



DEPARTMENT OF LABOR

LARRY HOGAN, GOVERNOR • BOYD K. RUTHERFORD, LT. GOVERNOR • TIFFANY ROBINSON, SECRETARY

# AMERICA'S JOB CENTERS



# DIVISION OF **W**ORKFORCE **D**EVELOPMENT AND **A**DULT **L**EARNING

## Agenda

- **Introduction & Overview**
- **American Job Centers**
- **Maryland Workforce Exchange**
- **Recruitment Assistance**
- **Business Services**
- **Incumbent Worker Training**
- **ROW/RESEA**
- **Trade Services**
- **Rapid Response**
- **Apprenticeship & Training**
- **Disability Services**



# DIVISION OF WORKFORCE DEVELOPMENT AND ADULT LEARNING

The Division of Workforce Development and Adult Learning (DWDAL) coordinates Maryland's workforce programs ensuring that businesses have skilled employees needed to be competitive in today's global, state, and local economies and that individuals have access to employment and training resources and services.

**Adult Education**, literacy, and **Correctional Education** programs, in collaboration with **Workforce Development** programs, establish a comprehensive system of workforce creation.



# OFFICE OF WORKFORCE DEVELOPMENT OVERVIEW

The Office of Workforce Development coordinates the state partnership with the American Job Centers located across Maryland.

## **32 American Job Centers**

- ◆ Provide comprehensive services to both job seekers and businesses.
- ◆ Basic and Individual Career Services
- ◆ Basic services are provided primarily by Wagner-Peyser, federally-funded staff.

## **18 Workforce Programs**

- ◆ Designed to provide extra opportunities for assistance

*Must meet eligibility criteria for additional program support.*

## **Examples of Core Services**

**Outreach**  
**Intake**  
**Assessment**  
**Orientation**  
**Eligibility determination**  
**Job placement assistance**  
**Career guidance**  
**Partner referral**  
**Follow-up**  
**Labor market information,**  
**Training provider information**

*Director Of Workforce Development – Lloyd Day*



# AMERICAN JOB CENTERS

*Matching People with Jobs!*

Provide a full range of assistance to job seekers and businesses (free of charge).

## Qualified professionals assist with:

- ◆ Training referrals
- ◆ Career guidance
- ◆ Job listings
- ◆ Other employment-related services

## Job seekers can use:

- ◆ Computers
- ◆ Phones
- ◆ Photocopiers
- ◆ Fax machines

## American Job Centers can be found in:

- ◆ Allegany County
- ◆ Anne Arundel County
- ◆ Baltimore City
- ◆ Baltimore County
- ◆ Calvert County
- ◆ Caroline County
- ◆ Carroll County
- ◆ Cecil County
- ◆ Charles County
- ◆ Dorchester County
- ◆ Frederick County
- ◆ Garrett County
- ◆ Harford County
- ◆ Howard County
- ◆ Kent County
- ◆ Montgomery County
- ◆ Prince George's County
- ◆ Queen Anne's County
- ◆ Somerset County
- ◆ St. Mary's County
- ◆ Talbot County
- ◆ Washington County
- ◆ Wicomico County
- ◆ Worcester County



# AMERICAN JOB CENTERS

*Matching People with Jobs!*

Provide a full range of assistance to job seekers and businesses (free of charge).

## **WIOA Title 1 Services:**

- ◆ Require eligibility determination in order to receive services

## **To include:**

- ◆ Determination of barriers to employment
- ◆ Submission of documentation
- ◆ Creation of IEP/ISS

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# MARYLAND WORKFORCE EXCHANGE

## **Job Seeker Features:**

- ✓ Professional format to create and send résumés and cover letters to employers
- ✓ Assess job skills, set goals, and research training providers
- ✓ Review available jobs and apply online
- ✓ Set up a Virtual Recruiter to automatically review job postings and notify of job matches
- ✓ Track job search efforts and résumés sent in a personal profile
- ✓ Learn about services and benefits
- ✓ Research regional labor market information, such as salaries, trends, etc.
- ✓ Use the email/message center to contact employers and case manager

## **Employer Features**

- ✓ Define skills and post job orders to find potential candidates
- ✓ Research labor market information on salaries and economic data
- ✓ Set up a Virtual Recruiter search agent to automatically find candidates within the system that match the job skills of the job order
- ✓ Communicate with job seekers, case managers, training providers, and others within the system email and message center.



# REEMPLOYMENT OPPORTUNITY WORKSHOP (ROW)

ROW is a re-employment strategy that assists Unemployment Insurance (UI) claimants identified as **least likely to exhaust benefits** before securing employment.

They are most in need of services to assist with transition to new employment and participate in reemployment services, such as job search assistance.

## **The workshop includes topics such as:**

- ◆ Finding job openings in today's market
- ◆ Interviewing skills, resources and tips
- ◆ Résumé development
- ◆ Negotiating salaries
- ◆ Utilizing social media for re-employment







# REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA)

RESEA is a re-employment strategy that assists Unemployment Insurance (UI) claimants identified as **most likely to exhaust benefits** before securing employment.

*Divisions of Workforce Development and Adult Learning (DWDAL) and  
Division of Unemployment Insurance (UI) Partnership*

## Career Coaches offer customers:

- ◆ Customized Individual Employment Plan
- ◆ Labor Market Information
- ◆ Referrals for reemployment services and/or training
- ◆ Orientation to Workforce Services available
- ◆ Assistance with barriers to reemployment
- ◆ Work Search verifications and Eligibility review





# TRADE SERVICES

## Trade Act Benefits – Participants Must Qualify

### **TRAINING**

Classroom training, on-the-job training, customized training designed to meet the needs of a specific employer or group of employers, apprenticeship programs, and more.

### **TRADE READJUSTMENT ALLOWANCES (TRA)**

Income support for workers who are enrolled in a full-time training and have exhausted their unemployment insurance.

### **JOB SEARCH ALLOWANCES**

Payable for expenses incurred in seeking employment outside their normal commuting areas.

### **RELOCATION ALLOWANCES**

Reimbursement for approved expenses, if they are successful in obtaining employment outside their normal commuting area, for relocation.

### **ALTERNATIVE TRADE ADJUSTMENT ASSISTANCE (ATAA) AND REEMPLOYMENT TRADE ADJUSTMENT ASSISTANCE (RTAA)**

A wage subsidy for up to two years for reemployed older workers to cover a portion of the difference between a worker's new wage and his/her old wage (up to a specified maximum amount).

# TRADE SERVICES

## Understanding Trade and Trade Adjustment Assistance...

In order for the USDOL to issue a Certification Regarding Eligibility to Apply for Worker Adjustment Assistance, the following requirements must be met:

- ✓ **Workers have been totally or partially laid-off**
- ✓ **Sales or productions have declined**
- ✓ **Increased imports have contributed significantly to worker layoffs**

Once the USDOL issues a Certification Regarding Eligibility, trade-affected workers may apply for benefits under the TAA program and if eligible, the following additional benefits are available:

- ◆ **Increased training opportunities**
- ◆ **Greater length of time for retraining or skills upgrades**
- ◆ **Financial assistance with out-of-area job interviews (limits apply)**
- ◆ **Financial assistance with relocating for employment (limits apply)**
- ◆ **Income supplements for older workers who qualify**
- ◆ **Increased timeframes to receive cash benefits**





# RAPID RESPONSE SERVICES

Rapid Response is an early intervention strategy designed to provide and inform individuals of services supporting them during transition between positions.

- ◆ Designed to shorten or eliminate time between employment opportunities for an individual
- ◆ Reduce or eliminate the time an individual would receive Unemployment Insurance
- ◆ Services are provided to businesses faced with reducing their workforce regardless of the reason(s) for the reductions

## Rapid Response Team

- ✓ State & Local representatives
- ✓ Confidentially meets on short notice with companies to assess potential layoffs/closings
- ✓ Works collaboratively planning the most appropriate response for the workers'

## Other Partners Who May Be Included:

- ◆ Division of Unemployment Insurance
- ◆ Veteran Services
- ◆ Division of Rehabilitative Services
- ◆ Maryland Health Connection
- ◆ WIOA Partners
- ◆ Registered Apprenticeship



# APPRENTICESHIP AND TRAINING

**Apprenticeship** offers **Employers** in every industry the tools to develop a highly skilled workforce to help grow their business. For **Workers** it offers opportunities to earn a salary while learning the skills necessary to succeed in high-demand careers!

## Registered Apprenticeships MUST HAVE BOTH:

▶ **Related Training Instruction (RTI)**

must have at least 144 hours of related instruction per year of the apprenticeship.

▶ **On-the-Job Training (OJT)**

must consist of at least 2,000 hours per year of the apprenticeship AND take place at the work site under the direction of a highly skilled journeyworker(s).



*Director – Christopher MacLarion*

# DISABILITY SERVICES

Job seekers with disabilities enjoy the same opportunities for meaningful participation in the services provided by Maryland's American Job Centers, as do **all job seekers** who come through One-Stop Career Center doors.

## Additional Services Made Available:

- ◆ **Reasonable Accommodations** – Materials in alternative formats, individual meetings rather than group orientations, and assistance with form completion.
- ◆ **Assistive Technology** – Screen readers, magnification software, word prediction software, text to speech, scanners, TTY, braille translators, large monitors, headsets, etc.
- ◆ **Local Partnerships**
- ◆ **State Partnerships**



# YOUTH SERVICES

The **mission** is to guide youth to achieve personal goals and prepare for career paths through empowerment, education, and employment opportunities.

**The Youth Employment Program provides tools for Maryland youth:**

- ◆ **Between the ages of 14 and 24**
- ◆ To fulfill their educational goals and explore the world of work by providing: Educational Support, Leadership Development, and Work training.

**The Program is designed to:**

- ✓ Emphasize real-world labor expectations
- ✓ Increase awareness of services offered by local community-based organizations
- ✓ Provide opportunities for career instruction, financial literacy training, academic improvement, and social growth.





# MIGRANT AND SEASONAL FARM WORKER

**The MSFW Program is intended to increase farmworkers' access to workforce investment services by:**

- ◆ Removing barriers and disincentives to serving farmworkers
- ◆ Increasing the access migrant and seasonal farmworkers have to services provided through the One-Stop system,
- ◆ Increasing the opportunities for transition into occupations with high employment and wage growth potential both within and outside agricultural industry.







# SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

- ◆ The Senior Community Service Employment Program (SCSEP) is available to job seekers, ages **55 and older**, who are **unemployed**, meet established **low-income** guidelines and **desire an opportunity for training and employment**.
- ◆ Individuals are given a training assignment that most closely matches their personal goals for employment.
- ◆ Training assignments are coordinated with non-profit or government agencies, also known as host agencies, and are limited to 20 hours per week, at the established minimum wage hourly rate. The goal is to move trainee to unsubsidized employment after skills are attained.





# PROFESSIONAL OUTPLACEMENT ASSISTANCE CENTER (POAC)

## POAC's Leading-edge Training

- ✓ Nationally Certified Career Development Facilitators
- ✓ Nationally Certified Professional Résumé Writers
- ✓ Nationally Certified Federal Job Search Trainers

## JumpStart Program

- ◆ Virtual Job Acquisition Webinars
- ◆ Electronic Résumé and LinkedIn Profile Review
- ◆ Access to the POAC Alum Connecting Point



*Program Manager – Nancy Fink*

# MARYLAND REENTRY

## The Maryland Re-entry Initiative provides...

- ◆ Employment assistance and referral services to job seekers
- ◆ Technical assistance and professional development to a wide range of government and community-based organizations
- ◆ Information and incentives to businesses
- ◆ Federal Bonding

## Coordinated staff training available through the Initiative for government and community-based organizations includes...

- ◆ OWDS National Certifications
- ◆ Re-entry Employment Retention Specialists
- ◆ Re-entry Employment Specialists
- ◆ Statewide Re-entry Practitioners Symposium



**OVERCOMING BARRIERS**  
**Building a Foundation to Stability**

*Ellen Bredt – Reentry Navigator, Anne Arundel County*  
*Marshel Pollock Lawrence – Reentry Navigator, Baltimore City*

# VETERANS SERVICES

American Job Centers offer a variety of services to assist veterans, transitioning military personnel, and other qualified individuals.

**Veterans and other eligible persons may also receive one-on-one assistance.**

- ◆ **Local Veterans Employment Representatives (LVERs)** develop hiring opportunities within the local areas by contacting businesses, Federal agencies and contractors, and employer associations to encourage the hiring and advancement of qualified veterans.
- ◆ **Disabled Veterans' Outreach Program (DVOP)** staff provide specialized intensive employment assistance to eligible veterans **with significant barriers to employment** who need :



- ◆ Help overcoming barriers to meaningful employment
- ◆ Employment Case Management
- ◆ Access to a broader network of assistance
- ◆ Priority of Service



# BUSINESS FACING TEAM

Division of Workforce Development Adult Learning

# Questions?

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