, and construction. These internships help youth develop workplace readiness skills and build professional networks.
- Soft Skills Development: In addition to technical skills, the Summer Youth Program emphasizes the development of soft skills, including communication, problem-solving, teamwork, and time management. These skills are essential for success in any career and provide youth with the foundation they need to succeed in the workplace.
- Work-Based Learning Pathways: The Summer Youth Program integrates career exploration with work-based learning, helping youth understand the various career opportunities available to them and how to pursue them. The program also connects youth to mentorship opportunities, allowing them to learn from professionals in their chosen fields.

The Prince George's County Workforce Development Board is committed to providing comprehensive workforce development services that are tailored to the needs of youth in the county. Through programs like KEYS, Youth Career Connections, Eckerd Connects' Youth Career Center, Adams and Associates' services for immigrants and refugees, and ADC Management's Summer Youth Program, the WDB ensures that youth have access to career counseling, skills training, work-based learning, and industry-recognized certifications.

These programs are aligned with the county's high-demand industries, ensuring that youth are prepared for successful careers in sectors such as healthcare, cybersecurity, construction, and advanced manufacturing. By providing these tailored services and creating clear career pathways, the WDB ensures that youth in Prince George's County have the tools, skills, and support needed to succeed in the workforce and contribute to the county's economic prosperity.

COORDINATION OF EDUCATION AND WORKFORCE DEVELOPMENT ACTIVITIES WITH SECONDARY AND POSTSECONDARY EDUCATION PROGRAMS

The Prince George's County Workforce Development Board (WDB) is committed to ensuring that education and workforce development activities are effectively coordinated to meet the needs of both job seekers and employers. By collaborating with secondary and postsecondary education programs, the WDB aims to align workforce development services with educational goals to create clear career pathways for individuals. This collaborative approach enhances services, avoids duplication, and ensures that both educational and workforce development resources are being used efficiently to help residents of Prince George's County succeed in the labor market.

The WDB coordinates education and workforce development efforts by partnering with Prince George's Community College (PGCC), Prince George's County Public Schools (PGCPS), and other educational institutions to align curriculum, training programs, and career services with the needs of local employers and industry standards. Through these efforts, the WDB helps bridge the gap between education and employment by ensuring that job seekers have the skills and qualifications needed to succeed in high-demand sectors.

1. Collaboration with Secondary Education Providers (PGCPS)

The WDB works closely with Prince George's County Public Schools (PGCPS) to ensure that secondary education aligns with workforce development goals. The WDB supports programs that provide youth with the skills, knowledge, and exposure to career pathways early in their educational journey. This ensures that students are well-prepared for postsecondary education or immediate entry into high-demand jobs upon graduation.

Key Collaborative Programs with PGCPS:

- Youth Career Connections Program: Through Blueprint for Maryland's Future, the Youth Career Connections program is a key partnership between PGCPS and the WDB, designed to provide students with career exploration, industry-specific training, and work-based learning opportunities. The program connects in-school youth with career pathways that are aligned with high-demand industries such as IT, construction, and healthcare.

- Dual Enrollment: The WDB works with PGCPS and PGCC to offer dual enrollment opportunities, allowing students to earn college credits while still in high school. This initiative helps students gain industry-recognized credentials and prepares them for postsecondary education and career pathways. By aligning secondary school curricula with PGCC's career training programs, the WDB ensures that students have the educational foundation they need to succeed in the workforce.
- Career and Technical Education (CTE): PGCPS provides a variety of CTE programs that focus on workforce readiness and technical skills development in fields such as healthcare, construction, information technology, and advanced manufacturing. The WDB collaborates with PGCPS to ensure that CTE programs are aligned with industry needs and employer demands, providing students with hands-on experience and the certifications needed to pursue high-demand careers.
- Career Pathways and Industry Certifications: The WDB works with PGCPS to ensure that students are not only exposed to career pathways but also have access to industry certifications in fields like cybersecurity and construction. This alignment of secondary education with workforce development ensures that students graduate with the necessary credentials to enter high-demand occupations directly after high school graduation.

2. Collaboration with Postsecondary Education Providers (PGCC)

The Prince George's County WDB partners with Prince George's Community College (PGCC) to ensure that postsecondary education aligns with the needs of local employers and the county's workforce development goals. PGCC offers a wide range of degree programs and certifications in fields such as cybersecurity, advanced manufacturing, healthcare, and construction, all of which are in high demand in Prince George's County.

Key Collaborative Programs with PGCC:

- Industry-Specific Training Programs: The WDB and PGCC collaborate to develop training programs that are directly aligned with local employer needs. For example, PGCC's cybersecurity program offers training in CompTIA Security+, Certified Ethical Hacker (CEH), and other certifications that are in demand by employers in the IT and cybersecurity industries. These programs ensure that students are equipped with the skills needed to secure employment in high-demand fields.
- Apprenticeships and Work-Based Learning: The WDB and PGCC work together to create apprenticeship programs that provide job seekers with hands-on experience while earning industry-recognized certifications. This work-based learning model ensures that participants not only gain theoretical knowledge but also real-world experience, which enhances their employability and prepares them for long-term career success.

- Dual Enrollment and Credentialing: The WDB supports dual enrollment opportunities through PGCC, enabling high school students to earn college credits while pursuing industry certifications. For example, students enrolled in cybersecurity, construction, and healthcare programs at PGCC can complete coursework that leads to certifications in fields like CompTIA Security+ or OSHA safety certifications, which enhances their job prospects and prepares them for advanced training upon high school graduation.
- Career Pathways for Adult Learners: PGCC also offers career services to adult learners who may be looking to upskill or transition into a new career. The WDB collaborates with PGCC to provide training grants and tuition assistance for adults who need specialized skills to re-enter the workforce or transition into a new career in high-demand fields such as advanced manufacturing or clean energy.

3. Coordination to Avoid Duplication of Services

To ensure that services are coordinated and that there is no duplication of efforts, the Prince George's County WDB uses a variety of strategies to bring together secondary, postsecondary, and workforce development services in a seamless, integrated manner.

Integrated Service Delivery System:

- Cross-Program Collaboration: The WDB ensures that services provided through PGCPS, PGCC, and EPG are integrated into a cohesive service delivery system. This allows job seekers to access career counseling, training programs, internships, and job placement assistance from one centralized point of access, either through the AJC centers or the PGCVCC platform.
- Memoranda of Understanding (MOUs) and Resource Sharing: The WDB has established formal MOUs with PGCC, PGCPS, and other service providers to clarify roles, responsibilities, and resource allocation. These agreements ensure that each partner is contributing to the success of the workforce development system without overlapping or duplicating services.
- Co-enrollment in Programs: Job seekers may be co-enrolled in multiple programs, depending on their needs and goals. For instance, a job seeker may be co-enrolled in a WIOA Adult program while participating in a PGCC training program or youth program. This flexibility ensures that job seekers have access to a comprehensive range of services, including training, job readiness programs, and supportive services such as childcare and transportation assistance.

4. Data and Feedback to Align Services

The Prince George's County WDB uses data-driven decision-making to align services and programs with the needs of both job seekers and local employers. By leveraging tools such as the PGCVCC, the WDB continuously monitors job seeker

outcomes and skills gaps to ensure that training and educational programs are responsive to employer needs. Feedback from employers, students, and community organizations is used to refine and improve curricula and service delivery models, ensuring that the system evolves to meet changing workforce demands.

The Prince George's County Workforce Development Board is dedicated to coordinating education and workforce development services in a way that ensures seamless access for job seekers while avoiding duplication of efforts. Through collaborations with PGCC, PGCPS, EPG, and other partners, the WDB aligns secondary and postsecondary education programs with local workforce needs, ensuring that job seekers are prepared for successful careers in high-demand sectors. By maintaining strong partnerships, ensuring integration of services, and continuously refining service delivery based on data and feedback, the WDB ensures that workforce development activities are both comprehensive and efficient.

COORDINATION OF WORKFORCE DEVELOPMENT ACTIVITIES WITH TRANSPORTATION AND SUPPORTIVE SERVICES

The Prince George's County Workforce Development Board (WDB) recognizes that transportation and supportive services are critical to ensuring that job seekers can access and successfully participate in workforce development activities. Many residents in Prince George's County face significant barriers to transportation, particularly those who live in rural areas, low-income neighborhoods, or areas with limited access to public transportation. These barriers can prevent individuals from attending training programs, participating in job readiness workshops, or maintaining employment.

To address these challenges, the WDB works closely with local transportation providers, community organizations, and employers to ensure that transportation and supportive services are integrated into workforce development programs. This holistic approach ensures that job seekers can fully engage in career services, training, and work-based learning opportunities, improving their chances of securing stable employment.

Key strategies for coordinating transportation and supportive services in Prince George's County are outlined below, with a particular focus on the 4 Wheels to Work program, which addresses transportation barriers by providing vehicles to low-income workers.

1.4 Wheels to Work Program: Addressing Transportation Barriers

One of the key strategies for addressing transportation barriers in Prince George's

County is the 4 Wheels to Work program, operated by Employ Prince George's (EPG). This program provides low-income workers with access to free vehicles to help them commute to work, ensuring that transportation is not a barrier to employment.

Key Features of the 4 Wheels to Work Program:

- Eligibility Requirements: The program is open to full-time employed individuals (working at least 30 hours per week) or those with a verifiable job offer. Participants must meet specific financial criteria and demonstrate the need for reliable transportation to maintain their employment.
- Financial Literacy Training: To ensure that recipients can maintain their vehicles, the 4 Wheels to Work program requires participants to complete financial literacy training. This training helps workers manage vehicle-related expenses, such as insurance, fuel, and maintenance costs, and prepares them for long-term financial success.
- Access to Transportation for Rural and Underserved Areas: The 4 Wheels to Work program is especially beneficial for individuals who live in areas with limited access to public transportation. In Prince George's County, where certain neighborhoods lack adequate bus routes or Metro access, providing workers with reliable vehicles enables them to access employment opportunities across the county and the broader Washington D.C. metropolitan area.

2. Coordination with Public Transportation

In addition to the 4 Wheels to Work program, the Prince George's County WDB coordinates workforce development activities with public transportation options, ensuring that job seekers can access essential services such as career counseling, training programs, and job search assistance.

Public Transportation Services:

- The Prince George's County Department of Public Works and Transportation (DPW&T) operates the county's TheBus service, providing local bus routes that connect residents to key employment centers, educational institutions, and workforce development programs. The WDB collaborates with DPW&T to ensure that job seekers have access to affordable, reliable transportation that enables them to attend training programs and employment opportunities.
- Metrobus and Metrorail: The Washington Metropolitan Area Transit Authority (WMATA) provides Metrobus and Metrorail services in Prince George's County, connecting residents to employment and training resources in Washington
  D.C. and other regional locations. The WDB ensures that job seekers are aware of these services and can use them to access career services at American Job Centers (AJCs) and other training providers.

- Employer-Sponsored Transportation Solutions: The WDB also works with local employers to develop employer-sponsored transportation solutions for workers who may not have reliable access to public transportation. For example, businesses in areas such as National Harbor and Bowie have partnered with the WDB to provide shuttle services or vanpool programs for employees, making it easier for them to commute to work and reducing absenteeism due to transportation issues.

3. Other Supportive Services to Enhance Access to Workforce Development

The WDB works with community organizations, service providers, and educational institutions to ensure that job seekers have access to a broad range of supportive services that help remove barriers to employment and training.

Supportive Services Provided by the WDB and Partners:

- Childcare Assistance: Recognizing that many low-income workers face childcare challenges, the WDB provides childcare subsidies to ensure that parents can access training programs and work-based learning opportunities without the fear of financial strain.
- Financial Literacy: The WDB offers financial literacy training as part of its wraparound services for job seekers, helping them manage their finances and plan for long-term career stability. This includes educating participants on budgeting, credit management, and savings.
- Housing Assistance: The WDB partners with community-based organizations to provide housing assistance for individuals who may be experiencing housing instability. This support helps ensure that job seekers have a stable home environment, enabling them to focus on their training and job search efforts.
- Legal Support Services: The WDB coordinates with local legal aid organizations to provide legal support for job seekers facing barriers to employment, such as criminal records or discrimination. These services help individuals clear legal barriers that may hinder their employment prospects.

4. Integrated Service Delivery: Ensuring Access to All Job Seekers

The Prince George's County WDB has developed a seamless service delivery model that integrates transportation and supportive services into the overall workforce development strategy. This integration ensures that all job seekers, including those facing significant barriers, can access training, career services, and employment opportunities without the hindrance of logistical or financial challenges.

Key Components of Integrated Service Delivery:

- PGCVCC Integration: Through the Prince George's County Virtual Career Center (PGCVCC), job seekers can access a wide range of career services and training information remotely. This allows individuals with limited transportation options to participate in career assessments, job search activities, and training program registrations from their homes.

- Co-Location of Services: The WDB has co-located workforce services with partners such as PGCC and PGCPS to ensure that job seekers can access training programs and career services in one location. This centralized approach reduces the need for individuals to travel to multiple locations to access different services.
- Case Management: Career Navigators work with job seekers to identify transportation and other barriers to employment. By providing personalized support, including referrals to transportation services, childcare, and financial assistance, Career Navigators ensure that job seekers have the resources they need to stay engaged in workforce development programs.

The Prince George's County Workforce Development Board is dedicated to ensuring that transportation and supportive services are seamlessly integrated into the workforce development system. Through programs like 4 Wheels to Work, partnerships with public transportation providers, and collaborations with community organizations, the WDB ensures that job seekers have access to the resources they need to succeed. These efforts help remove barriers to employment, ensuring that all residents—including those in remote areas or underserved populations—can access training and employment opportunities.

By leveraging braided funding models and maintaining strong partnerships with local employers, service providers, and transportation agencies, the WDB ensures that job seekers have the support they need to overcome barriers, pursue industry-recognized certifications, and gain sustainable employment.

Utilization of Local Adult Funding Based on Priority Groups

The Prince George's County WDB is committed to ensuring that local adult funding is allocated in a manner that prioritizes individuals facing significant barriers to employment, in alignment with the State Plan's guidance on adult priority groups. These priority groups include low-income adults, dislocated workers, veterans and eligible spouses, individuals with disabilities, public assistance recipients, and other populations facing barriers to employment.

The WDB uses data-driven strategies to ensure that funding is directed to the populations that most need access to workforce development services. Through targeted outreach, personalized career services, and tailored training programs, the WDB ensures that these priority groups receive the resources they need to access high-demand occupations and develop sustainable careers.

1. Adult Priority Groups as Specified in the State Plan

The State Plan identifies several priority groups for the Adult Program, which include:

- Veterans and their spouses.
- Public assistance recipients.

- Low-income adults.
- Individuals with disabilities.
- Other populations facing barriers to employment, such as long-term unemployed individuals, immigrants, displaced workers, and justice-involved individuals.

The WDB's strategy for using local adult funding is designed to ensure that these priority groups have equitable access to career services, training programs, and work-based learning opportunities. The goal is to provide targeted services that address the unique barriers these individuals face, whether they are low-income, under-skilled, or dealing with personal challenges like housing instability or lack of transportation.

Targeted Populations for Adult Funding:

- Veterans: Veterans and their spouses will receive priority for funding to access training and job placement services that align with their military experience and career goals.
- Public Assistance Recipients: Adults receiving public assistance, including Temporary Assistance for Needy Families (TANF), will be prioritized for career services and skills development to help them transition from public assistance to stable, sustainable employment.
- Low-Income Adults: Low-income adults face numerous barriers to employment, and adult funding will be used to help them gain the skills, credentials, and workplace experience they need to achieve economic independence.
- Individuals with Disabilities: Adults with disabilities will be supported with tailored training and workplace accommodations to ensure they can participate in workforce development programs and gain access to career pathways that match their skills.

2. Strategies for Allocating Local Adult Funding

The Prince George's County WDB utilizes local adult funding through a braided funding model that integrates WIOA Title I funding, non-WIOA resources, and funding from the American Rescue Plan Act (ARPA). This approach provides the flexibility needed to serve priority populations, ensuring that no one is left behind due to strict eligibility requirements or limited funding sources.

Key Strategies for Funding Allocation:

- Industry-Aligned Training Programs: Adult funding will be allocated to support training programs that lead to industry-recognized certifications in high-demand sectors such as cybersecurity, healthcare, construction, and advanced manufacturing. These sectors have been identified through local labor market data as critical to the county's economic growth, and funding will ensure that priority groups have access to the skills needed to fill these positions.

- Work-Based Learning Opportunities: The WDB will prioritize funding for work-based learning programs, such as apprenticeships and on-the-job training (OJT), to provide adults with hands-on experience in high-demand industries. These programs help participants gain practical skills, build professional networks, and transition smoothly into long-term employment.
- Supportive Services for Priority Populations: The WDB recognizes that priority populations, such as low-income adults and dislocated workers, often face additional barriers to employment, including transportation, childcare, and housing instability. As such, adult funding will be used to provide wraparound services, such as financial literacy training, childcare assistance, and transportation subsidies. This ensures that job seekers can fully participate in training programs and job placement activities.
- Customized Career Counseling and Case Management: Career Navigators will provide personalized support to adult job seekers, including career counseling, skills assessments, and the development of individualized training plans. This customized approach ensures that adults are connected to training programs that align with their career goals and skills. WDB funding will support one-on-one case management for priority populations, helping them overcome barriers and achieve career success.

3. Measuring Success and Monitoring Outcomes

The WDB will continuously monitor the effectiveness of its adult programs and the use of local funding by tracking key metrics, such as job placement rates, training completion rates, wage growth, and career advancement for adults. Feedback from job seekers and employers will be collected regularly to evaluate the impact of services and identify areas for improvement.

Key Monitoring and Evaluation Metrics:

- Job Placement and Retention: The WDB will track the success of job seekers in securing long-term employment after completing training programs.
- Training Completion: The WDB will measure the completion rates of training programs to ensure that adults are not only entering but also completing certification programs.
- Wage Growth: Tracking wage increases for job seekers after completing training programs will be an important metric to measure the success of workforce development efforts in lifting participants out of poverty and into family-sustaining careers.

By using data to track progress and employer feedback to assess the quality of services, the WDB ensures that adult funding is being used effectively to meet the needs of priority populations and the local labor market.

The Prince George's County Workforce Development Board will continue to allocate local adult funding to support priority populations through a customized service delivery model that includes industry-aligned training programs, work-based learning opportunities, and wraparound services. By prioritizing services for low-income adults, veterans and eligible spouses, individuals with disabilities, and other disadvantaged groups, the WDB ensures that its workforce development programs are both equitable and responsive to the county's economic needs. The WDB's approach to funding allocation, along with continuous monitoring and evaluation, will help ensure that adult and dislocated worker programs are successful in meeting employment needs and supporting career success for all residents of Prince George's County.

UTILIZATION OF LOCAL DISLOCATED WORKER FUNDING

The Prince George's County Workforce Development Board (WDB) is committed to providing comprehensive and effective support to dislocated workers, particularly those who have lost their jobs due to economic disruptions such as business closures, downsizing, and outsourcing. The WDB utilizes Local Dislocated Worker Funding to support workers through career transition resources, skills development, and job placement services that help them successfully return to the workforce.
Through a combination of training, work-based learning, and personalized career counseling, the WDB ensures that dislocated workers are prepared for new employment opportunities in high-demand sectors. The WDB also collaborates with community organizations, employers, and educational institutions to ensure that dislocated workers receive the support they need to transition back into the workforce quickly and effectively. One of the newest initiatives designed to assist dislocated workers, particularly federal workers, is the Career Transition Resources (CTR) program.

1. Career Transition Resources (CTR) Program: Supporting Federal Workers Impacted by Layoffs
The Career Transition Resources (CTR) program is a new initiative launched by
Employ Prince George's (EPG), aimed specifically at helping federal workers impacted by layoffs return to civilian jobs. As the Prince George's County area is home to a significant number of federal employees, many of whom work in Washington, D.C. or surrounding areas, the CTR program is designed to help these workers navigate the challenges of transitioning from federal employment to the private sector.

Key Features of the Career Transition Resources (CTR) Program:

- Personalized Career Counseling: The CTR program offers one-on-one career counseling to federal workers, helping them assess their skills, interests, and career goals. This counseling helps individuals develop a customized career transition plan that aligns with their skills and the needs of local employers.

- Skills Assessment and Certification: Many federal employees may need to update their skills or gain industry-recognized certifications to make a successful transition into civilian jobs. The CTR program provides skills assessments and connects participants to training programs in fields such as cybersecurity, healthcare, and construction, which are in high demand in Prince George's County.
- Job Placement Assistance: In addition to career counseling, the CTR program helps federal workers identify and apply for job opportunities in the private sector. Job placement services include resume writing assistance, interview preparation, and job matching with local employers who are actively seeking workers with the skills and experience that federal workers bring.
- Work-Based Learning Opportunities: To help federal workers gain hands-on experience in new fields, the CTR program connects them to work-based learning opportunities such as internships, apprenticeships, and on-the-job training (OJT). These programs allow participants to gain real-world experience and ease the transition to new careers.

2. Utilizing Local Dislocated Worker Funding for Job Seekers

The Prince George's County WDB utilizes local dislocated worker funding to provide targeted services and resources to individuals who are laid off or displaced due to company closures, downsizing, or other reasons. These services are tailored to meet the specific needs of dislocated workers, ensuring that they have access to training, support, and resources to successfully transition into new careers.

Key Services Funded through Dislocated Worker Funding:

- Individualized Training Accounts (ITAs): The WDB provides Individualized Training Accounts (ITAs) to eligible dislocated workers, enabling them to pursue training programs that lead to industry-recognized certifications in high-demand sectors. Training areas include IT/cybersecurity, hospitality, healthcare, and construction, ensuring that dislocated workers are prepared to meet employer needs.
- Reemployment Services and Eligibility Assessment (RESEA): Dislocated workers who are eligible for Unemployment Insurance (UI) benefits may also receive reemployment services through the RESEA program. This service provides job seekers with career counseling, job search assistance, and access to job placement and training opportunities to help them return to work as quickly as possible.
- On-the-Job Training (OJT): The WDB works with local employers to provide on-the-job training for dislocated workers, allowing them to gain hands-on experience while earning wages. OJT programs are particularly valuable for workers transitioning into new industries, as they provide a bridge between training and permanent employment.

- Supportive Services: Dislocated workers often face additional barriers during their transition, including financial instability, childcare issues, and transportation challenges. The WDB provides supportive services such as childcare subsidies, transportation assistance, and financial literacy training to help workers overcome these obstacles and fully engage in workforce development activities.

3. Leveraging Community and Employer Partnerships

The WDB collaborates with local employers, educational institutions, and community-based organizations to ensure that dislocated workers receive the comprehensive support they need to transition into new careers. These partnerships help to align dislocated worker programs with the needs of local businesses and ensure that training programs are tailored to employer demands.

Employer Engagement:

- Job Matching and Recruitment: The WDB works with local employers to identify job openings and match dislocated workers with employer needs. This includes organizing job fairs, hiring events, and recruitment drives to facilitate direct connections between job seekers and businesses.
- Customized Training Partnerships: The WDB partners with employers to create customized training programs that meet the specific needs of businesses, ensuring that dislocated workers gain the skills required to succeed in the local labor market. This includes providing upskilling opportunities for workers transitioning into new industries, such as IT or clean energy.

4. Monitoring and Evaluating Dislocated Worker Programs

The WDB continually monitors and evaluates the effectiveness of its dislocated worker programs to ensure that funding is being used effectively and that participants are achieving positive outcomes. Key performance metrics include job placement rates, wage growth, and training completion rates. Feedback from both job seekers and employers is used to assess the success of the program and make any necessary adjustments to improve services.

Evaluation Metrics:

- Job Placement and Retention: The WDB tracks the success of dislocated workers in securing and retaining employment after completing training programs and receiving career services.
- Training Completion: The WDB measures the completion rates for training programs and the number of dislocated workers who obtain industry-recognized certifications.
- Employer Feedback: The WDB regularly solicits feedback from employers to assess the effectiveness of training programs in meeting their workforce needs and to ensure that dislocated workers are job-ready.

The Prince George's County Workforce Development Board will continue to use local dislocated worker funding to provide tailored services and training programs that help individuals transition into new careers. Through programs like Career Transition Resources (CTR) for federal workers, Individualized Training Accounts (ITAs), on-the-job training (OJT), and supportive services, the WDB ensures that dislocated workers have access to the resources they need to overcome barriers and succeed in high-demand industries. By engaging with employers, educational institutions, and community partners, the WDB ensures that dislocated workers are equipped with the skills, experience, and credentials needed for long-term career success.

UTILIZATION OF LOCAL DISLOCATED WORKER FUNDING

The Prince George's County Workforce Development Board (WDB) is committed to using local dislocated worker funding to provide effective employment and training services that support individuals who have lost their jobs due to business closures, downsizing, or other economic disruptions. These services are designed to help dislocated workers transition into new careers in high-demand sectors, gain industry-recognized certifications, and overcome personal and professional barriers to employment.

The WDB ensures that dislocated worker funding is allocated efficiently to provide targeted services that address the needs of displaced workers while aligning with local industry demands. The WDB offers a range of services, including skills training, career counseling, job placement services, and work-based learning opportunities, to help workers navigate the transition from job loss to stable employment.

In addition to general dislocated worker services, the WDB has implemented a specialized initiative called Career Transition Resources (CTR), designed specifically to support federal workers impacted by layoffs. This program provides tailored services for those transitioning from federal employment to private-sector jobs, helping workers retool and retrain for new careers.

1. Career Transition Resources (CTR) Program for Federal Workers

The Career Transition Resources (CTR) program is a new initiative launched by Employ Prince George's (EPG) to specifically assist federal workers who are impacted by layoffs. Given that Prince George's County has a significant number of federal employees, especially in the Washington D.C. metropolitan area, this program provides critical support to help these workers transition into civilian jobs.

This CTR program is particularly important for dislocated federal workers who may have skills that are transferable to private-sector jobs, but who need additional training or support to successfully make the transition.

2. Adult and Dislocated Worker Funding for Skills Training and Career Services

The WDB uses dislocated worker funding to provide a broad range of services designed to help individuals transition into new careers in industries with high growth potential. These services include skills training, career counseling, job placement assistance, and work-based learning opportunities.

Key aspects of the program include:

- Individualized Training Accounts (ITAs): The WDB provides Individualized Training Accounts (ITAs) to eligible dislocated workers, allowing them to pursue training programs in high-demand sectors such as cybersecurity, healthcare, construction, and advanced manufacturing. ITAs help workers gain industry-recognized certifications and develop the skills necessary to enter these fields.
- On-the-Job Training (OJT): For dislocated workers who need to gain hands-on experience in a new field, the WDB offers OJT programs in partnership with local employers. These programs allow dislocated workers to earn wages while they gain the skills and experience necessary to succeed in high-demand industries.
- Supportive Services: The WDB provides wraparound services to help dislocated workers overcome barriers to employment. These services include financial literacy training, childcare assistance, transportation subsidies, and housing support, ensuring that workers can fully engage in training programs and job search activities.
- Employer Engagement and Job Placement: The WDB works closely with local employers to understand their skills needs and hiring practices. This collaboration ensures that dislocated workers are connected to job opportunities that align with their training and experience. The WDB organizes job fairs and recruitment events to facilitate direct connections between dislocated workers and local employers.

3. Supporting Workforce Resilience Through Strategic Resource Allocation

The Prince George's County WDB strategically allocates local dislocated worker funding to ensure that individuals have access to the full spectrum of services and resources they need to re-enter the workforce. By providing training opportunities, career counseling, job placement assistance, and work-based learning, the WDB helps dislocated workers gain skills that align with local industry needs and employer expectations.

Leveraging State and Federal Resources:

The WDB also works with state and federal partners to leverage additional funding for dislocated workers. For example, WIOA Title I funds, along with ARPA resources, help ensure that dislocated workers have access to training and employment services that are aligned with current labor market trends and economic conditions.

4. Monitoring and Measuring Outcomes

To ensure that dislocated worker funding is being used effectively, the WDB continuously monitors the outcomes of its services. This includes tracking job placement rates, wage growth, and training completion rates to assess whether dislocated workers are successfully transitioning to new careers. The WDB uses feedback from both job seekers and employers to evaluate program effectiveness and make necessary adjustments to improve services.

Performance Metrics:

- Job Placement and Retention: The WDB tracks the number of dislocated workers who find and retain employment after completing training or receiving career services.
- Training Completion and Certification: The WDB monitors the completion rates for training programs and tracks the number of dislocated workers who obtain industry-recognized certifications.
- Employer Satisfaction: Feedback from employers is gathered to assess the effectiveness of training programs in meeting their hiring needs and ensuring job seekers are job-ready.

The Prince George's County Workforce Development Board will continue to utilize local dislocated worker funding to provide targeted services that support career transition, skills development, and job placement. Through programs like Career Transition Resources (CTR) for federal workers and on-the-job training (OJT) for all dislocated workers, the WDB ensures that participants receive hands-on experience and gain the skills necessary to enter high-demand sectors.

By collaborating with local employers, training providers, and state and federal partners, the WDB ensures that dislocated workers are well-equipped to succeed in the local labor market. Through continued monitoring and continuous improvement, the WDB will provide the necessary resources and services to support dislocated workers in achieving sustainable employment and long-term career success.

DEFINITION OF "UNLIKELY TO RETURN TO PREVIOUS INDUSTRY OR OCCUPATION" FOR DISLOCATED WORKER ELIGIBILITY

The Prince George's County Workforce Development Board (WDB) defines "unlikely to return to previous industry or occupation" as a condition that applies to dislocated workers who are unable to secure comparable employment in their former field due to a combination of economic factors, industry-specific changes, or personal circumstances. This definition is designed to ensure that individuals who have lost their jobs through business closures, downsizing, or other economic disruptions receive the necessary career services, training, and support to

transition into new career pathways that are more sustainable in the local labor market.

The WDB's definition of "unlikely to return" aligns with both state guidelines and the specific realities of the local labor market, ensuring that workers who need retraining or job search assistance are identified and supported.

Key Criteria for Determining "Unlikely to Return to Previous Industry or Occupation" To qualify for dislocated worker services, individuals must meet at least one of the following criteria, which indicate that they are unlikely to return to their previous industry or occupation:

1. Labor Market Data: The number of job opportunities in the worker's previous industry or occupation is declining based on Labor Market Information (LMI). This is typically observed in sectors that are experiencing negative growth or outsourcing, such as manufacturing or retail.
2. Projected Employment Growth: Local labor market data or O*NET projections show that the annual increase in employment opportunities for the individual's previous industry or occupation is fewer than 100 jobs or the annual increase in the growth openings is fewer than 30 jobs. This indicates limited future job prospects in their previous field, making it unlikely that the individual will regain employment in that sector.
3. In-Demand Industry List: The WDB's in-demand industry list does not include the job seeker's previous industry, suggesting that their previous occupation is no longer a priority sector in the local economy. For instance, a dislocated worker from a declining industry like telemarketing may be deemed unlikely to return if this field no longer aligns with regional economic priorities.
4. Unsuccessful Job Search: The job seeker has conducted a dedicated but unsuccessful job search in their previous industry and occupation, as evidenced by employer rejection letters, lack of job offers, and contact logs with employers. This indicates that despite actively seeking employment, the individual has been unable to re-enter the workforce in their previous role.
5. Barriers Due to Personal or Physical Limitations: The individual is unable to perform the duties of their previous job due to age, physical ability, disability, or other personal limitations. For example, an individual who worked in a physically demanding job may be unable to return due to an injury or health issue.
6. Skills Obsolescence: The individual's skills and education for a specific occupation or industry have been deemed obsolete, or the local market is saturated with workers who have similar skill sets, making it difficult for the individual to compete without additional retraining. For example, a worker who has been in a manufacturing role for many years without skills upgrades may find that their skills no longer meet the needs of modern manufacturing industries.

7. Personal or Financial Circumstances: The individual's family or financial circumstances are preventing them from returning to their previous occupation or industry. For example, a dislocated worker may need to change occupations because their previous work requires long commutes or irregular hours that are not compatible with their family responsibilities.

Supporting Documentation and Verification

The Prince George's County WDB ensures that eligibility for dislocated worker services is thoroughly documented and verified.

This includes:

- Labor Market Information: Using local data from sources such as Lightcast, Bureau of Labor Statistics (BLS), and other economic reports, the WDB ensures that dislocated workers meet the criteria based on job growth rates and regional employment trends.
- Job Search Evidence: Dislocated workers are asked to provide evidence of their job search activities, including rejection letters, employer contact logs, and job application documentation.
- Case-by-Case Review: The WDB reviews each case individually to assess whether the dislocated worker meets the criteria for being unlikely to return to their previous industry or occupation. This includes discussions with Career Navigators, case managers, and employers to ensure that individuals are appropriately assessed and referred to the necessary services.

The Prince George's County WDB defines "unlikely to return to previous industry or occupation" using labor market data, personal barriers, and job search history to ensure that dislocated workers who are unable to regain employment in their former fields are given priority for training services and career transition resources. By utilizing this broad and data-driven definition, the WDB ensures that resources are allocated efficiently and that dislocated workers receive the support they need to successfully transition into new, high-demand career pathways.

ELIGIBILITY CRITERIA FOR IN-SCHOOL YOUTH

The Prince George's County Workforce Development Board (WDB) follows established federal and state guidelines for determining the eligibility of in-school youth under WIOA Sections 129(a)(1)(B)(iii)(VII) and 129(a)(1)(C)(iv)(VII). The WDB is committed to ensuring that eligible youth are provided with equitable access to workforce development services that will help them succeed in both education and employment. The following outlines the process used by the WDB to interpret and document eligibility criteria for in-school youth, in alignment with Maryland Youth Policy and WIOA requirements.

The WDB defines in-school youth as those who:

- Are between the ages of 14 and 21 at the time of enrollment.
- Are currently enrolled in secondary or postsecondary education.
- Meet the low-income requirement under WIOA, demonstrated by one of the following criteria:
  - Receiving public assistance such as TANF, SNAP, or SSI.
  - Residing in a household with income at or below 70% of the Lower Living Standard Income Level (LLSIL) or the federal poverty level.
  - Living in a high-poverty area as defined by local economic conditions.
- Face at least one of the following barriers:
  - Basic skills deficient.
  - English Language Learner (ELL).
  - An offender.
  - Homeless, runaway, or in foster care.
  - Pregnant or parenting.
  - A youth with a disability.
  - Requires additional assistance to complete their education or secure and maintain employment.

1. Interpretation of "Requires Additional Assistance" for In-School Youth

Under WIOA and Maryland Youth Policy, the WDB defines “requires additional assistance” as any youth with a barrier to employment or education who needs additional education, vocational training, or intensive career counseling to participate successfully in schoolwork or to secure and retain employment.

Specific Barriers Defined by the WDB:

- Lack of Employability Skills: Youth who have insufficient social skills, documented through the competency checklist or career assessment tools, and who require additional support to develop these essential skills.
- Job Retention Challenges: Youth who have an inability to retain jobs, as evidenced by losing two or more jobs during the 12 months preceding eligibility determination.
- Lack of Prior Work Experience: Youth who have no prior work experience or have not worked for the same employer for more than three consecutive months in the past year.

2. Documentation of Eligibility Criteria for In-School Youth

The Prince George’s County WDB ensures that all eligibility criteria for in-school youth are thoroughly documented. This includes verifying the youth’s age, school enrollment status, low-income status, and barriers to employment. Documentation is collected through a combination of academic records, youth interviews, assessments, supporting documents from external organizations or agencies, and self-attestation as a last resort.

Types of Documentation Collected:

- Age Verification: Documentation such as birth certificates, state-issued ID cards, or school records.
- School Status: Enrollment records, transcripts, or attendance verification from secondary or postsecondary institutions.
- Low-Income Status: Documents such as pay stubs, public assistance records, homeless shelter documentation, or income self-attestation when appropriate.
- Barriers to Employment: Documentation including Individualized Education Plans (IEPs), court documents, or self-attestation for youth facing additional challenges such as disabilities, parenting, or involvement in the justice system.

The WDB ensures that all eligibility criteria are properly recorded in the Maryland Workforce Exchange (MWE) system, ensuring that data is accessible, auditable, and consistently applied across the system.

3. Service Delivery Model and Coordination

To ensure that in-school youth have access to comprehensive services, the WDB coordinates with educational institutions such as PGCPS, PGCC, and other community-based partners. This collaboration ensures that career services are integrated with academic and vocational training opportunities, creating seamless career pathways for youth.

Key Services Provided:

- Career Counseling and Planning: Personalized career counseling is provided to help youth identify potential career pathways based on their interests and aptitudes. Individualized Service Strategies (ISS) are developed to outline specific goals, training plans, and milestones for each youth.
- Work-Based Learning: Opportunities such as internships, apprenticeships, and job shadowing provide hands-on experience in industries aligned with career interests. These programs are coordinated with local employers in sectors such as cybersecurity, healthcare, manufacturing, and construction.
- Supportive Services: The WDB ensures that wraparound services such as transportation assistance, childcare, and tutoring are available to in-school youth to support their continued success in both school and work.

4. Monitoring and Follow-Up Services

The Prince George's County WDB ensures that eligibility determinations is thoroughly monitored and documented in MWE. The WDB also provides follow-up services to ensure that job seekers continue to receive the support they need after program enrollment.

Follow-Up Services Include:

- Monthly Activity Reports: Career consultants maintain case notes and monthly activity reports to track progress, assess barriers, and adjust service delivery to ensure that youth are on track to achieve their educational and employment goals.
- Quarterly Case Reviews: Every 90 days, the WDB conducts a review of the Individual Service Strategy (ISS) to assess progress toward goals and make any necessary adjustments to the training and support provided to the youth.

The Prince George's County Workforce Development Board is dedicated to ensuring that in-school youth have access to the full spectrum of career services, training opportunities, and supportive services. Through the Youth Career Connections program, dual enrollment, and partnerships with PGCPS and PGCC, the WDB ensures that youth are prepared for high-demand occupations and postsecondary education. The documentation and coordination of services are designed to meet the needs of priority youth populations, ensuring that eligible youth are given the resources and opportunities they need to succeed in both education and employment.

INTERPRETATION AND DOCUMENTATION OF ELIGIBILITY CRITERIA FOR OUT-OF-SCHOOL YOUTH

The Prince George's County WDB follows the eligibility criteria outlined in WIOA Section 129(a)(1)(B)(iii)(VII) and 129(a)(1)(C)(iv)(VII) for out-of-school youth (OSY) while also aligning with the Maryland Youth Policy to ensure that young adults who meet the eligibility criteria can access the services and resources necessary to achieve career success. The WDB's interpretation of out-of-school youth eligibility follows a comprehensive approach that includes assessing age, educational status, income level, and barriers to employment, ensuring that these youth receive personalized support, career development, and training opportunities aligned with local labor market needs.

The WDB's eligibility determination process for out-of-school youth (ages 16-24) is guided by both state and federal regulations, and all eligibility documents are thoroughly reviewed and recorded to ensure that only eligible youth are enrolled in workforce development programs. This process also takes into account the unique challenges that out-of-school youth face, including lack of employment experience, educational attainment, and the need for soft skills development.

1. Eligibility Criteria for Out-of-School Youth

Under WIOA and Maryland Youth Policy, out-of-school youth are defined as youth who are not attending any school (including secondary, postsecondary, or vocational training programs) and who face one or more barriers to education or

employment. The Prince George's County WDB uses the following criteria to assess eligibility for out-of-school youth programs:

Key Criteria for Eligibility:

- Age: The youth must be between the ages of 16 and 24 at the time of enrollment in workforce development programs.
- Not Enrolled in School: The youth must not be currently enrolled in secondary or postsecondary education at the time of eligibility determination. This includes youth who are not attending school, have dropped out, or have graduated but have not enrolled in any form of postsecondary education or training.
- Low Income: The youth must meet the low-income criteria defined by WIOA and Maryland Youth Policy, which can be established through various means, including:
  - Receiving public assistance (e.g., TANF, SSI, or SNAP).
  - Having an income at or below 70% of the Lower Living Standard Income Level (LLSIL) or federal poverty level.
  - Residing in a high-poverty area.
  - Being part of a household that is eligible for free or reduced-price lunch.
- Barrier to Employment: The youth must meet at least one of the following barriers to employment or education:
  - Basic skills deficient (lack of proficiency in basic skills such as reading, writing, and mathematics).
  - English language learner (youth who need additional support to become proficient in English).
  - A youth offender (involvement in the justice system).
  - Homeless, runaway, or in foster care.
  - Pregnant or parenting.
  - Has a disability (physical or learning).
  - Requires additional assistance to complete their education or secure employment, as indicated by challenges such as lack of job experience, workforce readiness, or educational attainment.

The Prince George's County WDB applies these criteria to ensure that only youth who meet eligibility standards are provided with the services and training they need to achieve sustained employment.

2. Documentation of Eligibility Criteria for Out-of-School Youth

To ensure compliance with both WIOA and Maryland Youth Policy, the Prince George's County WDB requires that all eligibility documentation be thoroughly recorded and verified before enrollment in youth workforce programs. This includes collecting necessary documentation for age verification, income level, school status, and any barriers to employment.

Key Documentation Requirements:

- Age Verification: The WDB collects birth certificates, state-issued IDs, or school records to verify the youth's age.
- School Status Verification: The WDB requires proof of non-enrollment in school, which may include school transcripts, attendance records, or letters from educational institutions confirming that the youth is no longer enrolled in any educational program.
- Income Documentation: Low-income status is verified through the submission of documents such as pay stubs, public assistance records, tax returns, or self-attestation forms where appropriate. If the youth is in foster care, documentation from the Department of Social Services can be used to verify income and family circumstances.
- Barriers to Employment Documentation: The WDB collects supporting documentation to verify barriers such as court records (for youth offenders), medical records (for youth with disabilities), or attestation forms. Youth who are pregnant or parenting may be asked to provide documentation from healthcare providers or community-based organizations supporting their eligibility under the barrier to employment category.

Systematic Recording and Data Entry:
The WDB uses the Maryland Workforce Exchange (MWE) to record and store eligibility documentation electronically, ensuring that all information is easily accessible and compliant with WIOA requirements. The MWE system allows for real-time updates and ensures that eligibility data is organized and consistent across different programs and service providers.

3. Service Delivery and Program Enrollment for Out-of-School Youth

Once the eligibility of the out-of-school youth is confirmed, the Prince George's County WDB provides access to a variety of services, including career counseling, skills training, work-based learning opportunities, and supportive services. These services are delivered by EPG, Eckerd Youth Alternatives and Adams & Associates to ensure that youth have access to tailored career pathways that align with local employer needs and labor market trends.

4. Monitoring and Continuous Improvement of Youth Programs

The Prince George's County WDB regularly monitors the effectiveness of its youth programs through a variety of performance metrics, including job placement rates, training completion rates, and wage growth. Data collected through the Maryland Workforce Exchange (MWE), the PGCVCC and feedback from employers and youth participants help the WDB refine and improve its services to better meet the evolving needs of out-of-school youth.

Key Monitoring Metrics:

- Job Placement and Retention: Tracking the success of youth in securing stable employment after completing training and work-based learning.
- Training Completion: Measuring training program completion rates, including the number of youth who earn industry-recognized credentials.
- Employer Satisfaction: Gathering feedback from employers who participate in work-based learning programs to assess the effectiveness of the training and the job-readiness of participants.

The Prince George's County Workforce Development Board is committed to providing out-of-school youth with the support and resources they need to successfully transition into the workforce. Through its service providers, the WDB ensures that youth receive the training, soft skills, and industry-recognized credentials they need to succeed in high-demand occupations. By using a comprehensive eligibility process, coordinating services with local employers, and continuously monitoring program outcomes, the WDB helps out-of-school youth build sustainable careers and contribute to the region's economic growth.

DOCUMENTATION REQUIRED TO DEMONSTRATE A "NEED FOR TRAINING"

The Prince George's County Workforce Development Board (WDB) requires that individuals seeking training services under WIOA Title I programs, including both adult and dislocated worker participants, provide documentation to demonstrate their need for training. The WDB ensures that all documentation is thoroughly reviewed and complies with federal, state, and local workforce development standards.

To demonstrate a need for training, the Prince George's County WDB has developed a comprehensive documentation process. This process involves verifying the individual's eligibility, job readiness, and specific career goals to ensure that the training programs align with the participant's employment needs and the local labor market demands. Below, the necessary documentation and the steps involved in the process of demonstrating the need for training are outlined.

1. Basic Documentation Requirements for All Training Participants

To determine the need for training, the WDB requires that job seekers provide certain baseline documentation, including but not limited to:

- Eligibility Verification: The individual's eligibility for WIOA Title I services must first be confirmed. This includes:
  - Proof of age (e.g., birth certificate, state ID, or school records).
  - Proof of residency (e.g., lease agreement, utility bill, or government-issued ID).
  - Income verification (e.g., pay stubs, tax returns, or public assistance records).

- Proof of Employment Status: Participants must provide documentation of their current employment status or displacement if they are a dislocated worker. For dislocated workers, this could include:
  - Separation notices or layoff notices from employers.
  - Unemployment insurance (UI) claims or documentation of UI eligibility.

2. Assessing the Need for Training: Skills Deficiencies and Career Goals

Once eligibility is established, the WDB assesses whether the job seeker has a genuine need for training based on their skills and career aspirations.

This assessment involves the following documentation:

- Career Assessment Results: The WDB requires job seekers to complete a career assessment tool such as CareerScope or another standardized assessment. These tools evaluate the individual's skills, interests, and occupational preferences, and help identify any gaps in their skills that require training. The assessment results are used to help match job seekers to industry-recognized certifications and training programs that align with local employer needs.
- Skills Deficiency Documentation: If the career assessment or other evaluation indicates that the individual has skills deficiencies, the WDB requires documentation that justifies the need for training in a particular field. This could include:
  - Previous job experience or work history, showing skills gaps or inadequate qualifications for current market needs.
  - Skills gap analysis, where job seekers demonstrate that they are unable to qualify for available jobs due to a lack of industry-recognized certifications or technical skills in high-demand sectors like cybersecurity, healthcare, or advanced manufacturing.

3. Documentation of Employment Barriers

For individuals who are low-income, displaced, or face other significant barriers to employment, the WDB requires additional documentation that demonstrates why training is necessary to overcome these barriers.

Key Barriers to Employment:

- Basic Skills Deficiency: If the job seeker has basic skills deficiencies (e.g., reading, math, or English language skills), they must provide:
  - Test results from an assessment tool such as TABE (Test of Adult Basic Education) or other skills assessment results.
  - Documentation of lack of high school diploma or GED, showing that the individual needs basic education before progressing into training programs.
- Long-Term Unemployment: For individuals who have been unemployed for an extended period, the WDB requires documentation of their unemployment

duration and the reason why training is necessary for re-employment. This could include:

- UI claim records showing the period of unemployment.
- Employment history, demonstrating that the individual's previous skills no longer align with the demands of the current labor market.

4. Coordination with Local Training Providers

The WDB works closely with approved training providers, listed on the Prince George's County Local Training Provider List (TPL), to ensure that job seekers are connected with appropriate training programs. This includes both traditional credit programs and non-credit programs (e.g., industry-recognized apprenticeships, short term occupational training and online certifications).

Documentation to Ensure Alignment with Employer Needs:

- Labor Market Information: The WDB uses data from Lightcast, BLS, and employer feedback to identify industry needs and ensure that training programs are designed to meet those needs. Job seekers must provide documentation showing that the training program they seek will align with current labor market trends and provide them with skills that are in high demand by local employers.

5. Monitoring and Evaluation of Training Need

The WDB uses a combination of follow-up assessments and performance monitoring to ensure that training programs are meeting the needs of job seekers. This includes tracking:

- Training completion rates to ensure that individuals are successfully completing their training programs.
- Job placement rates to verify that training services are leading to employment in high-demand sectors.
- Employer satisfaction to assess whether the skills taught through training programs match the needs of local employers.

The Prince George's County Workforce Development Board ensures that all individuals enrolled in training programs have a documented need for the services provided. By utilizing career assessments, skills gap analysis, and barrier documentation, the WDB can determine which training programs will best support job seekers in their efforts to secure high-demand employment. The WDB works collaboratively with training providers, employers, and local partners to ensure that training services are aligned with labor market trends, employer needs, and job seeker aspirations.

This documented approach ensures that job seekers are provided with the tools, resources, and opportunities they need to succeed in the workforce, overcoming barriers and acquiring the skills required to thrive in high-demand sectors.

ACCESS TO THE 14 REQUIRED PROGRAM ELEMENTS FOR THE WIOA YOUTH PROGRAM DESIGN AND YOUTH SERVICES PROVIDER CONTRACTS

The Prince George's County WDB is committed to providing comprehensive services through the WIOA Youth Program, which includes the 14 required program elements for youth workforce development. These elements are designed to provide a holistic approach to preparing youth for successful careers by addressing their educational, employment, and personal development needs.

The WDB has partnered with youth services providers, including Employ Prince George's (EPG) and other local service organizations, to deliver these program elements. These collaborations ensure that youth are provided with the resources and support they need to succeed, whether they are in school, out-of-school, or facing barriers to employment.

Below is an overview of how the Prince George's County WDB will provide access to the 14 required program elements and the roles of contracted youth services providers in delivering these services.

1. Tutoring, Study Skills Training, and Instruction

The WDB, through its youth services providers, offers tutoring and study skills training to youth who are basic skills deficient or need additional academic support. PGCPS and PGCC collaborate with the WDB to provide academic support services for in-school youth, while out-of-school youth are connected to services that improve their academic performance, such as GED preparation, adult basic education (ABE), and English language support programs.

2. Alternative Secondary School Services

For youth who are not currently enrolled in school and need to complete their secondary education, the WDB connects them with alternative secondary school services. These services include access to GED programs, adult education, and online high school diploma programs in partnership with PGCC and other adult education providers. This element ensures that youth who have dropped out of school are provided with pathways to re-engage in education.

3. Paid and Unpaid Work Experience

The WDB facilitates paid and unpaid work experience opportunities, including internships, apprenticeships, and summer youth employment. The ADC Management Summer Youth Program provides paid work experience in industries like retail, construction, and IT, where youth can develop both technical and soft skills. Work experience also includes on-the-job training and job shadowing to provide youth with real-world exposure to different career fields.

4. Occupational Skills Training

The WDB ensures that youth have access to occupational skills training in high-demand industries. Services providers refer youth to training programs in sectors that are in-demand such as cybersecurity, healthcare, and construction. These training programs are designed to meet the needs of local employers and provide youth with industry-recognized credentials that increase their employability.

5. Education offered concurrently with workforce preparation and Training

The WDB encourages its service provider to deliver workforce preparation activities concurrently with basic academic skills development and hands-on occupational skills training in the regions in-demand occupational clusters and career pathways.

6. Leadership Development Opportunities

The WDB works with its partners, including EPG, to provide leadership development opportunities for youth. These opportunities include mentorship, community service projects, and participation in youth leadership programs such as youth councils. These programs help youth build confidence, develop decision-making skills, and prepare for future leadership roles in their communities and careers.

7. Supportive Services

The WDB provides a wide range of supportive services to remove barriers to youth participation in workforce development activities. These services include childcare assistance, transportation subsidies, housing support, and financial literacy training. These supportive services ensure that youth can remain engaged in training programs and job opportunities.

8. Adult Mentoring

Adult mentoring is a critical program element designed to provide youth with guidance, support, and career advice from positive adult role models. The WDB partners with local employers and community organizations to provide mentoring opportunities where youth can receive career advice, emotional support, and professional development. These relationships help youth build self-confidence and navigate challenges they may face in their career journey.

9. Follow-Up Services

The WDB provides follow-up services to youth participants for up to 12 months after the completion of their participation in the WIOA Youth Program. This includes tracking their employment status, training completion, and educational progress. Career counselors stay in contact with youth to offer job placement assistance, career coaching, and supportive services to help them achieve long-term success in their careers.

10. Comprehensive Guidance and Counseling

The WDB ensures that youth have access to comprehensive guidance and counseling services. This includes career counseling, college preparation, job readiness workshops, and soft skills training. Career Navigators work closely with youth to help them define their career goals, identify training opportunities, and create individualized career plans that align with their skills and interests.

11. Financial Literacy Education

The WDB integrates financial literacy education into its youth programming, teaching youth how to manage their finances effectively. These programs cover budgeting, credit management, and financial planning, helping youth understand the importance of financial independence and prepare for long-term economic stability.

12. Entrepreneurial Skills Training

The WDB offers entrepreneurial skills training to youth interested in starting their own businesses. This training provides the knowledge and skills required to create a business plan, manage finances, and navigate the challenges of running a business. Youth are also encouraged to participate in youth entrepreneurship programs and business competitions that help them develop business acumen.

13. Services that Provide Labor Market Information

The WDB ensures that youth have access to labor market information (LMI) to help them make informed decisions about career pathways. The WDB provides has comprehensive data tools, including Lightcast, Econovue and its internal business and data engagement tool, EPG Intelligence. This information helps youth understand which sectors are growing and have a high demand for workers, allowing them to focus their training on high-growth industries like IT, healthcare, and clean energy.

14. Postsecondary Education Preparation

The WDB supports youth in preparing for postsecondary education by providing access to college preparation programs, SAT/ACT prep courses, and financial aid counseling. This includes dual enrollment opportunities with PGCC, where youth can earn college credits while still in high school, helping them transition smoothly into postsecondary education.

Youth Services Provider Contracts

To ensure the effective delivery of the 14 program elements, the Prince George's County WDB has contracted with youth services providers that specialize in serving the youth population. These providers include:

- Employ Prince George's (EPG): EPG operates several youth-focused programs, including KEYS (Knowledge Equals Youth Success) for out-of-school youth and Youth Career Connections for in-school youth. These programs provide a comprehensive suite of services, including work-based learning opportunities, career counseling, and industry-specific certifications.
- Eckerd Connects: Eckerd Connects operates the Youth Career Center in Suitland, providing services such as career exploration, job readiness workshops, and apprenticeships. Their work includes providing job placement assistance, vocational training, and mentorship for youth in Prince George's County.
- Adams and Associates: Adams and Associates provides tailored youth services for immigrant, refugee, and English language learner populations. They focus on English language support, credential evaluation, and workplace readiness training, helping these youth integrate into the workforce and educational systems.
- ADC Management: The ADC Management Summer Youth Program provides paid internships and summer work experience for youth, focusing on skills development and career exposure in sectors like construction and information technology.

The Prince George's County Workforce Development Board is committed to providing youth with comprehensive, tailored services that help them overcome barriers to employment and achieve career success. Through the 14 required program elements, the WDB ensures that youth in Prince George's County have access to the training, work experience, and support they need to succeed in high-demand sectors. The collaboration with youth services providers and the contracting of services ensures that programs are aligned with the needs of local employers and are effectively delivered to meet the unique needs of the youth population.

ENSURING AT LEAST 20% OF YOUTH FUNDS ARE USED FOR WORK-BASED LEARNING TRAINING

The Prince George's WDB is committed to ensuring that at least 20% of its WIOA youth funds are allocated to work-based training activities, as required by the Workforce Innovation and Opportunity Act. These work-based learning opportunities provide youth with the hands-on experience and industry exposure necessary to build essential skills, increase employability, and enhance their career readiness.

The WDB views work-based learning as an essential component of youth workforce development and ensures that these opportunities are embedded in its youth programs. By doing so, the WDB ensures that youth are equipped with the skills,

experience, and credentials needed to succeed in high-demand industries such as cybersecurity, healthcare, construction, and advanced manufacturing.
The following outlines the steps the WDB will take to ensure that 20% of youth funds are used for work-based training activities.

1. Prioritizing Work-Based Learning Opportunities in Youth Program Design

The WDB has structured its youth program design to prioritize work-based learning experiences such as internships and on-the-job training (OJT). These activities are aligned with industry needs and the career goals of participating youth. By embedding work-based learning into the core structure of its youth programs, the WDB ensures that the required percentage of funding is consistently allocated to these activities.

Key Work-Based Learning Opportunities:

- Paid Internships: Through programs like the ADC Management Summer Youth Program and regular, year-round service delivery through Adams & Associates, Eckerd Youth Alternatives and EPG's KEYS Program, the WDB ensures that youth are provided with paid work experiences in sectors such as construction, healthcare, and IT. These programs are essential for helping youth develop both technical skills and soft skills, which enhance their employability and career prospects.
- On-the-Job Training (OJT): The WDB works with local employers to create OJT opportunities for youth, allowing them to gain hands-on experience while earning wages. The OJT programs are designed to ensure that participants are not only learning new skills but also gaining valuable experience in high-demand fields.

2. Collaboration with Employers and Training Providers to Develop Work-Based Learning Opportunities

The WDB recognizes that employer engagement is essential for providing quality work-based learning opportunities. The WDB actively collaborates with local employers, industry associations, and training providers to identify the skills gaps and job opportunities that need to be addressed through work-based learning programs.

Employer Engagement Strategies:

- Business Advisory Councils (BACs): The WDB leverages Business Advisory Councils to identify employer needs and connect youth to apprenticeships and internships in high-growth industries such as IT, construction, and healthcare. By involving employers in the design and delivery of work-based training activities, the WDB ensures that these opportunities are industry-relevant and lead to stable employment for youth participants.

- Employer Incentives for Work-Based Learning: To incentivize employer participation, the WDB provides financial support for businesses that offer work-based learning opportunities, such as wage subsidies for OJT programs and apprenticeships. These incentives make it easier for employers to invest in youth development and create pathways to employment.

3. Tracking and Reporting Work-Based Learning Activities

The WDB has implemented a tracking system to monitor and report the expenditure of youth funds on work-based training activities. This system will help the WDB ensure that at least 20% of youth funds are allocated to work-based learning, and it will provide transparency in how funds are distributed across various activities.

Key Tracking and Reporting Tool:

- PGCVCC: The PGCVCC is used to track the number of youth participants in work-based learning activities, including internships, work experience and OJT programs. The system helps the WDB ensure that funding is allocated appropriately and that youth are receiving the necessary support to succeed in these opportunities.

4. Engaging Youth in High-Impact Work-Based Learning Programs

The WDB will work with its youth service providers and local employers to ensure that work-based learning activities are high-quality and impactful. The WDB will prioritize programs that provide youth with meaningful, paid experiences that are aligned with industry needs and career pathways.

High-Impact Programs:

- Youth Career Connections: This in-school youth program, supported by Blueprint for Maryland's Future, offers youth the opportunity to participate in work-based learning activities that align with high-demand industries. The program ensures that youth are not only gaining experience but are also receiving industry-recognized certifications that improve their chances of securing long-term, sustainable employment.
- KEYS Program: The KEYS program provides out-of-school youth with work-based learning opportunities in industries like IT, cybersecurity, and construction. Through internships and work experiences, youth gain valuable experience that prepares them for future careers in high-growth sectors.

5. Continuous Evaluation and Feedback

The WDB will continuously evaluate the effectiveness of work-based learning activities to ensure that youth are gaining the skills and experience needed to succeed in the workforce. The WDB will work with employers and service providers to gather feedback on the quality and impact of these programs, ensuring that they continue to meet the needs of both youth participants and employers.

The Prince George's County Workforce Development Board is dedicated to ensuring that at least 20% of youth funds are allocated to work-based learning activities that provide youth with the skills, experience, and certifications necessary for long-term career success. By prioritizing paid internships, work experience and on-the-job training (OJT) the WDB ensures that youth have access to high-quality, industry-aligned career pathways that meet the needs of local employers. Through effective tracking and employer engagement the WDB ensures that its investments in work-based training activities contribute to the success of both youth participants and local businesses.

STEPS TO ENSURE AT LEAST 75% OF YOUTH FUNDS ARE USED TO SERVE OUT-OF-SCHOOL YOUTH AND IMPLEMENTING WAIVERS

The Prince George's County WDB has prioritized serving out-of-school youth (OSY), recognizing the unique challenges these young adults face in accessing education and employment opportunities. The WDB's goal is to ensure that at least 75% of youth funds are allocated to serve out-of-school youth, and specific steps have been taken to meet this goal. In the event that the WDB's goal falls below 75%, the board will implement a waiver as outlined in WIOA and Maryland Youth Policy.

This response outlines the strategies and actions taken by the WDB to meet its goal for serving out-of-school youth and the plans for implementing a waiver, if necessary, along with a focus on enhancing Youth Apprenticeship programming, and improving In-School Youth (ISY) services.

1. Focus on Serving Out-of-School Youth (OSY)

The WDB has made it a priority to serve out-of-school youth by directing the majority of WIOA Youth funds to programs that specifically cater to this population. This focus is essential to ensuring that youth aged 16-24 who are not currently enrolled in school or have dropped out have access to the necessary resources to succeed in the workforce. The WDB allocates more than 90% of its annual WIOA Youth funds to services for out-of-school youth, working with three key service providers: EPG, Adams and Associates, and Eckerd Connects.

Key Components of OSY Services:

- KEYS Program: The KEYS (Knowledge Equals Youth Success) program, operated by EPG, is specifically designed for out-of-school youth aged 18-24. It provides skills development, work readiness training, soft skills workshops, and paid work experience during remediation. This program aims to help youth gain the skills and credentials needed for long-term employment.

- Youth Career Center: In 2018, EPG opened the Youth Career Center, a facility dedicated to out-of-school youth. This center provides targeted services to ensure youth receive personalized career counseling, skills training, and job placement assistance. This facility is central to the WDB's efforts to serve OSY, offering a focused environment for these youth to re-engage with education and career opportunities.

2. Waiver Implementation and Steps to Increase OSY Enrollment

If the Prince George's County WDB's goal of serving 75% of youth funds for OSY is not met, the board will implement the waiver process as described in WIOA guidelines. The waiver allows the WDB to allocate a greater percentage of funds to in-school youth (ISY), as needed. The WDB will continue to prioritize OSY while implementing strategies to increase enrollment in OSY programs and further strengthen connections to Youth Apprenticeship programs.

Steps to Meet the 75% Goal:

- Increased Outreach and Recruitment: The WDB will enhance outreach strategies targeting disconnected youth, such as youth aging out of foster care, justice-involved youth, youth with disabilities, and immigrants. These outreach strategies will include digital marketing, social media campaigns, and partnerships with local schools, community organizations, and faith-based groups to ensure that youth who face barriers to employment are connected with workforce development programs.
- Youth Apprenticeship Programming: The WDB will strengthen its focus on Youth Apprenticeship programs by building partnerships with local employers and industry associations to expand apprenticeship opportunities for OSY. These programs will provide youth with the opportunity to gain industry-recognized credentials while earning wages, ensuring a smooth transition from training to employment.

3. Enhancing In-School Youth (ISY) Services

While the WDB's priority is to serve out-of-school youth, the WDB also provides services to in-school youth (ISY) who are at risk of dropping out or not on a post-secondary education path. This includes youth who are struggling academically, youth with disabilities, and youth in foster care.

Key Enhancements to ISY Services:

- Youth Career Connections: The Youth Career Connections program focuses on in-school youth and provides career exploration, job readiness training, and access to apprenticeship opportunities. The program is aligned with Blueprint for Maryland's Future and helps youth explore high-demand career pathways while still in school.

- Dual Enrollment Programs: The WDB will continue to collaborate with PGCPS and PGCC to offer dual enrollment opportunities for ISY. This allows high school students to earn college credits while still enrolled in school, providing them with a head start on postsecondary education or career training.
- Pre-Apprenticeship and Internship Opportunities: The WDB will enhance internship and pre-apprenticeship opportunities for ISY, providing them with hands-on experience in industries like IT, healthcare, and construction. This will give them valuable exposure to career pathways and help them transition into work-based learning and apprenticeships post-graduation.

The Prince George's County Workforce Development Board is dedicated to ensuring that out-of-school youth (OSY) receive the services, support, and training needed to successfully transition into sustainable careers. The WDB is focused on serving OSY by ensuring that at least 75% of youth funds are allocated to this population, and if necessary, implementing the waiver to maintain service provision for in-school youth (ISY). The WDB will continue to build connections to Youth Apprenticeship programming, and enhance ISY services by focusing on career exploration, work-based learning, and dual enrollment programs.

Through this holistic and integrated approach, the WDB ensures that all youth in Prince George's County, including out-of-school and in-school youth, have access to the training, career services, and supportive services they need to succeed in the workforce and contribute to the county's economic growth.

PROVIDING BASIC INDIVIDUALIZED CAREER SERVICES TO CUSTOMERS AND COORDINATING SERVICES ACROSS PARTNERS IN THE AJCS

The Prince George's County WDB is committed to providing high-quality career services to all job seekers across its American Job Centers (AJCs). These services are designed to meet the diverse needs of customers, from those who are just starting their career journey to those who require advanced skills development. The WDB ensures that basic and individualized career services are accessible and tailored to each customer, addressing their unique career goals, challenges, and aspirations.

To ensure that these services are both effective and efficient, the WDB coordinates closely with its partners to ensure that services are integrated and aligned with the needs of job seekers and local employers. This coordinated approach enables job seekers to access a full spectrum of services and resources, ensuring they are well-prepared to succeed in the workforce.

1.Basic Career Services
The WDB provides basic career services that are accessible to all job seekers through the AJC Delivery System. These services are designed to help job seekers

assess their skills, explore career options, and connect with training programs and employment opportunities. Basic career services are provided without eligibility requirements and are available to all customers, including self-service options and direct interactions with Career Navigators.

Key Components of Basic Career Services:

- Job Search Assistance: The AJCs provide job search resources to help job seekers identify and apply for employment opportunities. This includes access to job boards, resume assistance, and interview preparation. The Prince George's County Virtual Career Center (PGCVCC) and Maryland Workforce Exchange (MWE) also provide online access to these resources, ensuring that job seekers who cannot visit an AJC in person still have access to essential services.
- Career Counseling: Career Navigators offer career counseling to help job seekers identify their career interests, strengths, and skills gaps. Career assessments, such as CareerScope, are used to help job seekers explore potential career paths and identify the training or skills needed for career advancement.
- Labor Market Information (LMI): The WDB provides real-time labor market data to help job seekers understand current job trends, wage data, and industry needs. This information is critical for ensuring that job seekers are making informed decisions about their career paths and training opportunities.
- Self-Service Resources: The PGCVCC and MWE offers job seekers the ability to access self-service tools online, including career assessments, job search portals, and training program directories. These resources provide job seekers with the ability to independently explore career options and prepare for job applications.

2. Individualized Career Services

For job seekers who need more in-depth assistance, the WDB offers individualized career services designed to provide tailored support. These services are available to eligible job seekers, particularly those who face significant barriers to employment or who require advanced skills development to access high-demand occupations. The WDB ensures that each individual's career services are customized to their specific needs, goals, and challenges.

Key Components of Individualized Career Services:

- Career Planning and Development: Career Navigators work one-on-one with job seekers to develop individualized career plans. These plans are based on the individual's skills, interests, and employment goals. Career plans include specific milestones, such as training program completion, job readiness activities, and job placement goals.

- Skills Assessment: Job seekers who require additional support will undergo skills assessments to determine their training needs. These assessments, such as CareerScope and CASAS help identify skills deficiencies that may need to be addressed before pursuing certain career paths. Based on these results, Career Navigators recommend appropriate training programs or support services.
- Training and Education Referrals: For job seekers who need additional qualifications or industry-recognized certifications, the WDB provides referrals to training programs that align with their career interests and local industry needs. This includes vocational training in fields such as cybersecurity, advanced manufacturing, and healthcare, as well as college preparation programs for youth and adults seeking postsecondary education.
- On-the-Job Training (OJT) and Work-Based Learning: Job seekers who need hands-on experience are referred to OJT programs, apprenticeships, and internships. These opportunities provide real-world exposure to high-demand industries while earning wages. OJT programs are particularly important for individuals transitioning to new careers or industries, as they allow participants to develop practical skills in a work environment.
- Supportive Services: For job seekers facing barriers such as transportation, childcare, or housing instability, the WDB offers wraparound services. This ensures that job seekers can fully participate in training programs and job placement activities without being hindered by personal challenges. Services include financial literacy, transportation assistance, childcare subsidies, and housing support.

3. Coordination of Services Across AJCs and Program Partners

The WDB ensures that basic and individualized career services are fully coordinated across program partners in the AJC Delivery System. This coordination is critical for ensuring that job seekers have access to the full range of services, from career counseling to job placement and training programs, without unnecessary duplication or gaps in service delivery.

Key Coordination Strategies:

- One-Stop Operator (OSO): The WDB, through its subcontractor, Eckerd Youth Alternatives, serves as the One-Stop Operator for the AJCs, coordinating the activities of all program partners, including WIOA Title I, Wagner-Peyser Employment Services, Vocational Rehabilitation (VR), and Title II Adult Education and Literacy Services. This ensures that services are aligned and that job seekers receive holistic support throughout their career development journey.
- Co-enrollment: Job seekers who are eligible for multiple programs (such as WIOA Adult and Vocational Rehabilitation) are co-enrolled in these programs to ensure that they receive comprehensive support. This eliminates service silos

and allows job seekers to access a full range of services, including job search assistance, training programs, and supportive services.

- Referral System: The AJCs utilize a referral system, called the American Job Center Community Network (AJCCN) Partner Portal, to connect job seekers with the most appropriate services, whether it's for training programs, work-based learning, or supportive services. This system ensures that job seekers receive timely and coordinated services, while Career Navigators track progress and make necessary referrals for further assistance.

4. Data Systems and Feedback Loops for Continuous Improvement

The WDB employs a data-driven approach to evaluate the effectiveness of career services provided across all AJC partners. By using the AJCCN Partner Portal and other data tracking tools, the WDB ensures that career services are aligned with employment outcomes and local labor market needs.

Performance Monitoring:

- Job Placement and Training Completion Rates: The WDB monitors job placement rates, training completion rates, and employer satisfaction to assess the effectiveness of career services and make adjustments as necessary. This feedback loop helps the WDB continuously improve service delivery to better meet the needs of job seekers.
- Customer Satisfaction Surveys: The WDB conducts regular customer satisfaction surveys to gather feedback from both job seekers and employers. This feedback is used to refine and enhance career services, ensuring that they are relevant, effective, and responsive to the needs of the community.

The Prince George's County Workforce Development Board is dedicated to providing comprehensive, coordinated, and individualized career services to all job seekers in the county. By ensuring effective coordination across program partners, the WDB ensures that services are aligned, efficient, and tailored to meet the unique needs of job seekers. The AJC system ensures that job seekers receive the training, employment support, and career development services they need to succeed in the local labor market.

By continuing to monitor performance and gather stakeholder feedback, the WDB ensures that its career services remain responsive to the needs of job seekers and employers, ultimately leading to sustainable employment and economic prosperity for the residents of Prince George's County.

LOCAL BOARD'S FOLLOW-UP SERVICES POLICY

The Prince George's County WDB is committed to ensuring that job seekers continue to receive support and guidance even after they have completed their

participation in WIOA programs. Follow-up services are an essential part of the WDB's workforce development system, ensuring that participants remain engaged in their career pathways and are supported as they transition into long-term employment.

The WDB's follow-up services policy outlines the process for tracking job seekers after they exit training programs, ensuring that they remain employed or continue their career development. These follow-up services help identify any barriers or challenges job seekers face after entering the workforce and provide ongoing support to improve job retention and career advancement.

1. Follow-Up Services Requirements

Under the Workforce Innovation and Opportunity Act (WIOA), the WDB is required to provide follow-up services for program participants for a minimum of 12 months after they exit the program. These services are designed to monitor the success of job seekers and ensure they have access to the support they need to retain employment and pursue long-term career goals.

Follow-Up Services Include:

- Job Retention Support: Follow-up services include monitoring job seekers' progress to ensure that they remain employed and offering support if they experience challenges in maintaining employment.
- Career Advancement Support: The WDB provides support to help job seekers advance in their careers by identifying training opportunities or promotion pathways. This could include further skills development, upskilling, or industry certifications that help them qualify for higher-paying roles in their fields.
- Workplace Adjustments: If job seekers face barriers such as discrimination, workplace harassment, or unforeseen life challenges (e.g., health issues, family emergencies), the WDB provides ongoing support to address these challenges and prevent job loss.
- Referrals to Additional Services: If a job seeker needs additional services such as housing support, childcare assistance, or legal services, the WDB coordinates referrals to appropriate community-based organizations and resources.

2. Frequency of Contact

The Prince George's County WDB ensures that follow-up services are provided at appropriate intervals to maintain engagement and ensure job seekers receive the necessary support. Career Navigators will contact program participants according to the following frequency:

- Monthly Contact: Initially, the WDB will make monthly contact with participants during the first 3 months after exit to check in on their job retention, wage progression, and career goals. This frequent contact helps address any

immediate barriers to continued employment and ensures the participant has the resources they need to remain employed.

- Quarterly Check-Ins: After the initial 3-month period, the WDB will shift to quarterly contact. This allows the Career Navigators to monitor long-term job retention, career advancement, and overall success. The WDB will assess whether the participant needs additional support to continue progressing in their career pathway.

3. Required Documentation for Follow-Up Services

The WDB ensures that all follow-up services are properly documented and tracked. This documentation is essential for monitoring job seekers' progress and ensuring compliance with WIOA regulations.

Key elements of documentation include:

- Participant Contact Logs: Career Navigators maintain detailed case notes to track interactions with participants in MWE. These logs document the date of contact, the nature of the discussion, and the outcomes of each interaction. This helps ensure that job seekers are receiving the support they need and that all follow-up activities are compliant with WIOA requirements.
- Referral and Support Documentation: When job seekers are referred to external community-based organizations or support services, the WDB documents these referrals in the AJCCN Partner Portal to ensure that participants are accessing all available resources. This includes housing assistance, legal support, or transportation subsidies to help them maintain employment.
- Outcome Tracking: The WDB tracks key outcomes such as job retention rates, wage progression, training completion, and advancement opportunities. This data is used to evaluate the success of the follow-up services and to adjust support strategies if necessary.

4. Continuous Improvement and Evaluation

The WDB continuously evaluates the effectiveness of its follow-up services by using data tracking tools and gathering feedback from both job seekers and employers. This evaluation process helps the WDB identify areas for improvement and make adjustments to better meet the needs of its participants.

The Prince George's County Workforce Development Board is committed to ensuring that its follow-up services provide ongoing support to job seekers after they exit the WIOA program. By maintaining consistent contact, documenting progress, and leveraging data-driven insights, the WDB ensures that its participants remain engaged in their career pathways and receive the support necessary to achieve long-term job retention and career advancement. This continuous engagement with job seekers enhances their chances of success and ensures that they can overcome challenges that may arise post-employment.

SECTION 5: TITLE II – ADULT EDUCATION AND FAMILY LITERACY FUNCTIONS

COORDINATION OF WORKFORCE DEVELOPMENT ACTIVITIES INTEGRATING ADULT EDUCATION AND LITERACY ACTIVITIES UNDER TITLE II OF WIOA

The Prince George's County WDB is committed to aligning adult education and literacy services with its workforce development activities under Title II of the Workforce Innovation and Opportunity Act (WIOA). Through partnerships with local educational institutions, including Prince George's Community College (PGCC) and other adult education providers, the WDB ensures that adult education and literacy programs support career pathways models that connect education and workforce training to high-demand industries.

By coordinating workforce development activities and integrating adult education and literacy services, the WDB creates clear career pathways for adults, particularly those who are basic skills deficient or English language learners (ELLs), to progress in the workforce and achieve economic self-sufficiency.

Key Coordination Activities:

1. Career Pathways Integration: The WDB ensures that adult education programs are aligned with career pathways to prepare participants for employment in high-demand industries. Through collaboration with PGCC, the WDB supports contextualized learning that allows participants to simultaneously acquire basic skills (literacy, numeracy, and digital literacy) and industry-specific training in fields such as healthcare, IT, construction, and transportation and warehousing. These integrated education programs help participants gain industry-recognized credentials while addressing their basic skills deficiencies.
2. Regular Coordination and Communication: The WDB and its adult education partners hold regular meetings to ensure that workforce development activities are aligned with adult education programs. These meetings facilitate joint planning, resource sharing, and co-enrollment opportunities, ensuring that participants can access both career services and educational services without duplication. The WDB fosters collaboration between PGCC's Adult Education program and WIOA Title I services to support adult learners and ensure they progress through career pathways in sectors with growing job opportunities.
3. Career Pathways with Multiple Entry Points: The WDB ensures that career pathways models have multiple entry points, making it easier for adults to engage at different levels of their educational and professional development. For instance, adults may enter through basic skills education, progress to vocational training, and eventually attain postsecondary credentials that allow for career advancement. This progression is supported through co-enrollment in both Title I workforce programs and Title II adult education services.

4. Support for English Language Learners (ELLs): The WDB collaborates with adult education providers to offer English as a Second Language (ESL) programs tailored to workplace readiness. For example, PGCC's ESL programs are designed to improve participants' ability to speak, write, listen, and read in English, while also integrating vocational skills to prepare participants for employment in high-demand sectors like healthcare and IT.
5. Digital Literacy and GED Preparation: The WDB works closely with adult education providers to ensure that programs include digital literacy and GED preparation components. This ensures that adult learners not only improve their basic skills but also gain the digital skills required by employers in today's workforce.
6. Implementation of the Career Pathways Model: The WDB implements the career pathways model by ensuring that adult education programs are aligned with the workforce needs of the region. The WDB coordinates with PGCC and other local partners to provide opportunities for adult learners to gain skills in high-demand occupations that lead to family-sustaining wages.

This model includes stackable credentials that support incremental skill development, ensuring that job seekers can progress from basic education to advanced career opportunities.

Specific Steps Taken to Implement Career Pathways:

- Contextualized Learning: The WDB ensures that adult education programs integrate vocational skills training with basic education, enabling participants to acquire both soft skills and technical skills. For example, PGCC's Adult Education program offers English language acquisition programs for healthcare, where students learn healthcare terminology while improving their English proficiency.
- Sector-Based Training: The WDB focuses on training adults for jobs in high-demand sectors such as cybersecurity, healthcare, and advanced manufacturing. By collaborating with PGCC and other training providers, the WDB ensures that adults receive the training and certifications needed to meet local employer needs and fill job vacancies in growing industries.
- Employer Engagement: The WDB engages with local employers to ensure that training curricula reflect the skills needs of businesses. Through Business Advisory Councils (BACs) and sector partnerships, the WDB ensures that adult education programs align with employer expectations, creating clear pathways to employment for adult learners.

The Prince George's County Workforce Development Board ensures that adult education and literacy programs are integrated into its workforce development activities by collaborating with local educational institutions, such as PGCC, and other adult education providers. The WDB implements a career pathways model

that offers multiple entry points, stackable credentials, and sector-based training, providing adults with the skills needed to succeed in high-demand occupations. Through coordinated services, employer engagement, and integrated education, the WDB ensures that adult learners have clear and achievable career pathways that lead to economic self-sufficiency.

COORDINATION OF EFFORTS WITH TITLE II PROVIDERS TO ALIGN BASIC SKILLS AND ENGLISH LANGUAGE ASSESSMENTS

The Prince George's County WDB collaborates with Title II providers to align basic education skills and English language assessments within the local workforce development system. This integration of services ensures that job seekers with basic skills deficiencies or limited English proficiency receive the appropriate educational support to succeed in both education and employment.

The WDB works closely with Prince George's Community College (PGCC), the Title II provider for the area, and other adult education partners to align basic education skills and English language assessments with workforce development needs. This coordination is essential for ensuring that all WIOA Title I participants have the necessary basic skills and literacy to enter high-demand sectors and progress through career pathways.

1. Steps to Align Basic Education Skills and English Language Assessments

To align basic education and English language assessments across WIOA Title I and Title II providers, the WDB and its partners have developed a cohesive approach that includes the following steps:

- Joint Planning Sessions: Regular meetings between WDB staff and PGCC are held to ensure alignment of assessment tools and service delivery. These meetings focus on standardizing the assessment process, identifying shared customers, and ensuring that there is no duplication of services. The partners discuss the use of approved assessment tools, including CASAS and other National Reporting System (NRS)-approved assessments, to evaluate basic skills deficiencies and English language proficiency. These planning sessions also address program improvements based on feedback from job seekers and employers.
- Contextualized Learning: The WDB and PGCC integrate industry-specific skills training with basic education to create career pathways for adults. For example, ESL classes are contextualized with workplace literacy to prepare participants for healthcare, manufacturing, and IT careers. This contextualized learning allows participants to gain basic skills while simultaneously developing vocational competencies.

2. Sharing Assessment Scores Between Title I and Title II Providers

The WDB ensures that assessment scores are shared between WIOA Title I and Title II providers in compliance with the Federal Education Rights and Privacy Act (FERPA), which governs the sharing of student data.

Data Sharing Protocol:

- Information Release Forms: FERPA-compliant information release forms are used to obtain the consent of participants before their assessment scores are shared between WIOA Title I and Title II providers. These forms are signed by participants during the intake process to ensure that data sharing is conducted in accordance with legal requirements.
- LACES System: The LACES (Literacy, Adult, and Community Education System) is used to track and share student progress and assessment results. This secure system allows the WDB and adult education providers to efficiently share data on skills deficiencies, English language proficiency, and training progress, ensuring that participants receive the necessary services without duplication.
- Identified Points of Contact: Each partner organization has designated points of contact who are responsible for receiving and sharing assessment scores, ensuring that the data is shared securely and that all assessments are recorded accurately in both the WDB system and Title II provider records.

3. Conducting Assessments and Coordinating Testing

The WDB ensures that the correct assessments are conducted by trained professionals at the appropriate time during the participant's enrollment and career pathway development.

Assessment Tools and Conducting Assessments:

- Approved Assessment Tools: The WDB and Title II providers primarily use the CASAS (Comprehensive Adult Student Assessment Systems) and Accuplacer for basic education and English language assessments. These tools are approved by MD Labor and are used consistently for skills assessments, reading, math, and English language proficiency.
- Assessment Administration: The WDB coordinates with PGCC to ensure that assessments are administered by trained staff who follow MD Labor's guidelines and state regulations for assessment procedures. EPG also provides basic skills remediation and tutoring services for WIOA Title I participants. This ensures that all participants, including trade participants, receive the appropriate assessments at key milestones during their program participation.
- Frequency of Assessments: Assessments are conducted at the intake stage, during program participation, and prior to exit to monitor progress and ensure participants meet training program requirements. This ensures that participants are progressing appropriately and that the WDB can track their development and career readiness.

Coordination of Testing:

- Coordinated Referral System: The WDB coordinates testing between workforce development and adult education providers through a streamlined referral system. EPG refers participants who need basic skills remediation or English language support to PGCC's adult education program. This referral system ensures that participants are connected to the right services based on their assessment results.
- Monitoring and Feedback: The WDB and PGCC ensure that test administrators are well-trained in MD Labor's assessment policies and are regularly updated on any changes in assessment protocols or testing guidelines. Training sessions for staff are held regularly to ensure consistent, accurate administration of assessments, maintaining the integrity of the testing process.

4. Training of Test Administrators

The WDB ensures that all test administrators are trained in accordance with MD Labor's policies and applicable testing guidelines set forth by the test publishers. This training ensures that the integrity and accuracy of the assessment process are maintained, and that participants receive consistent and fair assessments.

Training Steps for Test Administrators:

- Professional Development: EPG and PGCC staff responsible for administering assessments receive professional development to stay current with state policies and assessment procedures. This includes training on how to properly administer CASAS and Accuplacer assessments and how to interpret and document results in accordance with MD Labor and FERPA guidelines.
- Monitoring of Testing Procedures: To ensure that test administration remains consistent and complies with the state's Assessment Policy, the WDB conducts periodic monitoring and audits of testing procedures. This includes observing assessment sessions and reviewing test administration records for accuracy and compliance.

The Prince George's County Workforce Development Board works closely with Title II providers to ensure that basic skills and English language assessments are aligned with workforce development goals. Through the use of approved assessment tools like CASAS and Accuplacer, the WDB ensures that participants in both Title I and Title II programs receive appropriate assessments that align with their training needs. The WDB's collaboration with PGCC and other providers ensures that data sharing, testing coordination, and staff training are conducted in compliance with MD Labor's policies, ensuring that participants are accurately assessed and connected to the appropriate training opportunities.

This integrated approach ensures that basic skills deficiencies and language barriers are addressed effectively, providing job seekers with the skills and competencies they need to succeed in high-demand occupations.

ENSURING COORDINATION OF TITLE II SERVICES ON THE WORKFORCE DEVELOPMENT BOARD

The Prince George's County WDB recognizes the importance of having an individual appointed to represent Title II services—Adult Education and Family Literacy—on the board. This representative plays a critical role in ensuring that Title II programs are aligned with the broader workforce development system, as outlined by WIOA. Effective coordination of Title II services is essential for ensuring that adult education and literacy activities are seamlessly integrated into the local workforce development system, meeting both the needs of job seekers and employers.

The WDB will ensure that the individual appointed to represent Title II services coordinates with all Title II Grant Administrators in the local area in a uniform, regular, and consistent manner. This coordination will ensure that adult education services are well-integrated with WIOA Title I services, including career counseling, skills development, and job placement services, to help individuals achieve sustainable employment.

1. Role of the Title II Representative on the Workforce Development Board

The individual appointed to represent Title II services will serve as the liaison between the WDB and adult education providers in the local area. Their role will be to:

- Facilitate Communication: The Title II representative will ensure that there is consistent communication between the WDB and Title II Grant Administrators to keep all stakeholders informed of policy changes, funding opportunities, and programmatic updates.
- Ensure Integration of Services: The representative will work to integrate adult education services into the broader workforce development system, ensuring that basic education, English language acquisition, and family literacy services are aligned with career pathways and job placement services for adults.
- Promote Alignment with Labor Market Needs: The Title II representative will ensure that adult education providers understand the current labor market demands and are offering training programs and certifications that align with high-demand sectors such as IT, cybersecurity, healthcare, and transportation and warehousing.

2. Coordination Mechanisms with Title II Grant Administrators

To ensure regular, consistent, and uniform coordination with Title II Grant Administrators, the WDB will implement several strategies and establish formal mechanisms for communication and collaboration.

Key Coordination Strategies:

- Regular Meetings and Joint Planning: The WDB will ensure the Title II representative has the opportunity to add agenda items to AJC Committee Meetings and WDB meetings as needed to update the board and stakeholders on policy changes, review program performance, and ensure alignment of adult education services with WIOA Title I services. Through these opportunities to share updates and provide information, Title II services will remain integrated with other workforce development programs, ensuring that job seekers receive comprehensive support.
- Data Sharing and Performance Reviews: The WDB will ensure that Title II services are included in the WIOA performance review process. Performance data from adult education programs will be shared to track program outcomes, including educational attainment, credential completion, and job placement rates. This data will inform decisions about the allocation of resources and adjustments to services. Title II providers will be expected to participate in this data-sharing process to ensure uniformity and transparency.
- Coordinated Service Delivery: The Title II representative will work with Title II Grant Administrators to ensure that adult education services are seamlessly integrated into the One-Stop system. This will include aligning basic skills training and English language acquisition with WIOA Title I programs, such as career services, training, and job placement assistance. This coordination will ensure that individuals transitioning from adult education into employment or further training receive continuous support.

3. Documentation and Implementation of Coordination Efforts

The Prince George's County WDB will maintain clear documentation of all coordination activities and agreements with Title II providers to ensure consistent service delivery and alignment with local workforce development goals. This includes the following:

- Memoranda of Understanding (MOUs): The WDB will establish formal MOUs with Title II providers to clearly define roles, responsibilities, and service delivery expectations. These MOUs will specify how services are integrated, including the sharing of assessment results and the coordination of training programs. These agreements will help avoid duplication of services and ensure that job seekers are connected to the right services at the right time.
- Documentation of Eligibility and Services Provided: The WDB will require that Title II providers document the eligibility and services provided to participants, including basic skills assessments, English language assessments, and training progress. This documentation will be used for tracking program outcomes and ensuring compliance with WIOA guidelines.
- Progress and Outcome Reporting: The WDB will track the progress of Title II services through regular performance reports that include data on student

outcomes, such as test scores, completion rates, and employment placements. These reports will be shared among all partners and used to assess the overall effectiveness of the adult education programs and make adjustments to improve services where necessary.

The Prince George's County Workforce Development Board is committed to ensuring strong coordination between adult education services and workforce development activities. Through regular communication, joint planning sessions, and data-sharing protocols, the WDB ensures that basic skills training, English language acquisition, and literacy services are aligned with career pathways models that lead to employment success. By appointing a dedicated Title II representative, implementing MOUs, and maintaining clear documentation of all coordination efforts, the WDB fosters a seamless integration of Title II programs with WIOA Title I services, ensuring that all participants have the resources they need to succeed in the workforce.

PROVISION OF ADULT EDUCATION SERVICES IN THE AJC SYSTEM WITHIN THE LOCAL AREA

The Prince George's County WDB recognizes that adult education is a critical component of the American Job Center (AJC) system, as it equips adults with the basic skills, literacy, and English language proficiency required to enter high-demand occupations and achieve career success. As part of the AJC system, adult education services are integrated with other workforce development activities to create a seamless service delivery system that addresses the needs of job seekers, businesses, and the broader community.

The WDB works closely with the Title II provider, Prince George's Community College (PGCC), and other adult education organizations, to ensure that adult education services are available to all individuals, particularly those who face barriers to employment such as basic skills deficiencies, lack of English proficiency, and low-income status. These services are designed to prepare adults for high-demand careers, enhance employability, and support economic mobility.

Below are the strategies and activities through which the WDB will provide adult education services within the AJC system.

1. Integration of Adult Education Services within the AJC System

The WDB ensures that adult education services are fully integrated into the AJC system, allowing job seekers to access a comprehensive range of workforce development resources and services. This integration provides participants with both basic education and workforce training, creating clear career pathways from basic skills remediation to postsecondary education and employment.

The WDB will ensure that career counselors in AJCs refer job seekers who need adult education services to Title II providers for basic skills remediation or English language training. Similarly, adult education providers will refer participants to WIOA Title I services for job placement assistance, training programs, and career counseling. Co-enrollment in both Title I and Title II programs ensures that job seekers receive comprehensive support and access to all relevant services without duplication.

2. Types of Adult Education Services Provided in the AJC System

The WDB and its Title II partners provide a broad range of adult education services to support individuals in achieving employment success. These services are aligned with the workforce needs of the county and provide pathways to high-demand occupations such as cybersecurity, healthcare, and construction.

The WDB ensures that basic skills deficiencies are addressed by providing literacy and numeracy training. These services are available to individuals who are basic skills deficient as determined by assessment tools such as CASAS. This training helps individuals improve their reading, writing, and math skills to prepare for higher-level education and employment.

The WDB, through its collaboration with PGCC, provides ESL programs to help English language learners (ELLs) gain proficiency in English and succeed in both education and the workplace. These programs offer tailored instruction to address basic English skills, such as speaking, writing, listening, and reading, with a focus on workplace literacy to enhance employability.

The WDB provides GED preparation services through its partnership with PGCC and other adult education providers. These services ensure that individuals who did not complete high school can earn their GED and gain the educational credentials needed for employment or postsecondary education.

3. Coordinating with Other AJC Partners

The WDB ensures that adult education services are effectively coordinated with other workforce development services within the AJC system through the AJCCN Partner Portal where referrals can be made in real time. By fostering collaboration between Title II providers and WIOA Title I partners, the WDB ensures that job seekers receive a comprehensive, seamless service experience.

Coordinating with Workforce Development Partners:

- Co-enrollment in Title I and Title II Programs: The WDB supports co-enrollment in Title I and Title II programs, ensuring that participants in adult education programs also have access to career services, job search assistance, training, and work-based learning opportunities. This coordination helps individuals move from basic skills education to industry-specific training and ultimately to employment.

- Integrated Career Services: The WDB works with Title II providers to integrate career services into adult education programs. This includes career counseling, job placement assistance, and workforce readiness training, ensuring that adult learners are connected to high-demand career pathways that align with local employer needs.
- Employer Partnerships: The WDB works with local employers to ensure that adult education programs align with workforce needs. This includes developing industry-specific training programs and apprenticeship opportunities that are integrated with basic skills and vocational training to ensure that job seekers are job-ready by the time they complete their programs.

The Prince George's County Workforce Development Board ensures that adult education services are integrated into the AJC system through strong partnerships with Title II providers, including PGCC and community-based organizations. By aligning adult education with career pathways, vocational training, and workplace literacy, the WDB helps job seekers acquire the skills and credentials necessary to succeed in high-demand sectors like healthcare, IT, and construction. The WDB ensures that these services are well-coordinated with WIOA Title I services to provide a seamless service experience for all job seekers, helping them overcome basic skills deficiencies and transition to employment in a high-growth career.

USE OF THE INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION (IELCE) PROGRAM TO PREPARE ENGLISH LANGUAGE LEARNERS FOR EMPLOYMENT

The Prince George's County WDB is committed to ensuring that English language learners (ELLs) in the county have access to Integrated English Literacy and Civics Education (IELCE) programs, which are designed to improve English proficiency while simultaneously preparing adults for unsubsidized employment in in-demand industries and occupations. These programs play a critical role in helping ELLs gain the language skills, workplace literacy, and civics education necessary to succeed in the workforce and achieve economic self-sufficiency.

The WDB works closely with adult education providers in the area, including Prince George's Community College (PGCC), to ensure that IELCE services are available to eligible adults and that these programs are integrated with workforce development activities. The IELCE program will help participants acquire workplace literacy in addition to English language proficiency, ensuring that they are equipped for high-demand jobs that offer sustainable wages and career growth.

1. Providing IELCE Services to Prepare ELLs for Employment

The WDB collaborates with PGCC, which offers IELCE services as part of its adult education programs. These services are designed to ensure that English language

learners gain the English proficiency required for success in high-demand sectors, such as healthcare, IT, manufacturing, and construction.

Key Components of the IELCE Program:

- Workplace Literacy: The IELCE program integrates English language learning with workplace literacy, helping ELLs develop the language skills they need for specific industries. For example, the IELCE program at PGCC provides vocational English for sectors like healthcare and IT, ensuring that ELLs can not only communicate effectively but also understand industry-specific terminology and workplace expectations.
- Civics Education: In addition to language skills, the IELCE program incorporates civics education to help adults understand U.S. workplace norms, employment laws, and rights and responsibilities in the workplace. This civics education helps ELLs successfully navigate U.S. work environments and advance in their careers.
- Job Readiness and Placement Assistance: The WDB coordinates with PGCC and other partners to provide job readiness training and job placement assistance for participants who complete IELCE programs. This includes support with resume writing, interview preparation, and job search strategies to help ELLs transition into unsubsidized employment in high-demand industries.

2. Placement in In-Demand Occupations and Industries

The WDB ensures that IELCE participants are placed in unsubsidized employment that aligns with the local labor market needs. Through collaboration with local employers, industry associations, and business advisory councils (BACs), the WDB helps ELLs access career pathways in high-demand industries such as healthcare, IT, cybersecurity, and advanced manufacturing.

Workplace Placement and Career Pathways:

- Job Matching: After completing the IELCE program, job seekers are referred to employers in high-demand sectors that require workers with English proficiency and specific industry knowledge. The WDB ensures that ELLs are matched with positions that offer long-term employment opportunities and career advancement.
- Employer Engagement: The WDB partners with local employers to ensure that workplace literacy training aligns with employer needs. Employers in sectors such as cybersecurity, healthcare, and construction are encouraged to hire ELLs who have successfully completed IELCE programs. The WDB works closely with these employers to facilitate job placement and ensure that ELLs are supported in their transition to new roles.
- Sustainable Employment: The ultimate goal of the IELCE program is to help English language learners gain the necessary skills to succeed in unsubsidized, long-term employment. By focusing on high-demand industries and job

readiness, the WDB helps ensure that ELLs can enter and remain in stable employment, leading to economic self-sufficiency.

3. Referral Process for Job Seekers Seeking IELCE Services

For job seekers who are in need of IELCE services but are not yet enrolled in adult education programs, the WDB has developed a referral system to ensure that they are connected to appropriate Title II providers through the American Job Center Community Network Partner Portal. If an individual is referred to the WDB but is not eligible for immediate enrollment in workforce development programs, they will be referred to PGCC and other adult education providers offering ESL and IELCE services.

Referral Process:

- Initial Assessment: The WDB conducts an initial assessment to determine whether a job seeker needs basic education or English language services. If basic skills deficiencies or limited English proficiency are identified, job seekers are referred to PGCC's adult education program for IELCE services.
- Co-Enrollment: Job seekers who require English language skills and career training may be co-enrolled in both Title I workforce programs and Title II IELCE programs. This ensures they receive both language education and industry-specific training, which increases their ability to succeed in the workforce.

4. Coordination with Other Workforce Development Programs

The WDB ensures that IELCE services are fully integrated into the workforce development system through collaboration with Title I programs, employers, and community partners. This coordination helps avoid duplication of services and ensures that participants in IELCE programs have access to the full spectrum of services, including job placement assistance, skills training, and work-based learning opportunities.

5. Test Administration and Training for IELCE Providers

The WDB works with Title II providers, including PGCC, to ensure that test administrators are properly trained and that assessments are conducted in compliance with MD Labor's policies and testing guidelines.

Steps to Ensure Effective Testing:

- MD Labor Guidelines: The WDB ensures that all test administrators are familiar with MD Labor's assessment policies and applicable testing guidelines. These include CASAS and other NRS-approved assessments for evaluating basic skills and English proficiency.
- Training for Administrators: Test administrators will receive professional development training on the proper administration of language and literacy assessments. This training ensures that testing is conducted fairly, consistently, and in compliance with FERPA regulations.

- Assessment Coordination: The WDB ensures that English language assessments and basic skills assessments are coordinated between workforce development and adult education providers to ensure that participants are properly assessed and connected to the right services.

The Prince George's County Workforce Development Board is dedicated to helping English language learners (ELLs) gain the language skills and workplace literacy necessary for successful employment in high-demand industries. By ensuring the integration of IELCE services into the AJC system, the WDB provides a comprehensive pathway for ELLs to improve their English proficiency, gain industry-recognized certifications, and achieve economic self-sufficiency. Through collaboration with Title II providers, employers, and community organizations, the WDB ensures that IELCE services are effectively aligned with career pathways, supporting long-term employment for adults in Prince George's County.

SECTION 6: TITLE III: WAGNER-PEYSER FUNCTIONS

MAXIMIZING COORDINATION OF SERVICES PROVIDED BY THE STATE EMPLOYMENT SERVICE UNDER THE WAGNER-PEYSER ACT

The Prince George's County WDB has developed comprehensive strategies to maximize the coordination of services provided under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), which is administered by the Maryland Department of Labor (MDOL). These strategies aim to ensure that services delivered through the State Employment Service and local AJC partners are streamlined, eliminating service duplication and improving overall service delivery for job seekers and employers.

Key Coordination Strategies:

- Co-location of Wagner-Peyser Staff: Wagner-Peyser staff are co-located within the Prince George's County American Job Center (AJC) in Largo, ensuring seamless access to job search assistance, labor exchange services, and career readiness workshops. This enables job seekers to receive comprehensive services, from initial assessments to job placement and training referrals.
- Use of the Maryland Workforce Exchange (MWE): The MWE system is used to track job seeker progress, manage job postings, and connect job seekers with employers. Both Wagner-Peyser staff and WIOA Title I providers use the MWE system to ensure real-time data sharing, job matching, and coordination of career services. This shared system prevents duplication and enhances data accuracy.
- Integrated Job Search and Career Services: Wagner-Peyser staff collaborate with WIOA Title I staff to provide workforce services such as career counseling,

resume building and job referrals. By integrating services, the WDB ensures that job seekers can transition smoothly through the career development process without having to repeat the intake or assessment stages.

- Regular Coordination Meetings and Joint Planning: The WDB holds regular meetings, called AJC Committee Meetings, with Wagner-Peyser staff and other partners to align priorities, identify service gaps, and share resources. This joint planning helps ensure that all workforce development programs are aligned with the needs of both job seekers and local employers.

COORDINATION WITH THE WAGNER-PEYSER PROGRAM FOR MIGRANT AND SEASONAL FARM WORKER EMPLOYMENT SERVICES

The WDB ensures that Migrant and Seasonal Farm Workers (MSFWs) in the local area receive comprehensive employment services, in accordance with the Wagner-Peyser Act and MDOL's policies on migrant farmworker services. The WDB partners with Wagner-Peyser staff and other local entities to support the unique needs of MSFWs, providing access to job search assistance, training programs, and supportive services.

Key Services for Migrant and Seasonal Farm Workers (MSFWs):

- Outreach Services: The WDB ensures that MSFWs are reached through outreach workers who visit agricultural worksites, housing areas, and community gathering places to provide information about available services and resources. Outreach workers inform MSFWs of the full range of services available at the AJCs, such as job readiness workshops, training programs, and employment opportunities.
- Job Placement and Referral Services: MSFWs who register in the MWE system are tracked and referred to appropriate job openings, training programs, and supportive services. Wagner-Peyser staff assist with job matching and employment referrals, ensuring that MSFWs are connected to sustainable employment in both agricultural and non-agricultural sectors.
- Supportive Services: The WDB and Wagner-Peyser staff ensure that MSFWs have access to supportive services such as housing assistance, transportation, and financial literacy training. These services help ensure that MSFWs can maintain stable employment and achieve economic self-sufficiency.

RESPONSIBLE PARTIES FOR CONDUCTING MIGRANT AND SEASONAL FARM WORKER HOUSING INSPECTIONS

The Maryland Department of Labor (MDOL) is responsible for conducting migrant and seasonal farmworker housing inspections. The State Reemployment Program Director for Prince George's County coordinates these inspections, ensuring that housing conditions meet federal and state employment standards.

Inspection Procedures:

- Housing Inspections: MDOL Foreign Labor Certification staff conduct H2A housing inspections to ensure that housing provided to Migrant Seasonal Farm Workers (MSFWs) meets the Migrant and Seasonal Agricultural Worker Protection Act (MSPA) standards. These inspections are conducted annually or as needed, and include random, unannounced checks at agricultural worksites where MSFWs are employed.
- Pre-Occupancy Inspections: If H2A workers are hired by an agricultural employer, a pre-occupancy housing inspection is conducted using ETA FORM 338 to verify compliance with housing standards. If violations are identified during these inspections, MDOL staff may conduct follow-up inspections to ensure compliance.

The Prince George's County Workforce Development Board works closely with Wagner-Peyser staff, employers, and community organizations to ensure that Migrant and Seasonal Farm Workers (MSFWs) have access to the full range of workforce services, including job search assistance, training programs, and supportive services. By integrating these services into the AJC system, the WDB ensures that MSFWs can successfully transition to unsubsidized employment in both agricultural and non-agricultural sectors. Additionally, the WDB ensures that housing inspections and compliance with Migrant and Seasonal Agricultural Worker Protection Act (MSPA) standards are maintained, ensuring safe working and living conditions for MSFWs.

SECTION 7: TITLE IV – VOCATIONAL REHABILITATION FUNCTIONS

COOPERATIVE AGREEMENTS WITH THE MARYLAND STATE DEPARTMENT OF EDUCATION'S DIVISION OF REHABILITATION SERVICES (DORS)

The Prince George's County WDB has established strong cooperative agreements with the Maryland State Department of Education's Division of Rehabilitation Services (DORS) to enhance the provision of services for individuals with disabilities. These agreements are designed to improve service delivery, foster collaboration, and ensure that individuals with disabilities receive comprehensive support, enabling them to successfully enter and advance in the workforce.

Key Features of the Cooperative Agreement:

- Cross-Training of Staff: DORS is willing to conduct cross-training sessions for staff representing the AJCCN to ensure that they understand the eligibility criteria, service offerings, and best practices for working with individuals with disabilities. This training ensures that all partners are equipped to address disability-related challenges and offer effective solutions to job seekers with disabilities.

- Information Sharing: The WDB and DORS have an established system, through the AJCCN Partner Portal, for sharing information between workforce development and vocational rehabilitation services. This includes coordinated referrals, where WDB staff refer individuals with disabilities to DORS for specialized vocational rehabilitation services, including job training, assistive technology, and job placement assistance. This ensures that individuals with disabilities receive holistic support that aligns with their career goals.
- Cooperative Work with Employers: Both the WDB and DORS engage with local employers to promote inclusive hiring practices and workplace accommodations. These efforts include workshops and employer engagement activities that encourage businesses to create accessible work environments and consider individuals with disabilities for employment opportunities. This collaborative effort ensures that individuals with disabilities have access to inclusive workplaces and are prepared to succeed in their chosen fields.
- Coordination of Services: The WDB and DORS coordinate their efforts through formal Memoranda of Understanding (MOUs), which define the roles, responsibilities, and resource contributions of each party. This includes shared responsibilities for career planning, job placements, work-based learning, and the integration of vocational rehabilitation services into the broader workforce development system. These agreements streamline the process for individuals with disabilities, ensuring they have seamless access to the services they need across the workforce development network.

SERVICES PROVIDED BY DORS AND COORDINATION WITH THE AJC SYSTEM

The Prince George's County WDB ensures that individuals with disabilities have access to the full spectrum of services provided through the American Job Center (AJC) system. The WDB works in close collaboration with DORS to offer integrated services that meet the unique needs of individuals with disabilities, ensuring they are fully supported in their journey toward employment and economic self-sufficiency.

Key Services for Individuals with Disabilities:

- Intake and Orientation: The DORS team provides comprehensive intake and orientation services for job seekers with disabilities, including individual assessments to identify specific needs and abilities. These services are provided in coordination with the AJC system, where job seekers can access a range of workforce development services such as career counseling, job placement, and vocational training.
- Individualized Employment Plans (IEPs): DORS works with the WDB to develop Individualized Employment Plans (IEPs) for individuals with disabilities. These plans outline the steps required for individuals to achieve sustainable employment, including vocational training, assistive technology, and job

coaching. The WDB supports DORS in connecting individuals with the appropriate job training programs and work-based learning opportunities.

- Pre-Employment Transition Services (Pre-ETS): The WDB ensures that youth with disabilities, through partnerships with DORS, have access to Pre-Employment Transition Services (Pre-ETS). These services help youth prepare for employment by providing training in areas such as workplace readiness, job exploration, and postsecondary education preparation. The Pre-ETS program is a critical component of the career pathways model, helping youth transition from school to work.
- Supported Employment Services: The WDB and DORS collaborate to provide supported employment services for individuals with significant disabilities. These services help individuals obtain and retain employment in competitive, integrated work settings. The WDB and DORS coordinate job placement, job coaching, and ongoing support to ensure that individuals with disabilities can succeed and advance in their careers.

Role of DORS in Vocational Rehabilitation and Integration with AJC Partners

The WDB ensures that DORS services are well-integrated into the AJC system, providing individuals with disabilities access to both vocational rehabilitation services and workforce development opportunities. DORS staff are located within AJC in Largo, to provide seamless service delivery and ensure that individuals with disabilities receive timely and efficient support.

Coordination of Services:

- Co-Location of DORS Staff: DORS Rehabilitation Counselors are co-located within the AJC system, ensuring that individuals with disabilities receive immediate assistance. These staff members provide vocational rehabilitation services such as job coaching, assistive technology support, and employment counseling while working alongside WDB staff to ensure that individuals have access to all available workforce development services.
- Referral Process: The WDB ensures that individuals who need vocational rehabilitation services are referred to DORS for specialized support. Similarly, DORS refers individuals to AJC services for job readiness training, apprenticeships, job placement, and career counseling. This integrated approach ensures that individuals with disabilities are connected to the full range of services they need to succeed in the workforce.

The Prince George's County Workforce Development Board and Maryland's Division of Rehabilitation Services (DORS) work collaboratively to ensure that individuals with disabilities receive the comprehensive services they need to succeed in the workforce. Through cooperative agreements, co-location of staff, cross-training, and joint employer engagement, the WDB and DORS provide a coordinated and integrated approach to vocational rehabilitation and workforce development services.

By ensuring that individuals with disabilities have access to vocational rehabilitation, training programs, job placement services, and work-based learning opportunities, the WDB and DORS help these individuals achieve economic self-sufficiency and career advancement.

SECTION 8: TEMPORARY ASSISTANCE FOR NEEDY FAMILIES FUNCTIONS

INTEGRATION OF TANF IN THE AJC SYSTEM AND COORDINATION OF SERVICES

The Prince George's County Department of Social Services (PGCDSS) plays a critical role in integrating TANF services within the American Job Center (AJC) system. The WDB collaborates with PGCDSS and other WIOA partners to ensure a seamless service delivery system that targets low-skill, low-wage workers and provides them with access to employment services, training, job search assistance, and supportive services. This integration helps TANF recipients achieve self-sufficiency, economic mobility, and sustainable employment.

Key Components of TANF Integration in the AJC System:

- Customer Intake and Service Coordination: When TANF recipients enter the AJC system, they are assessed through customer intake procedures that identify their employment barriers and skills gaps. Career Navigators and PGCDSS staff work collaboratively to ensure TANF recipients are connected to job readiness training, vocational skills development, and work-based learning opportunities. Job seekers are referred to training programs aligned with local employer needs and are provided with job placement assistance. This process also includes barrier removal (e.g., childcare, transportation), which is crucial for ensuring full participation in employment activities.
- Co-location of PGCDSS and WIOA Partners: To enhance service delivery, PGCDSS staff are co-located at AJCs and partner sites, such as the Memorial Library System, PGCPS, and Department of Aging. This co-location ensures that TANF recipients can access both benefit programs and workforce development services in a single location. It allows for better coordination of services, ensuring that recipients do not need to navigate multiple agencies to access the support they need. Additionally, PGCDSS staff provide work program assessments, barrier removal assistance, and referrals to appropriate workforce training and employment services.
- Tracking and Monitoring TANF Recipients: As part of the TANF program, the WDB ensures that activities and work participation are carefully tracked and reported. This includes monitoring work participation rates, tracking job placements, and ensuring that training programs and job search activities are appropriately counted toward meeting TANF work requirements.

Leveraging Financial and In-Kind Contributions

To ensure effective integration, the WDB and PGCDSS leverage existing financial and in-kind contributions from both TANF and WIOA programs to coordinate services across different programs. This braided funding model allows for a comprehensive approach that minimizes duplication of services and creates a streamlined process for job seekers to access workforce services.

Key Strategies:

- Leveraging Funding: The WDB and PGCDSS may combine TANF and WIOA funds to provide comprehensive services, including training programs, job readiness workshops, and supportive services. By coordinating funding, the agencies ensure that low-income adults and dislocated workers can access the services they need to successfully transition into employment without additional barriers.
- Joint Service Marketing: The WDB and PGCDSS may market joint services to employers, emphasizing the TANF work participation rate and showcasing how TANF recipients can provide valuable labor to businesses. This effort is designed to minimize the burden on employers, creating a single point of entry for employer services through the AJC system. Employers are encouraged to hire TANF recipients and are given assistance with screening candidates, hiring processes, and workforce development opportunities.

Cross-Training and Technical Assistance to WIOA Partners

To ensure that TANF services are properly integrated and that WIOA partners are equipped to provide effective service delivery, the WDB provides cross-training and technical assistance to all partners. This training ensures that all partners understand the eligibility requirements, program goals, and service expectations for TANF recipients.

Key Cross-Training Efforts:

- Staff Training: The WDB and PGCDSS offer regular training sessions for WIOA partners, career navigators, and employer engagement staff. These sessions focus on TANF eligibility, work participation requirements, and how to provide integrated services to TANF recipients. The training is designed to ensure that all staff understand the importance of coordinated service delivery and can effectively refer participants to the appropriate services.
- Technical Assistance: PGCDSS staff provide technical assistance to WIOA Title I providers, ensuring that all staff are aware of the resources available for TANF recipients, including subsidized employment opportunities, work-based learning programs, and career exploration activities.

Tracking TANF Activities and Ensuring Compliance with the TANF Work Participation Rate

The WDB ensures that all TANF activities and work programs are counted toward meeting the TANF work participation rate as defined by federal regulations. This includes the tracking and reporting of job placements, work readiness training, and vocational training activities.

Tracking and Reporting Strategies:

- Work Participation Rate Monitoring: The WDB works with PGCDSS to track work participation for all TANF recipients, ensuring that job seekers are meeting the required number of work hours and participating in training programs. These activities are documented in the Maryland WORKS system.
- Data Integration: The WDB uses data integration systems such as Maryland WORKS to monitor TANF recipients' participation and report on key employment outcomes, including job retention and wage growth. This ensures that the TANF work participation rate is consistently met, helping the county stay in compliance with federal expectations.

Access to Business Services and Employer Initiatives

The WDB and PGCDSS engage local employers to market joint services that encourage hiring TANF recipients and integrating them into the local workforce. These services are designed to attract employers by emphasizing the benefits of subsidized employment, work-based learning opportunities, and the access to qualified and trained candidates from the TANF program.

Key Employer Initiatives:

- Employer Outreach and Education: The WDB provides education and outreach to local businesses about the benefits of hiring TANF recipients and participating in work-based learning programs. This includes organizing job fairs, business engagement events, and workshops to connect job seekers, including TANF recipients, with employers.
- Employer Incentives: The WDB and PGCDSS provide employer incentives, such as wage subsidies and tax credits, to businesses that hire TANF recipients. These incentives reduce the financial burden on employers and encourage them to provide workplace training, internships, and apprenticeships for TANF recipients.

Representation of PGCDSS on the Local Board

To ensure that TANF expectations, roles, and responsibilities are consistently addressed in workforce development activities, PGCDSS is represented on the Prince George’s County WDB. This ensures that TANF recipients’ needs are included in workforce development strategies and that PGCDSS services are fully integrated into the local workforce system.

Role of PGCDSS on the WDB:

- Strategic Leadership: The PGCDSS Director, along with other key staff, provides leadership on TANF-related issues and ensures that TANF services are aligned with the overall goals of the WDB and local workforce system.
- Policy Development: PGCDSS provides input on policy development and program priorities related to TANF recipients, ensuring that services are meeting the needs of the community and that outcomes are achieved.

The Prince George's County Workforce Development Board and PGCDSS have established an integrated system for delivering TANF services that aligns with WIOA and local workforce development goals. By focusing on co-location, joint service delivery, work-based learning, and employer engagement, the WDB ensures that TANF recipients are supported in their efforts to achieve self-sufficiency and long-term employment. Through cross-training, data sharing, and collaboration, the WDB and PGCDSS are working together to help low-income individuals and disconnected workers achieve economic mobility and contribute to the economic success of Prince George's County.

SECTION 9: SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT AND TRAINING (SNAP E&T)

PROCESS TO SUPPORT SNAP WORK REGISTRANTS IN ACCESSING WORKFORCE DEVELOPMENT PROGRAMS

The Prince George's County Workforce Development Board (WDB) works closely with the Department of Social Services (DSS) to ensure that SNAP Employment and Training (SNAP E&T) work registrants have access to the full spectrum of workforce development services available in the local area. The WDB and DSS collaborate to streamline services and ensure that registrants can access support services that help them overcome employment barriers and achieve economic self-sufficiency.

Key Processes and Strategies:

- Registration in the Maryland Workforce Exchange (MWE): SNAP work registrants are required to register in the MWE system to track their progress and connect to the available workforce development services. This system allows for the monitoring of job seeker activities, including job search efforts, training participation, and placement efforts. This helps the WDB and DSS track whether registrants are engaged in the right programs and receiving the necessary support.
- Individual Assessment: After registration in MWE, SNAP work registrants undergo an individual assessment to determine their employment history, skills

gaps, and barriers to employment. This assessment helps identify which training programs or support services are needed to help the registrant succeed in the workforce.

- Referrals to Workforce Development Programs: Based on the assessment, SNAP work registrants are referred to training programs that align with their needs, such as vocational training, GED preparation, or English language services. Registrants requiring skills acquisition and/or credentialing will be matched with the appropriate programs to develop the skills necessary for gainful employment.
- Tracking Participation: Participation and progress are tracked through DSS employees who are co-located in the American Job Centers (AJCs). These employees assist in monitoring the progress of SNAP E&T work registrants, ensuring that they are meeting the program requirements and engaging in work-based learning, job placements, or other training activities.

Current Number of SNAP Work Registrants:
As of March 2023, Prince George's County has approximately 10,585 SNAP E&T work registrants. The WDB, in coordination with PGCDSS, serves this population through a coordinated approach, ensuring that all registrants are provided the services needed to transition from dependency to self-sufficiency.

SNAP E&T THIRD-PARTY PARTNERS AND ENGAGEMENT STRATEGIES

The Prince George's County WDB works with several SNAP E&T third-party partners to deliver critical services that support SNAP recipients in accessing workforce development programs. These third-party partners play a key role in delivering training, job readiness, and placement services, ensuring that resources are streamlined, and services are not duplicated.

Key SNAP E&T Third-Party Partners:

- Vehicles for Change: This partner provides vehicles to eligible SNAP recipients, helping them overcome transportation barriers and access employment opportunities that may not be easily accessible via public transportation.
- IT Works Learning: This organization offers training programs in the IT sector, providing SNAP recipients with the skills necessary to pursue industry-recognized certifications and gain employment in high-demand fields such as cybersecurity and network administration.
- Union Kitchen: Union Kitchen offers job readiness programs, helping SNAP recipients develop skills in the culinary and food service industries. They provide hands-on experience and help participants transition into employment in the local food services sector.

Engagement Strategies with Third-Party Partners:

- Joint Meetings and Collaboration: The WDB plans to hold joint meetings with all SNAP E&T third-party partners to ensure that they are fully aware of the workforce development programs available through the WIOA system. These meetings will serve as a platform to discuss referral strategies, align program offerings, and prevent any duplication of services. This collaboration ensures that SNAP E&T participants have access to all the available services and resources to help them succeed.
- Cross-Training for Third-Party Partners: The WDB and PGCDSS will provide cross-training for SNAP E&T third-party partners to ensure they understand the WIOA programs available. These training sessions will cover eligibility requirements, referral processes, and best practices for integrating SNAP recipients into workforce development programs.
- Streamlining Resources and Preventing Duplication: The WDB will continue to ensure that resources are streamlined across WIOA and SNAP E&T services to maximize efficiency. The coordination of referrals and program placements ensures that SNAP E&T participants are fully utilizing the resources available to them, such as job readiness training, skills development, and work experience opportunities, without receiving overlapping services.

The Prince George's County Workforce Development Board utilizes a coordinated approach to ensure that SNAP E&T work registrants have access to workforce development programs that meet their specific needs. By working closely with third-party partners like Vehicles for Change, IT Works Learning, and Union Kitchen, the WDB provides SNAP recipients with the skills, experience, and support needed to secure unsubsidized employment in high-demand industries.

Through joint meetings, cross-training sessions, and collaboration with PGCDSS, the WDB ensures that all partners are aware of the services available through the WIOA system and that services are efficiently coordinated and not duplicated. This integrated approach helps SNAP E&T participants overcome barriers to employment and achieve economic self-sufficiency.

SECTION 10: COMMUNITY SERVICE BLOCK GRANT FUNCTIONS

COMMUNITY SERVICE BLOCK GRANT (CSBG) PROVIDERS AND EMPLOYMENT AND TRAINING ACTIVITIES

The Prince George's County Workforce Development Board (WDB) collaborates with several Community Service Block Grant (CSBG) providers in the county to enhance workforce development services and provide employment and training activities for low-income individuals and families. These partnerships help ensure that CSBG recipients can access not only basic needs assistance but also career services, vocational training, and job placement support.

CSBG Providers in Prince George's County:

- United Communities Against Poverty (UCAP): UCAP is the local CSBG provider for Prince George's County. Although UCAP does not directly operate formal workforce development programs, it plays a crucial role in connecting low-income residents with training programs and employment services. UCAP collaborates with the WDB and AJC partners to ensure that individuals have access to job readiness training, skills development, and job placement assistance.
- Community Action Agencies (CAAs): CAAs such as UCAP provide comprehensive services that support workforce readiness for individuals facing multiple barriers to employment, including transportation and childcare challenges. They offer case management services, housing support, and nutrition assistance, which complement WIOA Title I workforce development activities.

These providers play a vital role in supporting low-income residents and ensuring that they have access to services that can help them achieve self-sufficiency through employment.

COORDINATION PROCESS TO ENHANCE WORKFORCE DEVELOPMENT SERVICES FOR CSBG-RECIPIENTS

The WDB has developed a systematic process to coordinate services for individuals receiving CSBG-supported services, ensuring that they are seamlessly integrated into the workforce development system. The WDB works in close partnership with CSBG providers like UCAP to streamline resources, provide access to employment and training services, and avoid duplication of services. This integrated approach maximizes the effectiveness of workforce development programs while addressing the unique needs of CSBG participants.

Key Strategies for Coordination:

- Co-location of Services: To enhance accessibility and coordination, PGCDSS and WIOA partners such as EPG and UCAP have discussed potential co-location of staff at the American Job Centers (AJCs) or at UCAP locations. Although UCAP has not co-located at AJCs, EPG provides WIOA Title I services at the UCAP location. This ensures that CSBG recipients have access to both benefit programs (e.g., TANF, SNAP) and workforce development services, including job readiness training and vocational training programs.
- Leveraging Financial and In-Kind Contributions: The WDB and CSBG providers leverage financial and in-kind contributions to ensure the coordination of services. By combining resources, the WDB and CSBG providers create a seamless approach to delivering services. This collaboration ensures that CSBG recipients are connected with the appropriate training programs, employment

services, and supportive services, helping them overcome barriers to employment and become self-sufficient.

- Cross-Training and Technical Assistance: The WDB offers cross-training to WIOA partners and CSBG providers, ensuring that all partners are familiar with the services, eligibility requirements, and referral processes for CSBG recipients. This training helps to align workforce services and ensure efficient service delivery, eliminating duplication and ensuring that job seekers are receiving comprehensive support.
- Data Tracking for Performance Metrics: The WDB and CSBG providers work together to ensure that CSBG activities are counted toward performance metrics required by both WIOA and CSBG programs. By using the Maryland WORKS system, all services provided to CSBG recipients are tracked and monitored, ensuring compliance with workforce development goals and helping to evaluate program effectiveness.
- Business Services and Employer Initiatives: The WDB's business services team works with CSBG providers to market joint services to employers. This includes streamlining employer engagement through a single point of entry, which minimizes the burden on employers who use the AJC system. Employers are informed of the benefits of hiring CSBG recipients who have received workforce readiness training and vocational skills development.
- Providing Outcomes Data: The WDB ensures that CSBG providers contribute baseline outcomes data to the WIOA system through the Maryland WORKS system. This includes tracking employment placements, skills certifications, and job retention rates for CSBG participants. By sharing this data, the WDB ensures that the CSBG providers' efforts are aligned with WIOA goals and are part of the overall strategy to support economic self-sufficiency.

CAA REPRESENTATION ON THE LOCAL WORKFORCE DEVELOPMENT BOARD

The Prince George's County WDB recognizes the importance of Community Action Agencies (CAAs), such as UCAP, in the local workforce development system. UCAP provides key services to low-income individuals and families, helping them overcome barriers to employment, including housing, transportation, and food insecurity.

Role of CAAs in the WDB:

- CAAs as WDB Partners: UCAP, as a CSBG provider, plays an essential role in the local workforce development system. A representative from UCAP serves on the WDB to ensure that the CSBG expectations, roles, and responsibilities are addressed within the local area. This representation ensures that the WDB remains informed about the services provided by CSBG providers and that CSBG recipients are connected to the appropriate workforce development services.

The Prince George's County Workforce Development Board has developed a strong partnership with CSBG providers like UCAP to enhance service delivery for low-income individuals and families. By co-locating services, leveraging resources, cross-training staff, and tracking outcomes, the WDB ensures that CSBG recipients have access to comprehensive support that addresses their barriers to employment. Through effective coordination with WIOA partners, the WDB ensures that services are integrated, resources are streamlined, and low-income residents are empowered to achieve economic self-sufficiency and contribute to the
economic success of Prince George's County.

SECTION 11: JOBS FOR VETERANS STATE GRANTS FUNCTIONS

PRIORITY OF SERVICE FOR VETERANS AND THEIR ELIGIBLE SPOUSES

The AJC provides Priority of Service to veterans and covered persons in accordance with the Jobs for Veterans Act of 2002 and the Veterans' Benefits, Health Care, and Information Technology Act of 2006. To receive Veteran Priority of Service for a specific program, a Veteran or eligible spouse must meet the statutory definition of a "covered person" and also must meet any other statutory eligibility requirement applicable to the program. For all USDOL-funded programs, Priority of Service means access to services or resources earlier than others, or if resources are limited, it may mean access to services and resources instead of general service individuals.

In accordance with Maryland's State Plan, veterans and eligible persons will receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, as described in TEGL 10-09, when programs are statutorily required to provide priority for a particular group of individuals, such as the WIOA priority described below, priority must be provided in the following order:

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

Any individual self-identifying as a veteran or covered person is provided priority in the delivery of employment and training services; verification of their status at the point of entry is not required. For services that require eligibility verification, it is important to note that the Veteran or eligible spouse must first meet any and all of the statutory eligibility criteria in order to be considered eligible for; a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority for receipt of services.

Definitions

"Veteran" is a person who served at least one (1) day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable.

"Eligible Spouse" means the spouse of any of the following:

1. Any veteran who died of a service-connected disability;
2. Any member of the Armed Forces on active duty who is in one or more of the following categories (for more than 90 days):
    a. Missing in Action;
    b. Captured in the line of duty by a hostile force; or
    c. Forcibly detained or interned in the line of duty by a foreign government or power;
3. Any veteran who has total disability from a service connected disability, evaluated by the Department of Veteran Affairs; or
4. Any veteran who died while a disability was in existence

"Covered persons" means those veterans and spouses who are eligible for priority of service.

Customer Service Flow for Veterans and Eligible Spouses

AJC staff provides core services and initial assessments to veterans. The receptionist or other AJC staff who work at the front desk are trained to determine whether any visitors are veterans. Those who self-attest to veteran status receive priority of service from this point forward.

When a guest self-attests to veteran status, AJC staff complete MD Labor's Significant Barrier to Employment (SBE) Checklist to determine whether the veteran qualifies as having one or more SBEs.

As listed in Maryland Policy Issuance 4-16, Significant Barriers to Employment include:

1. A special disabled or disabled Veteran;
2. A homeless Veteran;
3. A recently separated Veteran who at any point in the previous 12 months has been unemployed for 27 or more weeks;
4. A Veteran offender, who is currently incarcerated or has been released from incarceration;
5. A Veteran lacking a high school diploma or equivalent;
6. A low-income Veteran;
7. A Veteran between the ages of 18-24;
8. A wounded, ill, or injured Armed Forces member, spouse, or caregiver;
9. A service member who does not meet military services' Capstone Career Readiness Standards;
10. An active duty service member being involuntarily separated through a Service reduction-in-force.

The veteran may choose from the following options:

1. When the individual qualifies as having one or more a Significant Barriers to Employment, they meet the criteria to be assisted by a Disabled Veteran Outreach Program (DVOP) Specialist. DVOPs provide individualized career services to eligible populations. Not all individuals who are eligible for DVOP services are interested in

receiving them. When the covered person qualifies and requests to be assisted by a DVOP, they are agreeing to be case managed. Once the covered person agrees, the AJC staff member assists the customer in meting with the DVOP. Note: When the DVOP is not currently available, AJC Staff provides the person with the card and contact information of the DVOP and contacts the DVOP via email to provide them with the individual's contact information so the two can coordinate a meeting time.

2. If the individual does not require intensive services or otherwise does not wish to work with the DVOP, they are referred to Basic Career Services resources, WIOA Title I resources, an AJC Workforce Development Specialist, or other resources that best fit their needs.

ENGAGEMENT OF LOCAL VETERANS EMPLOYMENT REPRESENTATIVES (LVERS) IN PROVIDING SERVICES TO LOCAL BUSINESSES

Maryland Department of Labor Division of Workforce Development and Adult Learning employs Local Veterans Employment Representatives (LVER) in AJCs. LVERs conduct outreach to employers and engage in advocacy efforts with hiring executives to increase employment opportunities for veterans and encourage the hiring of veterans. The Local Board will promote LVER services through social media, job fairs, and email blasts based on information provided to the Local Board by the LVER. The LVER will be included in meetings and efforts convened by and on behalf of the AJC Partners, including meetings and efforts convened by the One Stop Operator.

SECTION 12: TRADE ADJUSTMENT ASSISTANCE FOR WORKERS PROGRAM FUNCTIONS

PROVISION OF TRADE ADJUSTMENT ASSISTANCE (TAA) SERVICES IN PRINCE GEORGE'S COUNTY

The Prince George's County Workforce Development Board (WDB) is committed to providing comprehensive Trade Adjustment Assistance (TAA) services to eligible workers who have been negatively impacted by foreign trade and global competition. The WDB, in partnership with Maryland Department of Labor (MDOL) and American Job Centers (AJCs), ensures that TAA recipients have access to the necessary services and resources to help them transition to new careers, gain industry-recognized certifications, and secure sustainable employment in high-demand industries.

Key Components of TAA Services:

- Eligibility Determination: TAA services are available to workers who have lost their jobs due to import competition or outsourcing.
- Career Counseling and Assessments: Once TAA recipients are enrolled, they may seek additional support from WIOA Title I for career counseling to help assess their skills, work experience, and career interests. This counseling helps

workers determine appropriate career pathways and the training needed to succeed in new industries.

- Training Opportunities: The WDB may provide access to funded training programs that lead to industry-recognized certifications upon request of the TAA impacted job seeker. These programs are designed to help TAA participants acquire the necessary skills to enter high-demand sectors, including cybersecurity, healthcare, construction, and advanced manufacturing.
- Job Placement Assistance: The WDB helps TAA participants connect with employers through job fairs, employer outreach, and direct job placements. Job search workshops and resume building are also available to ensure that TAA participants are fully prepared to re-enter the workforce.
- Supportive Services: The WDB offers supportive services such as transportation assistance, childcare, financial literacy training, and job placement support to help TAA recipients successfully complete their training programs and transition into employment.

INTEGRATION OF TAA SERVICES WITH TITLE I SERVICES

The Prince George's County WDB ensures that TAA services are provided with other Title I services to ensure seamless support TAA participants who will benefit from co-enrollment. By aligning WIOA Title I services with TAA services, the WDB maximizes the use of available resources and provides a comprehensive, streamlined approach to career development, training, and employment for displaced workers.

Key Strategies for Integrated Service Delivery:

- Co-enrollment in Title I Programs: TAA participants are co-enrolled in WIOA Title I programs at the request of the TAA participant, which provide them with additional support career services, training programs, and employment assistance. This ensures that TAA recipients can access a full range of services, from basic skills training to career counseling and job placement support only when it doesn't create a duplication of services.
- Use of the Maryland Workforce Exchange (MWE): The WDB uses the MWE system to track TAA participants and job seekers enrolled in WIOA Title I programs. This system ensures that co-enrollment is tracked effectively and that TAA recipients can access services without having to duplicate the intake or assessment process. This helps improve efficiency and ensure that job seekers are receiving the comprehensive support they need.
- Integrated Case Management: Career Navigators are responsible for providing individualized case management for TAA participants. They work with participants to assess their training needs, help them create career plans, and monitor their progress. This case management is integrated across TAA and

and WIOA Title I services, ensuring that participants receive continuous support throughout their training and job search processes.

- Work-Based Learning Opportunities: The WDB integrates work-based learning opportunities, such as apprenticeships and on-the-job training (OJT), for TAA participants through collaboration with local employers. These opportunities help participants gain hands-on experience while earning industry-recognized certifications and wages, facilitating their transition back into the workforce.

CO-ENROLLMENT OF TRADE PARTICIPANTS IN OTHER PROGRAMS

The Prince George's County WDB ensures that TAA participants are co-enrolled in additional programs when appropriate, including WIOA Title I, adult education, and vocational rehabilitation services. This co-enrollment allows participants to receive the most appropriate services to meet their needs, such as basic skills training, English language services, or vocational rehabilitation.

Key Co-Enrollment Strategies:

- Co-Enrollment in WIOA Title I: As part of the integrated service delivery approach, TAA participants are co-enrolled in WIOA Title I services upon request. This allows them to access job placement assistance, training programs, and career services in addition to the benefits provided by TAA.
- Co-Enrollment in Adult Education Services: TAA participants who are basic skills deficient or need English language services are co-enrolled in adult education programs offered through PGCC or other providers upon request. These programs provide English language acquisition, basic skills training, and GED preparation, helping participants build the skills necessary to succeed in the workforce.
- Co-Enrollment in Vocational Rehabilitation Services: TAA participants who have disabilities may also be referred to vocational rehabilitation services through DORS (Division of Rehabilitation Services). These services provide assistive technology, job coaching, and training support for individuals with disabilities, helping them overcome barriers to employment and find suitable job opportunities.

The Prince George's County Workforce Development Board ensures that TAA participants receive comprehensive services that support their transition into new careers. Through co-enrollment in WIOA Title I programs, adult education, and vocational rehabilitation services, TAA participants receive a full range of support designed to meet their individual needs. The WDB works closely with employers, training providers, and vocational rehabilitation organizations to ensure that TAA participants gain the skills, experience, and support they need to secure long-term employment in high-demand sectors.

By integrating TAA services with WIOA Title I services and providing co-enrollment opportunities, the WDB creates a seamless, efficient system that ensures that displaced workers have the resources they need to succeed in their career transitions.

SECTION 13 – UNEMPLOYMENT INSURANCE FUNCTIONS

SUPPORTING UNEMPLOYMENT INSURANCE CLAIMANTS AND ACCESS TO WORKFORCE DEVELOPMENT PROGRAMS

The Prince George's County WDB works closely with WIOA Title I and Title III partners to provide meaningful access to workforce development services for Unemployment Insurance (UI) claimants as required by WIOA. The WDB and its partners ensure that UI claimants are seamlessly connected to the full array of career services, training opportunities, and job placement support through the American Job Centers (AJCs).

Key Coordination Strategies:

1. Co-location of Staff: Wagner-Peyser staff and WIOA Title I staff are co-located at AJC Largo, which helps UI claimants access career services such as job search assistance, resume building, and career counseling. This ensures that UI claimants are connected to a comprehensive suite of workforce services in one location.
2. Integrated Job Search Services: UI claimants who visit the AJC can access job search resources, labor market information, and workshops on job readiness. Wagner-Peyser staff support the labor exchange program by helping job seekers connect with employers who are hiring. This collaboration enhances the overall job placement process.
3. Referrals to WIOA Title I Programs: UI claimants are screened during their intake process and referred to WIOA Title I services such as training programs, on-the-job training (OJT), and apprenticeships based on their career interests and skills assessment. This referral system ensures that UI claimants receive appropriate services to support their transition to new employment.
4. Priority Access to Job Fairs and Hiring Events: UI claimants are given priority access to job fairs, hiring events, and workshops specifically designed for individuals in transition. These events connect claimants with local employers who are actively seeking workers, enhancing job search opportunities.

UTILIZING WAGNER-PEYSER, RESEA, AND ROW PROGRAMS TO SUPPORT UI CLAIMANTS

The WDB leverages the Wagner-Peyser program, Reemployment Services and Eligibility Assessment (RESEA), and Reemployment Opportunity Workshops (ROW)

to provide targeted services for UI claimants. These services ensure rapid reemployment, career counseling, and job placement assistance, helping claimants transition back into the workforce quickly and effectively.

Key Strategies:

1. Wagner-Peyser Program: Wagner-Peyser staff are integral to the job placement process. They provide individualized job search assistance to UI claimants, including resume writing, interview coaching, and labor market information. By connecting UI claimants to job openings and career development resources, Wagner-Peyser staff support rapid reemployment.
2. RESEA Program: RESEA is a program designed to provide intensive job search assistance to UI claimants at risk of exhausting their benefits. RESEA participants attend workshops and receive individualized reemployment assistance that includes career counseling, skills assessments, and referrals to WIOA Title I services. The goal of RESEA is to expedite reemployment by offering focused support to high-risk claimants.
3. ROW Program: The ROW program provides job readiness workshops that help UI claimants develop essential skills for successful reemployment. These workshops cover job search strategies, networking, and labor market navigation. Claimants are referred to additional workforce programs based on their needs, and they are provided with follow-up support to ensure they remain on track toward securing sustainable employment.
4. Coordinated Referrals: WIOA Title I staff and Wagner-Peyser staff collaborate closely to ensure UI claimants are referred to appropriate training programs, job placement opportunities, and career counseling. The WDB ensures that UI claimants benefit from the full range of workforce services offered in the AJC system, minimizing service duplication and increasing the efficiency of the workforce development system.

CO-ENROLLMENT OF TRADE ADJUSTMENT ASSISTANCE (TAA) PARTICIPANTS IN OTHER PROGRAMS

The Prince George's County WDB ensures that TAA participants are co-enrolled in appropriate workforce development programs, including WIOA Title I and other relevant services, to maximize the support they receive during their transition to new careers, upon request from the impacted job seeker. This co-enrollment is essential for providing comprehensive services and addressing the unique needs of trade-affected workers.

Key Co-Enrollment Strategies:

1. Co-enrollment in WIOA Title I Programs: The WDB ensures that TAA participants are co-enrolled in WIOA Title I programs to access additional services such as career counseling, skills training, and job placement

assistance. This enables TAA participants to receive a broader range of services, increasing their chances of securing sustainable employment.

2. Co-enrollment with Other Programs: TAA participants are also referred to other programs, such as vocational rehabilitation or adult education services, depending on their needs. For example, participants who need basic skills remediation may be co-enrolled in adult education programs at PGCC to improve their reading, math, or English language proficiency.
3. Program Integration: The WDB ensures that co-enrollment is efficiently coordinated through case management to avoid service duplication and streamline the support provided to TAA participants. This coordination ensures that participants can access the most appropriate services at the right time, whether for skills development, job search assistance, or career counseling.

The Prince George's County Workforce Development Board ensures that Unemployment Insurance (UI) claimants and TAA participants receive comprehensive, coordinated workforce services. By leveraging the Wagner-Peyser program, RESEA, and ROW workshops, the WDB ensures that UI claimants can quickly transition back into the workforce with the support they need. Additionally, through co-enrollment in WIOA Title I and other workforce programs, TAA participants receive integrated support that helps them develop the skills and experience needed to succeed in high-demand industries.

These coordinated strategies ensure that all job seekers, including UI claimants and TAA participants, receive timely, effective support that prepares them for long-term employment and economic self-sufficiency.

SECTION 14: SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM FUNCTIONS

PROVISION OF SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP) SERVICES IN THE LOCAL AREA

The Senior Community Service Employment Program (SCSEP) in Prince George's County is administered by the Department of Family Services, with the Center for Workforce Inclusion, Inc. (CWI) acting as the grantee. CWI operates the SCSEP under a U.S. Department of Labor (USDOL) grant and collaborates with several subgrantees to serve older workers aged 55 and older who are low-income and unemployed. These participants engage in community service assignments designed to develop their skills and improve their employability.

SCSEP Providers in Prince George's County:

- Grantee: Center for Workforce Inclusion, Inc. (CWI) – CWI is a nonprofit organization headquartered in Silver Spring, Maryland, and acts as the grantee

for SCSEP. It operates in cooperation with USDOL and coordinates with local partners for service delivery.

- Local Project Sponsor: Prince George's County Department of Family Services – The Department coordinates the program within the county, including work-training opportunities and unsubsidized employment placement through community service assignments.

Participants in Prince George's County SCSEP are provided part-time community service assignments that help them develop work skills and gain the experience needed to transition into unsubsidized employment. SCSEP recipients are supported through job readiness training, vocational training, and other related services.

INTEGRATION OF SCSEP SERVICES INTO THE AJC SYSTEM

SCSEP services are fully integrated into the American Job Center (AJC) system within Prince George's County, ensuring that older job seekers have access to comprehensive workforce development services. The WDB collaborates with PGCDSS and other local service providers to streamline the delivery of services and ensure that older workers can easily access job search resources, vocational training, and career development services.

Key Components of SCSEP Integration into the AJC System:

1. Co-location of SCSEP and AJC Staff: SCSEP staff are co-located at AJC locations, ensuring that older job seekers can access both workforce development services and TANF or SNAP benefits through a centralized service point. SCSEP participants can also take advantage of job readiness workshops, training programs, and job search assistance.
2. Individual Employment Plans (IEP): Every SCSEP participant develops an Individual Employment Plan (IEP) with the help of career counselors at the AJC. This plan outlines the participant's employment goals, job skills training, and work experience opportunities, which helps participants successfully transition to unsubsidized employment.
3. Access to WIOA Programs: SCSEP participants are referred to WIOA Title I programs that offer additional training, job placement services, and work-based learning opportunities. For example, WIOA-funded services such as skills development and on-the-job training (OJT) are offered in conjunction with SCSEP to help older workers gain the necessary skills for long-term employment.
4. Weekly 50+ Navigator Workshop: To assist older workers who may be unfamiliar with the AJC system, SCSEP has implemented a 50+ Navigator workshop. This workshop provides guidance and support for older job seekers to navigate the AJC system and access services like resume writing, interviewing skills, and job search. It is held weekly at the AJC Largo location.

5. Job Search and Employer Engagement: The WDB and SCSEP collaborate to engage local employers, promoting the value of hiring older workers who are participating in the program. The AJC provides business services to employers, making it easier for them to connect with older job seekers and advertise job openings.
6. Work-Based Learning Opportunities: SCSEP participants engage in work-based learning through community service assignments that help them gain skills while serving nonprofit organizations or government agencies. These assignments are designed to help participants build work experience that directly translates into unsubsidized employment opportunities.

The Prince George's County Workforce Development Board ensures that SCSEP services are well-integrated into the AJC system, offering a seamless experience for older job seekers. By co-locating staff, leveraging WIOA resources, and providing tailored support, the WDB helps older workers gain the skills and experience they need to successfully transition to unsubsidized employment. Through strong collaboration with CWI, PGCDSS, and other community partners, the WDB provides comprehensive support to older workers, helping them achieve economic self-sufficiency and sustained employment.

SECTION 15 – WIOA SECTION 188 AND EQUAL OPPORTUNITY FUNCTIONS

DESIGNATION OF THE LOCAL EQUAL OPPORTUNITY OFFICER

The Prince George's County WDB has designated an Equal Opportunity Officer (EOO) to ensure compliance with Section 188 of WIOA and the applicable provisions of the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, and other anti-discrimination laws. The EOO is responsible for monitoring equal opportunity compliance and addressing complaints of discrimination in workforce development activities.

Equal Opportunity Officer Information:
Name: Jeff Dufresne
Location: Employ Prince George's 1801 McCormick Dr. Suite 400 Largo, MD 20074 Email: jdufresne@co.pg.md.us
Phone Number: 301-618-7097

The Equal Opportunity Officer ensures that all workforce programs and activities meet equal opportunity standards and are accessible to all individuals, including those with disabilities and those who speak languages other than English.

COMPLIANCE WITH SECTION 188 OF WIOA, 29 CFR PART 38, AND ADA REQUIREMENTS

The WDB ensures that all entities within the AJC Delivery System, including AJC operators and partner organizations, comply with Section 188 of WIOA, 29 CFR Part 38, and the Americans with Disabilities Act (ADA). This compliance guarantees that all individuals, including those with disabilities and those with Limited English Proficiency (LEP), have physical and programmatic access to workforce development services, materials, and technology.

Key Compliance Strategies:

1. Physical and Programmatic Accessibility:
    - Facility Accessibility: The WDB works with AJC operators to ensure that all AJC facilities are physically accessible to individuals with disabilities. This includes providing ramps, elevators, and accessible restrooms, and ensuring that physical spaces meet the standards set by the ADA and Section 504 of the Rehabilitation Act. The WDB also ensures that assistive technologies, such as screen readers and speech recognition software, are available for individuals with vision or hearing impairments.
    - Program Accessibility: All programmatic services offered through the AJC system must be accessible to individuals with disabilities and LEP individuals. The WDB ensures that career services, training programs, and job placement services are available to individuals with disabilities through the use of reasonable accommodations. This includes offering accessible materials, such as large print documents and translated materials for individuals with LEP.
2. Technology and Materials Accessibility:
    - The WDB ensures that online platforms, including the Maryland Workforce Exchange (MWE), are accessible to individuals with disabilities and those with LEP. This includes providing screen reader compatibility and translating online forms and applications into languages other than English when necessary.
    - All materials distributed by the AJC system are available in alternative formats upon request. This includes Braille, large print, and audio materials for individuals with vision impairments and translated materials for those with Limited English Proficiency.
3. Staff Training and Support:
    - Cross-training for AJC Staff: The WDB provides cross-training for all AJC staff on issues related to accessibility for individuals with disabilities and LEP. This training includes guidance on how to provide reasonable accommodations, such as offering sign language interpreters for individuals with hearing impairments or translations for non-English speakers.

4. Language Access for LEP Individuals:
    - The WDB ensures that individuals with Limited English Proficiency (LEP) have access to career services, training programs, and workplace readiness services through the provision of language assistance services. These services include interpretation and translation of written and spoken communications for individuals with LEP.

ACKNOWLEDGMENT OF ADDITIONAL LEGAL REQUIREMENTS

The Prince George's County Workforce Development Board understands that while Section 188 of WIOA and 29 CFR Part 38 ensure equal opportunity for individuals with disabilities, sub-recipients of federal funding, such as local workforce development boards and service providers, are also subject to other legal requirements that protect individuals from discrimination.

The WDB acknowledges the following legal requirements and ensures compliance with these statutes:

1. Section 504 of the Rehabilitation Act of 1973: This section prohibits discrimination against individuals with disabilities by recipients of federal financial assistance, including those in workforce development programs. The WDB ensures that all TANF, SNAP, and WIOA-funded programs comply with this act by providing reasonable accommodations and accessible services for individuals with disabilities.
2. Title I of the Americans with Disabilities Act (ADA): Title I of the ADA prohibits discrimination in employment based on disability. The WDB ensures that all employers participating in AJC services are educated on the importance of hiring individuals with disabilities and that workplace accommodations are provided when necessary.
3. Title II of the ADA: This section prohibits state and local governments from discriminating against individuals with disabilities in public services. The WDB ensures that state and local government services, including workforce development programs, are accessible and inclusive for individuals with disabilities.
4. Section 427 of the General Education Provisions Act: This provision requires that educational institutions and other providers of federal financial assistance ensure that their programs are accessible to individuals with disabilities. The WDB works closely with adult education providers, including PGCC, to ensure that adult education and literacy programs are accessible for individuals with disabilities.
5. Maryland Anti-Discrimination Laws: The WDB ensures compliance with Maryland State Government Code Ann. §10-1101, which mandates that oral language services must be provided for individuals in frequent contact with service providers. The WDB ensures that language assistance services are

available for individuals with Limited English Proficiency (LEP) through both on-site interpreters and translated materials.

ENSURING MEANINGFUL ACCESS TO ALL CUSTOMERS

The Prince George's County Workforce Development Board (WDB) is committed to ensuring meaningful access to all customers, including individuals with disabilities, Limited English Proficiency (LEP), and other traditionally underserved populations. To guarantee access to workforce development services, the WDB adheres to the principles of inclusion and equity, ensuring that no one is excluded from participation in the AJC system based on their background, disability, or language barriers.

Key Strategies for Meaningful Access:

- Physical Accessibility: All AJC locations are equipped with ADA-compliant facilities, including ramps, elevators, accessible restrooms, and designated parking spaces. This ensures that individuals with physical disabilities can easily access workforce development services without barriers.
- Technology Accessibility: The WDB ensures that online platforms, such as the Maryland Workforce Exchange (MWE), are compatible with assistive technologies for individuals with visual impairments. This includes compatibility with screen readers, speech recognition software, and other accessibility features.
- Cultural Competency and Sensitivity: The WDB ensures that staff are trained to recognize and address the unique cultural and linguistic needs of customers. The WDB also makes sure that service delivery is respectful and inclusive of individuals from all backgrounds, including those from immigrant and refugee communities.

GRIEVANCE AND COMPLAINT HANDLING PROCEDURE

The Prince George's County Workforce Development Board has established a comprehensive grievance and complaint procedure to address concerns from participants, partners, and service providers. This procedure ensures that grievances, including complaints of discrimination and violations of labor standards, are handled in a timely and fair manner, in accordance with 29 CFR 38.69-97.

Key Steps in the Grievance and Complaint Process:

1. Filing Complaints:
    - Individuals can file complaints either in person at the AJC or through written submissions. The complaint procedure is available at all AJC locations and is explained during the intake process to ensure that participants understand their rights to file a grievance.

2. Discrimination Complaints:
    - Discrimination complaints based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief, as well as citizenship or participation in WIOA Title I-funded programs, are handled by the Equal Opportunity Officer (EOO). The EOO conducts an impartial investigation of the claim and provides a resolution within 90 days of receipt of the complaint. If the complainant is not satisfied with the resolution, they have the right to appeal to the USDOL Civil Rights Center.
3. Non-Discrimination Complaints:
    - Complaints that do not involve discrimination, such as violations of labor standards or programmatic concerns (e.g., unfair treatment or non-compliance with local rules), are handled by the WDB's Grievance Officer. This officer works with the complainant and relevant parties to mediate the issue and arrive at a resolution.
4. Remedies for Violations:
    - Remedies for violations of WIOA or related labor standards may include suspension or termination of payments, reinstatement of workers, payment of lost wages/benefits, and other equitable relief where applicable.

REQUESTING ACCOMMODATIONS

The Prince George's County WDB ensures that all individuals with disabilities are able to request reasonable accommodations to fully participate in workforce development activities.

Accommodation Process:

- Request Procedure: Participants can request accommodations by informing WDB staff at the time of their intake or as soon as they need assistance. The WDB staff will provide reasonable accommodations based on the individual's specific needs (e.g., sign language interpreters, assistive technologies, alternate formats for printed materials).
- Timely Response: The WDB ensures that all accommodation requests are addressed promptly to minimize any disruption to the individual's access to services. The WDB will work with the Department of Disabilities and other resources to provide appropriate assistance.

POLICY ON PROVIDING AID, BENEFITS, SERVICES, TRAINING, AND EMPLOYMENT WITH REASONABLE ACCOMMODATION

The WDB ensures that individuals with disabilities have equal access to all aid, benefits, services, training, and employment opportunities provided through the AJC system. This includes providing reasonable accommodation for qualified individuals, unless doing so would impose an undue hardship on the program or service.

Key Components:

- Reasonable Accommodation: The WDB will provide accommodations such as modified work schedules, assistive devices, or alternative training formats for participants who need them. All reasonable accommodations will be provided as long as they do not impose an undue financial or operational hardship on the program or service.
- Undue Hardship: If an accommodation is determined to cause undue hardship, the WDB will explore alternative solutions that would allow the participant to access the program in a way that meets their needs without causing a significant burden to the service provider.

COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

The WDB ensures full compliance with the Americans with Disabilities Act (ADA), including providing reasonable accommodations for materials, technology, and facility accessibility. The WDB works to ensure that all AJC locations and online platforms are fully accessible to individuals with disabilities.

Implementation:

- Accessibility of Materials: All materials, including workforce readiness guides, training manuals, and job search resources, can be made available in accessible formats upon request, such as large print, Braille, and audio versions. Materials are also made available in Spanish and other languages when necessary to accommodate LEP individuals.
- Training for Staff: The WDB ensures that all staff receive training on ADA compliance, including how to effectively assist individuals with disabilities and how to use assistive technologies. The WDB also ensures that staff are familiar with the ADA compliance requirements for physical space, technology, and programmatic services.

ENSURING EFFECTIVE COMMUNICATION WITH INDIVIDUALS WITH DISABILITIES

The WDB is committed to ensuring that individuals with disabilities have equal access to all services, information, and workforce development opportunities. This includes ensuring that communication with individuals with visual or hearing impairments is as effective as communication with others.

Key Strategies:

- Assistive Communication Technologies: The WDB may provide sign language interpreters, captioning services, and text-to-speech tools to ensure effective communication with hearing-impaired individuals upon request.
- Visual Impairments: For individuals with visual impairments, the WDB provides large print materials, Braille resources, and screen readers to facilitate access to workforce development services and training programs.

- Effective Written and Oral Communication: The WDB ensures that all written materials are available in accessible formats upon request, and that oral communications are equally accessible through the use of interpreters, assistive listening devices, and other necessary accommodations.

MEETING THE LANGUAGE NEEDS OF INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY (LEP)

The Prince George's County WDB ensures that individuals with Limited English Proficiency (LEP) have access to all workforce development services. The WDB follows Maryland Anti-Discrimination laws (including 5 MD. STATE GOVERNMENT Code Ann. §10-1101) to ensure that all individuals, regardless of their primary language, can access workforce programs and job services.

Key Strategies:

- Oral Interpretation Services: The WDB ensures that interpreters are available for individuals with LEP to facilitate communication during career counseling, job readiness workshops, and training programs.
- Written Translation: The WDB provides translated materials upon request, in languages commonly spoken in Prince George's County, including Spanish, French, and Amharic, to ensure that LEP individuals can fully participate in workforce development services.
- Outreach and Marketing: The WDB markets its services to LEP communities through translated materials, community outreach events, and partnerships with culturally specific organizations to ensure that LEP individuals are aware of available workforce development resources.

The Prince George's County Workforce Development Board is committed to ensuring equal access to all customers, including individuals with disabilities and Limited English Proficiency (LEP). Through staff training, reasonable accommodations, assistive technologies, and language access strategies, the WDB ensures that all job seekers have the resources and support they need to achieve career success and economic self-sufficiency. By complying with ADA, WIOA, and anti-discrimination laws, the WDB ensures that its workforce development services are accessible, inclusive, and effective for all residents of Prince George's County.

SECTION 16: FISCAL, PERFORMANCE, AND OTHER FUNCTIONS

ENTITY RESPONSIBLE FOR THE DISBURSAL OF GRANT FUNDS

In Prince George's County, the WDB has designated Employ Prince George's (EPG) as the fiscal agent responsible for the disbursal of WIOA grant funds. This arrangement was determined by the Chief Elected Official (CLEO) and approved by the WDB. EPG is tasked with managing the funds and ensuring that all WIOA-related activities are executed in compliance with federal and state regulations. EPG has a clear agreement with the WDB that outlines the roles and responsibilities regarding the fiscal management of workforce development activities.

Chief Elected Official. Aisha N. Braveboy serves as County Executive of Prince George's County and as the Local Area's Chief Elected Official. The Chief Elected Official will participate in the review and approval of this modification.

Local Workforce Development Board Leadership. The Local Area will confirm the current Board Chair is Brad Frome of RISE Investments and the Vice Chair is Troy Green of the University of Maryland Capital Regional Health.

Grant Recipient, Fiscal Agent, and Administrative Entity. Employ Prince George's, Inc. as the fiscal agent and administrative entity.

One-Stop Operator and American Job Center System. Eckerd is currently the competitively procured One-Stop Operator. There are two locations: (1) 1801 McCormick Drive, Suite 120, Largo, MD, and (2) 312 Marshall Avenue, 6th Floor, Laurel, MD 20707.

Public Comment and Approval. The proposed modification will be made available for public comment consistent with WIOA Section 108(d), 20 CFR § 679.550(b), and Governor's Workforce Development Board Guidance Issuance 2026-01. Final submission will document the comment period, comments received and their disposition, and signed approval by the Workforce Development Board and Chief Elected Official.

FINANCIAL SUSTAINABILITY OF AJC SERVICES

The WDB ensures the financial sustainability of American Job Center (AJC) services through strategic planning, diversified funding sources, and adaptive budgeting. Currently, AJC services in Prince George's County benefit from strong financial support from both Prince George's County Government and external grants, including funding from the Maryland Department of Labor and the U.S. Department of Labor.

Key Factors Supporting Financial Sustainability:

1. Diversified Funding: The WDB utilizes multiple funding sources, including WIOA, TANF, and ARPA funds. These funding streams provide flexibility, allowing the WDB to adjust operations based on the availability of resources.
2. Cost Management: The AJC Largo facility benefits from a rent-free location, which eliminates significant operational costs. This helps minimize financial liabilities and ensures that funds are primarily directed toward programmatic services.
3. Adjusting to Funding Changes: The WDB can adjust operations in response to changes in funding levels. If funding levels fluctuate, the WDB can scale operations up or down by modifying the number of clients served and adjusting staffing levels accordingly.

COMPETITIVE PROCESS FOR AWARDING SUBGRANTS AND CONTRACTS

The WDB follows a competitive process to award subgrants and contracts for services and activities carried out under WIOA. The process includes issuing Request for Proposals (RFPs), evaluating proposals, and selecting service providers based on their ability to perform and meet program goals.

Key Steps in the Competitive Process:

1. RFP Issuance: The WDB issues RFPs for various workforce development services, including job training, career counseling, and employer engagement. These RFPs are widely advertised to ensure maximum participation.
2. Evaluation and Selection: Proposals are evaluated based on pre-established criteria, including performance history, financial stability, and capacity to deliver services. The WDB uses a scoring system to rank proposals and select the best candidates for funding.
3. Risk Assessment: As part of the evaluation process, the WDB conducts a risk assessment of potential subgrantees and contractors. This includes reviewing their financial stability, compliance history, and ability to meet performance expectations. Contractors are assessed as low, medium, or high risk based on these factors.

STRATEGY TO BECOME OR REMAIN A HIGH-PERFORMING BOARD

To become and remain a high-performing board, the WDB focuses on continuous improvement, data-driven decision-making, and ensuring that services and programs meet the needs of the community. The WDB follows a robust evaluation process to review and assess the performance of AJCs and One-Stop Operators.

Performance Review Process:

- Monthly Performance Reporting: The WDB requires all service providers to submit monthly performance reports that track key metrics such as job placements, training completion rates, and wage progression. These reports are reviewed by WDB staff to ensure that goals are being met.
- Annual Evaluation: The WDB conducts annual evaluations of the AJCs and One-Stop Operators to assess their effectiveness. This evaluation includes feedback from job seekers, employers, and other stakeholders, and provides insights into areas for improvement.
- Continuous Improvement: The WDB uses performance data and feedback to implement continuous improvements to its programs and services. This process ensures that the WDB remains responsive to the changing needs of the local labor market and job seekers.

INDIVIDUAL TRAINING ACCOUNT (ITA) POLICY

The Prince George’s County WDB has established an Individual Training Account (ITA) policy that provides funding for eligible participants to access training programs that lead to industry-recognized certifications and high-demand jobs.

Key Components of the ITA Policy:

1. Selection Process: The WDB follows a structured process for selecting training providers. Participants must demonstrate a need for training based on their Individual Employment Plan (IEP) and career goals. Priority is given to individuals who are low-income, veterans or eligible spouses, or who face other barriers to employment.
2. Dollar Limits: The WDB establishes a maximum dollar limit for ITAs, typically $4,000 for training and $1,000 for supportive services. This ensures that funds are allocated efficiently and that individuals receive the training necessary to secure employment in high-demand industries.
3. Training Duration: ITA funding is available for training programs that last up to 12 months. Extensions may be granted in specific cases where participants need additional time to complete their training or achieve a credential.

COORDINATION OF ITA CONTRACTS AND TRAINING SERVICES

The WDB ensures that training contracts and Individual Training Accounts (ITAs) are coordinated to provide a comprehensive and flexible approach to workforce development.

Coordination Strategies:

1. Coordinated Service Delivery: Participants who receive ITA funding may also be enrolled in work-based learning opportunities, such as apprenticeships or on-the-job training (OJT). This ensures that they receive both classroom instruction and hands-on experience, which enhances their job readiness.
2. Informed Customer Choice: The WDB ensures that participants have access to a variety of approved training providers and can choose the program that best aligns with their career goals and local labor market needs. The WDB ensures that labor market information is available to help participants make informed decisions about their training programs.

USE OF THE MARYLAND WORKFORCE EXCHANGE

The Prince George's County WDB uses the Maryland Workforce Exchange (MWE) as an integrated case management and intake system for all WIOA-funded programs. The MWE system ensures that participants are tracked throughout their career services and training activities, making the process more efficient and transparent for both job seekers and service providers.

System Features:

- Case Management: The MWE system tracks participants' progress through their training programs, monitors job placements, and records outcomes to ensure accountability and compliance with WIOA performance measures.

OVERSIGHT AND MONITORING OF WIOA ACTIVITIES

The WDB conducts regular oversight and monitoring of its WIOA activities and those of its subgrantees and contractors to ensure that programs are compliant with WIOA regulations and are achieving the desired outcomes.

Monitoring Process:

- Desk Audits and Site Visits: The WDB conducts monthly desk audits and periodic site visits to ensure that all activities are compliant with performance standards and funding requirements. Any issues or discrepancies identified during monitoring are addressed through corrective actions.

SAFEGUARDING AND HANDLING PERSONALLY IDENTIFIABLE AND CONFIDENTIAL INFORMATION

The Prince George's County Workforce Development Board (WDB) is committed to safeguarding personally identifiable information (PII) and confidential records to ensure compliance with WIOA and other applicable federal and state regulations. The WDB follows strict protocols to protect the privacy and security of physical and electronic files.

Key Procedures for Safeguarding Information:

1. Data Security and Confidentiality:
    - The WDB and its partners adhere to the Maryland State Government's guidelines for handling confidential and PII data. This includes storing physical files in locked cabinets and securing electronic files through password-protected systems, encryption, and access control mechanisms to ensure that only authorized personnel can access sensitive information.
2. Incident Response Plan:
    - In the event of a data breach or loss of records, the WDB follows a strict incident response protocol, which includes:
        - Immediate notification to affected parties and relevant authorities (e.g., state labor department, federal agencies).
        - Investigation of the incident, including identifying the cause of the breach and the scope of the data loss.
        - Corrective action to prevent future incidents, including additional staff training and updates to security protocols.
        - Documentation of the incident for reporting purposes and to comply with state and federal regulations.

PROCUREMENT SYSTEM AND EMERGENCY CONTRACTS

The WDB adheres to a procurement system that meets the standards established by the U.S. Department of Labor (USDOL), 29 CFR Part 95, 29 CFR Part 97, and 2 CFR

200 to ensure compliance with WIOA regulations and maintain accountability in the use of federal funds.

Key Components of the Procurement System:

1. Competitive Procurement Process:
   - The WDB utilizes a competitive procurement process to award subgrants and contracts for services. This includes issuing Request for Proposals (RFPs), evaluating proposals based on specific criteria (e.g., performance history, financial stability, and capacity), and selecting the most qualified applicants to ensure the efficient use of WIOA funds.
2. Emergency Contracts:
   - In the event that a current contract is terminated for just cause, the WDB will issue an emergency contract to ensure continuity of services. Emergency contracts will be awarded using a streamlined process, which may include direct negotiations with a qualified vendor. The WDB will document the reasons for the emergency contract and ensure that the process complies with USDOL regulations.
3. Risk Assessment:
   - The WDB conducts a risk assessment of potential contractors and subgrantees to ensure their financial stability and compliance with WIOA and other regulations. This process helps minimize the risk of fraud and ensures that contracts are awarded to entities that can meet performance expectations.

DOCUMENTATION OF PROPERTY MANAGEMENT PROCEDURES

The Prince George's County Workforce Development Board ensures that the acquisition, management, and disposition of property adhere to the Property Management Procedures outlined in USDOL regulations (29 CFR Part 97 and 29 CFR Part 95). The WDB follows strict procedures to ensure accountability and compliance in managing property purchased with WIOA funds.

Key Property Management Procedures:

1. Inventory Management:
   - The WDB maintains an inventory control system that tracks property purchased with WIOA funds, including equipment and supplies. All items are tagged with unique identifiers, and their location and status are regularly updated.
2. Property Disposition:
   - When property purchased with WIOA funds is no longer needed, the WDB follows federal guidelines for disposal, ensuring that surplus equipment is either sold, transferred to another entity, or properly disposed of, in accordance with USDOL property management regulations.

POLICIES AND PROCEDURES FOR AVOIDING CONFLICTS OF INTEREST

The WDB has established clear policies and procedures to avoid conflicts of interest or the appearance of such conflicts in the procurement process and the exercise of contracting responsibilities.

Key Strategies for Avoiding Conflicts of Interest:

1. Code of Conduct:
   - The WDB has a code of conduct that outlines the ethical standards expected of all board members, staff, and contractors. This code specifically addresses issues related to conflicts of interest, ensuring that no individual involved in the procurement process has a personal interest in the outcome of a contract award.
2. Disclosure of Conflicts:
   - All WDB staff and contractors are required to disclose any potential conflicts of interest before participating in the procurement process. This ensures transparency and fairness in the selection of contractors and service providers.
3. Independent Review:
   - The WDB ensures that independent reviews are conducted by an external body or committee to verify that procurement decisions are made in compliance with federal and state regulations and free from any conflicts of interest.

ACCOUNTING PROCEDURES FOR WIOA FUNDS

The WDB follows standard accounting procedures to ensure that WIOA funds are managed effectively and efficiently. These procedures are in line with USDOL regulations and state requirements.

Key Accounting Procedures:

1. Financial Reporting:
   - The WDB prepares monthly and quarterly financial reports that track WIOA fund expenditures, including training costs, administrative expenses, and programmatic costs. These reports are submitted to the Maryland Department of Labor for review.
2. Audits:
   - The WDB undergoes annual audits to ensure compliance with WIOA financial guidelines. The audits are conducted by independent auditors, who evaluate the accuracy and efficiency of financial management and identify areas for improvement.

KEY STAFF WORKING WITH WIOA FUNDS

The following key staff at the Prince George's County WDB work directly with WIOA funds:

- Executive Director: Oversees the administration and strategic direction of WIOA-funded programs.
- Fiscal Officer: Manages the financial operations of the WDB, including fund allocation, budget preparation, and financial reporting.
- Program Managers: Manage the day-to-day operations of WIOA Title I programs, ensuring compliance with performance goals and program objectives.
- Grants and Contracts Director: Coordinates the procurement of contracts, including risk assessments and the competitive bidding process.
- Program Integrity Director: Monitors data for compliance, performance and continuous improvement.

FINANCIAL SYSTEM FOR TRACING WIOA FUNDS

The WDB uses a robust financial management system to track WIOA funds at a level sufficient to demonstrate that funds are not being used in violation of WIOA standards or USDOL regulations.

Key Features of the Financial System:

- Obligation Control: The WDB maintains an obligation control system that ensures all funds are allocated to specific program categories and that no funds are spent without proper documentation.
- Audit Trails: The financial system maintains audit trails to track the allocation and expenditure of all WIOA funds, ensuring compliance with performance goals and USDOL requirements.

FISCAL AND PAYMENT SYSTEMS

The WDB uses a comprehensive fiscal reporting system that ensures accurate tracking and disbursement of WIOA funds.

Key Components of the Fiscal System:

- Fiscal Reporting System: Ensures timely and accurate reporting of financial data to the Maryland Department of Labor and USDOL.
- Obligation Control System: Tracks funds allocated to specific services, ensuring proper distribution between programs, administrative costs, and indirect costs.
- ITA Payment System: Ensures that Individual Training Account (ITA) payments are processed efficiently and accurately for participants enrolled in vocational training.

CASH MANAGEMENT SYSTEM

The WDB implements a cash management system to ensure that no excess cash is kept on hand. This system tracks the receipt and disbursement of funds, ensuring that the WDB remains compliant with WIOA and USDOL regulations.

Key Features of the Cash Management System:

- Monitoring Cash Flow: The WDB ensures that funds are disbursed according to programmatic needs and that no excess cash remains unaccounted for. The WDB monitors cash flow on a regular basis to prevent any delays or unnecessary accumulation of funds.

COST ALLOCATION PROCEDURES

The WDB follows clear cost allocation procedures to ensure that costs are appropriately distributed between program categories (e.g., administrative costs, program costs, indirect costs).

Key Procedures:

- Cost Pools: The WDB identifies and categorizes costs into distinct cost pools, including programmatic costs (training and services) and administrative costs (operations and oversight).
- Cost Allocation Plans: The WDB uses detailed cost allocation plans for AJCs to ensure that all expenditures are appropriately categorized and tracked.

COLLECTION OF DEBTS INVOLVING WIOA FUNDS

The WDB has established procedures for collecting debts involving WIOA funds, ensuring that all debts are properly documented and repaid in accordance with USDOL regulations.

Key Procedures for Debt Collection:

- Debt Tracking: The WDB tracks all outstanding debts related to WIOA funds and works with contractors and subgrantees to ensure timely repayment.
- Enforcement: If debts are not repaid within the agreed-upon timeframe, the WDB may take additional measures, including withholding payments or initiating legal action if necessary.