




WorkSource
MONTGOMERY
Connecting Employers & Job Seekers

A proud partner of the [americanjobcenter](#) network

ANNUAL REPORT PY2022



A MESSAGE FROM OUR EXECUTIVE DIRECTOR

I am happy to present the first Annual Report for WorkSource Montgomery (WSM) and the Montgomery County Workforce Development Board (WDB) for Fiscal Year 2022 (FY22)! This report demonstrates a commitment to enhancing Montgomery County's workforce through an ecosystem of partners working together to meet the needs of those who we serve.

Our theme for this year (and beyond) is *that "All Montgomery County residents will have equal access to career pathways which lead to economic mobility"*.

This action statement, while simple and broad, requires WSM and our WDB to operate in a data-driven high-impact space when developing and implementing service strategies. We believe this approach is necessary to ensure our services are equitable and serve as an effective vehicle for progress for all Montgomery County Residents—especially those from under-resourced communities.

In May 2020, Montgomery County experienced a record-high unemployment rate of 9.8% due to the COVID-19 pandemic. However, during this program year we saw the unemployment rate drop as low as 3.0% (April 2022). While this is a good indicator of economic health and recovery, we know that low unemployment, or full employment, does not always indicate success as it pertains to educational achievement, unemployment, and under employment for Returning Citizens, English Learners, Opportunity Youth, Public Assistance Recipients, Older Workers, those with Disabilities, etc. Conversely, given the shrinkage of our local labor force, low unemployment does not indicate that our local businesses are able to adequately meet their talent needs in a way that allows them to thrive and grow.

To this end, I am proud of the role we played to reduce disparities and assist in our county's economic recovery. Among many others, here are a few things I am proud of:

- A new Community Impact department was formed to deepen our community relationships. Through this department we developed meaningful relationships with community and faith organizations, Montgomery County Government, and residents!
- Several business recovery programs were deployed. Most notably, our Grant Relief for Onboarding Workers (GROW) program provided financial support to businesses hiring Montgomery County residents.
- The Workforce Recovery Network (WRN) was created to expand service to hundreds of residents through newly formed partnerships with fifteen (15) community organizations.
- Launched our new virtual job center, SkillUp Montgomery.
- Re-Opened the job center at the Montgomery County Correctional Facility in partnership with the Department of Corrections & Rehabilitation.

Looking ahead, WSM and the WDB will continue to serve in a creative yet practical manner to meet the needs of our job seekers and businesses. We look forward to opening our new Mobile Job Center, expanding services for Returning Citizens (& others), launching GROW Apprenticeship to expand apprenticeship opportunities, a new WSM website release, and more.



Sincerely,

A blue ink signature of the name "Anthony Featherstone".

Anthony Featherstone, Executive Director
WorkSource Montgomery & Montgomery County Workforce Development Board

A MESSAGE FROM OUR BOARDS



MARK DRURY, CHAIR

Montgomery County Workforce Development Board

These last couple of years have been especially challenging for our community and I've been proud to Chair our County's Workforce Development Board during this time. The pandemic highlighted the critical importance of workforce development – it is the currency of our economy.

The pandemic also required many of our residents and employers to make difficult decisions about the future. We, as a Board, saw this as a great opportunity to reignite and invest in our job seekers, the unemployed, and our expansive workforce ecosystem. From community asset mapping to grants for employers hiring new workers; from providing funding to workforce service organizations to a mobile job center – the Workforce Development Board, in partnership with WorkSource Montgomery, has made incredible progress in not only helping the County to recover from the pandemic, but to set our community, residents, and businesses up for success for many years to come. There is always more work to be done but I am excited for what the future holds.



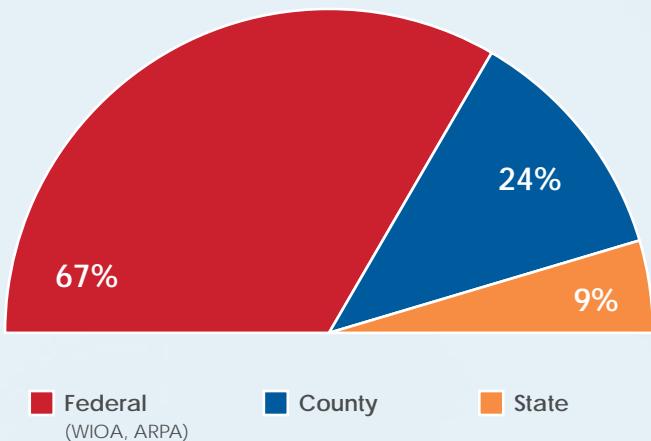
GABE MARTINEZ CABRERA, CHAIR

WorkSource Montgomery Board

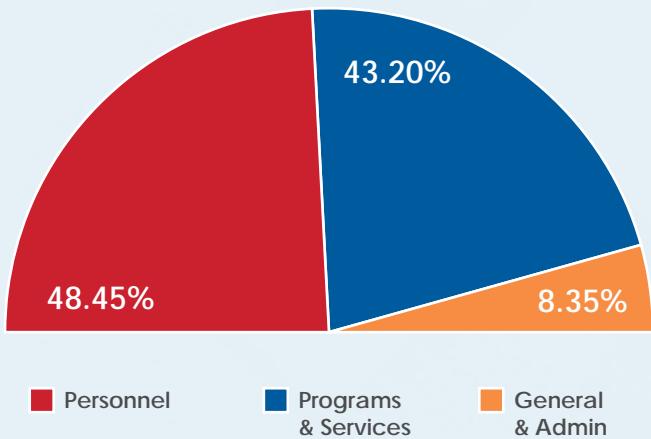
This past year has been a crucial one in the evolution of WorkSource Montgomery. As the pandemic disproportionately affected minorities both locally & nationally, it was important that our approach to addressing their critical employment needs be both SMART and inclusive. To this end, I am extremely proud of the work performed by our organization this past year and the positive impacts for our job seekers and businesses. Whether it was promoting community awareness and partnerships through our newly formed Community Impact department, expanding access through community grants, or launching a virtual career center, WorkSource Montgomery has worked to ensure equity and inclusion are at the forefront of all our service strategies. However, as we know there is so much more to be done to ensure every resident has equal opportunity for economic growth, we're committed to building on our strengths, and listening to our partners on how to best serve our communities in need. On behalf of the Board of Directors, we are looking forward to continuing our service in the upcoming year.

FY2022 FINANCES

FUNDING / REVENUE BREAKDOWN



EXPENSES



FUNDERS

Maryland Department of Labor
Montgomery County Government
Montgomery County Department of Corrections & Rehabilitation
Montgomery County Department of Health & Human Services

FUNDED PARTNERS

Eckerd Youth Alternatives
Latin American Youth Center
Identity, Inc.

GRANTS

Workforce Innovation & Opportunity Act
American Rescue Plan Act
Summer Youth Grant
Relief Act Grant
National Dislocated Worker Grant
Summer RISE
Montgomery County Correctional Facility Job Center
East County H.I.R.E. Center

WHO WE ARE

WorkSource Montgomery (WSM) is the county's fiscal agent responsible for local administration of the Workforce Innovation & Opportunity Act (WIOA) and coordination of the local workforce development system in Montgomery County. To put it simply, WSM connects jobseekers to employers and employers to jobseekers. WSM provides local job seekers with comprehensive employment and training services to promote economic sufficiency. For employers, WSM provides a robust set of business services and programs to help meet the talent needs of today and tomorrow.

WorkSource Montgomery provides employment and training services to local job seekers.

- Job Search Assistance
- Connections to Employers with Current Job Openings
- Access to Computers, Machines, Telephones, and Copiers
- Apprenticeship Information
- Career and Aptitude Assessments
- Career Counseling
- General Information About Unemployment Insurance
- Job and Career Fair Participation
- Labor Market Information and Various Career Ladders
- Occupational Skills Training
- Referrals to Education and Professional Development
- Training Programs
- Referral to Various Community Support Services
- Support Services
- Workshops (In-Person/Virtual)
- Case Management Services Per Eligibility

WSM also assists local employers to help meet their current and future hiring needs.

CORE SERVICES

- Applicant screening
- Job fair participation
- Labor market data
- Recruitment and retention strategies
- Recruitment event hosting and marketing
- Registration with Maryland Workforce Exchange (State Labor Database)
- Succession planning

TRAINING SUBSIDIES

- Customized cohort training for WSM job seekers and incumbent workers
- On-the-Job Training (OJT) with individually customized plans and wage reimbursement up to 90%

WHO WE SERVE

WorkSource Montgomery and our Workforce Development Board serve all of Montgomery County's unemployed and underemployed job seekers. Our target populations include, but aren't limited to:

- | | | | |
|--|--------------------|---|--------------------------|
|  | Disabled |  | Older Workers |
|  | Dislocated Workers |  | Opportunity Young Adults |
|  | English Learners |  | Public Assistance |
|  | Ex-Offenders |  | Single Parents |
|  | Incumbent Workers |  | Unemployed |
| | |  | Veterans |



KEY INDUSTRIES WE SERVE

The following shows the number of different industries in Montgomery County that we serve:



AMERICAN JOB CENTERS (AJC)

WorkSource Montgomery is a proud partner of the American Job Center Network and operates Montgomery County's comprehensive American Job Center in Wheaton, and affiliate centers in Germantown & Silver Spring (East County), as well as our Re-Entry Job Center within the Montgomery County Correctional Facility.

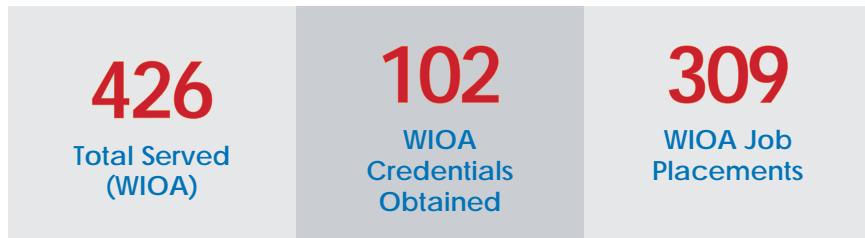
American Job Centers (AJCs) are designed to help businesses find trained and reliable workers and help jobseekers upskill to enhance their career obtainment and advancement potential. Additionally, AJCs serve as the coordinator for the workforce development system under the WIOA.

There were over 8,000 services offered through our virtual and physical American Job Center locations across Montgomery County. Job seekers attended workshops both virtually and in-person, and received training, job search assistance, job placement and other resources at no cost to them.

SERVICES RECEIVED ACROSS NON-WIOA PROGRAMS



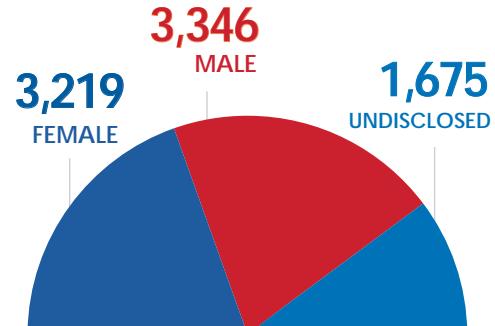
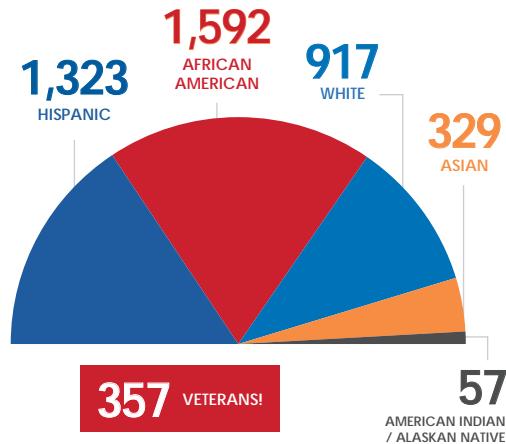
WIOA PROGRAMS



Special thanks to all of our AJC partners who help us serve Montgomery County!

Maryland Department of Labor •
Montgomery County Department of Health & Human Services • Montgomery County Community Action Agency • Jewish Council for the Aging • Montgomery College • Housing Opportunities Commission • Work Opportunities Unlimited • Maryland Division of Rehabilitation Services • Job Corps

CUSTOMER DEMOGRAPHICS



DUAL TRACK REENTRY PROGRAM (DTR)

SUMMARY

This program is a partnership between Montgomery County Department of Corrections and Rehabilitation (DOCR) and WorkSource Montgomery (WSM).

WorkSource Montgomery is committed to serving Montgomery County's Job Seekers and Employers with innovative and responsive workforce development services. This commitment extends to county residents with significant barriers to employment, including those with a history of involvement with the justice system. Prior to the COVID-19 pandemic, DOCR and WSM partnered to deliver services to soon-to-be-released returning citizens through the operation of a satellite American Job Center (AJC) in the DOCR facility. The pandemic forced these services to be suspended, however, both partners are now actively engaged in providing services at the Boyds facility.

Additionally, after performing an environmental scan of the County's reentry services, WSM has concluded that there are few Montgomery County-based options for returning citizens to receive workforce training and placement services. Leveraging American Recovery Plan Act (ARPA) funding braided with the existing support from DOCR, WSM has created a Dual Track Reentry program to serve DOCR returning citizens once released from custody, as well as those being released from other correction entities.

WSM's concept is simple yet comprehensive. The satellite DOCR AJC will work with individuals who are incarcerated to prepare them for employment upon release. Rather than simply referring participants to community-based staff, the Reentry Department at Worksource Montgomery has a dedicated team that serves the justice impacted population. These individuals spend one day each week inside the facility, building rapport and establishing collaborative relationships with participants long before their release date. Increased access to credential-based training, continued professionally facilitated placement service, and wrap around case management to support personal infrastructure needs and navigating barriers are significant advantages to increasing the programming footprint. Reentry staff will perform assessments, offer training, job placement and case management services while individuals are incarcerated and upon their release, effectively providing a continuity of care for the justice impacted population. With an emphasis on identifying strengths and building self-efficacy, participants and staff work to prepare individuals for sustainable employment.

Looking ahead, WorkSource Montgomery's dedicated Reentry Department understands the important role of employment in reducing recidivism, by providing meaningful engagement, identity, and wages that enable individuals to provide for themselves and their families. Our work to facilitate these connections with employers and social service providers, support the professional development of our participants, and promote the business case of Fair Chance Hiring in our Montgomery County community will involve continued outreach, engagement, and the development of additional pathways to train and empower this dedicated workforce.



35

Unique
Participants
Each Month

216

Program
Sessions

746

Services
Offered

8

Recently Released
Individuals
Provided Laptops

Everyone who is interested in career development is able to learn about WSM's DTR services and do some individual career exploration — we serve both pretrial and sentenced individuals.

JOB SEEKERS SUCCESSES

WorkSource Montgomery's key goal is to ensure that all Montgomery County residents obtain employment or advance in their careers. Since July 2022, WSM has enrolled 90 adults and dislocated workers and 35 youth. Our Career Advisors are collaborating with residents to first identify preferred career pathways and through their desired goals, an individualized employment plan is established. While some individuals may need upskilling, others may go directly into employment. Based on the current data, WSM team has been able to assist 90 residents with in-demand career training, work experience, and or on-the-job training opportunities. Of the 125 new enrollments, 57 were able to go directly into full-time employment. Our goal is to leverage data to drive results for families in Montgomery County.

	Adults	Dislocated Workers	Youth
 Residents Served	251	171	64
 Employed 2 Quarters After Exit	62%	66%	77%
 Employed 4 Quarters After Exit	62%	73%	57%
 Median Quarterly Earnings	\$9,079	\$14,062	\$5,060
 Credential Attainment	58%	54%	68%
 Measurable Skills Gains	66%	67%	58%

JOB SEEKER SUCCESS STORY: MICHAEL S.

In December 2021, Michael came to WSM for help with his resume, cover letter, mock interviews, job training, and job leads. With our assistance, he was able to obtain an entry level IT position with Cystic Fibrosis Foundation. His future plans are to become an IT Support Specialist II once he gains more IT experiences with his current position.

"I am so thankful to everyone at WorkSource Montgomery. I was really down and was beginning to doubt if I was going to ever get a job in IT. I want to give a special thank you to Ariel for holding me accountable for my training and for believing in me through all of these months. I wish you all success in your careers and helping others like myself. You are a blessing to me, and I will be forever grateful. Have a wonderful holiday season and God bless."

GROW GRANT

SUMMARY

Grant Relief for Onboarding Workers (GROW) COVID-19 financial assistance is a grant program intended for business entities, both for-profit and not-for-profit, negatively impacted by the pandemic, including but not limited to, hospitality (hotel and food service), transportation, retail, travel, cosmetology, dependent care, and other industries with front-line workers, and particularly for small businesses.

This grant is meant to cover the cost of the first few weeks of onboarding training upon hiring and is intended for ***newly hired employees only***. Upon receipt of verification of employment, WSM awards the grant in two tiers: one flat rate for part-time workers (from \$5,000.00) and one for full-time workers (from \$10,000.00). The GROW grant offered by WSM is supported 100% by the United States Department of Treasury as part of Coronavirus State and Local Fiscal Recovery Funds as permitted by the American Rescue Plan Act (ARPA).

Award Total (Approx.)
Pilot and Grow 2.0

\$525K

Employers
Pilot and GROW 2.0

49

Employed (Approx.)
Pilot

80

Employed (Approx.)
GROW 2.0

23

Total
Pilot and GROW 2.0

100+

INDUSTRIES:

- Recreation
- Management Consulting
- Design
- Construction
- The Arts
- Moving / Cleaning
- Billing
- Hospitality
- Health & Human Services
- Entertainment
- Marketing & Communications
- Travel



GROW SPOTLIGHT : MIA'S MOM DAYCARE

Mia's Mom Daycare & Preschool adheres to a holistic early childhood education approach. From language and literacy development to social skills and creative expression, the children at Mia's Mom Daycare and Preschool are constantly being exposed to new activities and environments in which to thrive. Owner, Gabriela Gueorguieva, and her staff build on the strengths and interests of each child to help build a solid foundation where they can develop their futures.

THE IMPACT OF COVID-19 ON SMALL BUSINESSES: The learning center opened in the summer of 2019, and it took about 8 months for the learning center to reach full capacity. Once people started talking about COVID-19, the center almost immediately lost kids because their parents were afraid to send their children. When the pandemic hit, the daycare closed down for three months. The only way to make ends meet was to claim unemployment since the bills didn't stop just because the income did. Once they could open again, very few of the families returned. Overall, it took about a year to rebuild the business and get back to the point where they were at the beginning of 2020 before the start of COVID-19.

HOW THE GROW GRANT HELPED: As parents slowly returned to work and they needed childcare services again, the daycare needed additional staff support, so the owner decided to hire an assistant. The GROW Grant funds came just in time to cover the first pay-day for her newly hired Teaching Assistant. She was able to pay the employee's salary without worrying that she may miss a bill or had to prioritize which one to pay first.

THE FUTURE OUTLOOK: The GROW Grant helped Gabriela's small business survive a two-year pandemic. She says parents are calling and willing to get on a waitlist for a spot at the learning center. Gabriela has started the process to expand the business and grow from 8 spots to 12 spots which also means she will also be able to create another job opening soon.



GROW SPOTLIGHT : WINTER GROWTH

Winter Growth is a non-profit organization that provides residential memory care and adult medical daycare to seniors and adults with disabilities. They merge the two programs to enhance the opportunities for clients to create meaningful relationships and provides services that support clients in achieving their highest potential for independence, dignity, and life satisfaction. Winter Growth was created to enhance the lives of seniors and adults with disabilities.

THE IMPACT OF COVID-19 ON SMALL BUSINESSES: The governor closed all adult daycares down for a year. This was challenging as their daycare revenue supported the fixed costs of their building which also has their memory care home embedded in the building. While the daycare reopened over a year ago, continuing concerns over new Covid variants has impacted their capacity which has yet to return to pre-pandemic numbers.

HOW THE GROW GRANT HELPED: This award has enabled Winter Growth to increase staff sooner than their capacity would allow to ensure their programs are strong when more people return to daycare.

THE FUTURE OUTLOOK: Both the residential memory care and adult medical daycare programs are finally seeing a consistent interest from the public for the services Winter Growth offers!





WORKFORCE RECOVERY NETWORK

SUMMARY

Over the past year, WorkSource Montgomery and the Montgomery County Workforce Development Board offered different initiatives to support the county's recovery from the COVID 19 pandemic. One such initiative was the Workforce Recovery Network (WRN), a funding opportunity designed to support local non-profit organizations' implementation of innovative workforce development programming facilitating residents' re-attachment to employment.

Funded by the American Rescue Plan Act, the intent of the Workforce Recovery Network funding was to support organizations serving Montgomery County residents that were negatively impacted by the pandemic. To date, WSM has awarded over \$1.3 Million in Covid-19 relief funds under this program to fifteen (15) local community workforce providers. WSM intends to award at least another \$1,000,000 (\$1 Million) over the next two years in WRN funds until all funds are exhausted.

Programs were focused on strategic workforce initiatives that assist Montgomery County residents who have experienced hardship due to the pandemic. In addition to serving individuals negatively impacted by the pandemic, the programs may also serve individuals who are: low-income, have criminal backgrounds, have disabilities, homeless, Veterans, English language learners, youth, public assistance recipients, or have barriers to employment. Programs and services targeting individuals in Montgomery County's high poverty rate census tracks as well as the communities near the pending Purple Metro Line are encouraged.

Funding requests could include expansion of traditional services such as recruitment, assessment, case management, training, subsidized employment placements, internships, and supportive services. However, WSM's funding for this initiative was designed to be flexible and encourage new ways of offering programs and serving individuals in the county. Funds could not be used for capital improvement or to purchase real estate or large equipment. Programming should fill in gaps brought to light by the pandemic, address issues magnified as a result of the pandemic, and/or expand innovative ideas piloted during the pandemic.

"The effects of the COVID-19 pandemic are still being felt by our hardest-hit Montgomery County neighbors. The recovery from lost lives, lost incomes, and lost housing is uneven and slow. **With our Workforce Recovery Network grant from WSM, CareerCatchers will be able to help an additional 50 Montgomery County struggling residents rebuild their lives.** Through our community partners and business networks, CareerCatchers will serve those most severely impacted and help them find careers, training, and other needed resources to put them on a path out of poverty. **The impact of more neighbors finding meaningful careers benefits all of us and creates a more vibrant Montgomery County."**

MARIANA A. MCNEILL
Executive Director, CareerCatchers

OUR WRN PARTNERS

The following organizations have been awarded WRN funds:

ORGANIZATION NAME	SERVICES OFFERED
Career Catchers	Career Counseling and Job Placement
Ethiopian Community Center, Inc.	Career Counseling and Job Placement for East African Communities
GapBuster, Inc.	Occupational Skills Training in the IT field for youth and individuals with criminal records
Identity, Inc.	Career Counseling and Job Placement for the Hispanic Communities
Interfaith Works	Career Counseling and Job Placement for the homeless and low income individuals
Jewish Council for the Aging	Career Counseling and Job Placement for the Senior Community
Literacy Council of Montgomery County	Occupational Skills Training in the IT field for black and brown women of color
Pathways to Excellence	Career Counseling and Job Placement for youth
Per Scholas	Occupational skills training to upskill software engineers
Phase 3 Training Corporation	Pre apprenticeship to become an Elevator Mechanic
Primary Care Coalition	Occupational skills training in healthcare for low income individuals
Service Workers Training and Education Partnership (STEP) Fund	Occupational skills training in culinary arts for English language learners
Story Tapestries	Professional Development for early childhood educators and Literacy instruction for children
Sunflower Bakery	Occupational Skills training in culinary arts for young adults with learning differences
Vietnamese Americans Services , Inc.	Career coaching and occupational skills training for the Vietnamese community

LOOKING AHEAD

The first round of WRN awardees will reach thousands of residents in need of workforce services. With the support of Montgomery County Government, WSM was able to expand the WRN with a new application in 2023 titled 'WRN 2.0', where the focus is to continue to expand training and employment opportunities for residents with the most severe barriers to economic mobility. In Early 2023, we look forward to adding 12-15 new organizations to the WRN who will all work together to advance our goal of enhancing our workforce system's capacity to serve our residents most in need.

APPRENTICESHIPS

SUMMARY

Apprenticeship is a time-tested training model providing access to a diverse range of well-paying occupations providing a critical talent pipeline that can help to address some of our county's pressing workforce challenges. While Registered Apprenticeship has been a fixture of construction trades training for generations, in recent years it has become an important tool to address workforce issues for industries such as cyber security, clean energy, healthcare, and hospitality.

Registered Apprenticeship offers workers paid, relevant workplace experiences while acquiring the skills and credentials that employers value while earning good wages avoiding student debt that has become associated with college. Registered Apprenticeship offers viable career paths to family-sustaining pay for anyone, including women, young adults, people of color, and individuals with disabilities.

Pre-Apprenticeship is becoming an increasingly important component of the apprenticeship movement. Many apprenticeships have technical or academic qualifications required to entry into their programs. Pre-Apprenticeship programs are often short-term training programs that provide credentials and experience that fill these gaps allowing trainees to become apprentices and start their path toward becoming a high-paid, journey-level worker.

"Registered Apprenticeship is a proven way for community members to obtain pathways to secure high-paying careers in a wide variety of occupations. We are proud to support National Apprenticeship Week and to showcase the impact apprenticeships have on building the workforce in this country."

ANTHONY FEATHERSTONE
Executive Director,
WorkSource Montgomery

BENEFITS TO EMPLOYERS

Registered Apprenticeships can also help employers:

-  **Recruit and develop a diverse and highly-skilled workforce that helps grow their business;**
-  **Improve productivity, profitability, and an employer's bottom line;**
-  **Create flexible training options that ensure workers develop the right skills;**
-  **Receive tax credits and employee tuition benefits in participating states; and**
-  **Increase staff loyalty and retention of workers, during and following the apprenticeship.**



FUN FACTS

600,000

Registered Apprentices
currently earning while
learning across the country

\$300,000

More Earned on Average
compared to peers who don't
complete apprenticeship
programs

\$72,000

Average Starting Wage
after completing an
apprenticeship program

92%

of Apprentices
Retain Employment
after completing an
apprenticeship program

SOURCE: U.S. Department of Labor, "National Apprenticeship Week Toolkit" (2022)



WSM SUPPORTS APPRENTICESHIP!

Over the past year, WorkSource Montgomery has actively and effectively supported Registered Apprenticeship and Pre-Apprenticeship programming. Examples include:

- 60 Montgomery County Apprentices' entry into the Washington Area New Car Dealers Registered Apprenticeship training to become future journey-level Automobile Technicians for Montgomery County businesses.
- WSM has placed several job seekers into Cyber Security Occupations in a partnership with IBSS' Total Assure Pre-Apprenticeship and Registered Apprenticeship.
- WSM facilitated a partnership supporting Registered Apprenticeship between DC Local 23's STEP Program and the National Restaurant Associations' Educational Foundation.

Additionally, WSM responded to labor market needs along with County Legislation by establishing a Green Construction Training Program in partnership with Montgomery College's Gudelsky Center using HBI's Pre-Apprenticeship Training Curriculum (PACT).

Lastly, WSM observed USDOL's National Apprenticeship Week (November 14-18) exposing youth and adult job seekers to over 20 local Registered Apprenticeships. WSM held two events that week. The first was an in-person job fair exclusively for RA programs to recruit future Apprentices. The second event was a virtual session in partnership with Montgomery County Public Schools introducing Transition Students to over 10 local Apprenticeships targeting diverse occupations.

LOOKING AHEAD

WSM will expand the organization's support of Apprenticeships in the coming year. In early 2023, WSM will learn if its application to be a USDOL Apprenticeship Ambassador has been accepted. WSM will provide industry standard green construction training along with continued recruitment of Montgomery County Residents for all Apprenticeships.

AUTOMOTIVE DEALER EDUCATION INSTITUTE (ADEI)

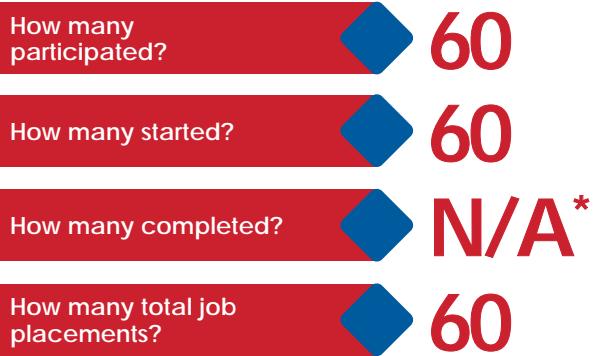
SUMMARY

The Automotive Dealer Education Institute (ADEI) is a 501(c)3 non-profit apprenticeship program that guarantees job placement, mentorship, and classroom training for aspiring automotive technicians in the metropolitan Washington, DC region. ADEI is operated by the Washington Area New Automobile Dealers Association (WANADA) and delivers instruction through our mutual partner, Montgomery College in Rockville, MD.

The program is 100% FREE to the student who enroll. Students earn a living wage by working at a franchised new car dealership and attend classes on one of their days off. After two years, apprentices have the education and work hours required to become ASE certified master technicians, most with Montgomery County New Car Dealers.

WSM has entered its second year of partnership with ADEI/WANADA doubling the number of Montgomery County residents' entry into the Apprenticeship Program from 30 to 60.

WSM's work with WANADA continued as we partnered to recruit more future Master Technicians at the National Apprenticeship Week Job Fair.



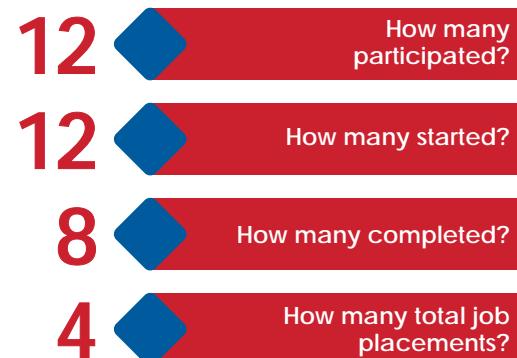
GREEN CONSTRUCTION PRE-APPRENTICE TRAINING PROGRAM

SUMMARY

WorkSource Montgomery created a Green Construction Pre-Apprenticeship program in partnership with Montgomery College. Participants learned hands-on industry-standard construction skills focused on sustainable building practices. Sustainable or "green" construction is a growing segment in the larger skilled craft trades industry. Efforts by local, state, and federal government are underway to decrease the carbon footprint making the skills that will be taught in this program highly marketable and thus offers those who complete the program long-term career options.

Graduates of the 10-week program earned an industry-recognized, DOL-approved certification from Home Builders Institute (HBI), the workforce development arm of the National Association of Home Builders (NAHB).

HBI is the nation's leading educational resource for career technical education in the building industry. Pre-Apprentice Certificate Training (PACT) is the pre-apprenticeship curriculum ideally suited for school-based instruction. Vetted by subject matter experts, PACT guarantees students will learn residential construction-focused skills, receive hands-on training, and master the knowledge needed for employment in an entry-level job in the building industry.





COMMUNITY IMPACT

SUMMARY

It is WorkSource Montgomery's goal for every resident and business owner to know who we are and what services we provide. To accomplish this, our Community Impact (CI) Team stays busy participating and attending all sorts of events across Montgomery County. WorkSource Montgomery is especially committed to building trust within the underserved and underrepresented communities in Montgomery County. We also know the importance of establishing solid relationships and partnerships with other community-based organizations across the county.

Over the past year, our bilingual Community Impact Team has developed relationships and been active all over our great county. The CI team strategically set out to build relationships at the county resource hubs to assist them at the recurring monthly resource (food, diaper, clothing, etc.) distributions. This fostered relationship-building amongst those service providers, and through those relationships the team met and assisted our residents and learned of other organizations to partner with. This has led to a domino effect where after just one year, our CI team is well-known all over the county and recognized at every event and meeting they attend!

The CI team also leveraged new and existing WSM relationships to present our services and programs to audiences who may have some familiarity with us, as well as to introduce WSM's robust menu of offerings to others for the first time. These relationships include well-established organizations like Interfaith Works, MCALE, Career Catchers, Identity, Inc., Manna Food Center, CASA and the Gilcrest Center, as well as newer partners like the African American Health Program, A Place of Hope, the Office of Broadband Programs, Asylum Works, and the ignITe Hub.

COMMUNITY ASSET MAP

WorkSource Montgomery recognized a need in the community for a comprehensive assessment of all the adult services offered by community-based organizations (CBOs) across Montgomery County. WSM set out to fill that with the support and input from our workforce ecosystem partners. With their help, we identified and confirmed 111 organizations and 293 adult services across Montgomery County, MD.

Community asset mapping is a strength-based approach to community workforce development that creates a map of the community-based organizations and associations through which people within communities come together. It serves as an effective tool for understanding the wealth of talent and resources that exists in Montgomery County. WorkSource Montgomery's goal of developing this adult services asset map is to document our community's existing resources and incorporate these strengths into community workforce development efforts.

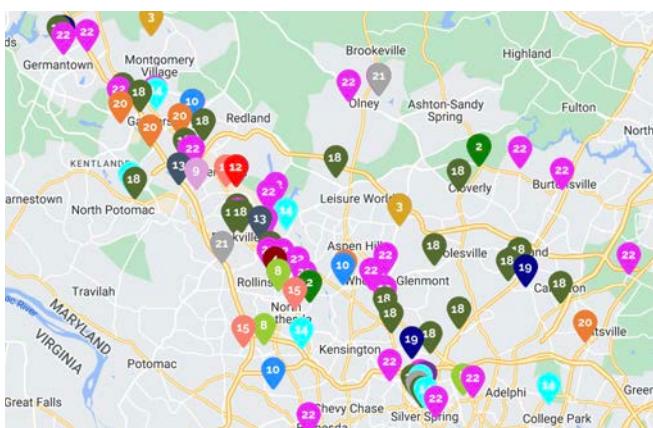


276 New Community Partners

150 Meetings with Community Partners

123 Events Attended

87 Referrals from Community Partners



WSM initially released this full report to the public on its website as a PDF document, but later decided that in order for residents, businesses, and partners to make full use of such valuable information a PDF wasn't user-friendly enough. So, WSM turned that report into an online geolocator version of the Community Asset Map that is accessible through its website. The end result was a digital resource that serves as a regional adult services community asset map to capitalize on the existing resources already available within the county.



We encourage all MoCo residents, businesses, and partners to utilize the community asset map and welcome the addition of other local community-based organizations in Montgomery County.

Check it out here: <https://worksourcemontgomery.com/community-asset-map> (or scan the QR code)!

LOOKING AHEAD

We realize our work in the community has only just begun. There is so much more work to be done and we are excited for what we have coming in the year ahead! One of the challenges we've encountered is getting in front of those underserved and underrepresented populations who truly need our services. Many of whom have been hit hard with the pandemic and while we're coming out on the other side of that, many are still experiencing great hardships to find or keep stable employment. The cost of living has increased tremendously. They either don't know about us or have obstacles preventing them from accessing our services – whether virtually or in-person.

Another area we saw a need for was a better way to truly stay in tune with the needs of our community. The CI team has organized and launched a Community Impact Advisory Committee which consists of representatives from local community organizations across the county. The purpose of the committee is for WSM to listen to these community organizations who are working hard across Montgomery County and hear what the greatest needs are and how WSM can best help. We serve the largest county in Maryland, and we are very thankful for the ideas generated by this group. WSM held its first meeting in October 2022 and it was attended by 32 members representing 26 organizations.

We look forward to continuing the work we've begun to build trust, foster relationships, educate the community about our services, and listening to our Community Impact Advisory Committee to ensure that the needs of all our residents—especially those in underserved and underrepresented neighborhoods—are heard and met. Our new mobile job center will be key in meeting that goal!



As a solution to some of these issues, we are thrilled to announce the latest addition to our American Job Centers! Our Mobile Job Center was delivered towards the end of 2022. It is fully equipped with six workstations and all the technology needed take WSM's services into the Montgomery County neighborhoods that need us the most. Visit our website for more information and a form to request its presence and participation in community events.



SKILLUP® MONTGOMERY

SUMMARY

As part of WorkSource Montgomery's response to the COVID 19 pandemic, WSM launched *SkillUp® Montgomery* in May of 2021. WSM understood that a free online job skills training platform, provided by an industry leader in the online learning space would be a valuable resource for county residents as they navigated a challenging job market. The Metrix Learning system was made available to all eligible Montgomery County residents so they could take classes, explore career pathways, and even prepare for various industry-recognized certifications, all for free and all from home.

SkillUp® Montgomery is designed for all types of jobseekers whether they are looking for a first job, a new job, or to advance in their chosen field. The Metrix E-Learning System provides residents with 24/7 access to over 5,000 workplace, business, technical and IT courses, various industry recognized certifications, and 10 industry career "pathways" for up to six months. *SkillUp® Montgomery* delivers MoCo residents flexible, self-paced learning from the comfort of their home so long as they have access to a computer with Internet access.

SkillUp® Montgomery can also be utilized by local MoCo businesses to find skilled candidates or for new hire training. Custom curricula can be developed to a particular employer or industry. Employers can also list job openings, descriptions, and the skills they are looking for. Jobseekers can then view the job listings and take an assessment. Passing the assessment allows them to upload their resume and send information directly to the employer. Employers can select relevant assessments to evaluate candidates' skills and schedule interviews. For jobseekers who are not successful in passing the assessment, the system provides course recommendations and a personalized learning plan that allows them to retake the assessment when they are ready.

For more on *SkillUp® Montgomery*, visit <http://wsm.skillupamerica.org>.

LOOKING AHEAD

In 2023 WSM intends to add several enhancements to SkillUp Montgomery, our virtual training center for Montgomery County. From gamification functions, to paid certification tracks for IT skills training, SkillUp Montgomery will continually be enhanced to provide a greater level of virtual training services in 2023 for Montgomery County residents.

The advertisement features a woman with dark hair tied back, wearing a grey top, smiling at the camera. She is holding a silver laptop that displays the "SkillUp® MONTGOMERY" logo on its screen. In the background, there is a white wooden slat wall. The top right corner of the ad contains the WorkSource Montgomery logo, which includes a stylized interlocking hands icon and the text "WorkSource MONTGOMERY Connecting Employers & Job Seekers". Below the logo, the text "FREE ONLINE TRAINING" is prominently displayed in large, bold, sans-serif letters. Underneath that, the tagline "Claim your FREE Job Skills E-Learning today!" is written in a smaller, bold font. To the right of the woman, there is a callout box containing a bulleted list of benefits and a QR code. The list includes: • 5000+ workplace skills/business/IT courses • 100+ certification training options • 10 career pathways, 200 occupations • 6 months/180 days of FREE Unlimited Access • Convenient – Accessible 24/7 from anywhere with Wi-Fi • Flexible – Matches your skill level and learning pace • No Cost – No tuition or travel costs... really! SO WHAT ARE YOU WAITING FOR? At the bottom right, there is a link "worksourcemontgomery.com | wsm.skillupamerica.org" and a QR code with the text "SCAN ME TO GO TO SITE" below it.

201

Accounts Registered

226.3

Total Training Time

127

Total Completions

YOUTH SERVICES

Ensuring equal access to economic opportunity for the Youth of Montgomery County's Youth is a primary objective for WorkSource Montgomery (WSM) and our Local Workforce Development Board (WDB). To this end, significant efforts were made in FY22 to engage, upskill, and place Youth into career pathways.

In FY22, WSM and the WDB partnered with Wanada's Automobile Dealer Education Institute (ADEI) to offer thirty (30) registered apprenticeship opportunities in the field of automotive mechanics. The young adults enrolled in the two (2) year register apprenticeship were all employed within the service department at local car dealerships and received classroom instruction at Montgomery College Gudelsky Institute. Upon completion of the program, students will become certified Automotive Technicians by The National Institute for Automotive Service Excellence (ASE).

Furthermore, WSM and the WDB partnered with the Latin American Youth Center, Identity, Inc., and Eckerd Youth Alternatives to offer comprehensive programming to 16-24 year old Youth. Through the program each organization was able to offer a wide variety of services including: career planning, case management, skills training, professional & leadership development, entrepreneurial skills building, paid work experience, job placement, and many more services.

Lastly, WSM and the WDB supported MCPS and Montgomery County's flagship summer youth program - Summer RISE. Summer RISE 2021 matched over 600 students with local and regional businesses who provided experiential learning and work experience opportunities. As a result of Summer RISE, students were able to develop professional skills, career awareness, and further define their post-graduation employment and training plans.



YAOP SUCCESS STORY: ANGEL G. (MAY 2022)

Angel was referred to the YAOP as he was nearing his release date from the Montgomery County Correctional Facility. He was released on Friday, March 11th and without any hesitation the following Monday, March 14th, Angel reached out to us and was eager to enroll immediately and start receiving services and obtaining assistance in securing employment. Angel was enrolled in YAOP on March 31st.

Prior to becoming incarcerated, Angel worked in the retail industry and enjoyed interacting with customers. He wanted to pursue current opportunities within the same industry but unfortunately due to his criminal record, our team suggested other career alternatives. WSM Staff assisted him with career exploration activities and spent some time exploring various career occupations. Angel learned that he likes to work with others in a busy environment and would love to learn the necessary skills to become an electrician.

Angel currently works as a Laborer with Manpower Rental Company which is helping to provide some economic stability while reducing recidivism. He is actively engaged with our program, and we are helping him to stay focus in accomplishing his other goals.

FINANCIAL EMPOWERMENT CENTER

SUMMARY

In March 2022, WorkSource Montgomery in partnership with United Way National Capital Area (NCA), M&T Bank, and CAFÉ Montgomery, hosted a grand opening celebration for the United Way NCA Financial Empowerment Center (FEC) at our American Job Center in Wheaton, MD.

The goal of this FEC is to help Montgomery County residents succeed over academic, social, and economic barriers through a two-generational approach focused on children and families. The FEC provides financial counseling and coaching to help residents stretch their dollars during furloughs, layoffs, or reductions in income. In collaboration with CAFÉ Montgomery, we work with clients on financial training and workforce development to ultimately graduate them to business/home ownership and financial success. The FEC helps lift up individuals and put them on a path toward economic opportunity by offering access to high-quality financial services and guidance in a welcoming, professional environment at no cost.

The mission of each FEC is to bring together the most effective partners to help clients grow income, build assets, manage debt, and improve credit—a much-needed resource for a community with many residents facing substantial economic challenges. In addition, the FECs have embedded workforce services to connect clients with jobs and skills training and set them on a path to home ownership. Services include one-on-one personal and small business financial coaching, workshops, tax preparation by IRS qualified volunteers, virtual libraries, and more.

Not only does a CAFÉ Montgomery staff member personally work with clients who need help, but WSM partners with them to offer workshops on a variety of financial literacy topics are held each month, such as:

- M&T Bank Savings Workshop
- Credit Report & Scores
- Your Money Values & Influences
- Managing Debt
- You Can Bank On it
- Your Spending & Savings Plan
- Better Money Management
- Pay Yourself First
- Financial Recovery
- Building Your Financial Future



10

Community Workshops

340

Residents Served

"The opening of a Financial Empowerment Center in Montgomery County is exciting. The work here will help confront the racial and economic disparities that make building wealth difficult. With financial literacy and other training, this center will improve the lives of every person who walks through these doors by giving them the tools they need to succeed. This is not only good for individuals but also good for our entire community."

WILL JAWANDO

Montgomery County Councilmember



EMPLOYER IMPACT

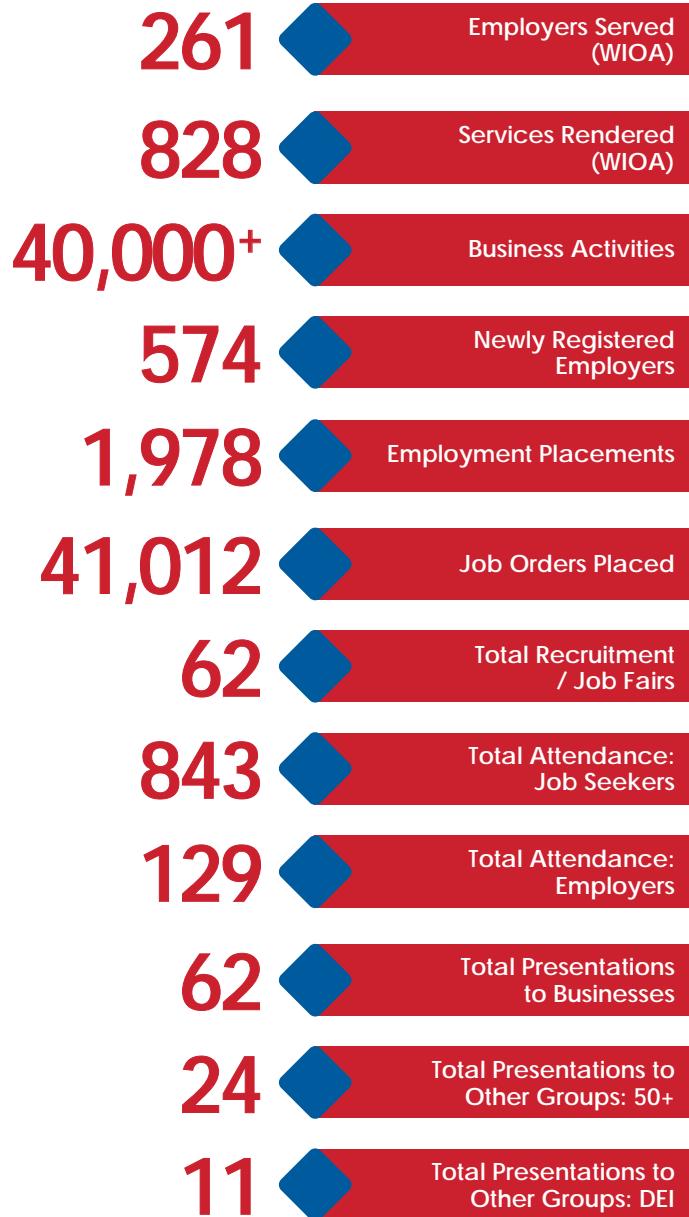
Businesses are essential for WorkSource Montgomery and the Workforce Development Board's ability to provide effective and relevant workforce services. As businesses of all sizes are the economic driver for our economy, it is imperative that we serve through gaining a deep understanding of the needs of our local businesses and align all our services in a manner to meet those needs.

In addition to our standard menu of business services, we put businesses first in FY22 by implementing several new initiatives developed to respond to the evolving needs of our business community. One example is our new Grant Relief for Onboarding Workers (GROW) program designed to support local hiring. As we understood that businesses were still recovering from the effects of the pandemic, specifically related to meeting hiring/retention needs, GROW provided over \$500K in support to more than 50 local businesses hiring unemployed or underemployed Montgomery County residents.

Looking ahead, we'll continue to support our local businesses by developing real-time solutions to their employment needs.

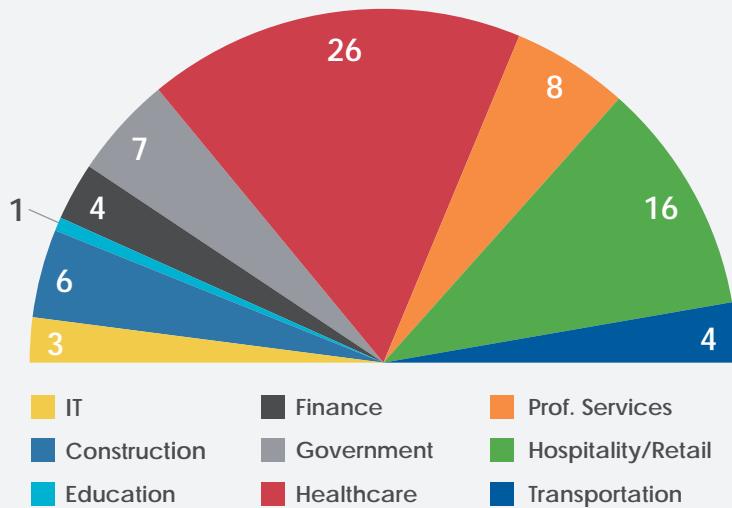
EMPLOYER PROGRAMS

- Bio Bootcamp
- GROW
- On-the-Job Training (OJT)
- Apprenticeships
- Incumbent Worker Training



EMPLOYER IMPACT

EVENTS SPECIFIC TO MAJOR INDUSTRY AREAS



EMPLOYER SERVICES DETAIL, 2021-22

INFO & SUPPORT	RECRUITMENT	STRATEGIC PLANNING
698 SERVICES	37,849 SERVICES	112 SERVICES
2,314 SERVED	1,057 SERVED	189 SERVED





THANK YOU...

Thank you for taking the time to review our FY22 Annual Report. We'd like to thank all of our funders, elected officials, AJC & community partners, grantees, business partners, and job seekers for your partnership in FY22. Lastly, I want to send a special thank you to the many WSM team members who worked tirelessly in their service to our community!

As we move into FY23, WSM and our WDB will build upon our service strengths, as well as deploy exciting new initiatives like a Mobile Job Center, enhancements to our website and virtual job center, apprenticeship expansion grants, Community Asset Map, and more!





A proud partner of the AmericanJobCenter® network

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Programs and initiatives offered by WSM are supported in part by the Employment and Training Administration of the U.S. Department of Labor as part of an award totaling \$4,699,403.