



**WorkSource**

**M O N T G O M E R Y**

*Connecting Employers & Job Seekers*

---

# **ANNUAL WORKPLAN FISCAL YEAR 2026**

---

**July 1, 2025 – June 30, 2026**

A proud partner of the  **americanjobcenter** network



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

## Table of Contents

**Overview.....3**

**Priority #1 – Workforce System Building.....4**

**Priority #2 – Community Engagement .....6**

**Priority #3 – Business Engagement .....8**

**Priority #4 – Talent Pipelines .....9**

**Priority #5 – Youth Career Education .....11**

**Priority #6 – Measurable Impact.....13**

**Key Terms.....14**

---

### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412



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

## Overview

WorkSource Montgomery's (WSM) Fiscal Year (FY) 2026 Annual Workplan outlines the strategic priorities and metrics for year beginning July 1, 2025, and ending June 30, 2026. The workplan is developed in alignment with the newly approved 2025-2028 Montgomery County Local Workforce Plan; it also considers other relevant strategic plans e.g., Montgomery County Economic Development Corporation's Comprehensive Economic Strategy.

The Annual Workplan is not intended to provide a comprehensive overview of all WSM activities, data, and impact-points, but rather provide a summary of top-level metrics for each of the six (6) strategic priorities outlined by the Montgomery County Local Workforce Development Board (LWDB). The metrics identified will assist in the LWDB and WSM's ability to measure efficacy, efficiency, and progress for programs operated directly and indirectly by WSM and the American Job Center (AJC) network of partners.

An essential component in the development of the Annual Workplan was ensuring that each metric considered WSM's core goal to ensure **all Montgomery County residents and businesses have access to quality workforce resources leading to sustainable economic mobility**. While ambitious, this frame of reference requires WSM to operate from a data-driven and high-impact framework as we engage communities, develop strategies, implement programs, and analyze effectiveness. WSM believes this approach is necessary to create sustainable change and progress for all Montgomery County residents—especially those from low-income, under-resourced, and minority communities.

Building on the FY25 Workplan, WSM will continue to deploy an equity-centered and collaborative approach to make positive impacts in the following priority areas for the LWDB: (1) Workforce System Building; (2) Community Engagement; (3) Business Engagement; (4) Talent Pipelines; (5) Youth Career Education; (6) Measurable Impact.

To ensure cross-board alignment, the FY25 Annual Workplan is reviewed and approved by the LWDB and the WorkSource Montgomery Board of Directors each year during the annual meeting for both boards.

---

### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412



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

## Priority #1 – Workforce System Building

### Overview

A stronger system ensures partners can leverage resources to serve job seekers in an effective manner. This priority outlines key undertakings to enhance and better integrate Montgomery County's workforce development ecosystem. Through this priority WSM aims to strengthen our local workforce infrastructure by improving coordination among workforce partners, enhancing referral systems, strengthening communication & collaboration, leverage data to identify and fill service gaps, and expand services through fund development.

The flagship initiative for this priority is WSM's Community Workforce Network. The Community Workforce Network (CWN) is a collaborative effort led by WorkSource Montgomery and the Montgomery County Workforce Development Board, launched in 2021 to mitigate the economic impact by creating a coordinated referral system among over 150 community organizations, supporting over 4,500 residents annually through training, apprenticeship, and employment opportunities.

### Performance Indicator #1 – Community Asset Map

1. Promote and enhance the Montgomery County Community Asset Map to accurately reflect the comprehensive set of organizations who make up the local workforce eco-system. As the tool currently lists 160 partners, and we expect there to be approximately 200 potential partners, WSM is seeking to add a minimum of 20 new partners in FY25.
2. Continuously audit the Community Asset Map for accuracy and to determine gaps in services.

### Performance Indicator #2 – Community Workforce Network (CWN)

1. Deploy a minimum of \$500K to expand workforce programs with a minimum of 20 CWN partners.
2. Provide technical assistance sessions to increase the capacity of CWN partners. Session topics may include grant management, development, reporting, service delivery, etc.
3. Publish bi-annual performance scorecards to demonstrate the collective impact of the public workforce system and CWN.

---

#### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

#### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

#### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412



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

**Performance Indicator #3 – Partner Referral & Communication Hub**

1. Increase enrollment to a minimum of 70 CWN partners who commit to sharing information, providing referrals, coordinating services, etc.

---

**Wheaton**

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

**Germantown**

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

**East County**

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412

## Priority #2 – Community Engagement

### Overview

The focus of this priority is to: (1) identify WSM's target job seekers; (2) define methods/systems for continual & meaningful engagement with community partners to increase service awareness and accessibility; (3) outline key performance indicators to determine effectiveness of WSM's outreach and service-delivery methods.

WSM's deploys targeted outreach, mobile job center engagement, advisory committees, and strategic communications to reach community partners and underserved populations. To achieve our Community Engagement goals, WSM partners with faith-based groups, community-based organizations, local government, educational institutions, etc. All partners can be found on the WSM Community Asset [Map](#).

### Performance Indicator #1 – Identifying Target Populations

WSM serves the entire labor force for Montgomery County, however, the groups below are identified as target job seekers for WSM and the LWDB due to the level of barriers to achieve economic mob. All services/outcomes will focus on equitable services among these groups and be disaggregated based on demographic categories:

1. Low-Income
2. Public Assistance & UI
3. Homeless
4. Displaced Federal Workers/Contractors
5. Ex-Offenders
6. Unemployed/Underemployed
7. Veterans
8. Single Parents
9. English Learners
10. Disabled
11. Dislocated Workers
12. Young Adults (16-24)

### Performance Indicator #2 – Community Engagement & Impact

1. Number of community events attended (Overall vs Mobile Job Center)
2. Number of residents engaged
3. Number of partner organizations engaged

---

<b>Wheaton</b>	<b>Germantown</b>	<b>East County</b>
11510 Georgia Ave, First Floor Wheaton, MD 20902 301-929-6880	12900 Middlebrook Road Germantown, MD 20902 240-406-5485	3300 Briggs Chaney Rd, Silver Spring, MD 20904 240-777-8412



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

4. Number of AJC referrals

**Performance Indicator #3 – SkillUp Montgomery (Community Resources)**

1. Number of Residents Engaged
2. Number of Modules Completed
3. Average Completions Per Active Client
4. Average Hours by Active Client
5. Number of Businesses Engaged

**Performance Indicator #4 – Social Media Engagement**

1. Monthly Total # of Monthly Posts, Reach & Engagement (FB, IG, LI, & TW)

**Performance Indicator #5 – Advisory Groups**

1. Continue to convene the following advisory groups:
  - a. Re-Entry Advisory Committee; Community Impact Advisory Committee; LWDB Industry & Youth Committees.

---

**Wheaton**

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

**Germantown**

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

**East County**

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412



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

## Priority #3 – Business Engagement

### Overview

This priority emphasizes customized business solutions through coordinated industry engagement, sector partnerships, and responsive programming. To effectively engage our local business community, WSM regularly coordinates business engagement with Montgomery County Economic Development Corporation, chambers of commerce, industry councils, employer partners, and local educational institutions. These engagement efforts provide indicators for talent needs by industry, educational pipelines, and areas of improvement e.g., curriculums, technology related training, etc.

### Performance Indicator #1 – Businesses Served

1. Number of organizations actively participating in central business customer relation management system i.e., MWE
2. Number of new businesses engaged
3. Total number of businesses served
4. Total business services offered (by category)
5. Total number of business (hiring) events
6. Number of job seekers attending events
7. Total number of residents placed in unsubsidized employment

### Performance Indicator #2 – Resource Allocation

1. Amount of IWT/OJT/GROW funding provided to business community
2. Number of businesses supported by the grant programs
3. Number of placements resulting from grant program (by industry)

### Performance Indicator #3 – Business Satisfaction

1. Satisfaction Rate across all programs (Goal – 90%)
2. Number of repeat consumers of services

### Performance Indicator #4 – Customized Solutions

1. Number of industry initiatives started and the outcomes e.g., bootcamps.

---

#### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

#### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

#### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412

## Priority #4 – Talent Pipelines

### Overview

This priority emphasizes aligning training programs and their associated outcomes with industry needs, expanding apprenticeships, and supporting entrepreneurship as a workforce strategy. Talent pipeline initiatives are directed toward Adult programs and include professional development, occupational skills training, paid work experience, on-the-job training, direct placement, pre-apprenticeship, and registered apprenticeship opportunities.

The priority also focuses on the target industries as identified by the Local Workforce Development Board. Each industry is identified in Performance Indicator #1 and were selected due to positive labor market trends and projections for Montgomery County.

Each of the above-mentioned Talent Pipeline initiatives are not applied broadly across each industry. For example, apprenticeship initiatives for WSM are focused primarily on the Construction sector; occupational skills trainings are focuses more heavily on the Information Technology and Healthcare sectors; bootcamps are primarily focused on the Life Science sector; and direct placement applies to the Hospitality sector. Each initiative/program operated by WSM aims to increase the talent pool across each of the target sectors.

### Performance Indicator #1 – Identifying Target Industries

1. Biotechnology / Life Science
2. Information Technology
3. Hospitality
4. Healthcare
5. Construction
6. Transportation
7. Professional Services
8. Early Care & Education
9. Entrepreneurship / Small Business Startup

### Performance Indicator #2 – Talent Pipelines

1. Number enrolled in Occupational Skills Training (by industry)
2. Number completing Occupational Skills Training (by industry)
3. Total number served through the AJC

---

#### **Wheaton**

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

#### **Germantown**

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

#### **East County**

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412



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

4. Total number of job placements

**Performance Indicator #3 – Entrepreneurial Pipeline**

1. Number of Job Seekers receiving Entrepreneurial Skills Training (EST)
2. Number of ITIN, FEIN, or startups formed

**Performance Indicator #4 – Apprenticeships**

1. Number of pre-apprentice programs
2. Number of pre-apprentices
3. Number of registered apprentices

**Performance Indicator #5 – Apprenticeship Expansion**

1. Number of newly registered apprenticeship programs

---

**Wheaton**

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

**Germantown**

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

**East County**

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412

## Priority #5 – Youth Career Education

### Overview

This priority relates to The Blueprint for Maryland's Future (BP) and the partnership between Montgomery County Public Schools (MCPS), Montgomery College (MC), and the LWDB/WSM to provide career counseling to secondary school students.

### Performance Indicator #1 – Student Engagement

1. RIASEC theme identification among student population.
2. Number of students who participate in career counseling activities.
3. Student satisfaction with career counseling services
4. Self-reported confidence in career planning & career decision-making ability.

### Performance Indicator #2 – Industry Engagement

1. Number of industry partners
2. Number of industry events
3. Student participation in industry/career-related events
4. Industries report positive experiences.

### Performance Indicator #3 – Community Engagement

# of Parent/Guardian touchpoints related school-led and WSM-led events e.g., Parent Teacher Association.

1. Community workshops and events conducted e.g., presentations to commissions, boards, committees, professional organizations, etc.
2. Community Resource Engagement i.e., MoCo CAP website and social media analytics.

### Performance Indicator #4 – Teacher Engagement

1. # of Teacher Advisor Champions enrolled in MoCo CAP
2. # of RIASEC/CAP sessions held in classroom setting by Teacher Advisor Champions
3. Implement Career Connected School Designation Program.

---

#### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

#### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

#### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412



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

**Performance Indicator #5 – Work Based Learning**

1. Number of employers enrolled by tier
2. Number of Work Based Learning opportunities created

---

**Wheaton**

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

**Germantown**

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

**East County**

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412

## Priority #6 – Measurable Impact

### Overview

This priority outlines the WIOA reported performance outcomes expected in FY25.

### Performance Indicator #1 – WIOA Common Measures

Meet or exceed 90% of goals outlined in the MD Labor Annual WIOA Performance Report.

1. Employment Qtr 2
  - a. Adult – 76%
  - b. Dislocated Worker – 80%
  - c. Labor Exchange – 60% Youth – 71%
  
2. Employment Qtr 4
  - a. Adult – 73.5%
  - b. Dislocated Worker – 77.5%
  - c. Labor Exchange – 60%
  - d. Youth – 66%
  
3. Median Earnings
  - a. Adults \$7,000
  - b. Dislocated Workers - \$12,000
  - c. Labor Exchange - \$8,500
  - d. Youth - \$3,700
  
4. Credential Attainment
  - a. Adults – 62%
  - b. Dislocated Workers – 57%
  - c. Youth – 64%
  
5. Measurable Skills Gains
  - a. Adults – 60%
  - b. Dislocated Workers – 64%
  - c. Youth – 60

---

#### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

#### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

#### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412

## Key Terms

- A. **American Job Center – AJC**  
*Physical job center location where services are administered*
- B. **Blueprint for Maryland's Future – BP**  
Education legislation mandating career counseling
- C. **Community Workforce Network – CWN**  
Network of community workforce providers
- D. **Department of Correction & Rehabilitation – DOCR**  
Montgomery County agency overseeing local correctional facility
- E. **Grant Relief for On-Boarding Workers – GROW**  
Business grant to support on-boarding costs for business
- F. **Incumbent Worker Training – IWT**  
Business grant to subsidize the costs of training current employees
- G. **Individual Training Account – ITA**  
Tuition assistance program for job seekers attending training
- H. **Local Workforce Development Board – LWDB**  
Industry led body overseeing WSM and the public workforce system
- I. **Maryland Workforce Exchange – MWE**  
Management information system and job board for state and federal programs
- J. **Memorandum of Understanding – MOU**  
Partner agreement
- K. **Montgomery County Career Advising Program – MoCo CAP**  
Career Counseling program as mandated by state legislation
- L. **Montgomery County Correctional Facility – MCCF**  
County jail which houses a WSM affiliate job center
- M. **Occupational Skills Training – OST**  
Vocational training
- N. **On-the-Job Training – OJT**  
Business subsidy for training new workers
- O. **Paid Work Experience – PWE**  
Paid internship sponsored by WSM
- P. **Workforce Innovation & Opportunity Act – WIOA**  
Federal workforce legislation
- Q. **WorkSource Montgomery – WSM**  
Fiscal and staff agent to the Local Workforce Development Board
- R. **Work-Based Learning – WBL**  
Internship and youth apprenticeships for public school students

---

### Wheaton

11510 Georgia Ave, First Floor  
Wheaton, MD 20902  
301-929-6880

### Germantown

12900 Middlebrook Road  
Germantown, MD 20902  
240-406-5485

### East County

3300 Briggs Chaney Rd,  
Silver Spring, MD 20904  
240-777-8412