



ANNUAL REPORT

FY 2025





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FROM OUR EXECUTIVE DIRECTOR

Greetings,

On behalf of the Montgomery County Workforce Development Board (WDB), the WorkSource Montgomery (WSM) Board of Directors, and our dedicated staff, I am proud to share our Fiscal Year 2025 (July 2024 through June 2025) Annual Report. This report reflects the strong commitment to service and collaboration across our local workforce system partners. Thank you to our community, education, business, philanthropy, and government partners for your continued support and contributions to this work.



At WSM, our goal is to ensure that all residents have equal access to quality resources and services needed for economic mobility. This vision is carried out through our six organizational priorities: System Building, Community Engagement, Business Engagement, Talent Development, Youth Career Education, and Measurable Impact.

As you review this report, we believe each of these priorities will be on full display through the many positive outcomes, testimonials, program overviews, and photos featured. Among the many accomplishments this year, we are especially proud that:

- Our American Job Center network served over 18,000 job seekers in FY25.
- More than 2961 job seekers gained employment through AJC services.
- Over 6,700 industry partners received business support services.
- More than 77,000 MCPS students received career counseling through the Montgomery County Career Advising Program.
- Over \$1.3M was invested in community workforce programs through the Community Workforce Network.
- As part of the Mobilize Montgomery initiative, WSM responded to federal reductions in force by launching the Support for Federal Workers resource page and secured funding for the new Federal Workforce Career Center.
- WSM staff participated in more than 350 community meetings and events across the county.

These results reflect real opportunities for individuals, families, and businesses to move forward and upward economically. While we celebrate these achievements, we recognize that a rapidly changing economic landscape will continue to challenge our workforce system and demand ongoing innovation and resilience in FY26 and beyond. We're confident that—with our partners—we are ready to meet that challenge.

Looking ahead, we are excited to launch the Federal Workforce Career Center to support displace federal workers and contractors, expand work-based learning opportunities for students through our partnership with Montgomery County Public Schools, and strengthen the Community Workforce Network to better serve residents in need of workforce services—all in support of our top priority: System Building.

Thank you again for your continued support and partnership. We look forward to continuing this journey together to build a stronger workforce and economy for Montgomery County.

All the best,

Anthony Featherstone
Executive Director

FROM OUR BOARD CHAIRS



Omar Lazo, Los Chorros
Chair
Montgomery County
Workforce Development Board

As we close out another year and my third as Workforce Development Board Chair, I am proud of the many accomplishments that have benefited our community. The data in this report speaks for itself, but our work goes far beyond numbers—we are in the business of human services. We continue to break down barriers for our most vulnerable residents and provide real solutions for Montgomery County’s neighbors and friends.

In FY24, the Board expanded Montgomery County’s workforce ecosystem with new employers and community partners. We also lead the state in implementing the college and career readiness requirements of the Blueprint for Maryland’s Future through MoCo CAP—our in-school career coaching program for middle and high school MCPS students.

With the beginning of 2025 and a new presidential administration came a new challenge for our region—the mass layoffs of federal workers and contractors. Though we’ve never experienced a local workforce crisis of this scale, our partnerships with local officials, businesses, and community leaders have allowed us to create resources and support systems unlike any other.

As we welcome PY25, we stand ready to assist those impacted by federal workforce reductions through a new Federal Workforce Career Center. None of this would be possible without the continued support of our partners. We are strong as a Board—but much stronger as a community!

Program Year 2025 marked another year of meaningful growth for WorkSource Montgomery and our Board. I was honored to step into the role of Chair, supported by the confidence and partnership of my fellow Directors. Serving such an impactful organization during a time of evolving workforce needs and economic change is a true privilege.

Many services launched during the pandemic have now become permanent programs, thanks to our philanthropic partners. We also forged new partnerships that expanded our offerings and deepened our impact across the county.

Looking ahead, the Board remains focused on diversifying funding streams and building on last year’s successes to keep WSM agile, resilient, and responsive to our community’s evolving workforce needs. Thanks to swift action by our County Executive and County Council, we secured funding to support dislocated federal workers and contractors—leading to the creation of the Mobilize Montgomery Federal Workforce Career Center.

To sustain WSM’s impact, the Board will continue refining the organization’s mission and vision, promoting equity and transparency, and reviewing performance metrics to guide strategy and strengthen accountability. We will also support and elevate this high-performing organization through annual evaluations of the Executive Director aligned with organizational goals.

Together, we remain committed to building a workforce system that is inclusive, resilient, and ready to meet the future—one opportunity at a time.



Aubrey Watkins III, Ph.D., M.S.
Chair
WorkSource Montgomery
Board of Directors

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 public 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.

Additionally, this year we reaffirmed our commitment to fostering a culture of diversity, equity, inclusion, and access across all levels of our organization including our programs and services. This commitment is evident through our Measurable Equity Initiative, which requires WSM to thoroughly review of all our policies, collateral, programs, and data to ensure services are accessible and delivered in an equitable and inclusive manner.

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
- Referrals 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
- Other consultative services

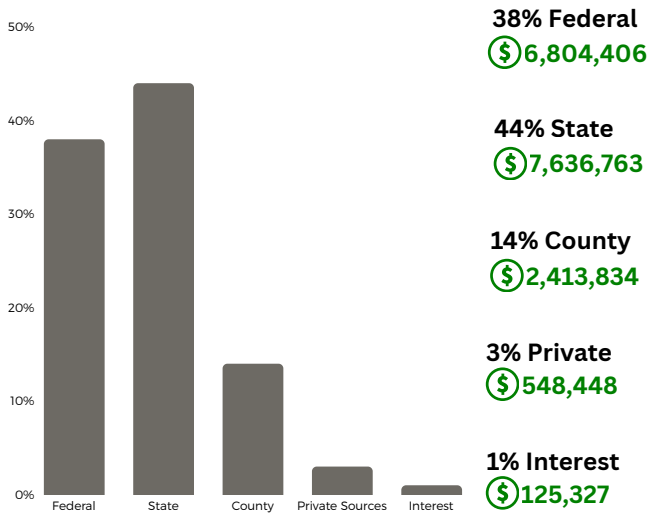
TRAINING SUBSIDIES

- Customized cohort training for WSM job seekers and incumbent workers
- On-the-Job Training (OJT) with customized plans and wage reimbursement up to 90%
- Incumbent Worker Training (IWT) grants to upskill current workforce

REVENUE BREAKDOWN

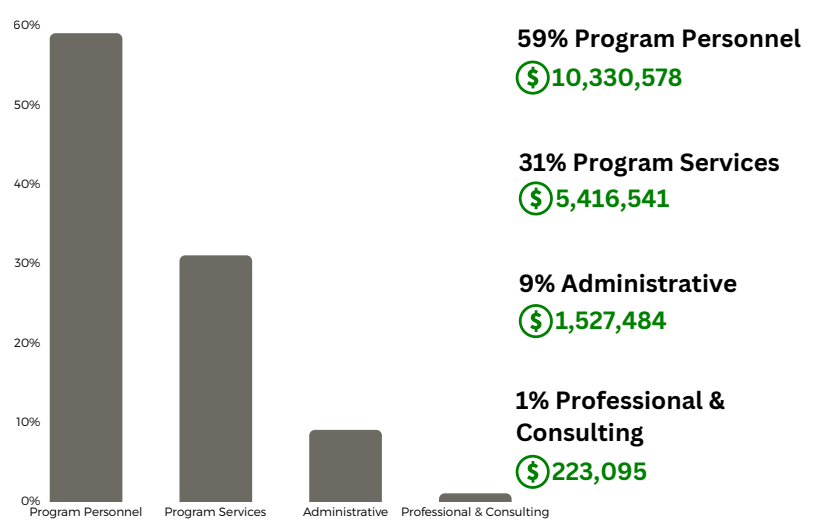
REVENUES BY SOURCE

TOTAL REVENUE (\$ 17,529,778)



EXPENSES BY MAJOR CATEGORY

TOTAL EXPENDITURES (\$ 17,449,698)



OUR FUNDERS



MARYLAND DEPARTMENT OF LABOR

Workforce Innovation & Opportunity Act
Summer Youth Grant
American Rescue Plan Act
Quest Dislocated Worker Grant
Department of Juvenile Services Grant
Rapid Response Grant



MONTGOMERY COUNTY HEALTH & HUMAN SERVICES

East County HIRE Center

THE J. WILLARD AND ALICE S. MARRIOTT FOUNDATION

THE J. WILLARD AND ALICE S. MARRIOTT FOUNDATION

Community Workforce Network



DEPARTMENT OF HOUSING & COMMUNITY DEVELOPMENT

Computer Lab Program



AVIXA FOUNDATION

Launch Your Future Employment



MONTGOMERY COUNTY PUBLIC SCHOOLS

In-School Career Counseling (Blueprint for Maryland's Future)



GREATER WASHINGTON PARTNERSHIP / EDUCATION STRATEGY GROUP

Work-Based Learning Program



MONTGOMERY COUNTY GOVERNMENT

General Operating Funds
Justice Empowerment Job Center
Summer RISE Stipends
Pathways Employment & Training
5G Broadband Training



PHILIP L. GRAHAM FUND

General Operating Support



TEDCO

BioHub Masterclass



MONTGOMERY COUNTY DEPARTMENT OF CORRECTIONS & REHABILITATION

Montgomery County Correctional Facility
Job Center



TRUIST FOUNDATION

Ai Programming

OUR PROGRAM GRANTEEES

American Muslim Senior Society

ASM Educational Center, Inc.

Autism Society of Maryland

Classroom 2 Community

Children and Youth Development

CollegeTracks, Inc.

ComuniBuild Foundation

Conflict Resolution Center of Montgomery County

Cross Community

El Poder de Ser Mujer

Ethiopian Community Center

Empowering the Ages, Inc.

Everyday Canvassing

Fusion Partnerships Inc.

From Grass to Grace/Upling

GapBuster, Inc.

Howard Community College (HCC)

Identity, Inc.

IEC Chesapeake Inc

Interfaith Works

JCA Senior Employment Program

Lion Solutions Inc

MOCO KIDSCO, Inc.

Pathways To Excellence, Inc

Per Scholas

Primary Care Coalition

Service Workers Training and Education Partnership

Shepherd's Table

Story Tapestries, Inc.

Sunflower Bakery

The CareerCatchers, Inc.

The Hope Project

Vietnamese Americans Services, Inc.

WANADA ADEI











Washington Software, Inc.

WSM 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 and Silver Spring (East County), as well as our Re-Entry Job Center within the Montgomery County Correctional Facility.

Our partners include: Maryland Department of Labor, Classroom 2 Community, Job Corps, Montgomery College, Maryland Division of Rehabilitation Services, Montgomery County Department of Health & Human Services, Jewish Council for the Aging, Montgomery County Community Action Agency, Housing Opportunity Commission, Work Opportunities Unlimited, Latino Economic Development Center, and United Way National Capital Area.

American Job Centers (AJCs) are designed to help businesses find trained and reliable workers and help jobseekers up-skill to enhance their career obtainment and advancement potential. Additionally, AJCs serve as the coordinator for the workforce development system under WIOA. In FY25, there were over 410,993 services offered to job seekers through our virtual and physical American Job Center locations across Montgomery County.

Job Placements by Industry

 Professional, Scientific, and Technical Services 500	 Construction 159
 Admin/Support/Waste Mgt./Remediation Svcs 458	 Accommodation and Food Service 152
 Health Care and Social Assistance 387	 Other Services (except Public Administration) 138
 Retail Trade 337	 Finance and Insurance 94
 Educational Services 165	 Transportation and Warehousing 92

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. We provided free professional headshots to over 50 job seekers and conducted an average of 30+ job readiness workshops each month, including sessions focused on federal and private sector résumé development.



9,072
NEW RESIDENTS SERVED



18,209
TOTAL RESIDENTS SERVED



410,993
SERVICES PROVIDED TO JOBSEEKERS

6,790

TOTAL BUSINESS SERVICES OFFERED

2,355

TOTAL JOB ORDERS

348

NEWLY REGISTERED EMPLOYERS

61%

6 MONTH JOB RETENTION

7,038

JOB REFERRALS

2,355

TOTAL EMPLOYERS SERVED

66%

1 YEAR JOB RETENTION

43

HIRING EVENTS

Virtual Career Center: SkillUp® MONTGOMERY

Launched in May 2021, SkillUp® Montgomery offers workforce development and training to local residents through Metrix Learning. It provides access to over 7,000 courses and industry certifications with up to six months of free access. The platform supports flexible, self-paced learning from home and is also available for local businesses for staff training. For more information, visit <http://wsm.skillupamerica.org>.

 **1594**
RESIDENTS
SERVED

 **3705**
COMPLETED
COURSES

 **6,854+**
HOURS OF
TRAINING LOGGED

 **64**
CERTIFICATIONS
EARNED

TOP COURSES & CERTIFICATIONS

- Project Management Professional (PMP)®
- Certified Associate in Project Management (CAPM)®
- CompTIA Network+
- CompTIA Security+
- CompTIA A+ 220-1101
- Certified Business Analysis Professional
- Digital Marketing Associate
- SHRM Certified Professional (SHRM-CP)

In 2025, WSM added a paid certification track to enhance its SkillUp® Montgomery platform. This meant that certain tracks within the platform that required a paid exam to earn the certification, i.e., CompTIA A+, Network+ and Security+, Cisco, etc. were made available for interested residents.

Once all the required courses within a track are completed and passed, residents can take the exam at no cost to them!

If you are interested in gaining an IT Certification, please register online at WSM SkillUp® Montgomery website (<https://wsm.metrixlearning.com/sd/sdform.cfm>)



EXPLORE
CAREERS



FIND
TRAINING



GET CAREER
COACHING

**EARN &
LEARN**

APPLY TO
JOBS



ACCESS
RESOURCES

"I owe a lot to this program. I've learned a lot and I've achieved a lot," he said during an interview at the fair. "As a result of Montgomery County, in the state of Maryland—or what I like to call the 'state of freedom'—and WorkSource Montgomery, the fact that I was able to achieve so much was amazing."

— Andre J., SkillUp participant

DUAL TRACK RE-ENTRY

EMPOWERING THE JUSTICE-IMPACTED

The Dual Track Reentry (DTR) Program equips justice-impacted individuals with the tools, resources, and support needed to transition back into the community and secure sustainable employment. The program begins inside the Montgomery County Correctional Facility (MCCF) and continues post-release through the Justice Empowerment Center, creating a seamless pathway to success.

TRACK I MONTGOMERY COUNTY CORRECTIONAL FACILITY (MCCF)

Track I operates as an American Job Center within the Montgomery County Correctional Facility (MCCF), delivering pre-release services that include structured cohorts focused on work readiness, career planning, and goal setting. In FY25, the program made significant progress by strengthening pre-release programming, building skills development opportunities, and preparing clients for continued engagement with community-based support upon release.

Highlights

- Established a 5-week cohort model delivering workshops on work readiness and career planning, helping clients identify strengths, interests, and values to support transition planning.
- Introduced an incentive program tied to participation in services post-release through Track II, encouraging continued engagement with the Justice Empowerment Center after leaving MCCF.

Looking Ahead

- Launching an Entrepreneurship Cohort in Fall 2025 to expose clients to small business ownership opportunities.
- Hosting an In-Facility Job Fair in September 2025 to connect clients with employers prior to release.

209
UNIQUE SERVICES PROVIDED

156
CERTIFICATE/
CREDENTIALS EARNED

15
VOLUNTEERS

61
EMPLOYMENT OUTCOMES

236
TOTAL SERVED



TRACK II EMPOWERMENT JOB CENTER

Track II operates as an American Job Center within the Justice Empowerment Center, providing justice-impacted individuals with post-release support that includes employment readiness, training, work experience, peer-to-peer support, and direct employer connections. In FY25, Track II expanded its reach and impact, giving participants across Montgomery County full access to employment services, training opportunities, and community connections.



Highlights:

- Fair Chance Symposium (April 2025): Hosted 40+ employers and 250+ clients, recognized with a proclamation honoring April as Second Chance Month. Pre-event mock job fair workshops helped participants prepare and build confidence.
- Justice Empowerment Center: Opened full-time, operating five days per week as the central hub for reentry services.
- Work Experience Placements: Provided practical opportunities that strengthened résumés and built participant confidence.
- Peer-to-Peer Support: Delivered two cohorts in partnership with Give an Hour and expanded programming into community partner organizations.
- Pre-Release Center Support: Maintained weekly visits to support employment readiness and job search skills directly on-site.
- Launched the Re-Entry Advisory Committee comprised of community leaders, Justice-Impacted residents, government officials, and workforce partners.

Looking Ahead:

- Launching an 8-week Entrepreneurship Cohort in August 2025 at the Justice Empowerment Center.
- Expanding employer partnerships to grow second-chance hiring and direct placement opportunities.
- Continuing to strengthen the Justice Empowerment Center as the anchor for reentry services.
- Building out peer-led programming to foster long-term stability and community connection.



“You can change your life in a positive way, just like I did. This internship and the support from WorkSource Montgomery changed my life. It was a hard journey, but I never gave up, and now I’m proud to say I’m on a path from rags to riches. I want to thank the Dual Track Reentry Department at WorkSource Montgomery for their unwavering support, advice, and encouragement throughout this journey. Success is possible when you keep pushing, no matter the obstacles.”

— Mr. Dikes, Participant

CLIENT IMPACT

EMPLOYER IMPACT

WorkSource Montgomery (WSM) continues to serve as a catalyst for workforce development in Montgomery County through targeted training programs, high-impact hiring events, and strategic partnerships.

Employer & Community Partnerships

WSM expanded partnerships across sectors to strengthen workforce engagement and business support:

- Partnered with Lafayette Federal Credit Union on a targeted hiring event that resulted in the placement of a Branch Manager.
- Collaborated with CVS Health on initiatives to create accessible pathways into healthcare and retail careers.
- Joined Montgomery County Economic Development Corporation (MCEDC) at a business breakfast hosted by the Old Glory DC Rugby Team to explore ties between sports, community, and workforce development.
- Co-hosted a B2B networking event with the Goldman Sachs 10,000 Small Businesses Program, connecting small businesses for growth opportunities.
- Partnered with DoubleTree by Hilton to deliver the March Into Employment Quarterly Job & Resource Fair, drawing over 200 jobseekers and featuring major employers such as MCPS, U.S. Army Child and Youth Services, Montgomery Parks, CVS Healthcare, Exelon, and Erickson Senior Living.

WSM’s ongoing commitment to inclusive economic growth, strong employer partnerships, and the long-term vitality of Montgomery County’s workforce ecosystem remains at the core of everything we do.



“WorkSource Montgomery has been a great resource for us and a great partner for providing us with eligible candidates for our job openings.”

- Steve Boney, Talent Acquisition Manager at Metro at Montgomery County Career and Resource Fair

CLIENT IMPACT

WORKFORCE SERVICES HIGHLIGHTS



5G Broadband Bootcamp

In partnership with Montgomery County Government, Montgomery College, and the Wireless Infrastructure Association (WIA), WSM launched three training cohorts to equip participants with in-demand broadband and telecommunications skills—strengthening the county’s digital infrastructure workforce pipeline. This free, 5-week, 60-hour program, funded by the U.S. Department of Labor, blended classroom instruction and hands-on training to prepare participants for careers as fiber-optic and wireless antenna installation field technicians.

BioHub Maryland - BioMasterclass

In collaboration with the Maryland Tech Council’s BioHub Training and Education Center, WSM launched the inaugural BioMasterclass cohort to support the region’s expanding life sciences sector. The free, 2-week, 60-hour program provided hands-on laboratory experience and foundational biomanufacturing skills for biotechnology careers.



Childcare Career Fair (August 8, 2025)

To address critical workforce shortages in early childhood education, WSM brought together childcare employers and jobseekers for a targeted hiring event. In partnership with Manna Food, the event also provided families with fresh produce and resources—linking workforce and community well-being.

Federal Workforce Career Fair (April 16, 2025)

In response to federal layoffs, WSM convened more than 700 jobseekers, employers, and resource providers at the Silver Spring Civic Building. Hosted in partnership with the Center for Democracy and Civic Engagement, Civic Match, the Maryland Department of Labor, and Montgomery County, the event featured 50+ employers—including Washington Suburban Sanitary Commission, Johns Hopkins Health System, CareFirst BlueCross BlueShield, Pepco, Geico, Adventist HealthCare, and Montgomery College—delivering timely employment connections for displaced federal employees and contractors.

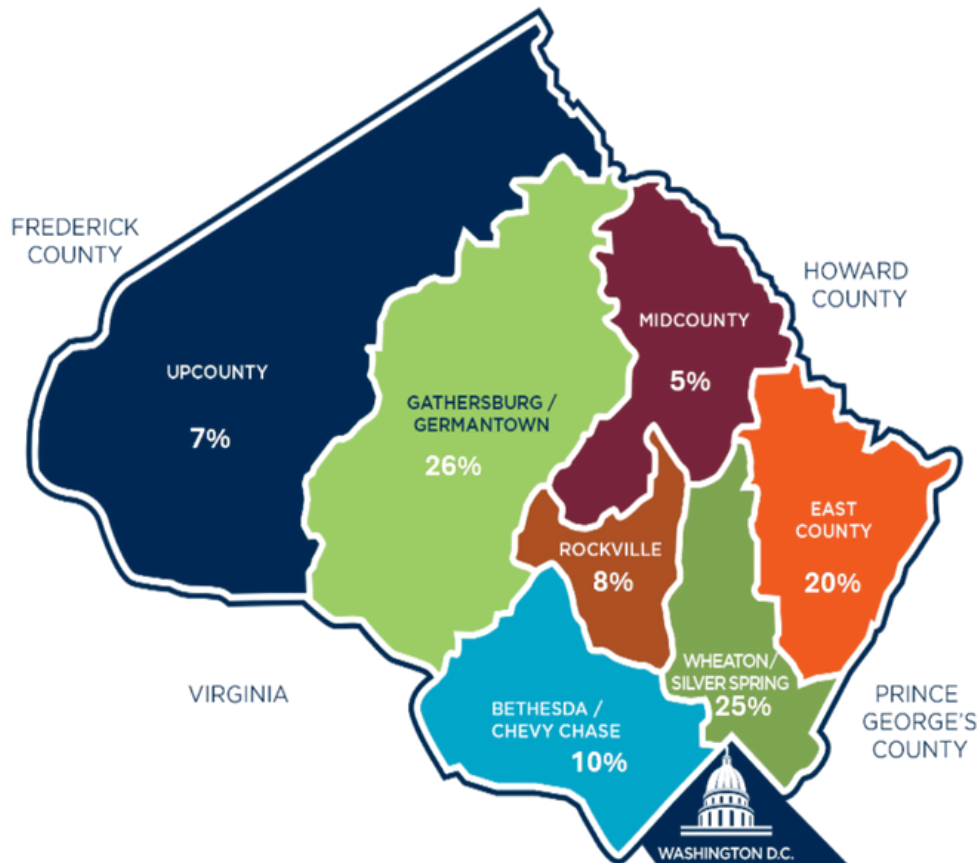








State Recognition

WSM was honored on the Maryland Senate floor by Senator Will Smith’s office for the measurable impact of our services for residents at the Enclave apartments. Specifically, WSM’s Sara Assadullah was recognized for her outstanding service and dedication to ensuring Afghan refugees thrive with access to essential workforce and community resources.

JOB SEEKER SUCCESSES: ADULTS & DISLOCATED WORKERS

WSM's goal is to provide opportunities for all Montgomery County residents to be economically mobile. To that end, our organization and Workforce Development Board are committed to creatively deploying Workforce Innovation & Opportunity Act (WIOA) funds to meet the needs of communities we serve. For adults, dislocated workers, and out-of-school youth, the outcomes below are the culmination of WSM's community outreach, intake and assessment, case management, occupational training, job placement, and follow-up services. The map below shows the percentages of Montgomery County residents served by WSM for FY25.



METRICS	ADULTS	DISLOCATED WORKERS
 Residents Served	580	190
 Employed 2 Quarters After Exit	70%	63%
 Employed 4 Quarters After Exit	74%	67%
 Average Annual Earnings	\$48K	\$52k
 Credential Attainment	61%	66%
 Measurable Skills Gains	83%	80%

JOB SEEKER SUCCESSES: YOUNG ADULTS

WorkSource Montgomery's Young Adult programs provides comprehensive services for Out-of-School Youth (OSY), ages 16 to 24, who are not currently in school and face barriers to employment. The program equips young people with the skills, experiences, and credentials needed to achieve meaningful employment or continue their education.

Services include:

- Paid and unpaid work experiences
- Occupational skills training
- Leadership development
- Supportive services and mentoring
- Financial literacy and entrepreneurial skills training
- Guidance and counseling

These offerings address immediate barriers such as housing instability, disabilities, or justice involvement, while also building long-term career pathways in high-demand industries.

OUTCOMES

 WIOA Youth Served	235
 Employed 2 Quarters After Exit	71%
 Employed 4 Quarters After Exit	74%
 Median Earning (Two Quarters after Exit)	\$8,220
 Average Annual Earnings	\$41,000
 Credential Attainment	74%
 Measurable Skills Gains	63%

HIGHLIGHTS

- ✓ Connected participants to career pathways like the Electrical Career Readiness Pre-Apprenticeship with IBEW, leading two participants to enter the Electrical Apprenticeship Program.
- ✓ Collaborated with community partners including YouthBuild, Tree of Hope, The National Center for Children and Families (NCCF), Transitioning Youth Learning Collaborative, and Montgomery County Department of Health and Human Services, broadening access to services.
- ✓ Continued partnerships with the Latin American Youth Center, Identity Inc., and Eckerd Connects, ensuring a countywide network of support for youth.



APPRENTICESHIPS

Apprenticeship is a proven training model that helps address workforce challenges by providing access to well-paying jobs across diverse industries, including construction, cybersecurity, clean energy, healthcare, and hospitality.

Registered Apprenticeship programs offer workers paid, hands-on experience while earning industry-recognized credentials—allowing participants to gain valuable skills without incurring student debt. These programs create viable, long-term career paths that lead to family-sustaining wages.

In 2023, WSM was named an Apprenticeship Ambassador by the U.S. Department of Labor, recognizing our efforts to build a stronger network of apprenticeship stakeholders. As part of this commitment, WSM became a registered sponsor for the MoCo CAP Career Coach occupation and now employs more than 40 Registered Apprentices across Montgomery County.

Pre-Apprenticeship programs also play a critical role in strengthening the talent pipeline. These short-term training opportunities help individuals meet the technical and academic requirements for entry into Registered Apprenticeships. By providing essential credentials and hands-on experience, they prepare participants to transition into high-demand, journey-level careers.



BENEFITS TO EMPLOYERS

Registered Apprenticeships offer a range of valuable benefits to employers, including:

- Recruit and Develop a Skilled Workforce
- Improve Productivity and Profitability
- Flexible Training Options
- Tax Credits and Tuition Benefits
- Increase Staff Loyalty and Retention

WSM REGISTERED APPRENTICESHIPS




23
ENROLLED

TRAINING



78%
COMPLETION

APPRENTICES



727
ENROLLED IN REGISTERED PROGRAMS

147 NEW ENROLLMENTS

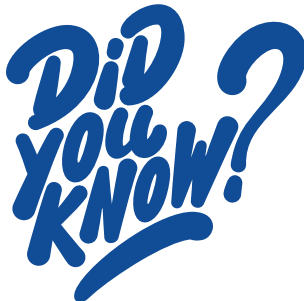
WSM CAREER COACH PRACTITIONERS



29

APPRENTICESHIP PARTNERS

- Associated Builders and Contractors, Metropolitan Washington Chapter
- Finishing Trades Institute of Maryland, Virginia, D.C., and Vicinities
- GSK
- Howard Community College
- IBEW
- IEC Chesapeake Apprenticeship and Training
- Ironworkers Local 5 JATC
- Miller & Long Co, Inc.
- Steamfitters Local 602 JATC
- UA Sprinkler Fitters Local 669 JATC
- WANADA Auto Dealer Education Institute (ADEI)



Montgomery County has 29 apprenticeship sponsors

Montgomery County has 727 active apprentices



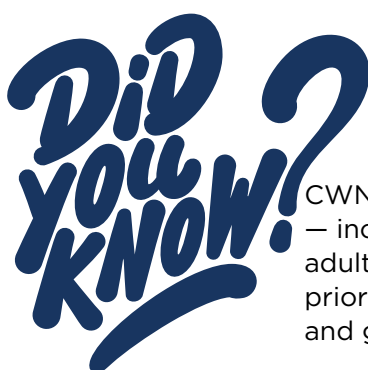
Montgomery County top sponsor is IEC Chesapeake Inc.

COMMUNITY WORKFORCE NETWORK



The Community Workforce Network (CWN) advanced its mission in FY25 as an equity-centered initiative focused on addressing economic disparities. Through partnerships with over 170 trusted community-based organizations, including more than 30 grantees, the CWN delivered responsive employment, training, and wraparound services to historically underserved residents while also supporting local businesses.

CWN’s focus on residents and businesses fostered a stronger, more connected workforce ecosystem in Montgomery County in FY25. Through data-driven strategies, expanded partnerships, and equitable service delivery, the network closed opportunity gaps for high-barrier populations, strengthened referral and coordination among partners, and helped local businesses reach in an untapped talent pool.



Prosperity Pathways Initiative

CWN convened 135 stakeholders – including service providers, adults, and youth – to identify priorities for economic stability and growth.

Top resident visions included:

- Financial independence and stability (32%)
- Happiness and emotional wellness (21%)
- Career satisfaction and alignment (18%)

Key barriers cited were:

- Language, legal, and comprehension challenges (24%)
- Systemic racism and exclusion (21%)
- Complex systems and bureaucracy (18%)



BUSINESS/EMPLOYER ENGAGEMENT

55

partners onboarded into the CWN Portal

- 150+ employer events hosted
- 19 new partners added

DIRECT INVESTMENT

50+

CWN has provided funding to over 50 community partners:

- two have reached sustainability without WSM support
- three businesses now generate over \$1 million in annual revenue

TOTAL RESIDENTS SERVED

5,204

- 1,591 immigrants
- 484 refugees (241 with ITINs)
- 240 individuals with disabilities
- 186 justice-involved residents
- 386 unhoused
- 2,483 English language learners

TALENT PIPELINE

2,221

Residents enrolled with 1,722 residents completing programs

- 1,480 measurable skill gains
- 728 industry certifications
- 12 high school equivalencies

EMPLOYMENT OUTCOMES

- 596 job placements
- 147 apprenticeships
- 42 startups launched by residents

SUPPORTIVE SERVICES DELIVERED

389

Residents received transportation, tools, uniforms, childcare, and other essential resources

COMMUNITY IMPACT

At WSM, we strive for every resident and business owner in Montgomery County to be familiar with our organization and the services we offer. Our Community Impact (CI) Team advances this goal by actively participating in events across the county and strengthening connections with partners.

199
EVENTS ATTENDED

890
REFERRALS FROM PARTNERS

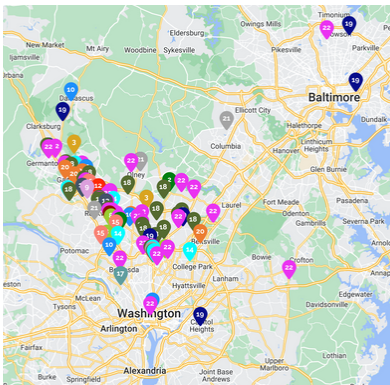
195
NEW PARTNERS

MOBILE JOB CENTER (MJC)

Since its launch in 2023, the Mobile Job Center (MJC) has been a crucial tool for extending WSM’s reach. In FY25, the MJC continued to bring workforce services directly into neighborhoods, connecting residents with job search support, training resources, and intake referrals.



COMMUNITY ASSET MAP



In 2021, WSM launched its Community Asset Map aimed at providing a comprehensive assessment of all the adult services offered by community-based organizations (CBOs) across Montgomery County. Currently, there are over 170 organizations listed with up-to-date information about the services they provide. MoCo residents can find the support they need in real-time!

If you would like to be added to the Asset Map, please complete the form at <https://worksourcemonetgomery.com/asset-map-survey-form/>.

COMMUNITY IMPACT ADVISORY COMMITTEE (CIAC)

The CIAC, formed in 2022, brings together community leaders to provide guidance on emerging needs, WSM programs, and new initiatives. The committee meets quarterly—virtually in summer and winter, in person in spring and fall—to ensure WSM’s services remain responsive to community priorities.

For more information or to join a CIAC meeting, please complete the form at <https://worksourcemonetgomery.com/home/contact/community-impact-advisory-committee-contact-form/>.



COMMUNITY IMPACT

THE INCOME GENERATION GROUP

The IGG, a CIAC subcommittee, focuses on supporting jobseekers from other countries through tailored initiatives. In FY25, IGG hosted two “Pathways to Entrepreneurship” symposiums at Montgomery College. Both events connected aspiring entrepreneurs with business owners, government agencies, and community organizations. While the June event had fewer attendees, the smaller group benefited from more one-on-one interaction with resource providers.

FINANCIAL EMPOWERMENT CENTER

Through the partnership of United Way NCA, M&T Bank, WorkSource Montgomery (WSM), and the Latino Economic Development Center (LEDC), the Financial Empowerment Center in Montgomery County has become a trusted resource for families striving for financial stability and long-term success in Montgomery County.

The FEC offers free bilingual workshops, personalized coaching, and safe credit building products that help residents improve credit, reduce debt, and strengthen their communities.

Between July 2024 and June 2025, the FEC engaged close to **2,800** community members through workshops, cohort learning, community outreach, and direct coaching.

Workshop topics included:

- Financial Resources for Success
- Financial Harmony for Couples
- Putting Your Money to Work
- Roadmap to Financial Success
- Develop your New Year’s financial resolutions
- Make Your Mind and Money Thrive

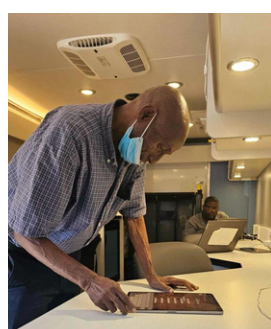
WORKSHOPS
 TOPIC SPECIFIC EDUCATION
55
 WORKSHOPS WITH
1,922
 PARTICIPANTS



2,795
 COMMUNITY
 MEMBERS
 ENGAGED

**COMMUNITY
 OUTREACH**
 INFORMATION EVENTS
 WITH PARTNERS
15
 EVENTS REACHING
819
 PARTICIPANTS

**DIRECT
 COACHING**
 1:1 FINANCIAL GUIDANCE
46
 UNIQUE HOUSEHOLDS
 SERVED WITH
 PERSONALIZED FINANCIAL
 COACHING SESSIONS



MONTGOMERY COUNTY CAREER ADVISING PROGRAM

MoCo CAP is a partnership between WorkSource Montgomery (WSM), Montgomery County Public Schools (MCPS), and Montgomery College. The program is Montgomery County’s response to the Career Coaching mandate in the Blueprint for Maryland’s Future. Career Coaches are placed in every MCPS middle, high, and special school, serving more than 87,000 students.



Career Coaches with MCPS Superintendent Dr. Thomas Taylor at National Night Out.

The 2024–25 academic year was MoCo CAP’s first full year of countywide deployment. Coaches reported nearly 113,000 interactions with 32,793 distinct students. Since January 2024, students have completed 96,430 surveys, providing valuable insights into occupational interests, RIASEC themes, and continued participation. Students rated MoCo CAP 4.8 out of 5 for overall satisfaction.



Student Advisory Council leaders from Walter Johnson and Richard Montgomery high schools and North Bethesda and Westland middle schools explore careers.

INDUSTRY ENGAGEMENT

The highlight of the year was the inaugural Worlds of Work (WoW) event, held in March 2025 at Montgomery College’s Rockville campus. Over three days, more than 2,000 eighth-grade students connected with over 175 local employers and businesses across six industry “worlds.” Students explored interactive activities and spoke directly with industry representatives and Montgomery College faculty about related career pathways and courses.

A digital flip book of WoW employers and industries is available here: [view flipbook](#)



STUDENTS OVERVIEW

Reporting Period: July 2024 - June 2025

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113,000

Students contacted

77,542

Unique students served

4.8/5



Overall satisfaction/
Survey feedback submissions

STUDENT PARTICIPATIONS & ENGAGEMENTS

14,578

1:1/Small group sessions

55,629

Large group sessions

8,622

Engaged in Career Discovery Day

CLARITY IN CAREERS & COLLEGES

2,431

9th Graders that toured local colleges

75%

of students felt more confident about their career goals

67%

Gained a better understanding of career themes

CAREER COACH APPRENTICESHIPS

Every Career Coach participates in the nation's first Career Advising Registered Apprenticeship Program, tailored to their professional development. Upon completion, Coaches earn a certification from Montgomery College and a U.S. Department of Labor (DOL) Certificate of Journey-level status — a portable national credential.

Coaches hired before July 1, 2024, completed training under the U.S. DOL's Office of Apprenticeship, with all but one finishing during this period. Coaches hired after July 1, 2024, are registered with the Maryland Apprenticeship and Training Council. Several have reached the 50% milestone, with many expected to complete by the end of 2025.



Commemorative coin honors Career Coach Apprenticeship completion.

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AmericanJobCenter[®]
MONTGOMERY COUNTY, MD

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