



2024

State of Maryland 2024-2028 Local Plan Guidance

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Guidelines for Developing 2024-2028 Workforce Innovation and Opportunity Act (WIOA) Regional and Local Workforce Plans

Background

The Workforce Innovation and Opportunity Act (WIOA) is the federal law that governs Maryland's workforce system. WIOA is designed to integrate services to support both businesses and job seekers through strategic cross-sector partnerships. It envisions connecting workforce, education, human services, and economic development entities to ensure strategic leveraging of resources and optimum results. The law addresses the needs of customers through establishing a comprehensive system that provides access to employment, education, training and support services. Through the American Job Centers (AJCs), WIOA works to prepare a trained and competitive workforce to meet the demands of employers and the labor market.

Maryland's Approach

The state of Maryland is at a pivotal moment in its economic trajectory. Governor Wes Moore challenged his Workforce Development Board to craft a workforce plan to increase Maryland's economic competitiveness and advance access to opportunity. To do this, the Board must put in place innovative and evidence-based approaches to supercharge our economy and address persistent equity gaps in the wealth-building of our people. Though Maryland has the lowest unemployment rate, the highest median household income, and among the nation's highest levels of educational attainment, Maryland's labor force participation rate continues to lag. The state's prosperity is unevenly shared. And that's putting the brakes on economic growth.

Maryland does not lack assets: the state has a diverse mix of industries, a significant presence of federal agencies and military installations, and colleges and universities that count world-class research institutions among their ranks. But Maryland needs a tactical and shrewd plan of action that connects all the dots. For Maryland to lead the nation in economic competitiveness – attracting good jobs, capital investment, and innovative industries – the state needs a clear roadmap to chart that journey. More Marylanders need to get back in the labor force for our state to be the leader it can be in both growth and opportunity.

That is why the Governor's Workforce Development Board is pleased to present its roadmap for economic success and equity with the **2024-2028 Maryland State Workforce Development Plan**. This Plan's strategic elements tie together a broad range of partners and resources, aligning around **four core strategic pillars** to realize our ambitious vision for Maryland.

Maryland’s Vision: The Moore-Miller Administration is deeply committed to building pathways to “work, wages and wealth” for all Marylanders in order to continue to grow a thriving and inclusive economy that lifts up every Maryland family. This vision is central to the State’s workforce development efforts, which will be focused on supporting the Governor’s commitment to making Maryland an ever more economically competitive and inclusive state. Inclusivity, diversity, and equity are central to increasing competitiveness - not opposing interests to choose between - as so many states, localities, companies, and systems are learning.

As the Governor has said, “The north star of our administration is to ‘leave no one behind.’” Guided by this north star, Maryland’s vision for Maryland’s workforce system is an aligned and coordinated system delivering talent solutions that support a dynamic, inclusive, and competitive economy, creating opportunities for all businesses to thrive and for every Marylander to access pathways to work, wages, and wealth.

To support this vision, the following core values of the Moore-Miller Administration will guide Maryland’s workforce system partners in their work to realize this vision:

- **Be Innovative:** Collaborate across agencies and stakeholders to identify and implement bold solutions.
- **Be Data-Driven:** Rely on data and experiences to inform our decisions.
- **Move Urgently:** Move quickly and diligently with a purpose.
- **Challenge the Status Quo:** It is okay to disagree and offer a new viewpoint.
- **Be Outcomes-Focused:** Spend each day focused on leaving no one behind.

The GWDB serves as the Governor’s chief strategy and policy-making body for workforce development by engaging key business, labor, education, community, and State and local government leaders to collaborate and advise the Governor on business-led workforce approaches that advance Maryland’s economic competitiveness and build pathways to work, wages and wealth for all Marylanders. The GWDB is charged with setting the vision and strategy for the state’s workforce system, fostering and modeling partnerships that support that vision and strategy, and holding the workforce system accountable to established goals for performance and continuous improvement to realize that vision.

During the next four years, Maryland’s workforce development system will focus on sector strategies, access and equity, apprenticeship, and other experiential learning to prepare the future workforce, and system alignment and accountability. Through the leadership of Governor Moore, we will create a Maryland where no one is left behind. Investments under WIOA will be directed to meet our state’s unique workforce needs through business-led and barrier mitigation strategies. Investments under WIOA will also offer flexibility for local areas to both align with our statewide priorities and tailor solutions to constituents’ needs. Investments will also focus on meeting regional needs and expanding business-led strategies for enhancing our state’s talent pipeline.

Maryland's Four Core Strategic Pillars:

1. **Supercharge Key Sectors** - Setting statewide sector priorities, identifying skill needs, and driving industry leadership and partnership to shape and deliver workforce solutions.
2. **Advance Equity and Access** - Ensure equitable access to quality training and employment opportunities for all Marylanders.
3. **Prepare the Future Workforce** - Transform and expand career-connected learning opportunities to ensure every young person has access to a family-sustaining career pathway, regardless of their plans to obtain a college degree.
4. **Improve System Alignment and Accountability**- Revisit system-wide performance goals, expectations, coordination, accountability, and feedback loops to ensure workforce system partners are working together efficiently and effectively.

Each pillar has a series of activities that will ultimately be tracked by the State to gauge progress and to better understand our system's success in working towards this shared vision and shared goals. Maryland's workforce system will use the Four Core Strategic Pillars as a framework, guiding the shared goals and activities of the WIOA system. This initiative allows partners to think systematically about how workforce services are delivered, whether services are reaching priority populations, and where to eliminate existing gaps to build a more prepared, responsive workforce for Maryland's businesses.

Process for the Development and Submission of Local Plans

WIOA requires all Local Plans to align with the State's vision, as set forth in the State Workforce Plan. While Local are required every four years, at the end of the first two years of the four-year period, the Local Board, in partnership with the chief elected official(s), must review the Plan and submit modified Plans to ensure conformity with the State Plan.

At minimum, Maryland requires that Local Plans include the provisions in this guidance by the following dates:

Important Dates Regarding Local Plans:

[Insert Date], Local Boards receive guidance and timeline from State for WIOA Local Plans

[Insert Date], Local Plans due to Due to Maryland Governor's Workforce Development Board (GWDB)

When submitting Local Plans, please submit plans electronically using the Adobe fillable (pdf) template that has been provided to dlgwdb-labor@maryland.gov. The submission should include the name, title, email address, mailing address, and phone number of the person we may contact questions regarding the Plan. Submissions must also include the prompts within the response document.

Content Requirements

WIOA mandates each Local Board to develop and submit a comprehensive four-year Local Plan to the Governor. The plan outlines strategies and resources to align and integrate service delivery within the workforce system and supports the State's vision and goals as outlined in the State Plan (*WIOA Section 108(a); 108(b); 20 CFR 670.560*). Local Plans should be consistent with the State Plan and include links to local policies or attach relevant documents. References to future actions must provide an expected timeline for completion.

Please note that this plan guidance contains new prompts that are all required to be addressed within your responses as follows:

Executive Summary

Your executive summary should be brief (e.g. 3- 6 pages) and must include the following:

Board Background and Leadership:

- Provide a brief overview of your Board's leadership, vision/mission, service region(s) covered, and activity/stakeholder engagement undertaken to develop this Plan.

Vision for the Local Area:

- Describe your Board's vision, topline challenges, and solutions that touch on priority industries and populations, and key strategies for program and service delivery in your local area.

Commitment to Aligning with the Four Core Strategic Pillars:

- Detail opportunities to align your local area's strategy with the State Plan's Four Core Strategic Pillars.
- Provide specific examples of current or planned initiatives that support these pillars, demonstrating your commitment to achieving state-level goals.
- Include a focus on collaboration, innovation, and measurable outcomes to ensure alignment with state priorities.

Section 1: Economic Analysis

This section should include an analysis of economic elements consisting of the regional economic conditions, including existing and emerging in-demand industry sectors and occupations and the employment needs of businesses in those industry sectors and occupations. The analysis should also explain how the LWDB compares to the region and any unique contributors to or differentiating factors from the regional economic conditions and business needs described in your Regional Plan.

Local Boards may utilize an existing analysis previously commissioned by the Local Board as long as it addresses the provisions of this Section. Local Boards are encouraged to use the Growth Industry Tool available on the Maryland Labor website and the Growth Occupation Tool as an aid to examining employment, growth, and employment concentration for the Local Area.

Tools for Analysis

To identify existing and emerging industries and occupations, various methods such as projections and location quotients can be used. For convenience, the **Growth Industry Tool (GIT)** and **Growth Occupation Tool (GOT)** are available to assist with this analysis: <https://www.labor.maryland.gov/lmi/wiagrowthind/got.shtml>

Employment needs can be assessed using employer surveys or real-time Labor Market Information (LMI), including job skills, opening counts, and advertised certifications. Access real-time LMI at <https://mwejobs.maryland.gov/vosnet/Default.aspx>

Section 2: Strategic Planning

Maryland's vision, outlined in the Four Core Strategic Pillars, is to strengthen key sectors by setting statewide priorities, identifying skill needs, and fostering industry partnerships to deliver workforce solutions. The state aims to enhance the effectiveness of its workforce system through a coordinated, inclusive approach that ensures no one is left behind. By creating equitable pathways to work, wages, and wealth, Maryland seeks to boost its economic competitiveness and ensure shared economic growth for all residents.

Part 1: Aligning Maryland's Strategic Pillars

Please refer to the State Plan more details on the Four Core Strategic Pillars.

- A. This section should speak to the Four Core Strategic Pillars below and include your strategy to work with the entities that carry out the core programs to align resources available to the Local Area, to achieve the strategic vision and goals.
- B. This section should include a description of the local area's plan to work with providers to facilitate the development of career pathways, including co-enrollment in core programs and academic training programs when appropriate.
- C. Describe how your local area's workforce development programs, including programs provided by partner agencies, support this strategic vision
- D. Describe how the local area will ensure consistent implementation of activities and services that align with the State's four core strategic pillars:

1. Supercharge Key Sectors

- What strategies will you use to map skills and training assets and identify gaps?

2. Advance Equity and Access

- What steps will you take to apply an equity lens to address labor force participation inequities and gaps?
- How will you expand access to supportive services for job seekers facing barriers to employment and/or training?
- What initiatives will you implement to support employers in recruiting, hiring, retaining, and upskilling employees from diverse populations?

3. Prepare the Future Workforce

- What strategies will the LWDB implement to increase participation in Registered Apprenticeships (RA) and the attainment of industry-recognized credentials among high school students?

4. Improve System Alignment and Accountability

- How will the local area, working with the entities that carry out the core programs, align available resources to achieve the strategic vision and goals?
- How will you monitor and evaluate the use of resources to ensure they are contributing to the desired outcomes?

NOTE: It will be important to include program design and innovation that focuses on bridging the gap between underserved populations and emerging and in-demand industries. For example, the State Plan discusses connecting Returning Citizens with opportunities in Cybersecurity and bringing more women into IT and Manufacturing.

Part 2: Sector Strategies for Emerging and In-Demand Industries

- A. This section should include an analysis of the knowledge and skills needed to meet the needs of the local businesses, including employment needs in in-demand industry sectors and occupations.
- B. This section should include an analysis of the workforce in your Area, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in your Area, including individuals with barriers to employment.

**Note: Individuals with barriers to employment, as defined by the WIOA and Maryland include the following:*

- Displaced homemakers;
- Eligible migrant and seasonal farm workers;
- Ex-offenders;
- Homeless individuals;
- Individuals facing substantial cultural barriers;
- Individuals with disabilities, including youth with disabilities;
- Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act; Individuals who are English language learners;
- Individuals who are unemployed, including the long-term unemployed;

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- Individuals who have low levels of literacy;
 - Individuals without a high school diploma;
 - Low-income individuals, including TANF and SNAP recipients;
 - Native Americans, Alaskan Natives, and Native Hawaiians;
 - Older individuals;
 - Single parents (including single pregnant women and non-custodial parents);
 - Veterans; and
 - Youth who are in, or have aged out of, the foster care system.
- C. This section should include an analysis of the workforce development activities (including education and training) in your Area, including an analysis of the strengths and weaknesses of such services and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in your Area.
- D. This section should describe how your area will align workforce programs, services, and resources to a career pathways model.
- How will you identify and focus on sectors such as cybersecurity, healthcare, clean energy, infrastructure, and manufacturing?
 - How will you engage with employers to understand their workforce needs and priorities?
 - What strategies will you use to collaborate with partners to recruit successful training and apprenticeship program training providers to the ETPL?
 - What strategies will you use to encourage employers to participate in workforce development initiatives?
 - How will you support employers in developing and implementing on-the-job training programs?

Section 3: American Job Center Delivery System

This Section should include a description of the American Job Center delivery system in your area highlighting best practices and strategies to delivery high quality services.

- A. List the AJCs in your area, including address and phone numbers. Provide the One-Stop Operator for each site and whether it is a comprehensive or satellite center.
- B. Describe your customer flow system and process used in the Local Area. This description should include eligibility assessment, individualized training plans, and case management. *DWDAL's policy on assessments can be found here: <https://labor.maryland.gov/employment/mpi/mpi10-21.pdf>.*
- C. Describe the process your Board intends to use for the solicitation and selection of a One Stop Operator. (*Section 107 of WIOA*)
- D. Describe how your Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local businesses, workers, and jobseekers. *DWDAL's policy on the Eligible Training Provider List can be found here: <https://labor.maryland.gov/employment/mpi/mpi11-21.pdf>.*
- E. Describe how your will facilitate access to services provided through the AJC delivery system, including in remote areas, through the use of technology and through other means.
- F. Describe the roles and resource contributions of the AJC partners. (See *DWDAL's policy on Memoranda of Understanding and Resource Sharing Agreements*) <https://labor.maryland.gov/employment/mpi/mpi4-21.pdf>.
- G. Describe how your Board will use Individualized Training Accounts based on high-demand, difficult to fill positions identified within local priority industries identified in (*Section 1(A)*).
- H. Describe how your Board will provide priority of service that conforms to the State Plan. This should include a description of additional local requirements or discretionary priorities including data to support the need and how the local requirement and/or priority will be documented and implemented for the adult program.
- I. Describe how your Board will utilize funding to create incumbent worker training opportunities.

- J. Describe how your Board will train and equip staff to provide excellent, WIOA-compliant customer service.

Section 4: Title I – Adult, Youth, and Dislocated Worker Functions

- A. Describe description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area.
- B. Describe how your Board will coordinate workforce development activities in the Local Area with statewide rapid response activities. (*Section 134(a)(2)(A)*).
- C. Provide a description and assessment of the type and availability of youth workforce development activities in your area, including activities for youth who are individuals with disabilities. Include successful models of such youth workforce development
- D. Describe how your local area will coordinate education and workforce development activities carried out in your area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.
- E. Describe how your Board will coordinate workforce development activities carried out under this title in your area with the provision of transportation, including public transportation, and other appropriate supportive services in the Local Area.
- F. Describe how your Board will utilize Local Adult Funding, based on adult priority groups as specified in the State Plan.
- G. Describe how the Local Board will utilize Local Dislocated Worker Funding.
- H. Describe how your Board will define “self-sufficiency” for employed Adult and employed Dislocated Worker participants.
- I. Describe your Board’s definition of “unlikely to return to previous industry or occupation” when required for eligibility for Dislocated Worker services.
- J. Describe how your Board will interpret and document eligibility criteria for in-school youth. (*Maryland Youth Policy and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII)*)

- K. Describe how your Board will interpret and document eligibility criteria for out of school youth. (*Maryland Youth Policy and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII)*).
- L. Describe the documentation that is required to demonstrate a “need for training.”
- M. Describe how your board will provide access to the 14 required program elements for the WIOA Youth program design and whether the Local Board has contracted with youth services provider.
- N. Describe the steps your Board will take to ensure at least 20% of Youth Funds are used for work-based training activities.
- O. Describe your board’s plan goal to serve out of school youth and identify specific steps that have been taken to meet this goal. If your board’s goal is under 75 percent describe how you will implement the waiver and how you will enhance connections to Youth Apprenticeship programming, increase DORS co-enrollment, and make changes for In-School-Youth (ISY) services.
- P. Describe how your Board will provide basic and individualized career services to customers and how services will be coordinated across program/partners in the AJCs.
- Q. Describe the Local Board’s follow-up services policy. This should include follow-up requirements, frequency of contact, and required documentation.

Section 5: Title II – Adult Education and Family Literacy Functions

- A. Describe how your Board will coordinate workforce development activities in your Area integrating the provision of adult education and literacy activities under Title II of WIOA, including, but not limited to, the implementation of the career pathways model.
- B. Describe how your Board will coordinate efforts with Title II providers to align basic skills and English language assessments and include the following:
 - An outline of the steps to align basic education skills and English language assessments within you Area, including, but not limited to, any MOU entered into by the workforce development and adult learning partners;
 - How assessment scores will be shared among WIOA Title I areas and Title II providers (*Consideration must be given to the Federal Education Rights and Privacy Act (FERPA)*);

- Who will conduct which of the approved assessments (including for Trade Participants) and when will such assessments be conducted, consistent with this policy;
- How will your area coordinate testing between workforce development and adult education providers; and
- How will your will ensure that test administrators are trained? (See MD Labor’s policy and applicable testing guidelines) (*DWDAL’s policy on assessments*)

**All bullet points must be addressed*

- C. Describe how your Board will ensure that the individual appointed to represent Title II services on the Board will coordinate with all Title II Grant Administrators in the Local Area in a uniform, regular, and consistent manner.
- D. Describe how adult education services will be provided in the AJC system within the Local Area.
- E. Describe how adult education providers in your Area will use the Integrated English Literacy and Civics Education (IELCE) program to prepare adults who are English language learners for, and place such adults in, unsubsidized employment in in-demand industries and occupations that lead to economic self-sufficiency. If there are no IELCE providers in your area, the response should note how the area refers to job seekers looking for IELCE services. (*See WIOA Section 243(a)*)

Section 6: Title III – Wagner-Peyser Functions

- A. Describe your plans and strategies for maximizing the coordination of services provided by the State employment service under the Wagner-Peyser Act (*29 U.S.C. 49 et seq.*) and services provided in your Area through the AJC delivery system to improve service delivery and avoid duplication of services.
- B. Describe how your Board will coordinate with the Wagner-Peyser program to provide migrant and seasonal farm workers in its Local Area will be provided employment services.
- C. Explain who is responsible for conducting migrant and seasonal farmworker housing inspections.

Section 7: Title IV – Vocational Rehabilitation Functions

- A. Describe the cooperative agreements that have been replicated between your Board or other local entities and the local office of a designated State agency or unit administering programs under Title I of the Act. Explain your efforts to improve services may include cross-training of staff, technical assistance, information sharing, cooperative work with employers, and other collaborative and coordinated initiatives. (Rehabilitation Act, 29 U.S.C. 721(a)(11)(B), 29 U.S.C. 720 et seq., 29 U.S.C. 732, 741).
- B. Describe how individuals with disabilities will be served through the AJC system in the Local Area.

Section 8: Temporary Assistance for Needy Families Functions

With guidance and technical assistance from DHS and MD Labor, Local Areas will use a functional approach to integration which may include revised practices and policies related to:

- Eligibility,
- The range and sequence of services,
- The use of funds for supportive services,
- Income support,
- Performance measurement,
- Reporting requirements, and
- Administrative structures and decision making.

Data snapshots on the TANF population, statewide and by county, is available on the MD Labor website at: <http://www.labor.maryland.gov/employment/wioatca.shtml>.

This section should include:

- A. Describe of how TANF is integrated in the AJC system (e.g., customer intake, service coordination, client monitoring and tracking, targeting employment services to low-skill, low-wage workers, etc.).
- B. Describe your implementation and coordination process to enhance the provision of services to individuals on TANF that includes:
- Potential co-location of LDSS and/or WIOA Partners at AJCs or LDSS depending on the nature of local partnerships and operations;

- Leveraging existing financial and in-kind contributions to the WIOA system to ensure coordination of services provided by multiple programs, creating a seamless approach to delivering services;
- Cross training and providing technical assistance to all WIOA Partners about TANF;
- Ensuring that activities are countable and tracked for the TANF Work Participation Rate;
- Access to business services and employer initiatives to attract and better serve employers by marketing joint services, minimizing the burden on employers who use the centers, and provide employer-focused services through a single point of entry rather than through all partnering programs; and
- Contributing and providing outcomes data to the WIOA system through strategies for collecting and reporting varied program reporting requirements. Describe the LDSS representation on the Local Board to ensure that TANF expectations, roles, and responsibilities are addressed in the Local Area.

**All bullet points must be addressed*

- C. Describe the LDSS representation on the Local Board to ensure that TANF expectations, roles, and responsibilities are addressed in the Local Area.
- D. Describe what strategies your Board employs to support TANF recipients in accessing skills and credentialing, life management skills, and employment to improve the financial status of those exiting the TANF program.

Section 9: Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

- A. Describe the process the local WIOA partners utilize, or plan to utilize, to support SNAP work registrants in accessing available support and workforce development programs and how many SNAP work registrants currently exist in your area.
- B. List the available SNAP E&T third party partners in your local area and describe how the third-party partners are being engaged to ensure they are aware of all workforce development programs available in the WIOA system, streamline resources, and prevent duplication of services.

Section 10: Community Service Block Grant Functions

- A. List the Community Service Block Grant (CSBG) providers in your and whether they provide employment and training activities.
- B. Describe your implementation and coordination process to enhance the provision of workforce development services for individuals receiving CSBG-supported services that includes:
- Potential co-location of CAAs and/or WIOA Partners at AJCs or CAAs depending on the nature of local partnerships and operations;
 - Leveraging existing financial and in-kind contributions to the WIOA system to ensure coordination of services provided by multiple programs, creating a seamless approach to delivering services;
 - Cross training and providing technical assistance to all WIOA Partners about CSBG;
 - Ensuring that activities are countable and tracked for CSBG performance metrics;
 - Access to business services and employer initiatives to attract and better serve employers by marketing joint services, minimizing the burden on employers who use the centers, and provide employer-focused services through a single point of entry rather than through all partnering programs; and
 - Contributing and providing baseline outcomes data to the WIOA system through strategies for collecting and reporting varied program reporting requirements.

**All bullet points must be addressed*

- C. Describe the CAA representation on your Board to ensure that CSBG expectations, roles, and responsibilities are addressed in the Local Area. (*Refer to GWDB's Local Board certification policy*)

Section 11: Jobs for Veterans State Grants Functions

- A. Describe how your Board will provide priority of service to veterans and their eligible spouses.
- B. Describe how your Board will engage Local Veterans Employment Representatives in engaging and providing services to local businesses.

Section 12: Trade Adjustment Assistance for Workers Program Functions

- A. Describe how Trade Adjustment Assistance (TAA) services will be provided in the AJC system within your Area.
- B. Describe how Title I staff will provide the TAA services listed above in an integrated manner.
- C. Describe how Trade participants will be co-enrolled in other programs.

Refer to Maryland Labor's Trade Adjustment Assistance policy:
<https://labor.maryland.gov/employment/mpi/mpi2-22.pdf>.

Refer to USDOL's Trade Adjustment Assistance Final Rule:
https://www.dol.gov/sites/dolgov/files/ETA/tradeact/pdfs/TAA_Final_Rule_1205_AB78.pdf.

Section 13: Unemployment Insurance Functions

- A. Describe how WIOA Title I and Title III partners will support Unemployment Insurance claimants and provide meaningful access to Unemployment Insurance claimants, as required by WIOA.
- B. Describe how your Board will utilize the Wagner-Peyser program and the RESEA and ROW programs to provide access to local workforce development services for Unemployment Insurance claimants.

Section 14: Senior Community Service Employment Program Functions

- A. List the Senior Community Service Employment Program (SCSEP) providers in your Area and how SCSEP is administered, including grantee and subgrantee information, if applicable.
- B. Describe how SCSEP services will be integrated within the AJC system in your area, including key components of the SCSEP program available locally.

Section 15: WIOA Section 188 and Equal Opportunity Functions

- A. Provide the designation of the local Equal Opportunity Officer, including their name, location, email, phone number, and TTY (or equivalent).
- B. Explain how AJC operators and partners will ensure physical and programmatic accessibility for individuals with disabilities and Limited English Proficiency. Include plans for staff training and support to address these needs. (See WIOA Section 188, 29 CFR Part 38, and the Americans with Disabilities Act)
- C. Provide an acknowledgment that the Local Board understands that, while Section 188 of WIOA and 29 CFR Part 38 ensures equal opportunity for individuals with disabilities, sub-recipients may also be subject to the requirements of:
- Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance;
 - Title I of the ADA, which prohibits discrimination in employment based on disability;
 - Title II of the ADA, which prohibits State and local governments from discriminating on the basis of disability;
 - Section 427 of the General Education Provisions Act; and
 - Maryland Anti-Discrimination laws, including 5 Md. STATE GOVERNMENT Code Ann. §10-1101, which stipulates that oral language services must be delivered on-site for those in frequent contact with a service provider.

**All bullet points must be addressed*

- D. Describe how your Board will ensure meaningful access to all customers.
- E. Describe your Board's procedure for handling grievances and complaints from participants and other interested parties affected by the local AJC system, including partners and service providers. (29 CFR 38.69-97) Provide a separate description for the following:
- Complaints of discrimination based on race, color, religion, sex, national origin, age, disability, political affiliation, or belief, as well as citizenship or participation in WIOA Title I-funded programs.
 - Complaints and grievances unrelated to discrimination, including labor standards violations.
 - Remedies for WIOA Title I violations may include suspension or termination of payments, barring placement with non-compliant employers, reinstatement

of employees, payment of lost wages/benefits, and other equitable relief where applicable.

- F. Describe how an individual can request accommodation.
- G. Describe your Board's policy on providing aid, benefits, services, training, and employment, including assurance of reasonable accommodation for qualified individuals with disabilities unless it poses undue hardship.
- H. Describe how your Board will comply with the Americans with Disabilities Act, including providing reasonable accommodation for materials, technology, and facility accessibility. Also, outline how staff will be trained and supported in addressing the needs of individuals with disabilities.
- I. Describe your Board's policy and strategy to ensure effective communication with individuals with disabilities, including those with visual or hearing impairments, equal to that with others.
- J. Describe how your Board will meet the language needs of individuals with Limited English Proficiency who seek services or information. Include how your Board will disseminate information to individuals with Limited English Proficiency, including using oral interpretation and written translation services. (See the Maryland Anti-Discrimination law, including 5 MD. STATE GOVERNMENT Code Ann. §10-1101)

Refer to Maryland Labor's Nondiscrimination Plan:

<http://www.labor.maryland.gov/employment/ndp/>

Refer to Maryland Labor's Language Access Plan:

<http://www.labor.maryland.gov/employment/wioa-access.pdf>

Section 16: Fiscal, Performance, and Other Functions

- A. Provide an identification of the entity responsible for the disbursement of grant funds as determined by the chief elected official or the Governor. (*WIOA Section 107(d)(12)(B)(i)(III) and Section 107(d)(12)(B)(i)*)
- B. Describe the financial sustainability of the AJC services with current funding levels, and a description of the ability to adjust should funding levels change.

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- C. Describe the competitive process used to award the subgrants and contracts in your Area for activities carried out under this title, including risk assessment of potential subgrantees and contractors.
- D. Describe your strategy to become or remain a high-performing board. Describe of the process used by your Board to review and evaluate performance of the local AJC(s) and the One-Stop Operator.
- E. Describe you Area's Individual Training Account policy. Include information such as selection process, dollar limits, duration. (*WIOA Section 101(d)(6)*)
- F. Describe how training services will be provided, including the coordination of training contracts with individual training accounts, and how your Board ensures informed customer choice in selecting training programs, regardless of the service delivery method. (*Chapter 3 of Subtitle B, Section 134(c)(3)(G)*)
- G. Describe how the AJCs is utilizing the Maryland Workforce Exchange as the integrated, technology enabled intake and case management information system for programs carried out under WIOA and programs carried out by AJC partners.
- H. Describe your Board's process for conducting oversight and monitoring of its WIOA activities and those of its subgrantee and contractors.
- I. Describe your Board's policy and procedures for safeguarding and handling personally identifiable and confidential information (ex., physical and electronic files), including the incident response plan for loss of records.
- J. Describe your Board's procurement system, and how you will assure you're your procedures meet the standards in USDOL regulations Include details on how your Board would award emergency contracts when current contracts have been eliminated for just cause. (*See 29 CFR Part 95, Part 97 and 2 CFR 200*)
- K. Describe your process to document and demonstrate that the acquisition, management, and disposition of property adhere to the Property Management Procedures. (*USDOL regulations 29 CFR Part 97 and 29 CFR Part 95.)*
- L. Describe your policies and procedures for avoiding conflicts of interest or the appearance of such conflicts in the exercise of their responsibilities, particularly those related to the awarding of contracts.

- M. Describe your Board or fiscal agent’s accounting procedures, including the procedures used in preparing reports to the State.
- N. List the key staff who will be working with WIOA funds.
- O. Describe how your Board’s (or fiscal agent’s) financial system will permit tracing of funds to a level adequate to establish that funds have not been used in violation of WIOA standards or USDOL regulations.
- P. Provide a description of the following:
- Fiscal reporting system,
 - Obligation control system,
 - ITA payment system,
 - Chart of account system,
 - Accounts payable system,
 - Staff payroll system,
 - Participant payroll system, and
 - Participant stipend payment system.
- Q. Describe your Board’s (or fiscal agent’s) cash management system and how you will assure that no excess cash will be kept on hand, and that procedures are in place to monitor cash.
- R. Describe your Board’s cost allocation procedures including:
- Identification of different cost pools,
 - Distribution of staff costs between cost categories (Administrative cost, program cost and indirect cost),
 - Distribution of funds from each cost pool,
 - Description of funds included in each cost pool, and
 - Description of cost allocation plans for AJCs.
- S. Describe your Board’s (or fiscal agent’s) procedure for collecting debts involving WIOA funds.