M E M O R A N D U M

June 15, 2020

TO: Education and Culture (E&C) Committee
               Planning, Housing, and Economic Development (PHED) Committee

FROM: Gene Smith, Legislative Analyst

SUBJECT: County's workforce development approach post-health crisis

PURPOSE: Discussion, no action items

Those expected for this worksession:
    Leonard Howie, Interim CEO, WorkSource Montgomery
    Mark Drury, Workforce Development Board member
    Dr. DeRionne Pollard, President, Montgomery College
    Steve Greenfield, Dean of Instruction, Workforce Development & Continuing Education
    Dr. Kevin Long, Director of Planning and Policy
    Dr. Sanjay Rai, Senior Vice President for Academic Affairs

The E&C and PHED Committees requested an update from Montgomery College (MC) and WorkSource Montgomery (WSM) about each organization's approach to workforce development as the economy reopens from the health crisis. In addition, the committees will discuss the future challenges and opportunities to address the County's workforce development needs in the context of the possible economic changes following the health crisis. The outline for this memorandum and today's discussion is presented below.

   I.   Background on unemployment
  II.   WSM transition update
 III.   WSM program update
 IV.   MC update
  V.   Future workforce development challenges and opportunities

I. Background on Unemployment

The Office of Legislative Oversight (OLO) is issuing periodic reports to the Council about unemployment conditions. The following are the reports germane to today's discussion:

- March 27, 2020 OLO Memorandum (see ©1-6). This memorandum provides historical context for unemployment from 1995 through January 2020, including changes in the unemployment rate during previous recessions.
- April 2, 2020 OLO Report (see ©7-9). This report highlights the changes to unemployment insurance benefits from the Coronavirus Aid, Relief and Economic Stability (CARES) Act.
- June 5, 2020 Report and June 10, 2020 Supplement (see ©10-13). This report and its supplement provide the most recent unemployment data due to the health crisis.

Montgomery College's (MC) presentation also includes important context to the current state of the County's economy. See ©15-31 for the slides relevant to the background of the County and regional economy.

Council staff provides the following summary of this background data and information from MC and OLO:

- **The magnitude of the unemployment rate and number of unemployed individuals far exceed the recessions in 2008 and in 2001**. The U.S. is experiencing an economic shutdown and recession unlike anything it has experienced in recent decades.

  The U.S. unemployment rate was 10.0% and the number of unemployed were approximately 15.3 million individuals at the peak of the 2008 Great Recession. For April 2020, the U.S. unemployment rate was 14.7% and the number of unemployed were approximately 23.1 million individuals.

- **The speed and severity of the shutdown and the uneven reopening guidelines around the U.S. make it difficult to interpret the state of the economy**. Standard data collection and reporting are not equipped for the current crisis and make it difficult to interpret the economic landscape in the near-term.

- **The CARES Act supplement provides weekly income that in many cases exceeds the weekly income for the previously employed individual**. This funding was expanded to include individuals that usually are unable to receive unemployment benefits (e.g., self-employed). This supplemental funding is set to expire in July 2020.

- **The total number of weekly new unemployment insurance claims remain very high**. Despite the news that the unemployment rate was lower than expected at the beginning of June 2020, new claims for unemployment insurance still exceed the pre-health crisis low by a significant amount.

  For example, Montgomery County's total new unemployment claims for the week ending June 6, 2020 was 7,047, while the pre-health crisis new unemployment claims were 256 for the week ending March 14, 2020.

II. WSM Transition Update

A. Background

The Council held several worksessions and took several actions throughout 2019 to address the current workforce development delivery structure in the County.

- The Council discussed the workforce development continuum on March 5, 2019.[1]
- The Council added resources to the Department of Corrections and Rehabilitation budget to strengthen the job center at the Correctional Facility in the FY20 Operating Budget.[2]
- The Council adopted legislation to expand its options related to the County's Workforce Development Entity in October 2019.[3]
- The E&C and PHED Committees discussed an update about the workforce development delivery structure and the Workforce Development Board on November 19, 2019.[4]

One item that was consistent during the Council's review was the importance of the County's Workforce Development Board (WDB). The Workforce Innovation and Opportunity Act (WIOA) created local WDBs. WIOA funding is implemented locally, but the oversight and management of that funding is the State's responsibility. The State requires that the local workforce areas, which the County is one, establish a WDB and develop a Local Plan to guide implementation of WIOA funding and policies.

The WDB has specific membership criteria and functions as described in the WIOA law (see ©47-50). The County Executive is the County's Chief Local Elected Official (CLEO), as defined by WIOA, and appoints members to the County's WDB. The County's WDB membership criteria and functions are codified in Executive Order 132-15.[5] The following is a non-exhaustive list of the important functions of the County's WDB:

- Create a Local Plan for the County's workforce development system.
- Conduct analyses about the workforce development system, includes identifying challenges, needs, and possible solutions.
- Convene the local workforce development system stakeholders regularly.
- Lead efforts to engage businesses to ensure: 1) business representation on the board; 2) strong linkages between employers and the overall workforce development system; and 3) support of investment activities.
- In partnership with local education institutions, lead efforts to develop and implement career and talent pathways.
- Lead efforts to identify and promote proven strategies to meet the needs of employers and job seekers – including individuals with barriers to employment.
- Maximize use of technology to increase accessibility for all job seekers.

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[1] https://www.montgomerycountymd.gov/council/Resources/Files/agenda/col/2019/20190305/20190305_7.pdf.
[2] https://www.montgomerycountymd.gov/council/Resources/Files/agenda/col/2019/20190507/20190507_41-5.pdf.
[3] https://apps.montgomerycountymd.gov/ccllims/DownloadFilePage?FileName=2615_1_9692_Bill_19-19E_Action_20191001.pdf.
[4] https://www.montgomerycountymd.gov/council/Resources/Files/agenda/cm/2019/20191119/20191119_PHEDEC1.pdf.
[5] https://montgomerycountymd.gov/exec/Resources/Files/132-15(1).pdf.

- In partnership with the CLEO, conduct oversight of youth programs.
- In partnership with the Governor and CLEO, establish clear performance measures for accountability.
- In partnership with CLEO, identify American Job Center operator(s) and ensure compliance of that operator(s).
- Coordinate activities of local education institutions and training providers.

B. <u>Orientation of the reconstituted WDB</u>

The Council approved appointments throughout April 2020 to fully reconstitute the County's WDB. See ©51-64 for a list of the WDB members and short bio for most members. All three County education institutions are represented on the WDB, and in addition, MC has a representative on the County's Economic Development Corporation's board**. This interconnectedness is intentional to ensure the County can leverage its many assets towards successful economic and workforce development**.

Mr. Leonard Howie, WSM's interim CEO, has conducted two orientation sessions for the new WDB to provide background and context for the WDB's functions and purpose (see ©65-75). Mr. Howie summarizes WIOA into four policy objectives on ©67 to help orient the reconstituted WDB's focus. These policy areas are:

1) Increase the focus on serving the most vulnerable workers.
2) Expand education and training.
3) Help disadvantaged and unemployed adults and youth earn while they learn.
4) Align planning and accountability policies across core programs.

The next steps for the WDB are on ©69-70. Council staff highlights the following actions the WDB will undertake in the near-term.

- **Select a chairperson to lead the WDB and its efforts**. This person must be a business leader from the community per WIOA law.
- **Design the committee structure for the WDB**. WSM has recommended four committees to fulfill the WDB mission: 1) Executive Committee; 2) Employment Recovery Committee; 3) Program Committee; and 4) Outreach and Engagement Committee. See ©74-75 for a description of each committee's efforts.
- **Work with the WSM board to amend the organization's bylaws to ensure proper separation of duties between the two boards**.

III. WSM Program Update

WSM continues to implement programs and partner with the County to address recovery efforts following the health crisis. WSM provided responses to Council staff questions on ©41-46 for today's discussion, and Council staff highlights germane information from these responses below.

- **WSM has developed an outreach campaign to inform residents about unemployment insurance benefits and eligibility** (see ©76-78). The Council approved a $40,000 special appropriation for this effort recently, but as noted by WSM, the County is providing additional support and partnership through its Regional Services Center and Public Information Office.
- **WSM stands ready to work with the County to address the re-entry program for returning residents from the Correctional Facility** (see ©43-44). WSM notes that the re-entry mission falls within the scope of the WDB and WIOA, but significant effort is required to bolster this program. Currently, due to the health crisis, the program inside the facility is shuttered.
- **The American Job Centers are closed due to the health crisis**. WSM is preparing policies and processes to reopen these facilities as soon as State and local officials issue guidance (see ©44-46,79-80).
- **WSM implements numerous programs**. See ©81-82 for information about each program for the committees' discussion. WSM will continue to partner with the County and local partners to address gaps and realign these programs.

IV. Montgomery College Update

See MC's presentation on ©14-40. The presentation provides details about the County's economic context for the current health crisis and a high-level overview of MC's approach to addressing the workforce challenges in the County. MC also provided a matrix about its key industry sectors and how its addressing training opportunities following the health crisis to aid in the committees' discussion today (see ©83). Council staff notes that today's discussion is focused on the initial response to the health crisis, and a more detailed discussion about MC's operations post-health crisis will be scheduled for an E&C Committee review later.

V. Future Workforce Development Challenges and Opportunities

It is unlikely that the economy and workforce needs will be the same following the global-wide shut down to prevent the spread of COVID-19. Business and industry sectors are considering how to realign and reposition customer service delivery to adjust to the new economic landscape. The County's workforce development structure must be ready and flexible to pivot with these adjustments.

Below are possible discussion topics and questions that the committees may want to discuss with MC and WSM about how the County can reposition its efforts to meet the current and future workforce needs.

- **How does the County pivot workforce development training to address possible permanent shifts in certain industries**? Cultural, entertainment, hospitality, restaurants, and retail businesses experienced the greatest job losses during the health crisis because of the customer-oriented nature of these businesses. These sectors will recover jobs more slowly due to the health restrictions and procedures required to reopen.

- **How can the County build a tech talent pipeline to take advantage of businesses and industry sectors that will implement telework procedures more broadly than before the health crisis**? Businesses that choose to continue an expanded telework policy will be able to pull from a broader geographic workforce than previously. Developing a robust tech talent pipeline within the County will benefit local and regional businesses and will also provide opportunities to residents for businesses outside of the region that implement broader telework policies. Ensuring that County capitalizes on this opportunity will expand employment opportunities for many residents.

- **What are the major challenges facing the County's workforce as the economy reopens**? Council staff provides a list of potential hurdles to our workforce that includes: 1) access to affordable childcare; 2) residents choosing or needing to avoid higher risk jobs (e.g., those that interact with the customers regularly); 3) lower wages but greater responsibilities/training;[6] and 4) access to technology for online training courses and opportunities. It is important to note that many of these challenges existed before the health crisis.

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[6] https://www.washingtonpost.com/business/2020/06/06/workers-pay-cuts-coronavirus

M E M O R A N D U M

March 27, 2020

To: Councilmembers

From: Stephanie Bryant, Legislative Analyst
                   Leslie Rubin, Senior Legislative Analyst

Subject: **Historic Unemployment Data and Impact of Novel Coronavirus on Unemployment**

This memorandum summarizes unemployment data – both historically and more recently as it relates to the current global coronavirus pandemic. The memo includes data for the United States, the State of Maryland, and Montgomery County and also describes the impact on unemployment from two other major occurrences in the United States – the Recession of 2007-2009 and the September 11, 2001 terrorist attacks.

The World Health Organization was first notified about a pneumonia of unknown cause occurring in Wuhan, China in December 2019. This was subsequently identified as the result of a novel coronavirus, the spread of which is currently a global pandemic. As of March 26, 2020, there were 462,684 confirmed cases globally and 20,834 deaths.[1] Data through March 21, 2020 show 85,356 diagnosed cases in the United States and 1,246 deaths.[2]

This memorandum includes:

- Brief background information on novel coronavirus;

- Unemployment rates from 1995 through January 2020;

- Historic data for changes in employment related to the Recession of 2007-2009 and the 2001 Recession/September 11, 2001 attacks in the United States;

- Data on initial unemployment claims in past weeks, which have seen major impacts due to the global coronavirus pandemic.

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[1] https://www.who.int/docs/default-source/coronaviruse/situation-reports/20200326-sitrep-66-covid-19.pdf?sfvrsn=9e5b8b48_2
[2] https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cases-in-us.html

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I. Background on the Novel Coronavirus and COVID-19[3]

Evidence shows that the novel coronavirus can be transmitted from person-to-person during close contact through respiratory droplets. A person can become infected by coming into contact with airborne droplets or through touching contaminated objects or surfaces and then touching their eyes, nose, or mouth.

To try to stem the spread of the virus, global health experts have recommended that people practice "social distancing," which entails severely limiting person-to-person contact.[4] In the United States, these recommendations have led to the closing of school systems for extended periods of time (many for the remainder of the school year), state- and locally-ordered closures of non-essential businesses, prohibitions on gatherings of more than 10 people (including at religious institutions, libraries, community centers, etc.), and a recommendation that people stay in their homes unless absolutely necessary.

Thousands of businesses in the United States (and globally) have had to close down operations entirely. Other essential business that are permitted to remain open have seen significant declines in business and have had to lay off workers.

II. Unemployment Rates

The United States Bureau of Labor Statistics defines the "unemployment rate" as the number of unemployed workers as a percentage of the labor force. The labor force as a whole is the total of employed workers plus unemployed workers. "Persons are classified as unemployed if they do not have a job, have actively looked for work in the prior 4 weeks, and are currently available for work. Persons who were not working and were waiting to be recalled to a job from which they had been temporarily laid off are also included as unemployed."[5]

OLO's research includes historical unemployment data at the national, state, and county levels. A detailed chart showing changes in unemployment rates appears below. Unemployment rates have undergone multiple significant changes since 1995. In reviewing the history of unemployment rates, OLO observed the following trends:

- Historically, Montgomery County's unemployment rate is lower than the State and U.S. unemployment rates.

- Unemployment rates tracks the business cycle, with recessions causing increases in unemployment rates.

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[3] https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen
[4] https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html
[5] https://www.bls.gov/cps/lfcharacteristics.htm#unemp

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- Unemployment rates increased in the last 20 years due to the recession in the early 2000s (following immediately by the September 11th attacks) and the Great Recession (2007-2009).

Chart 1. Unemployment Rate, January 1995 to January 2020[6]
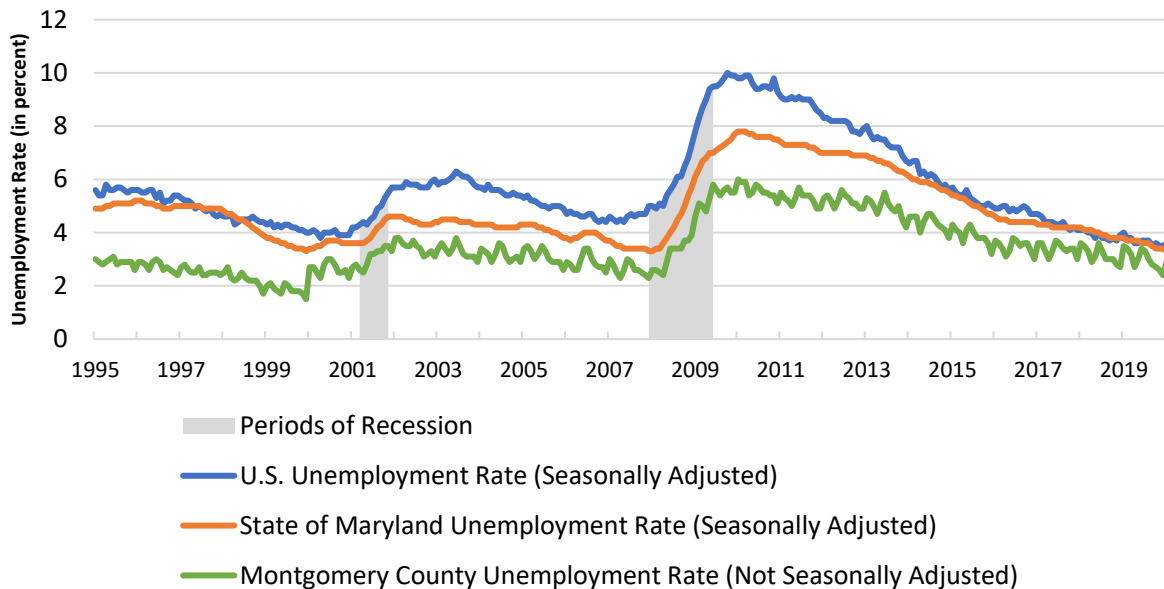
III. Impacts on Unemployment from the Great Recession and September 11, 2001 Attacks

In the past two decades, the Great Recession and the 2001 Recession/September 11, 2001 attacks were significant events that impacted unemployment rates in the United States. The information below is included to provide some context on how those occurrences impacted unemployment rates.

A. The Great Recession – December 2007 – June 2009[7]

The Great Recession was the largest economic downturn in the United States since the Great Depression in the 1930s. The number of jobs declined about six percent and about 30 million individuals lost their jobs. Unemployment rose from five percent in December 2007 to 10 percent in October 2009.[8]

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[6] OLO; U.S. Bureau of Labor Statistics; List of Recessions in the United States (March 19, 2020) In Wikipedia https://en.wikipedia.org/wiki/List_of_recessions_in_the_United_States
[7] Kalleberg, Arne L., et al., "The U.S. Labor Market During and After the Great Recession: Continuities and Transformations;" *The Russell Sage Foundation Journal of the Social Sciences*, Vol. 3., No. 3 (April 2017). https://www.jstor.org/stable/10.7758/rsf.2017.3.3.01#metadata_info_tab_contents
[8] https://www.clevelandfed.org/en/newsroom-and-events/publications/forefront/ff-v2n03/ff-v2n0359-unemployment-and-the-great-recession.aspx

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As seen in the overall unemployment trends in Chart 1, the unemployment rate in Montgomery County was lower than the rates for the State of Maryland and for the country overall. That said, the change in the unemployment rate in the United States was an increase of 100% from December 2007 to its peak in October 2009. During that same period, the change in Maryland's unemployment rate was 124% and the change in Montgomery County's rate was 148%.

Chart 2. Unemployment Rate Pre- and Post- the Great Recession[9]
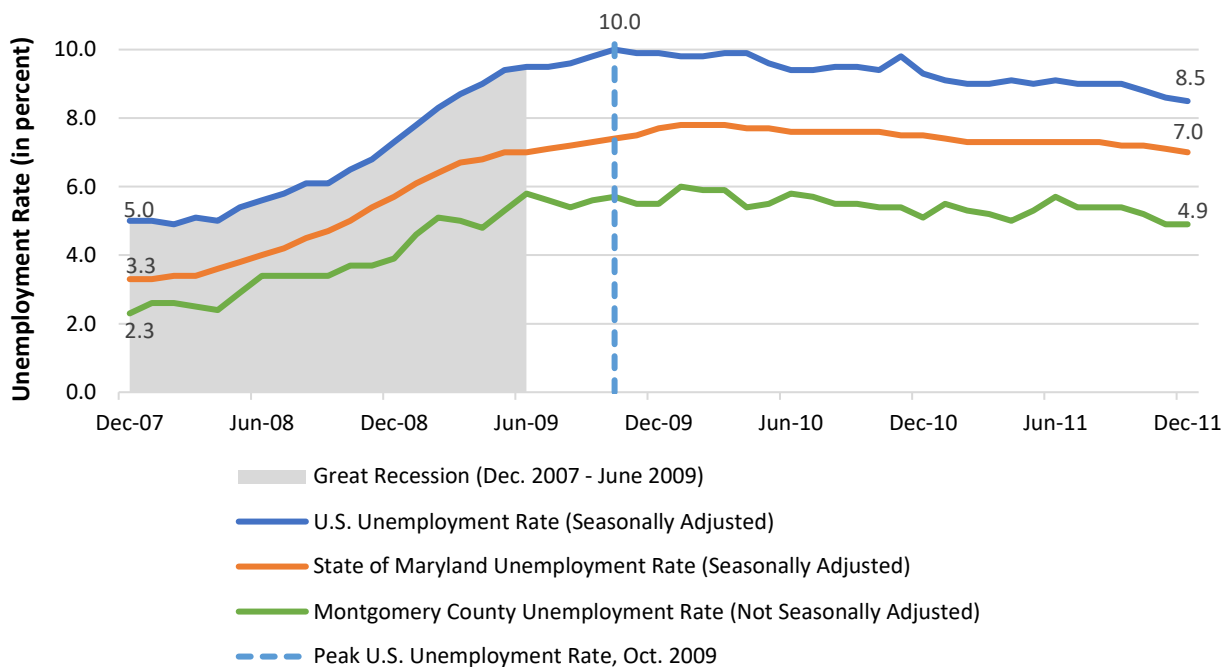
B. 2001 Recession/September 11, 2001 Attacks

At the time of the attacks on the United States on September 11, 2001, the United States economy was in a minor recession, lasting from March 2001 – November 2001.[10] In March 2001, the U.S. unemployment rate was 4.3 percent. The rate was 5.0 percent on September 1, 2001 and rose to 5.6 percent in the 4th quarter of 2001. Even after the recession ended, the unemployment rate continued to rise gradually, peaking at 6.3 percent in June 2003.

BLS data show that in 2001 and 2002, layoffs in the United States related directly or indirectly to the 9/11 attacks resulted in layoffs of 145,844 in 34 states.[11]

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[9] OLO; U.S. Bureau of Labor Statistics; List of Recessions in the United States (March 19, 2020) In Wikipedia
https://en.wikipedia.org/wiki/List_of_recessions_in_the_United_States
[10] Langdon, David S., et al., "U.S. labor market in 2001: economy enters a recession," *Monthly Labor Review*, Bureau of Labor Statistics, (February 2002). https://www.bls.gov/opub/mlr/2002/02/art1full.pdf
[11] https://www.bls.gov/opub/ted/2003/sept/wk2/art03.htm

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- 49% of layoffs occurred in five states – California, Washington, Nevada, Illinois, and New York
- 33% (47,794) of layoffs were in the scheduled air transportation industry;
- 21% (30,073) of layoffs were employed in hotels and motels.

During this time period (March 2001 – June 2003), the change in the unemployment rate in the United States was an increase of 47%, the change in Maryland's unemployment rate was 25% and the change in Montgomery County's rate was 46%.

Chart 3. Unemployment Rate Pre- and Post- September 11th Terrorist Attacks[12]
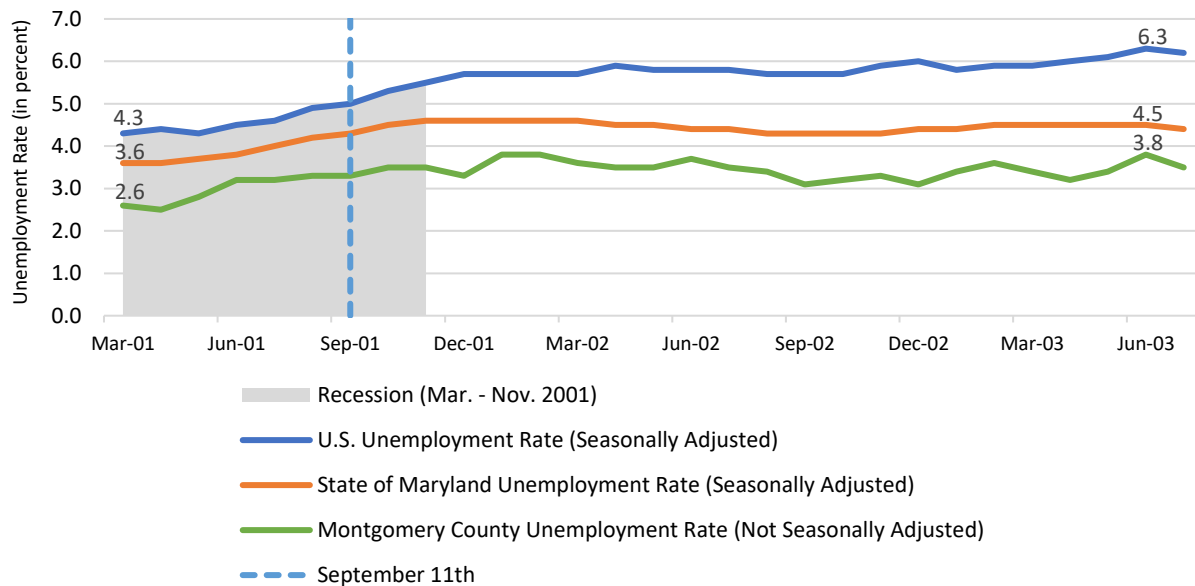
IV.   Coronavirus Impacts on Unemployment

The impact of the coronavirus on businesses in the United States has been swift and large. The data in this section are preliminary data from both the Bureau of Labor Statistics and the Maryland Department of Labor, Licensing and Regulation and are subject to change. They do, however, provide context on the magnitude of the impact on businesses in past weeks.

In the United States, the preliminary figure for initial unemployment claims for the week of March 21, 2020 was 3,283,000, an increase of 3,001,000 – over 1,400% – from the prior week. This constitutes the highest level of initial claims in a week in the history of seasonally adjusted unemployment data.[13] The prior high was an increase of 695,000 claims in October 1982.

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[12] OLO; U.S. Bureau of Labor Statistics; List of Recessions in the United States (March 19, 2020) In Wikipedia
https://en.wikipedia.org/wiki/List_of_recessions_in_the_United_States
[13] https://www.dol.gov/ui/data.pdf

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For the week of March 21, 2020, Maryland unemployment claims jumped by 38,000 from the prior week, to 42,334 claims (a 999% increase).[14] Montgomery County unemployment claims rose by more than 3,600 claims, to 3, 941 claims (a 1,439% increase).

Table 1. March 2020 Initial Unemployment Claims[15]

Week	United States		State of Maryland		Montgomery County, MD	
	#	% Increase	#	% Increase	#	% Increase
March 7, 2020	211,000		2,090		195	
March 14, 2020	282,000	34%	3,852	84%	256	31%
March 21, 2020	3,283,000	1,456%	42,334	999%	3,941	1,439%

The highest numbers of unemployment claims in the State of Maryland were in Baltimore County (7,763), Baltimore City (5,392), and Anne Arundel County (4,517).[16]

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[14] http://www.dllr.state.md.us/employment/uicounty.shtml
[15] http://www.dllr.state.md.us/employment/uicounty.shtml
[16] https://patch.com/maryland/annapolis/md-jobless-rates-soar-how-big-stimulus-checks-will-be

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COVID-19:
UNEMPLOYMENT RESOURCES
IN MONTGOMERY COUNTY

Data and Information current as of April 2, 2020

UNEMPLOYMENT AND COVID-19

Thousands of Maryland workers have lost jobs due to the current global coronavirus epidemic. This document provides information about unemployment insurance (UI) benefits in the State of Maryland, recent federal legislation expanding UI benefits in response to the epidemic, and current federal, State, and local unemployment data.

FEDERAL, CORONAVIRUS AID, RELIEF AND ECONOMIC STABILITY ACT (CARES) ACT

https://www.dllr.state.md.us/employment/unemployment.shtml

- Signed into law by the President on March 27, 2020
- Expands state unemployment benefits available to workers
- Maryland will provide all three of the expanded unemployment insurance programs offered through the CARES Act
- **Pandemic Unemployment Assistance** (PUA) – provides UI benefits for workers not typically eligible for benefits (e.g., self-employed, independent contractors, gig workers, etc); maximum of 39 weeks of benefits; effective Jan 27, 2020 - Dec 31, 2020
- Maryland's Department of Labor website currently is not set up to process unemployment applications from workers typically not eligible for UI benefits. State website asks workers to not submit claims yet. Benefits will be provided back to the earliest date of eligibility.
- **Federal Pandemic Unemployment Compensation** (FPUC) – provides additional $600 per week on top of normal state UI benefit; also available to workers in PUA program; effective Mar 29, 2020 - July 31, 2020
- **Pandemic Emergency Unemployment Compensation** (PEUC) – provides 13 additional weeks of UI benefits plus $600 FPUC; effective Mar 29, 2020 - Dec 31, 2020

MARYLAND BASE UNEMPLOYMENT BENEFITS

https://www.dllr.state.md.us/employment/clmtguide/uiclmtpamphlet.pdf

- Minimum weekly benefit of $50; maximum weekly benefit of $430
- Federal FPUC benefit of $600 per week in addition to State benefit
- Workers eligible for up to 26 weeks of benefits in a year
- Federal PEUC adds 13 weeks of benefits (39 weeks total) to State benefit; federal PUA benefit provides 39 weeks of benefits

SUSPENSION OF REQUIREMENT TO SEARCH FOR WORK

https://www.dllr.state.md.us/employment/uicovidaswfaqs.shtml

- Effective March 20, 2020, the requirement that workers actively seek work every week is suspended for 10 weeks

(7)

NEW UNEMPLOYMENT CLAIMS

For the week of March 28, 2020, Maryland UI claims jumped by 43,000 from the prior week, to 83,536 claims (up 97% from the prior week and 3,897% since March 7). Montgomery County UI claims rose by more than 5,400 claims, to 9,384 claims (up 138% from the prior week and 4,712% since March 7). The counties with the highest number of claims were Baltimore, Montgomery, and Anne Arundel Counties.

Data Release. The U.S. Department of Labor release initial jobless claims data on Thursdays at 8:30 am. OLO will routinely update this report when new data are released.

Week of 2020	US (SA)	MD (NSA)	MoCo*
March 28	6,648,000	83,536	9,384
March 21	3,283,000	42,334	3,941
March 14	282,000	3,852	256
March 7	211,000	2,090	195

* Initial state data
SA=seasonally adjusted   NSA=not seasonally adjusted

Sources: U.S. and Maryland Departments of Labor

U.S. SMALL BUSINESS ADMINISTRATION PROGRAMS TO COVER PAYROLL & BUSINESS EXPENSES

The CARES Act includes funding for assistance to small businesses to help cover payroll and business expenses. Businesses may apply for multiple loans but may not use funds from each program to cover the same expenses. The U.S. Small Business Administration (SBA) is also offering debt relief for non-disaster-related SBA loans. A helpful summary of programs is available from the U.S. Senate Committee on Small Business & Entrepreneurship. https://www.sbc.senate.gov/public/index.cfm/guide-to-the-cares-act

COVID-19 SBA Small Business Relief Programs

DOES THE SMALL BUSINESS OWNER NEED . . .

CAPITAL TO COVER COST OF RETAINING EMPLOYEES?

Paycheck Protection Program   **Available : February 15 - June 30, 2020**

- Provides zero-fee loans up to $10 million to cover payroll and other operating expenses; 75% of loan must go to cover payroll
- To be eligible for loan forgiveness, employees must be kept on payroll for 8 weeks. Forgiven amount can be reduced if headcount or wages or salaries decrease
- Small businesses and sole proprietorships can apply April 3rd. Independent contractors and those-self employed can apply April 10th. To ensure all eligible costs are incurred by June 30th, business should apply by May 5th.
- U.S. Treasury programs, Employee Retention Credit and deferral of payroll taxes, are not available to employers receiving funding through the Paycheck Protection Program

LARGE AMOUNT OF WORKING CAPITAL TO OVERCOME LOSS REVENUE DUE TO COVID-19?

Economic Injury Disaster Loan   **Available: January 31, 2020 – December 31, 2020**

- Provides small businesses with working capital loans of up to $2 million; loans terms of up to 30 years
- Business pay an interest rate of 3.75%, non-profits pay a rate of 2.75%

QUICK INFUSION OF A SMALLER AMOUNT OF CASH TO COVER IMMEDIATE EXPENSES?

Economic Injury Disaster Grant   **Available: January 31, 2020 – December 31, 2020**

- Within three days of applying for an SBA Economic Injury Disaster Loan (EIDL), provides emergency advance of up to $10,000 for small businesses harmed by COVID-19. Small business must first apply for an EIDL and then request the advance.
- May be used to cover payroll, to pay for sick leave, increased production costs, or pay business obligations

INDUSTRY INFORMATION RESOURCES

Many industry associations have compiled industry-specific COVID-19 resources for businesses and workers. Below are links to resources for some higher-risk industries. A useful internet search term to identify resources for a specific industry is "[name of industry] industry relief fund".

- **American Hotel and Lodging Association**   https://www.ahla.com/facts-about-coronavirus

- **American Trucking Associations**   https://www.trucking.org/COVID19

- **Grantmakers in the Arts**   https://www.giarts.org/blog/admin/covid-19-coronavirus-and-arts-funding-update-and-action-items?fbclid=IwAR1B02Zp_-t5wGiWAoRFju8yYoB2ohmtOgqZg1bMW2g9PnoONqdM1jN7AZw

- **Maryland State Childcare Association**   https://mscca.org/

- **National Coalition for Arts' Preparedness & Emergency Response**   https://restaurant.org/Covid19_CARES-Act and https://restaurant.org/Articles/News/CARES-act-helps-restaurant-employees

- **National Restaurant Association**   https://restaurant.org/Covid19_CARES-Act and https://restaurant.org/Articles/News/CARES-act-helps-restaurant-employees

- **National Retail Federation**   https://nrf.com/resources/retail-safety-and-security-tools/coronavirus-resources-retailers

USEFUL RESOURCES

Families First: COVID-19 Constituent Service Resources Toolkit, From U.S. House of Representatives
https://www.speaker.gov/sites/speaker.house.gov/files/COVID%20TOOLKIT%203.30.20.pdf

Provisions Related to Unemployment Compensation in the Senate-Passed CARES Act from House Comm. on Ways and Means
https://waysandmeans.house.gov/sites/democrats.waysandmeans.house.gov/files/documents/UC%20FAQ%20CARES%20Act.pdf

FAQs About COVID-19 and MD's Unemployment Insurance Benefits Administration – Unemployment Insurance from MD Department of Labor
https://www.dllr.state.md.us/employment/uicovidfaqs.shtml

FAQs About CARES Act Unemployment Insurance Benefit Provisions from MD Department of Labor
http://dllr.state.md.us/employment/uicaresfaqs.pdf

Questions, Comments?

Leslie Rubin, Senior Legislative Analyst – Leslie.Rubin@montgomerycountymd.gov

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COVID-19:
UNEMPLOYMENT UPDATE

Data and Information current as of June 5, 2020
By Leslie Rubin and Stephanie Bryant
www.montgomerycountymd.gov/olo

NEW UNEMPLOYMENT CLAIMS

New weekly unemployment claims dropped at the state and local levels for the fourth week in a row. New regular weekly unemployment claims are the lowest since the beginning of the pandemic locally in late March – just over 31,000 new claims in Maryland and just under 5,000 new claims in Montgomery County. Since May 2, 103,000 workers in Maryland (17,500 in Montgomery County) have filed for PUA benefits (UI benefits for gig workers, self-employed, etc.). Workers in Montgomery County represent 17% of new PUA claims in the state. The U.S. and Maryland data for past weeks reflect revised numbers from the U.S. Labor Department.

Week of 2020	US (SA)	Maryland (NSA)				Montgomery County*			
		Total	Regular	PUA	PEUC	Total	Regular	PUA	PEUC
May 30	1,877,000	41,524	31,343	10,181	no data reported	6,409	4,810	1,527	72
May 23	2,126,000	48,228	33,991	14,297	no data reported	7,589	5,215	2,374	49
May 16	2,446,000	56,134	35,111	15,448	5,575	7,795	5,229	2,566	58
May 9	2,981,000	64,467	45,485	18,982	0	10,301	7,133	3,168	90
May 2	3,169,000	111,006	63,253	44,280	3,473	18,943	11,074	7,869	249
April 25	3,846,000	37,925	37,925	--	2,361	5,615	5,615	--	
April 18	4,442,000	48,495	48,495	--	0	6,938	6,938	--	
April 11	5,237,000	62,904	62,904	--		9,548	9,548	--	
April 4	6,615,000	108,508	108,508	--		15,751	15,751	--	
March 28	6,867,000	83,536	83,536	--		9,384	9,384	--	

* Initial state data
SA=seasonally adjusted   NSA=not seasonally adjusted

PUA = Pandemic Unemployment Assistance Program in the federal CARES Act that extends unemployment benefits to workers previously not covered (gig workers, self-employed, etc.)

PEUC = Pandemic Emergency Unemployment Compensation Program in the federal CARES Act that extends regular state unemployment benefits for an additional 13 weeks

Sources: U.S. and Maryland Departments of Labor
https://www.dol.gov/ui/data.pdf
https://www.dllr.state.md.us/employment/uicounty.shtml

CONTINED UNEMPLOYMENT CLAIMS IN MARYLAND

"Continued unemployment claims" measure the number of people collecting unemployment benefits on a weekly basis. These data are released one week later than initial claims data and are available at the state level. For May 23rd, continued unemployment claims in Maryland totaled 241,168, a decrease of about 5.4% (about 13,849 claims) compared to the week of May 16th. Data in the table for past weeks reflect revised numbers from the U.S. Labor Department.

Week of 2020	Regular Continued Claims	Regular Initial Claims
May 23	**241,168**	**33,991**
May 16	255,017	35,111
May 9	253,212	48,485
May 2	254,473	63,253
April 25	226,972	37,925
April 18	220,723	48,495
April 11	201,432	62,904
April 4	160,906	108,508
March 28	92,082	83,536

Maryland Continued Unemployment Claims
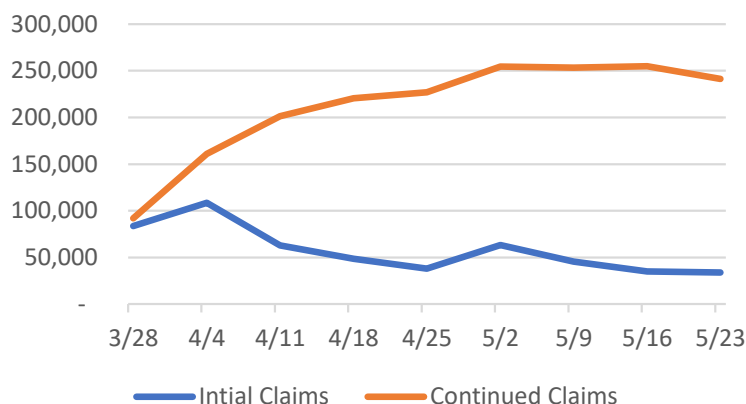
Source: U.S. Departments of Labor, https://www.dol.gov/ui/data.pdf

U.S. BUREAU OF LABOR STATISTICS (BLS) MAY EMPLOYMENT REPORT

BLS data reported June 5th reflects effects of the COVID-19 pandemic on the labor market. Employment nationally rose by 2.5 million in May, and the unemployment rate declined 1.4% - decreasing from 14.7% to 13.3% from April to May. These improvements in the labor market reflect the limited re-opening of the U.S. economy. Despite the month-to-month increase, employment in May was 13% below its February level.   Other findings include:

- Employment in food services and drinking places rose by 1.4 million, accounting for about one-half of the gain in total employment.

- Employment also increased in construction, education and health services, and retail trade, while government employment declined sharply.

- The number of workers who permanently lost jobs increased by 295,000 in May to 2.3 million.

- The number of unemployed persons who were jobless 5 to 14 weeks rose by 7.8 million to 14.8 million, account for about 70.8% of the unemployed.

State and County data will be out in mid to late June.

Unemployment rates declined in May for White and Latinx workers. The jobless rate for Black and Asian workers rose slightly between April and May.
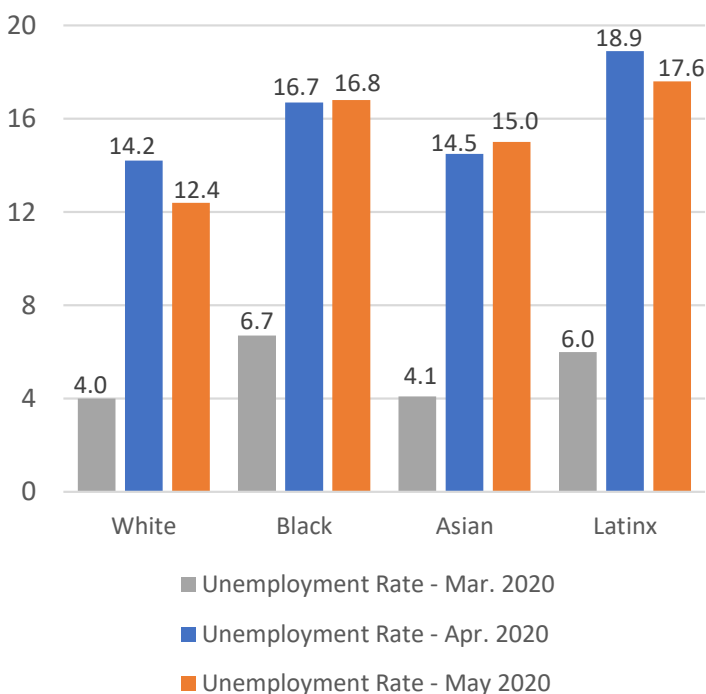
Source: BLS May 2020 Employment Situation Report
https://www.bls.gov/news.release/pdf/empsit.pdf

(11)

COVID-19:
UNEMPLOYMENT UPDATE

MISCLASSIFICATION OF EMPLOYED INDIVIDUALS

On Friday, June 5th, the Bureau of Labor Statistics (BLS) reported a national unemployment rate of 13.3%, a decrease of 1.4 percentage points from April 2020. As noted by BLS and several news sources, a larger number of workers were misclassified as employed, resulting in a lower than actual unemployment rate. The following describes how BLS collects unemployment data, COVID-19 survey related changes, and their impact on the unemployment rate since the pandemic started in March.

Unemployment Data Collection. Data on unemployment are collected monthly as part of the Census Bureau and BLS' Current Population Survey (CPS), which surveys 60,000 U.S. households (105,000 people ages 16 or over). In the survey, individuals are classified as employed, unemployed, or not in the labor force – based on their answers to a series of questions about their activities during the survey reference week (for the June 5th report, the reference week was May 10-16). The table below lists definitions for each employment category.

| **Employed** if: |
| --- |
| • Did any work as a paid employee; |
| • Worked in their own business; |
| • Worked without pay for at least 15 hours in a family business; or |
| • Temporarily absent from work as a result of sickness, bad weather, a vacation, a strike, or personal reasons (including childcare) |
| **Unemployed** if: |
| • Not employed and are looking for work in the past 4 weeks and are available to work; or |
| • Did not work, but are on temporary layoff from a job with the expectation that they will be recalled (whether they are looking for work or not) |
| **Out of the Labor Force** if: |
| • People who are not working and who don't meet the criteria to be counted as unemployed (includes students, retirees, and those who stay home to take care of family members). |

COVID-19 & Data Collection Changes. In March, BLS instructed survey interviewers to classify persons absent from work due to COVID-19-related business closures as unemployed or unemployed on temporary layoff. However, BLS noted that not all workers were classified as such in March, April, and May CPS surveys. Many were instead classified as employed by absent from work. If these workers were correctly categorized as unemployed, the resulting unemployment rate would be several percentage points higher than reported. BLS and the Census Bureau are investigating why this misclassification continues to occur. However, according to usual BLS practice, data from household surveys are accepted as recorded. To maintain data integrity, BLS does not take actions to reclassify survey respondents.

Impact of the Employment Misclassification. BLS noted the misclassification of unemployed workers in its Employment Situation Reports issued monthly since March. The chart shows the national unemployment rate as reported by BLS and the adjusted national unemployment rate had workers been properly classified. As shown, without the misclassification of workers, BLS estimates that the unemployment rate would have been 1% to 5% higher compared to reported rates. The rate would have approached 20% in April, before declining 3% in May, to about 16.3%.

Estimated Increase in Unemployment Rate Absent Misclassification of Unemployed Workers
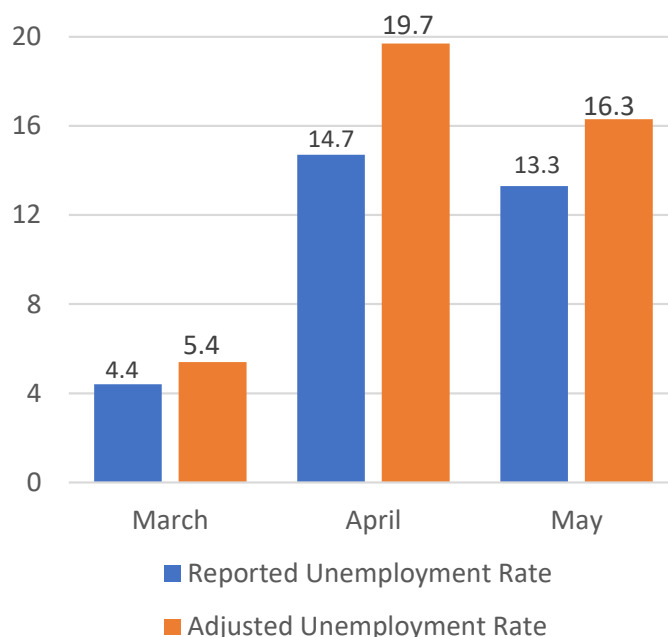
Source: BLS March, April, & May 2020 Employment Situation Report
https://www.bls.gov/bls/news-release/empsit.htm#2020

Sources

Stephanie Aaronson, "Making Sense of the Monthly Jobs Report During the COVID-19 Pandemic," Brookings, May 5, 2020, https://www.brookings.edu/blog/up-front/2020/05/05/making-sense-of-the-monthly-jobs-report-during-the-covid-19-pandemic/

Shahar Ziv, "Don't Be Fooled By Official Unemployment Rate Of 14.7%; The Real Figure Is Even Scarier," *Forbes*, May 10, 2020, https://www.forbes.com/sites/shaharziv/2020/05/10/dont-be-fooled-by-official-unemployment-rate-of-147-the-real-figure-is-even-scarier/#2fa9403755dd

Heather Long, "A 'misclassification error' made the May unemployment rate look better than it is. Here's what happened," *The Washington Post*, June 6, 2020, https://www.washingtonpost.com/business/2020/06/05/may-2020-jobs-report-misclassification-error/
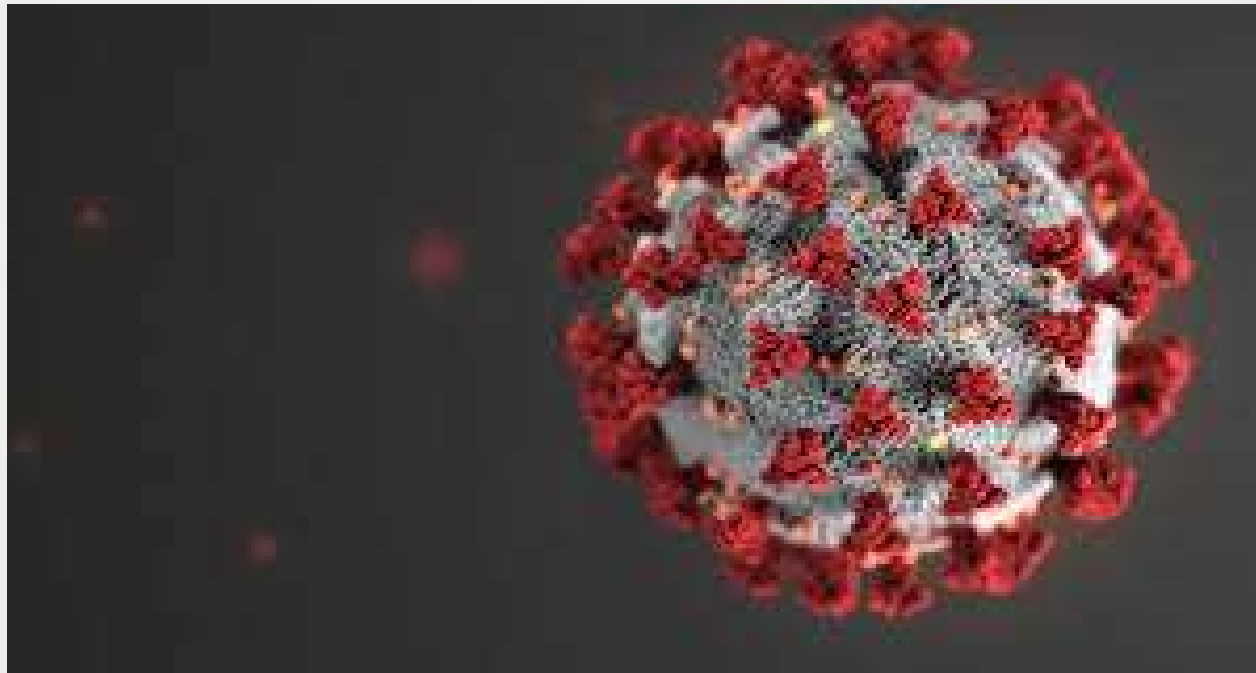
Bureau of Labor Statistics, Employment Situation Reports:

March 2020 https://www.bls.gov/news.release/archives/empsit_04032020.pdf

April 2020 https://www.bls.gov/news.release/archives/empsit_05082020.pdf

May 2020 https://www.bls.gov/news.release/archives/empsit_06052020.pdf

(13)

The Impact of COVID-19 on the Regional Economy

Job Losses/Gains DC-VA-MD-WV MSA

60,098

(59,277)

2 ½ years to recover the jobs lost during the Recession

303,500 Jobs added since the Recession

99% Jobs added since the Recession wiped out in 1 month

(302,800)

2007-2008 · 2008-2009 · 2009-2010 · 2010-2011 · 2011-2012 · 2012-2013 · 2013-2014 · 2014-2015 · 2015-2016 · 2016-2017 · 2017-2018 · 2018-2019 · Mar-Apr 2020
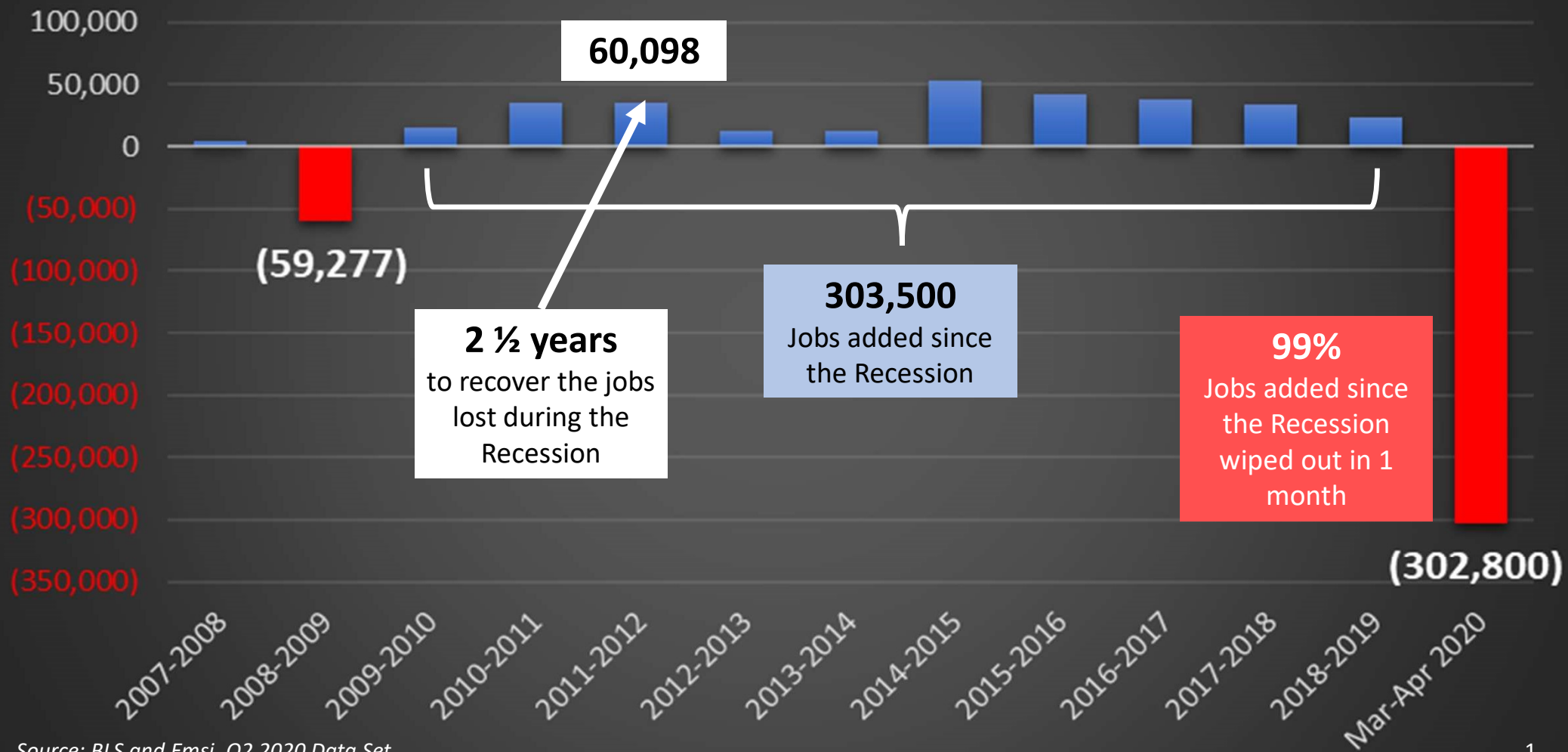
Job Losses (in thousands) by Sector March - April 2020 DC-VA-MD-WV MSA (not seasonally adjusted)

Source: Bureau of Labor Statistics

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(16)
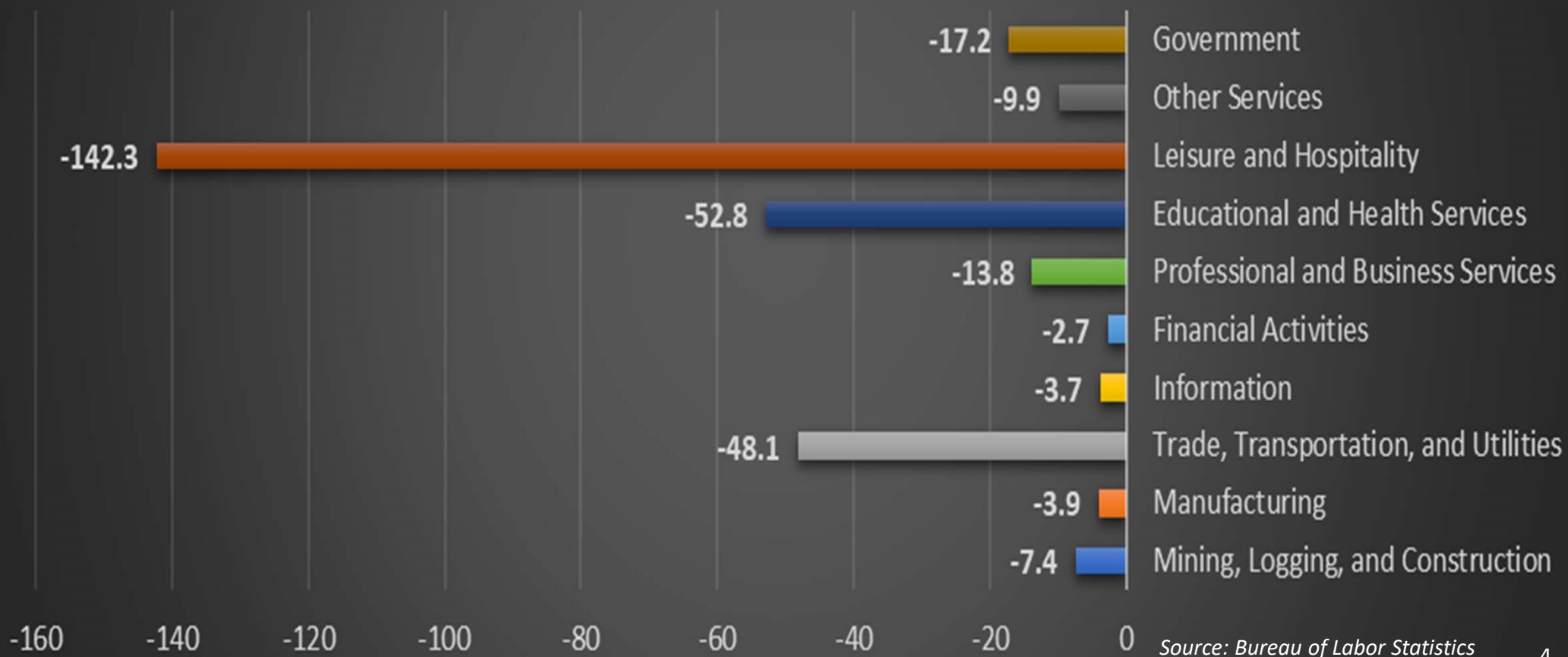
Percent Employment Change by Sector
March - April 2020 DC-VA-MD-WV MSA
(not seasonally adjusted)

Source: Bureau of Labor Statistics

(17)
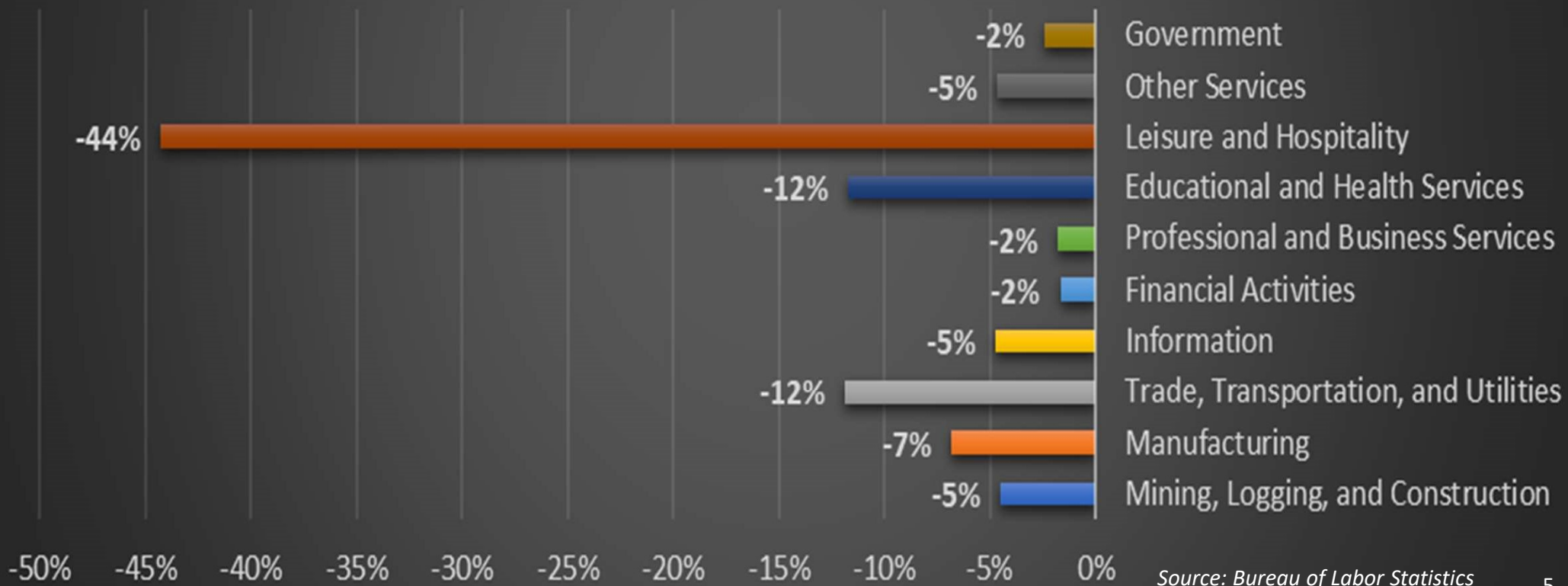
Estimated Job Losses by Sector Montgomery County
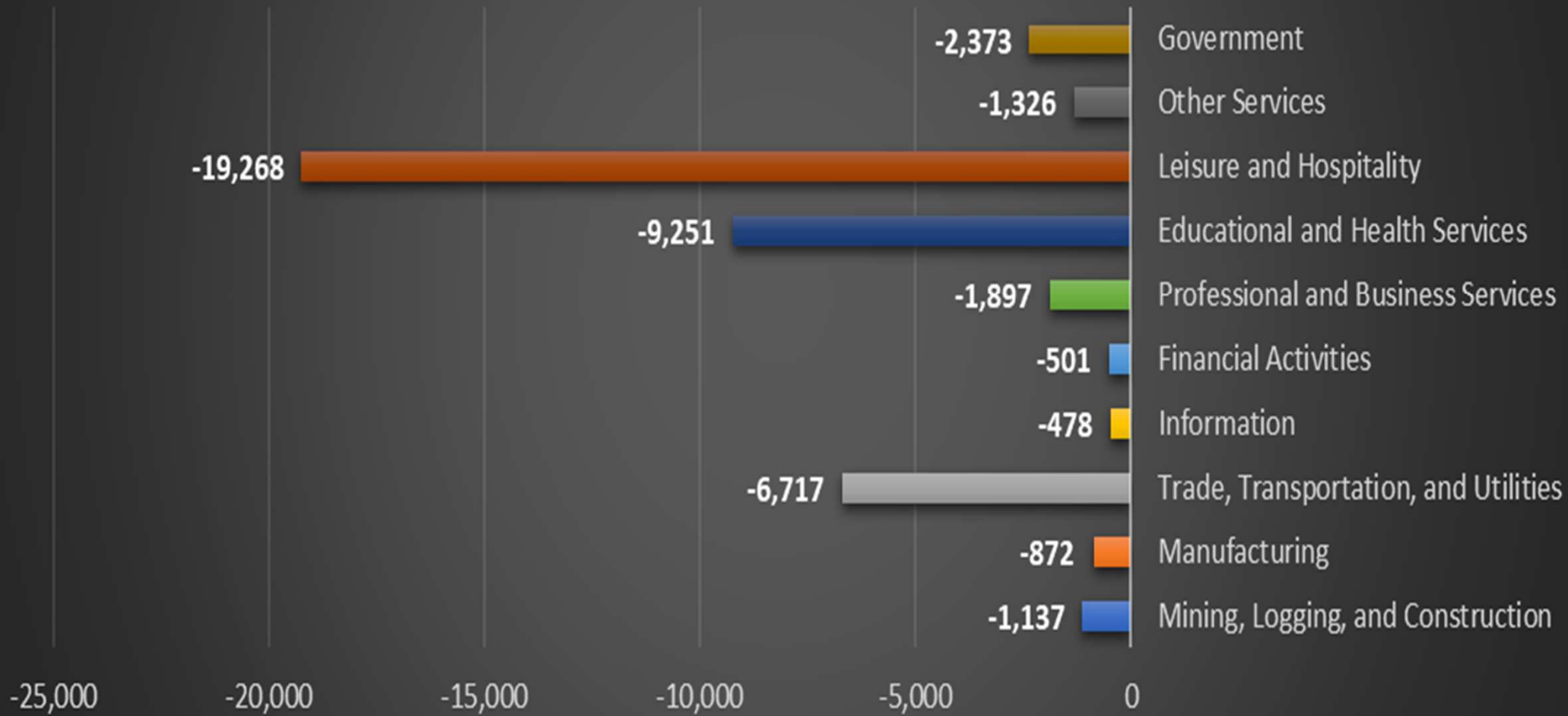
Percent Change in Hourly Employees in Small Businesses

Source: Opportunity Insights Economic Tracker

DC-VA-MD-WV MSA   United States

Jan 20
1st US COVID Case

Mar 13
National Emergency Declared

Mar 27
CARES Act Enacted

-42.7%

-60.0%

-68.2%

-73.4%

(19)

Vulnerability Index
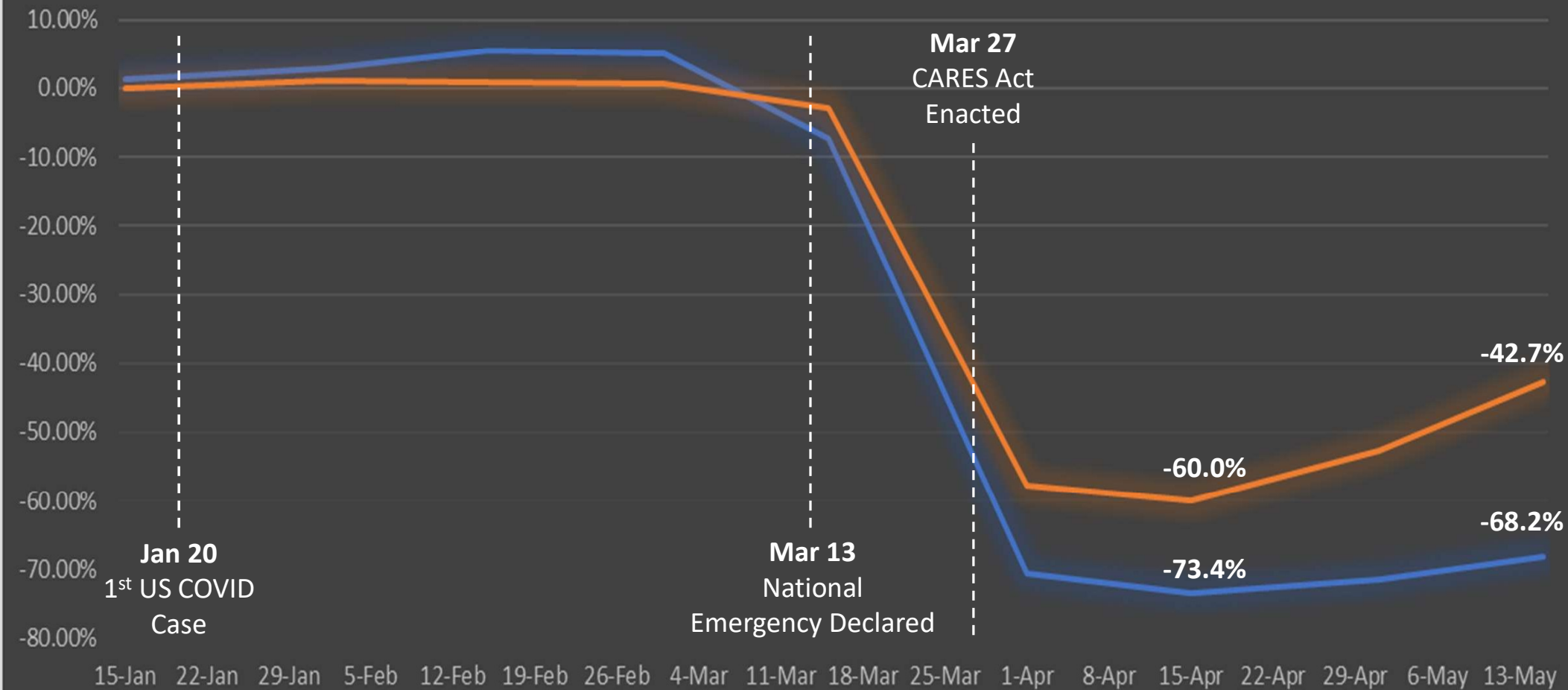
Source: Chmura Economics and Analytics, Jobs EQ

Bottom 10

DC & Baltimore MSAs ranked 73rd & 134th out of 384 MSAs

Top 10

69.48

90.11

94.74

186.95
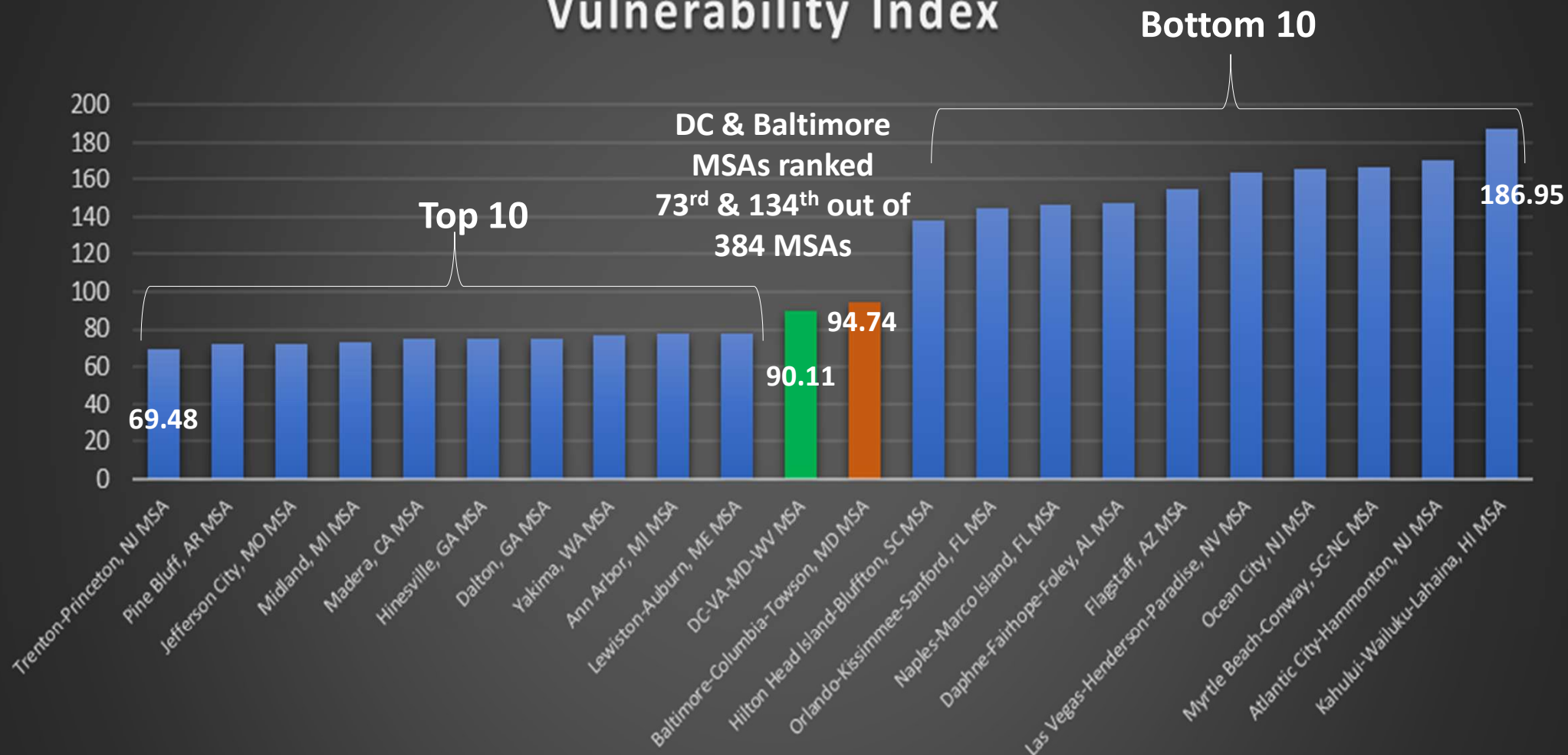
The vulnerability index measures the negative impact that the coronavirus crisis can have on employment based upon a region's mix of industries. For example, accommodation and food services are projected to lose more jobs as a result of the coronavirus (over half of jobs lost, on average) compared to utilities and education services (with mild or no job contractions).

DC-VA-MD-WV MSA Economy Snapshot

(21)
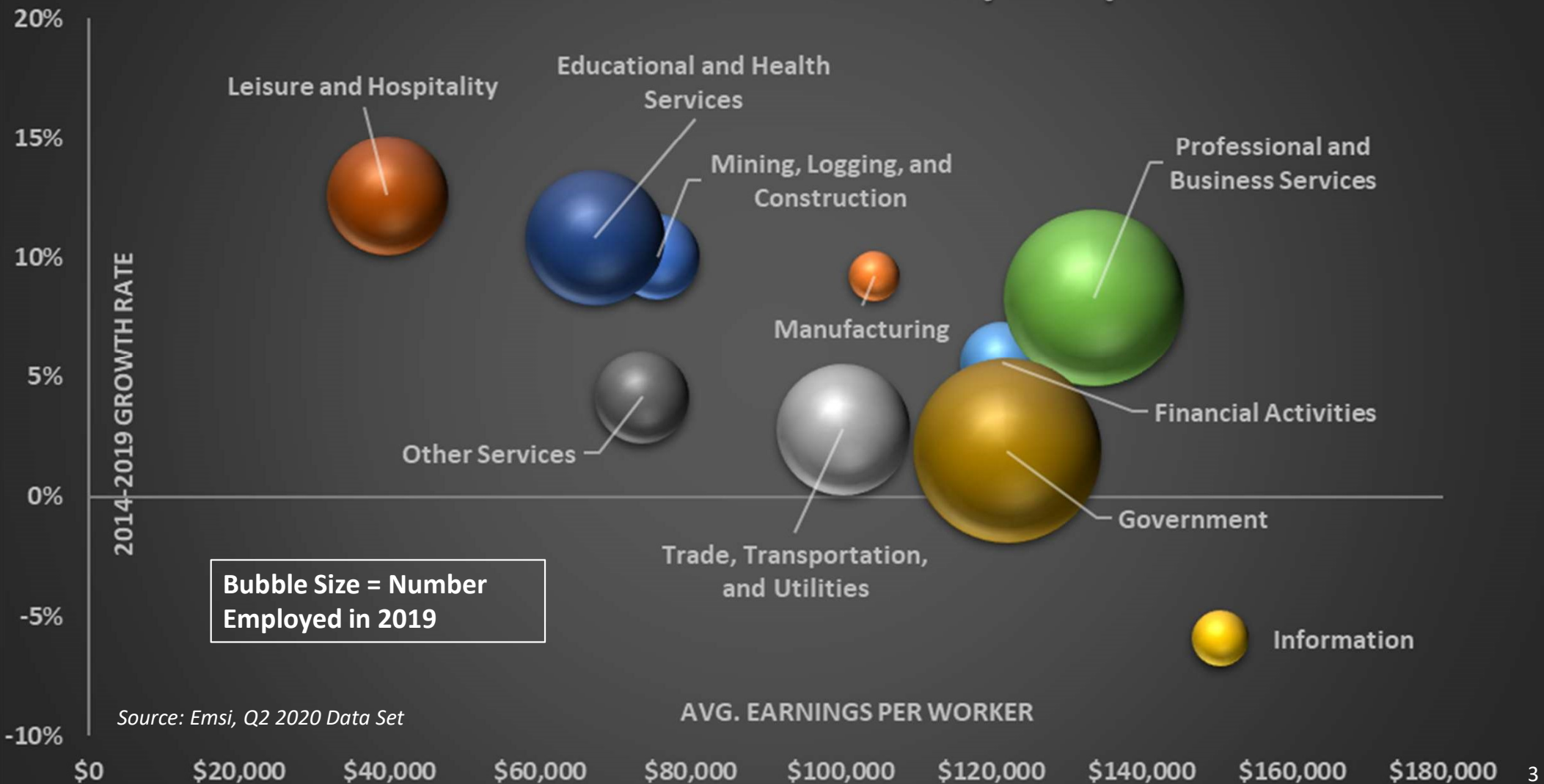
Vulnerability Index - Maryland Counties

Montgomery County is ranked 5th among Maryland's 24 Counties

(22)
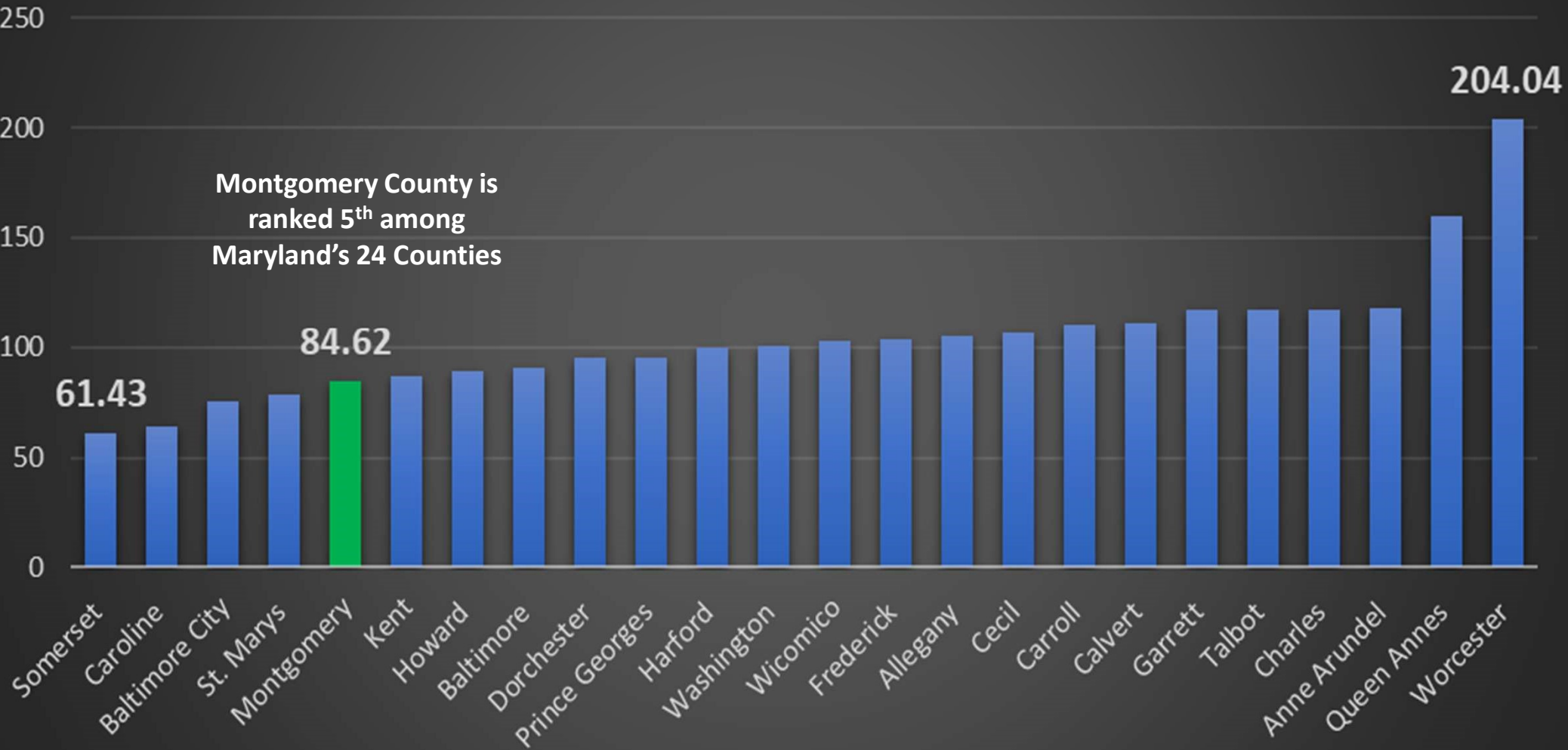
Montgomery County Industry Snapshot

(23)
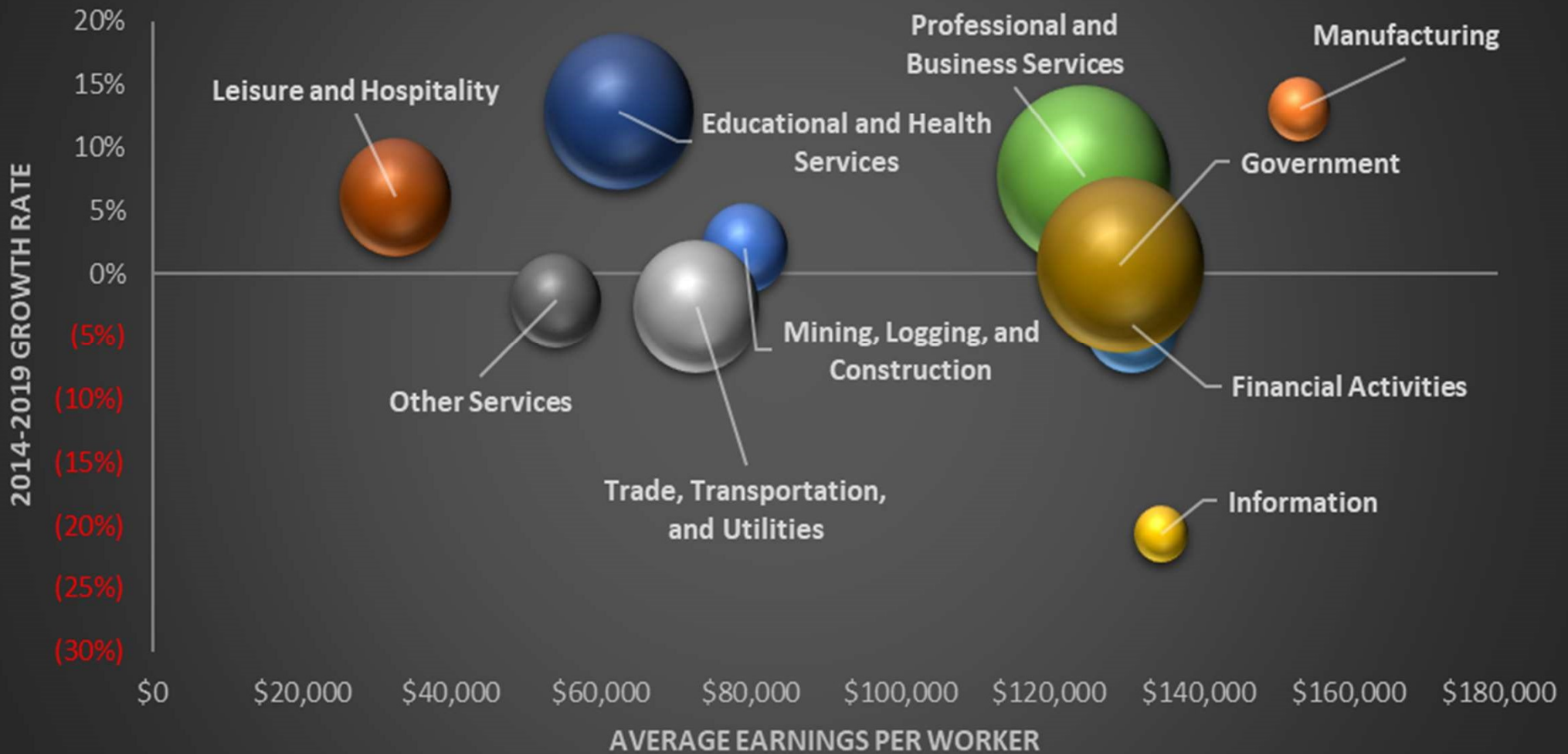
Unemployment Rate Seasonally Adjusted

Source: Bureau of Labor Statistics

(24)
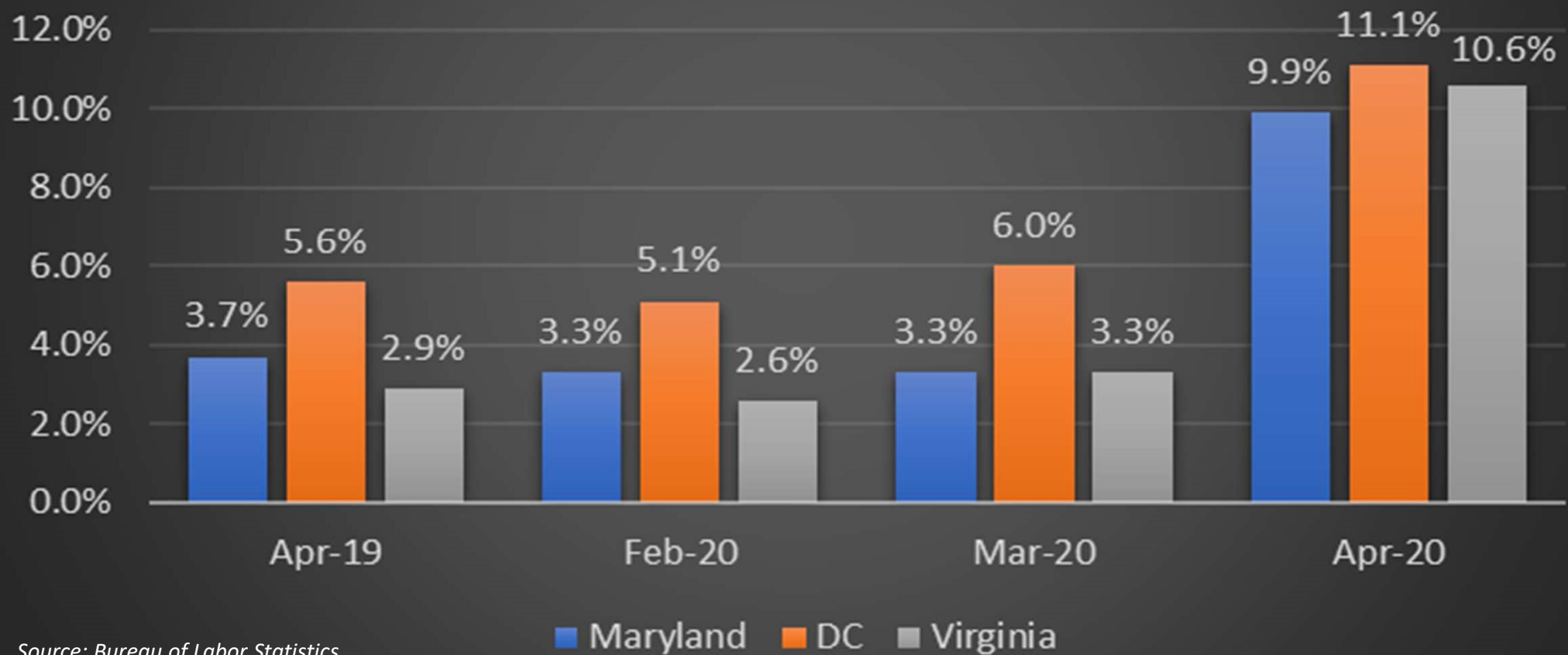
April Unemployment Claims by Educational Attainment
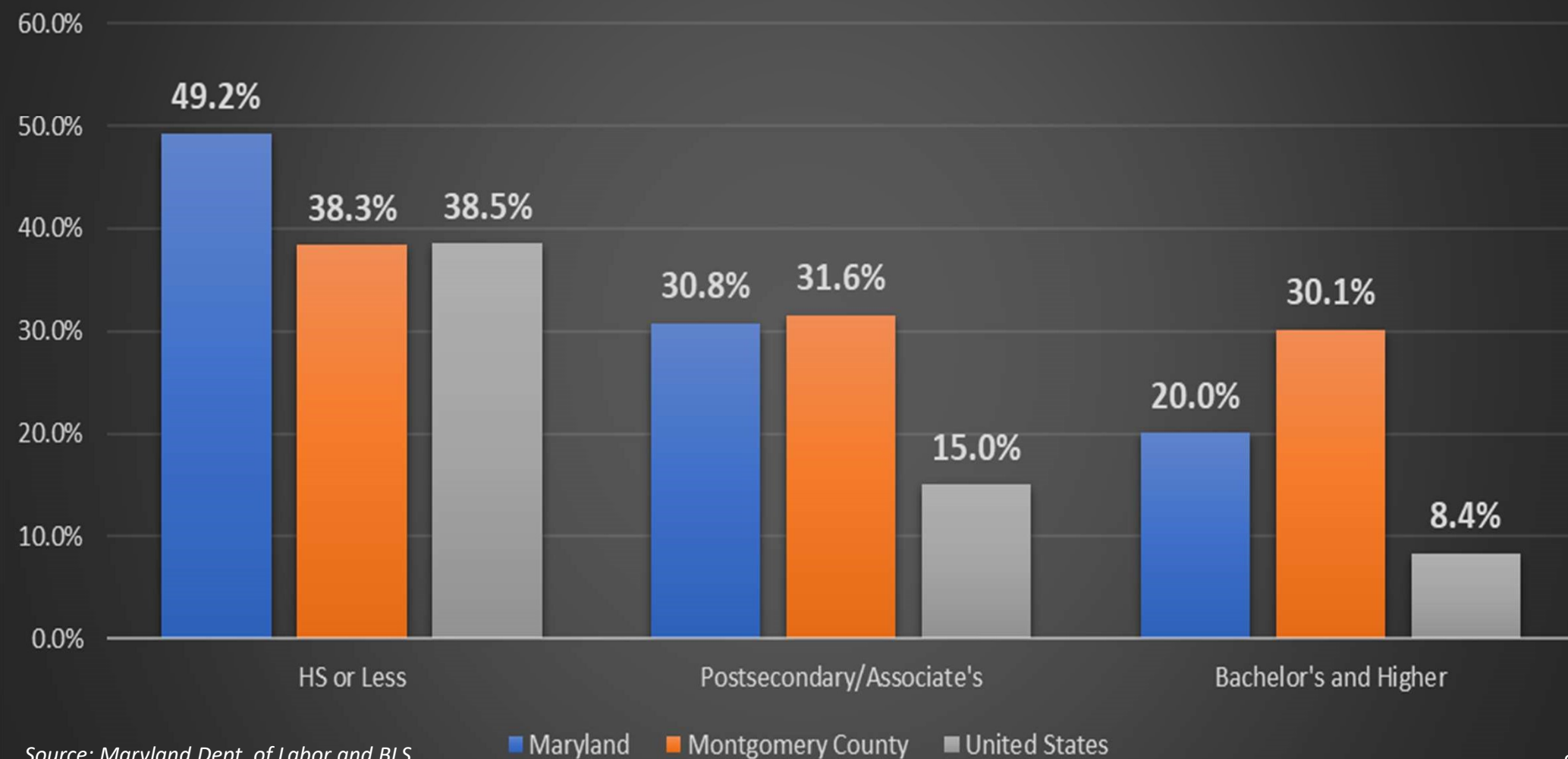
Job Gains/Losses by Educational Attainment DC-VA-MD-WV MSA

Source: Emsi, Q2 2020 Data Set

HS or Less = 5 years to recover 76,536 jobs lost
Postsecondary/Associate's = 8 ½ years to recover 18,390 jobs lost
Bachelor's and Higher = 55,797 jobs added during the Recession

8

(26)
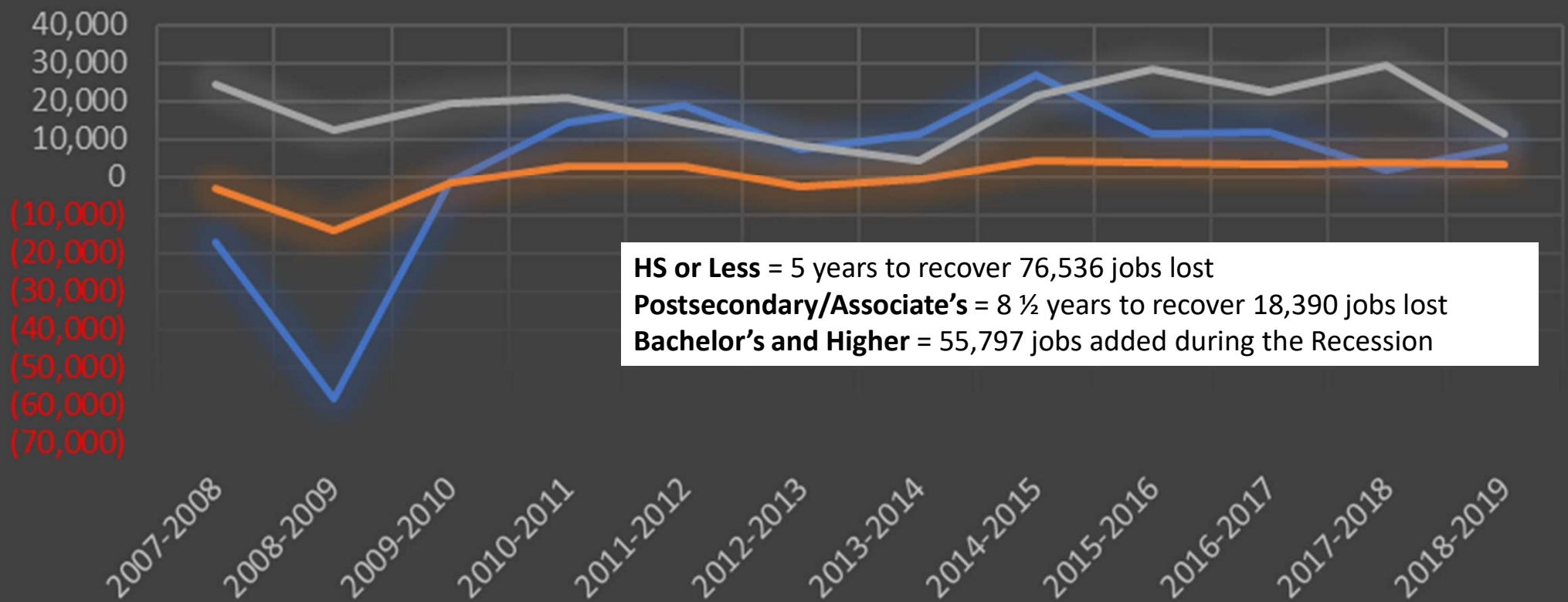
County Job Gains/Losses by Educational Attainment

HS or Less = 17,731 jobs lost; only 5,183 recovered (29%)
Postsecondary/Associate's = 4,177 jobs lost; 2,695 jobs recovered (65%)
Bachelor's and Higher = 4,622 jobs added during the Recession

(27)
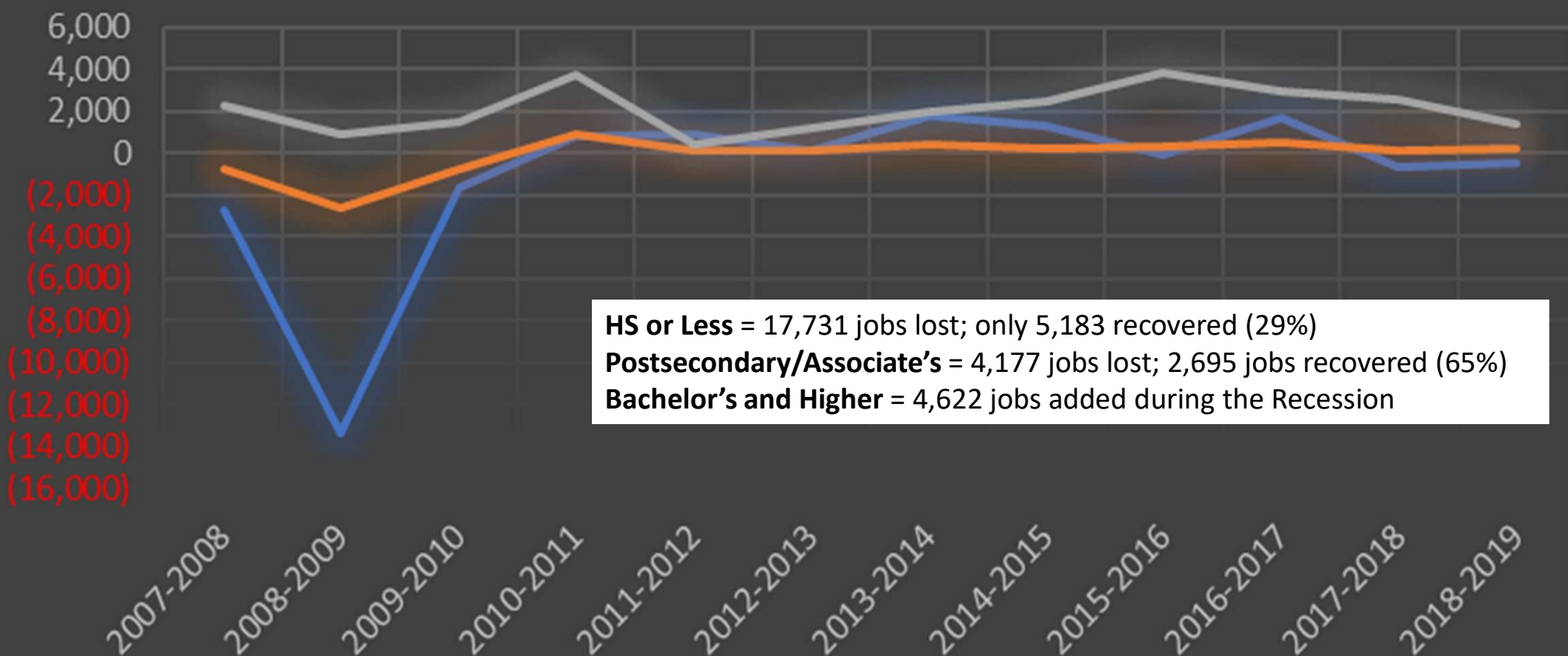
Unique Job Postings DC-VA-MD-WV MSA

(28)
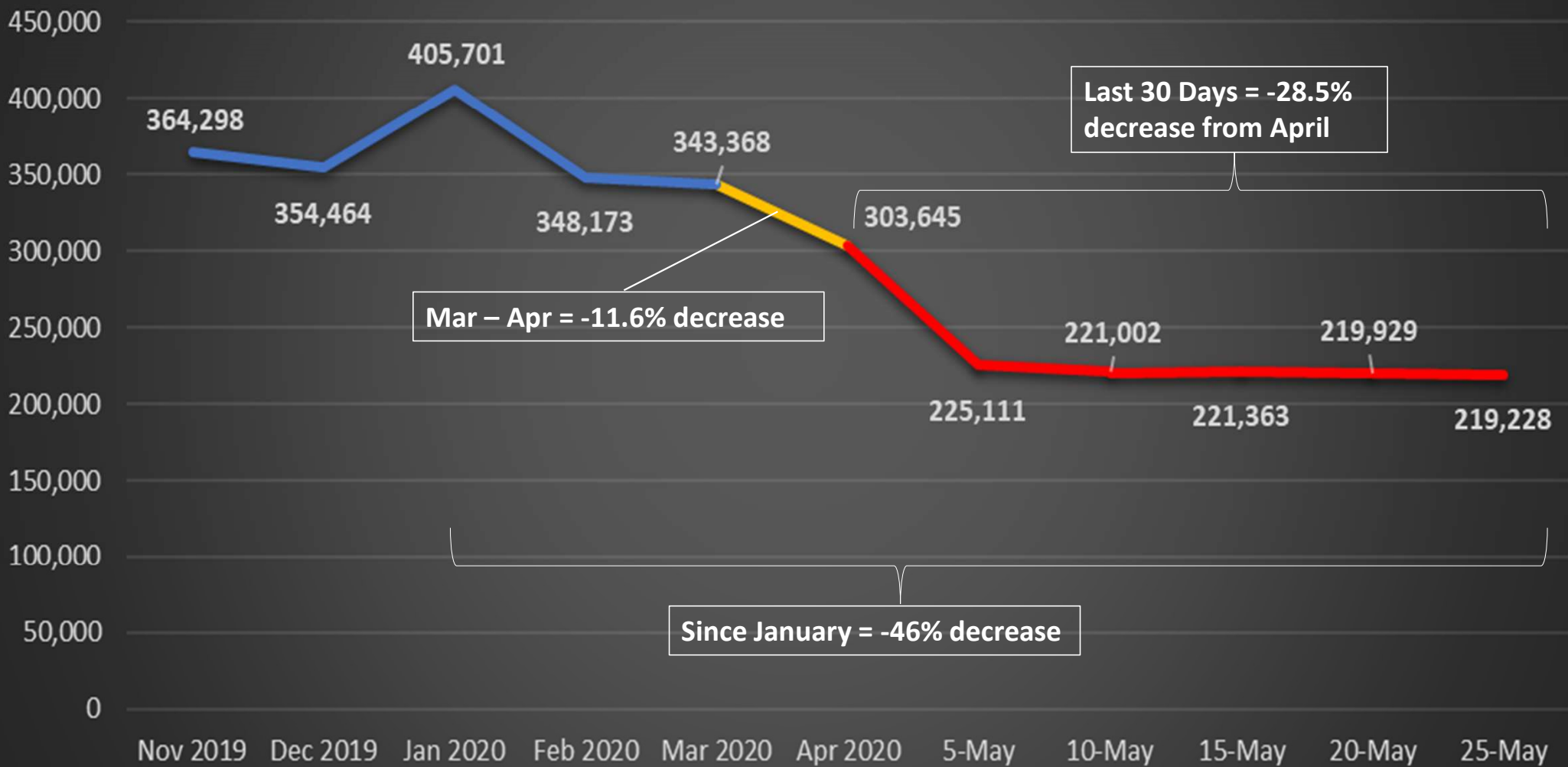
Unique Job Postings Montgomery County

33,121 — Nov 2019
30,362 — Dec 2019
34,910 — Jan 2020
30,143 — Feb 2020
30,612 — Mar 2020
25,542 — Apr 2020
19,170 — 5-May
19,662 — 10-May
19,598 — 15-May
19,460 — 20-May
19,334 — 25-May
17,664 — 30-May

Last 30 Days = -30.8% decrease from April

Mar – Apr = -16.5% decrease

Since January = -49.4% decrease

(29)
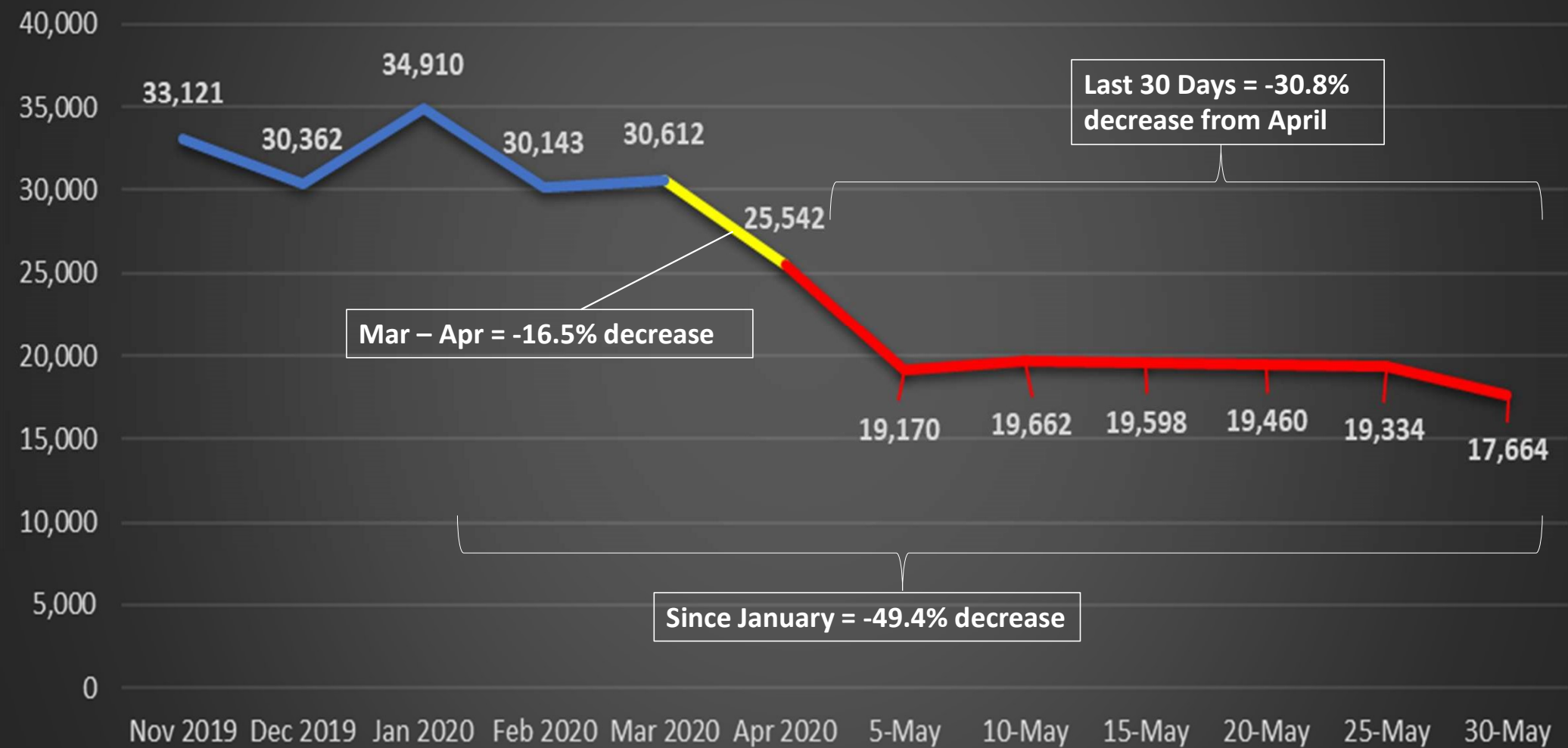
Job Posting Change by Sector DC-VA-MD-WV MSA

Source: Emsi, Q2 2020 Data Set

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(30)
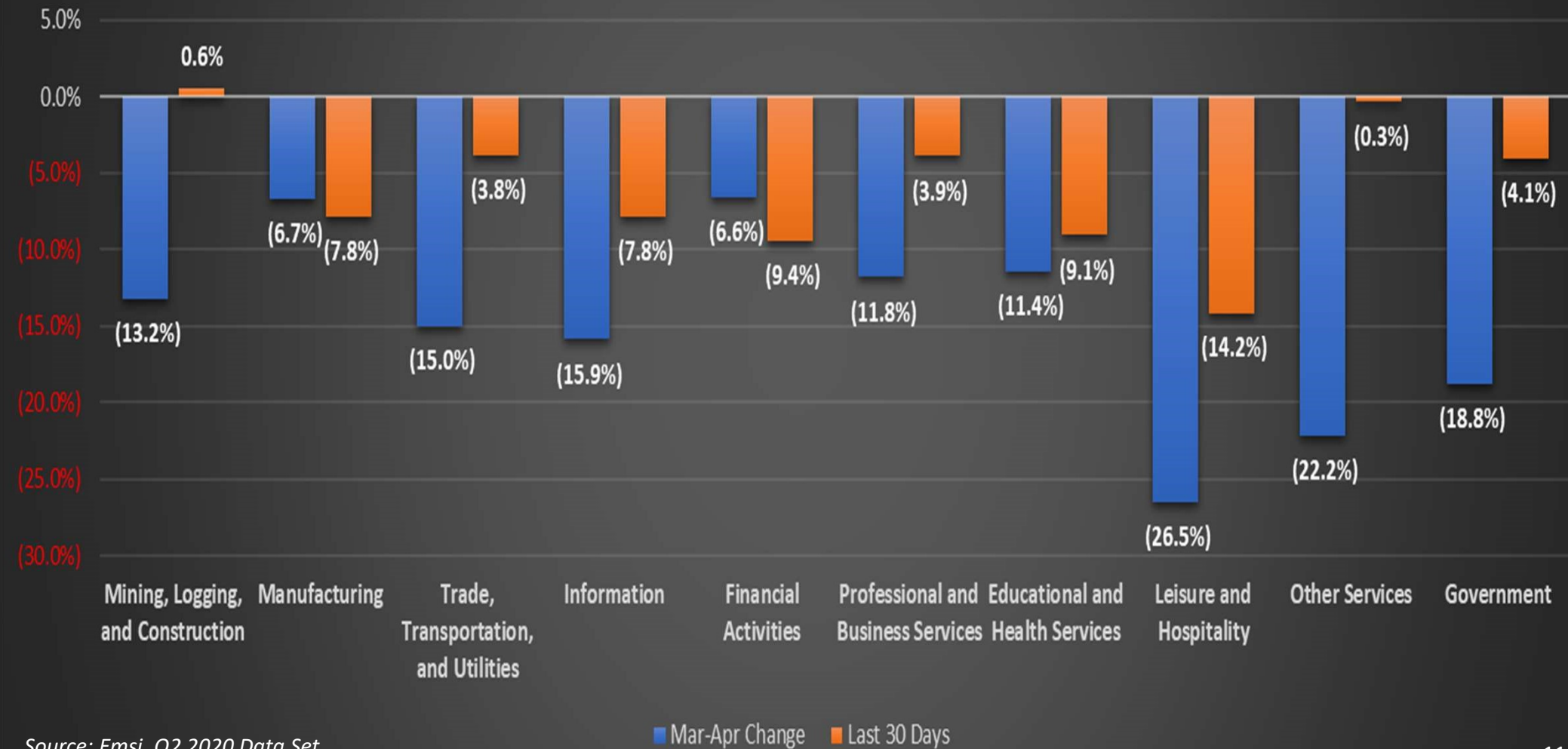
Job Posting Change by Sector Montgomery County
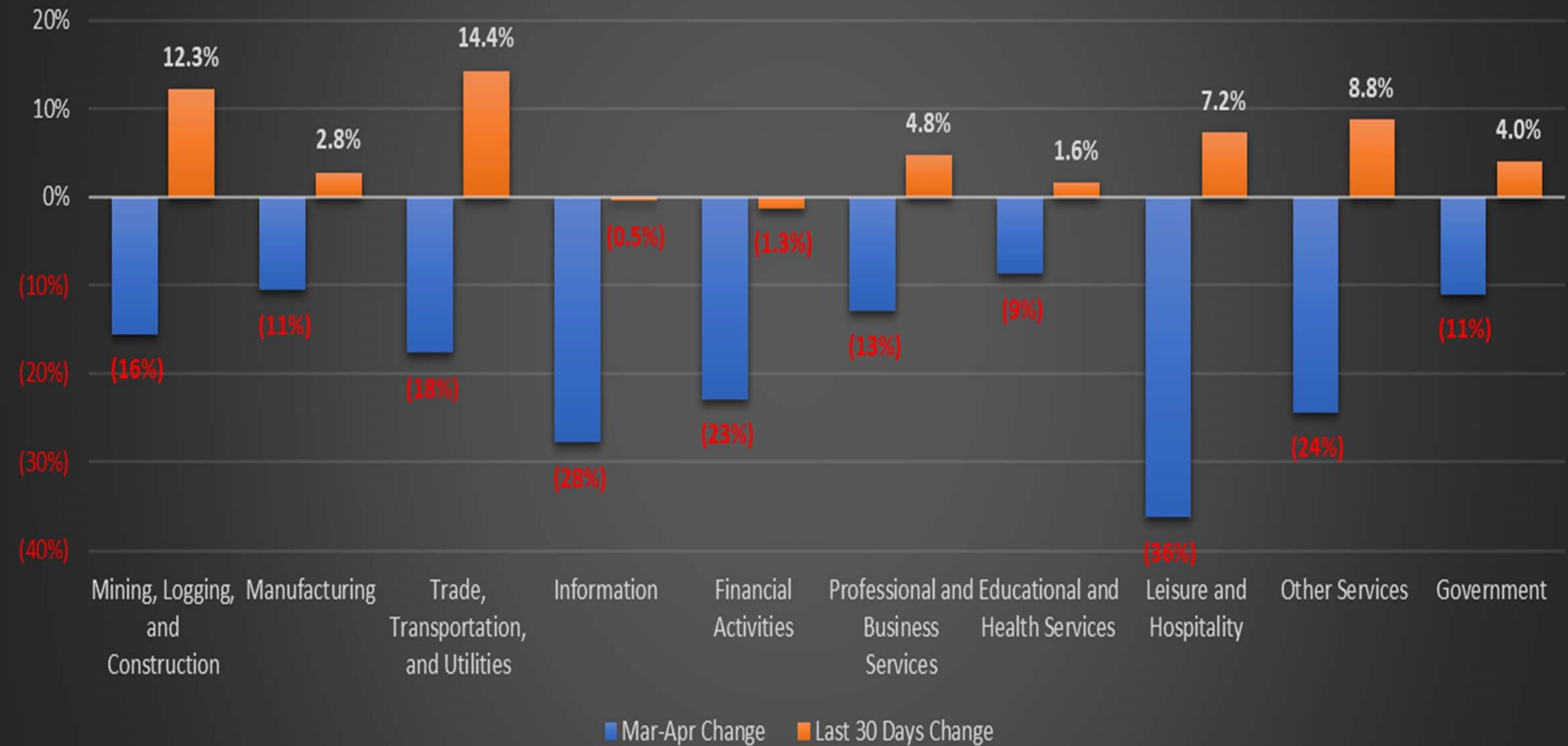
(31)

MSA Resilient/Non-Resilient Industries (March – April)

Industry (6-Digit)	Mar 2020 Unique Postings	Apr 2020 Unique Postings	Change	% Change (Mar - Apr 2020)
Guided Missile and Space Vehicle Manufacturing	739	904	165	22%
General Freight Trucking, Long-Distance, Truckload	1,973	2,090	117	6%
Investigation Services	36	125	89	247%
Miscellaneous Intermediation	629	694	65	10%
Couriers and Express Delivery Services	356	416	60	17%
Aircraft Manufacturing	1,576	1,634	58	4%
All Other Outpatient Care Centers	209	266	57	27%
Pharmacies and Drug Stores	1,467	1,523	56	4%
Direct Life Insurance Carriers	317	366	49	15%
Hobby, Toy, and Game Stores	873	918	45	5%
Specialized Freight (except Used Goods) Trucking, Long-Distance	4,379	3,578	(801)	(18%)
General Medical and Surgical Hospitals	5,444	4,506	(938)	(17%)
Administrative Management and General Management Consulting Services	10,543	9,589	(954)	(9%)
Engineering Services	12,961	11,832	(1,129)	(9%)
Computer Systems Design Services	22,379	21,127	(1,252)	(6%)
Offices of Lawyers	2,702	1,436	(1,266)	(47%)
All Other Support Services	8,501	7,176	(1,325)	(16%)
Software Publishers	7,827	6,402	(1,425)	(18%)
Custom Computer Programming Services	11,719	10,227	(1,492)	(13%)
Full-Service Restaurants	9,872	7,454	(2,418)	(24%)

Source: Emsi, Q2 2020 Data Set

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(32)

County Resilient/Non-Resilient Industries (March – April)

Industry (6-Digit)	Mar 2020 Unique Postings	Apr 2020 Unique Postings	Change	% Change (Mar 2020 - Apr 2020)
Colleges, Universities, and Professional Schools	161	253	92	57%
General Freight Trucking, Long-Distance, Truckload	284	322	38	13%
Biological Product (except Diagnostic) Manufacturing	84	118	34	40%
Electronic Computer Manufacturing	19	40	21	111%
All Other General Merchandise Stores	84	99	15	18%
All Other Outpatient Care Centers	25	40	15	60%
Pharmaceutical Preparation Manufacturing	381	395	14	4%
Postal Service	1	15	14	1400%
Administration of Public Health Programs	245	255	10	4%
Convenience Stores	34	44	10	29%
Offices of Real Estate Agents and Brokers	297	192	(105)	(35%)
Specialized Freight (except Used Goods) Trucking, Long-Distance	639	519	(120)	(19%)
All Other Support Services	746	604	(142)	(19%)
Software Publishers	493	343	(150)	(30%)
Insurance Agencies and Brokerages	375	215	(160)	(43%)
Limited-Service Restaurants	484	298	(186)	(38%)
Custom Computer Programming Services	1,116	924	(192)	(17%)
Research and Development in the Physical, Engineering, and Life Sciences (except Nanotechnology and Biotechnology)	1,762	1,462	(300)	(17%)
Full-Service Restaurants	1,069	763	(306)	(29%)
Hotels (except Casino Hotels) and Motels	513	199	(314)	(61%)

Source: Emsi, Q2 2020 Data Set

MSA Resilient/Non-Resilient Occupations (March – April)

Occupation	Mar 2020 Unique Postings	Apr 2020 Unique Postings	Change	% Change (Mar 2020 - Apr 2020)
Nursing Assistants	919	1,008	89	10%
Psychiatrists	230	304	74	32%
Respiratory Therapists	205	278	73	36%
Home Health Aides	302	370	68	23%
Family and General Practitioners	362	406	44	12%
Interviewers, Except Eligibility and Loan	279	319	40	14%
Pharmacy Technicians	712	749	37	5%
Inspectors, Testers, Sorters, Samplers, and Weighers	251	286	35	14%
Lifeguards, Ski Patrol, and Other Recreational Protective Service Workers	221	255	34	15%
Medical Scientists, Except Epidemiologists	918	942	24	3%
Managers, All Other	4,737	3,993	(744)	(16%)
Information Security Analysts	9,146	8,401	(745)	(8%)
Heavy and Tractor-Trailer Truck Drivers	7,145	6,397	(748)	(10%)
Accountants and Auditors	3,836	3,061	(775)	(20%)
Computer Occupations, All Other	11,164	10,367	(797)	(7%)
First-Line Supervisors of Office and Administrative Support Workers	3,699	2,825	(874)	(24%)
Marketing Managers	5,101	4,184	(917)	(18%)
First-Line Supervisors of Retail Sales Workers	5,597	4,525	(1,072)	(19%)
Retail Salespersons	5,847	4,710	(1,137)	(19%)
Software Developers, Applications	15,394	13,776	(1,618)	(11%)

Source: Emsi, Q2 2020 Data Set

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County Resilient/Non-Resilient Occupations (March – April)

Occupation	Mar 2020 Unique Postings	Apr 2020 Unique Postings	Change	% Change (Mar 2020 - Apr 2020)
Medical Scientists, Except Epidemiologists	510	540	30	6%
Registered Nurses	839	867	28	3%
Speech-Language Pathologists	36	49	13	36%
Nursing Assistants	202	214	12	6%
Psychiatrists	30	41	11	37%
Respiratory Therapists	28	39	11	39%
Pharmacy Technicians	108	119	11	10%
Detectives and Criminal Investigators	54	63	9	17%
Biochemists and Biophysicists	51	59	8	16%
Licensed Practical and Licensed Vocational Nurses	127	135	8	6%
Network and Computer Systems Administrators	639	550	(89)	(14%)
First-Line Supervisors of Food Preparation and Serving Workers	272	181	(91)	(33%)
Information Security Analysts	589	480	(109)	(19%)
Computer Occupations, All Other	996	886	(110)	(11%)
First-Line Supervisors of Office and Administrative Support Workers	420	293	(127)	(30%)
Marketing Managers	553	424	(129)	(23%)
Heavy and Tractor-Trailer Truck Drivers	1,168	1,017	(151)	(13%)
First-Line Supervisors of Retail Sales Workers	721	546	(175)	(24%)
Retail Salespersons	817	625	(192)	(24%)
Software Developers, Applications	1,328	1,023	(305)	(23%)

Source: Emsi, Q2 2020 Data Set

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Fastest Growing Skills and Certifications Last 30 Days

Power Skills
- Punctuality
- Active Listening
- Patience
- Consumer Engagement
- Team Oriented

Hard Skills
- Urgent Care
- Safety Training
- Activities of Daily Living
- Senior Living
- Electrical Systems

Technical Skills
- Hibernate (Java)
- Apache Subversion
- Web Pages
- Atlassian Confluence
- Security Policies

Certifications
- CNA
- CDL
- CompTIA Security +
- IAT Level II
- LPN

Source: Emsi, Q2 2020 Data Set

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(36)

Lifeboat Jobs and Training Approach

Jobs Impacted
(unemployed/under-employed)

Lifeboat Job
- Skill set match (not credential)
- Learn on the job
- Fills demand
- May initially pay less

Lifeboat Training
- Leverage credit for prior learning
- Supplement existing skills
- Develop In-Demand skills

Higher Paying In-Demand Career

Transferable Skills

TECH SKILLS

New Portable Skills

Source: Adapted from "Finding the Lifeboats: Getting Americans Back to Work in the Pandemic," Burning Glass, May 2020

(37)

Feeder Jobs, Lifeboat Jobs/Training, Next-Step Jobs, & Transferable Skills

Feeder Occupations

Skills Carried Onboard

Lifeboat Job or Lifeboat Training

Skills Taken From Lifeboat

Next-Step Job

Retail Salesperson
$30,098

Hotel/Motel Desk Clerk
$29,640

Supervisor Food/Restaurant
$43,243

Customer Service

Problem Solving

E-Commerce

Lifeboat Job:

Computer User Support Specialist

$34,590 (entry)

426 Job Postings in last 30 days

Lifeboat Training:

CompTIA Security +, Web Development, Cloud

Operating Systems

Project Management

System Administration

Computer Network Support Specialist
$46,696

Computer Systems Analyst
$59,550

Web Developer
$50,877

Source: Adapted from "Finding the Lifeboats: Getting Americans Back to Work in the Pandemic," Burning Glass, May 2020

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Questions & Additional Information:

Kevin Long

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(240) 567-7972

(39)

WorkSource Montgomery questions for June 18

1) Can WorkSource provide an update about the reconstituted Workforce Development Board, including whether the board has (or will meet) before the June 18 worksession, the member selected as the Chair, and any relevant work the board has undertaken or will undertake in the next few months?

   a) I have conducted two orientation sessions for the Workforce Development Board. The Correspondence related to these sessions are included in the Appendix to this Submission.

   b) Workforce Development Board Member Mark Drury (Shapiro & Duncan) is running unopposed for the position of Chairperson. Yomi Ntewo (Sodexo) and Sophia Parker (DSFederal) are the candidates for Vice Chairperson. The election results will be finalized by Tuesday, June 16.

   c) Seven members of the Workforce Development Board will participate in the County Executive's Economic Revitalization Workgroup process. Several others have already participated in Recovery discussions convened by Montgomery College and by Rockville Economic Development Inc.   In addition, the Workforce Development Board will form a Recovery Committee to coordinate COVID-19 related activities.

   d) The Program Committee will address the structure of the American Job Center. Currently, Montgomery County is the only Local Workforce Area that contracts out the Title I function. In all other cases, the function is carried out by government employees or – as in the case of the local areas operated by a 501(c)(3) entity like WSM – the Title I function is an in-house operation.

   e) The Business and Community Engagement Committee will address coordination of the County's Business Services function – which is currently executed across several entities (WSM, MDEDC and the Montgomery County Business Solutions Group).

2) Does WorkSource have a simple document that lists all Workforce Development Board members and basic bios? If not, I can pull the information from the resolutions passed at the Council appointing these individuals

   a) The Workforce Development Board membership list is provided in the Appendix.

b) I have asked the Board members to submit a short bio. I will forward these to you as they become available.

3) What steps if any, does the Workforce Development Board/WorkSource management intend to address the issues from a "unified board structure?"

a) The Workforce Development Board serves as the county-wide policy setting body for workforce development. WorkSource Montgomery, and by extension the WorkSource Montgomery Board of Directors, is the operational entity that executes the polices identified by the Workforce Development Board.

b) The central issue created from the "unified board structure" was that the lines of responsibility and authority of the two entities became blurred, to the point where there was a lack of clarity as to whether the reporting requirements that the appointed members of the Workforce Development Board had to County and State Officials were in fact being exercised by members that were elected to the WorkSource Montgomery Board of Directors.

c) In order to remove the potential overlap, the County Council amended the Economic Development Article in the Fall of 2019 to make explicit that the Workforce Development Board was an entity independent form the WorkSource Montgomery Board of Directors. In order to ensure that the board structures were untangled, Montgomery County Code, Section 15A-11(b) provides that "the bylaws of a nonprofit corporation designated as the County's Workforce Development Organization may contain any provision necessary to govern and manage the Corporation **that does not conflict with this Article**." Therefore, it is necessary to amend the WorkSource Montgomery bylaws to ensure that all conflicts of responsibility and authority are removed.

d) I have made an initial draft of the restated and amended WorkSource Montgomery bylaws. I've included the draft in the Appendix. However, this is only a draft and has not been shared with the Board of Directors. The intent is to present the draft once a new slate of WorkSource Montgomery Board of Directors has been elected in July. Therefore, I ask that my draft amended and restated bylaws not be included in the materials that are made available to the public. That said, the areas that were most in conflict with the County's Economic Development Article were as follows:

   i) Language that described the functions of the WorkSource Montgomery Board of Directors
   ii) Language discussing the creation of the "unified" Board
   iii) Language describing voting and membership rights of "elected" and "appointed" members; and
   iv) Language describing the role that the "elected" members have in the process of selecting new members to the "appointed" board

4) Will the reconstituted Workforce Development Board/WorkSource management consider alternative approaches to managing the job centers?

   a) As mentioned earlier, Workforce Development Board will review the structure of the American Job Center's Title I function and make an appropriate recommendation to the County Executive and County Council. The Board will have the resources of WSM to assist them in this evaluation.

5) Can WorkSource provide an update about its UI outreach program?

   a) I'd like to thank the Council again for supporting WSM's request for a supplemental appropriation to facilitate our ability to execute the UI Outreach Initiative.

   b) As mentioned in other meetings, we will maximize the use of County resources - especially those of the Office of Public Information (mailing lists, postage, media resources, printing, etc.). However, there may be times when our UI messages must compete with other county priorities. This is an understandable reality during the COVID-19 pandemic. Therefore, the $40,000 supplemental appropriation will ensure that we can plan, create and distribute our messages without delay.

   c) We have already adopted several important practices applied from the food distribution efforts in East County, and from the County's Rental Assistance Program. Specifically, the communities served by these programs required a high degree "personalization" in effort and message in order to ensure participation. This reinforces that notion that social media messaging can not reach everyone. In the end, we will likely need "boots on the ground" to ensure the word on UI benefits reaches the communities that need to hear the messages most.

   d) As our messaging is developed, we will engage our nonprofit partners in the distribution discussion.

   e) We recently worked with the Office of Public Information to develop a script for a brief video public service announcement and an article that will be published in County newsletters. Copies are provided in the Appendix.

6) Can WorkSource provide an update about its job center in the Clarksburg Correctional Facility? Are there any elements of the program that will need to be altered following the County's reopening?

   a) We have one person currently assigned to the Re-Entry mission. All services provided inside the facility ceased when the statewide shutdown occurred at the beginning of the COVID-19 pandemic. Although we have not been able to enter the facility since March, we have continued to provide services to our re-entry customers once they return to the community. Through close contact with the Office of Parole and Probation, we are able to: meet with the customers; determine their WIOA eligibility; refer them to the wrap-around services that they need in order to be successful (housing, drug counseling, relationship counseling, child support assistance, etc.); and assist them in their job search.

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b) Unfortunately, we are only touching a very small number of customers. We need better coordination with Corrections to have a real sense as to the when customers are being released, and what supportive services they are going to need. Also, when you consider that the average length of stay ranges from 90 days to 6 months, there is simply not enough time to make the necessary connections with customers before they exit the facility. This places a premium on the need to meet them in the community within days (or hours) of their release.

c) The challenge is magnified when you consider that the Maryland Department of Corrections reportedly released more than 500 individuals at the start of the pandemic, with more than 100 returning to Montgomery County. This underscores the fact that the County's re-entry plan must extend beyond the scope of the Montgomery County Department of Corrections.

d) Having led the workforce re-entry process at the state level, I know that Montgomery County will need to initiate discussions to create a comprehensive strategy to address the needs of our returning citizens. The re-entry mission falls within the scope of the Workforce Development Board and WIOA. But there are several other entities that must play a significant role in connecting these citizens to the counseling, housing, workforce and health-related services that they will need when transitioning back to their communities.

e) There are neighboring jurisdictions that have implemented successful approaches to coordinate this type of activity. Montgomery County does not need to reinvent the wheel. However, it will take the collective will of our elected and administrative bodies to convene the parties necessary to effectuate the changes needed.

f) I, and WorkSource Montgomery, stand ready to work on the creation of a Re-entry or Welcome Home Center and on the establishment of a cadre of Re-entry navigators.

7) Does WorkSource have a matrix for its programs/services that provides details about: 1) Program/Service name; 2) current status due to the health crisis (e.g., temporarily closed, available through remote connection, etc.); 3) if/how the program/service will need to change as the County reopens)? I am open to suggestions about how to present this information and how to list/categorize programs/services. I am looking for a simple way to convey information in a table for the Councilmembers/public to easily reference how service delivery is working during and following the health crisis.

a) All core services provided by WorkSource Montgomery and Maryland Department of Labor staff are being provided remotely. We continue to enroll eligible individuals into WIOA programs, and we help customers resolve issues related to enrolling in the Maryland Workforce Exchange.

b) Many of our training partners established extensive use of video conferencing platforms like Zoom, MS Teams and WebEx in order to fulfill their instructional responsibilities. Montgomery College has led the way in proving remote and virtual training and education opportunities for our customers.

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c) A list of WSM programs and services are included in the Appendix.

8) What's the process for WorkSource to begin reopening the job centers and other in-person events? When is that anticipated to begin?

a) WSM has been working with the county's regional directors to coordinate the reopening of our Germantown and East County operations. The reopening of the H.I.R.E. pop-ups that we conduct in partnership with the Montgomery County Public Library System will depend on the libraries' readiness.

b) WorkSource Montgomery is the lead tenant in the Wheaton American Job Center. The building is privately owned and has remained open to accommodate the needs of the other tenants during the shutdown. However, we will reopen in accordance with the guidance provided by our County and State leaders. We have been working on our reopening plan for the Wheaton office by initiating conversations with our state and county partners, vendors and contractors. Discussions have focused on the acquisition of PPE, cleaning services, plexiglass separators, the use common areas, and alternating work schedules to ensure the health and safety of employees and customers.

9) Is there a short-list of program/services that the Workforce Development Board and WorkSource will focus on as the County reopens? If so, what are those programs/services and why were they selected? If not, how will WorkSource prioritize service delivery following the health crisis?

a) WorkSource Montgomery will follow the direction and priorities established by the Workforce Development Board and by the County Executive's Economic Revitalization Workgroup process. We will need to support residents as they re-enter an economy that may have significant differences from the one they left three months ago. Some may need to focus on obtaining the "life boat" jobs that will help pay the bills. Others will want to find programs and other opportunities that will help them acquire new skill sets that are relevant to the "New Normal." Still, we anticipate that there will be those who will want help finding a new employer who will enable them carry out many of the same responsibilities they currently have.

b) More than 98,000 residents have been "dislocated" from their employment because of the pandemic. Federal and state resources will continue to be made available to local governments to assist in retraining and re-employment efforts. WSM in its role as the county's workforce organization will seek the support of these funding sources to help in Montgomery County's recovery efforts.

10) What does WorkSource believe are the greatest challenges facing its customers following the health crisis? How does the Workforce Development Board and WorkSource plan to identify these challenges (if not known) and address them as the need arises?

a) While many of our residents look forward to reopening the economy as soon as possible, others remain anxious about the exposure to COVID-19. This anxiety impacts the motivation to return to work, especially with the availability of expanded UI benefits.

However, UI benefits will expire, and Congress is currently searching for ways to help people transition from the additional $600 per week payment without creating a "cliff" that many Americans may not be ready to navigate. We expect to see residents come to the American Job Center with feelings of desperation if they don't take the time now to plan for what it will take to re-enter the workforce. Waiting until the UI benefits end may be too late.

b) I my role as the facilitator for the Economic Revitalization's Workforce Development Workgroup, I will be paying particular attention to all of these issues as we chart the County's employment recovery.

Respectfully Submitted,

Leonard Howie
Acting Chief Executive Officer
WorkSource Montgomery
June 12, 2020

w/Appendix

U.S. CODE OF FEDERAL REGULATIONS

Title 20 Chapter V Part 679 Subpart C - Local Workforce Development Boards

§ 679.370 - What are the functions of the Local Workforce Development Board?

As provided in WIOA sec. 107(d), the Local WDB must:

(a) Develop and submit a 4-year local plan for the local area, in partnership with the chief elected official and consistent with WIOA sec. 108;

(b) If the local area is part of a planning region that includes other local areas, develop and submit a regional plan in collaboration with other local areas. If the local area is part of a planning region, the local plan must be submitted as a part of the regional plan;

(c) Conduct workforce research and regional labor market analysis to include:

(1) Analyses and regular updates of economic conditions, needed knowledge and skills, workforce, and workforce development (including education and training) activities to include an analysis of the strengths and weaknesses (including the capacity to provide) of such services to address the identified education and skill needs of the workforce and the employment needs of employers;

(2) Assistance to the Governor in developing the statewide workforce and labor market information system under the Wagner-Peyser Act for the region; and

(3) Other research, data collection, and analysis related to the workforce needs of the regional economy as the WDB, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions;

(d) Convene local workforce development system stakeholders to assist in the development of the local plan under § 679.550 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. Such stakeholders may assist the Local WDB and standing committees in carrying out convening, brokering, and leveraging functions at the direction of the Local WDB;

(e) Lead efforts to engage with a diverse range of employers and other entities in the region in order to:

(1) Promote business representation (particularly representatives with optimum policy-making or hiring authority from employers whose employment opportunities

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reflect existing and emerging employment opportunities in the region) on the Local WDB;

(2) Develop effective linkages (including the use of intermediaries) with employers in the region to support employer utilization of the local workforce development system and to support local workforce investment activities;

(3) Ensure that workforce investment activities meet the needs of employers and support economic growth in the region by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and

(4) Develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations;

(f) With representatives of secondary and postsecondary education programs, lead efforts to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment;

(g) Lead efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and job seekers, and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs;

(h) Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and job seekers, by:

(1) Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area;

(2) Facilitating access to services provided through the one-stop delivery system involved, including access in remote areas;

(3) Identifying strategies for better meeting the needs of individuals with barriers to employment, including strategies that augment traditional service delivery, and

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increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and

(4) Leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals with barriers to employment;

(i) In partnership with the chief elected official for the local area:

(1) Conduct oversight of youth workforce investment activities authorized under WIOA sec. 129(c), adult and dislocated worker employment and training activities under WIOA secs. 134(c) and (d), and the entire one-stop delivery system in the local area;

(2) Ensure the appropriate use and management of the funds provided under WIOA subtitle B for the youth, adult, and dislocated worker activities and one-stop delivery system in the local area; and

(3) Ensure the appropriate use management, and investment of funds to maximize performance outcomes under WIOA sec. 116;

(j) Negotiate and reach agreement on local performance indicators with the chief elected official and the Governor;

(k) Negotiate with CEO and required partners on the methods for funding the infrastructure costs of one-stop centers in the local area in accordance with § 678.715 of this chapter or must notify the Governor if they fail to reach agreement at the local level and will use a State infrastructure funding mechanism;

(l) Select the following providers in the local area, and where appropriate terminate such providers in accordance with 2 CFR part 200:

(1) Providers of youth workforce investment activities through competitive grants or contracts based on the recommendations of the youth standing committee (if such a committee is established); however, if the Local WDB determines there is an insufficient number of eligible training providers in a local area, the Local WDB may award contracts on a sole-source basis as per the provisions at WIOA sec. 123(b);

(2) Providers of training services consistent with the criteria and information requirements established by the Governor and WIOA sec. 122;

(3) Providers of career services through the award of contracts, if the one-stop operator does not provide such services; and

(4) One-stop operators in accordance with §§ 678.600 through 678.635 of this chapter;

(m) In accordance with WIOA sec. 107(d)(10)(E) work with the State to ensure there are sufficient numbers and types of providers of career services and training services serving the local area and providing the services in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities;

(n) Coordinate activities with education and training providers in the local area, including:

(1) Reviewing applications to provide adult education and literacy activities under WIOA title II for the local area to determine whether such applications are consistent with the local plan;

(2) Making recommendations to the eligible agency to promote alignment with such plan; and

(3) Replicating and implementing cooperative agreements to enhance the provision of services to individuals with disabilities and other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination;

(o) Develop a budget for the activities of the Local WDB, with approval of the chief elected official and consistent with the local plan and the duties of the Local WDB;

(p) Assess, on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area, in accordance with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.*); and

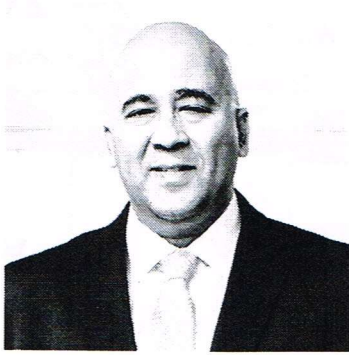(q) Certification of one-stop centers in accordance with § 678.800 of this chapter.

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Ahmed R. Ali, President
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Rockville, MD

Ahmed R. Ali is the President and Founder of TISTA.

Ahmed is a U.S. Navy Veteran, with over 30 years of military, federal government, and civilian experience in engineering, information technology, cybersecurity, and project/program management. While serving, Ahmed worked on various aspects of engineering, fire control radar, weapons systems, electronic warfare, and communications. Ahmed served onboard an Arleigh Burke-class guided missile destroyer and completed multiple deployments throughout the world in support of various military operations. Duty stations included Recruit Training Command (IL), Naval Surface Warfare Center (VA), Pearl Harbor (HI), Bolling Air Force Base (DC), and the Pentagon (DC).

Ahmed received his B.S. in Information Systems Management from the University of Maryland, an M.S. in Cybersecurity from Capitol Technology University, and holds an MBA with a concentration in International Business. Ahmed has also completed further executive education level programs at Harvard University, Georgetown University, and Dartmouth College.

Ahmed enjoys spending time with his family, playing sports, supporting various charitable organizations, different cuisines, traveling, and exploring the world.

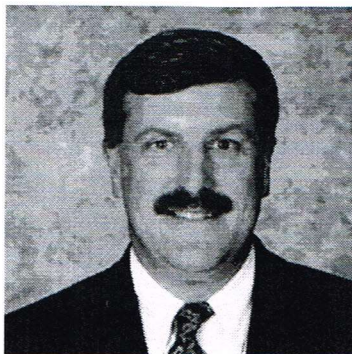## Melissa R. Boone Esq., Vice President of Human Resources
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Silver Spring, MD

Bio Pending...

John Cain, Energy Services Business Development
Boland Trane Services, Inc.
Gaithersburg, MD

Bio Pending...

Raymond L. Crowel, Director
MC Department of Health and Human Services
Rockville, MD

A clinical psychologist, psychotherapist and senior manager with strong leadership and management skills. Thirty years of experience working in complex systems, developing and evaluating outcomes-based programs, building coalitions, and promoting cultural and linguistic competency. Thirty-plus years of providing of direct clinical services with extensive experience in couples counseling, stress management, trauma, child and adolescent development and executive coaching. An excellent public speaker and experienced facilitator who has provided training and consultation to national, state, and local organizations.

Goals: Promoting public and individual awareness and action on wellness, prevention and healthy development. Assisting individuals, families and couples in addressing life balance issues. Working with individuals couples and families with international careers. Improving health outcomes for men of color.

Specialties: Clinical Psychology: Couples counseling, Trauma, Stress management, Wellness and healthy development, Life balance

Training and consultation on: Cultural Competency; Organizational systems change, Mental health policy, Stress Management, Clinical Psychology, Child welfare, Interagency collaboration, Administration and Policy development - Mental health, human services

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Mark W. Drury, Vice President of Business Development Acquisition
Shapiro & Duncan
Rockville, MD

Vice President of Business Development, Mark Drury, draws on more than 35 years of experience in construction management. After 18 years in the general contracting world, he came to Shapiro & Duncan in 1995 as a Senior Project Manager. In 1999, he became Director of Business Development; in 2004, the Director of Design-Build; and in 2009, Vice President of Business Development. Shapiro & Duncan is a full service, design-build plumbing and HVAC construction company based in Rockville, Maryland. His wide-ranging oversight responsibilities include corporate development, contracts negotiation/management, construction management and material purchases, project coordination/scheduling, project management operations/staffing, and production of marketing and sales materials.

Mark serves on the Board of the Associated Builders and Contractors (ABC) Metro, a LEED AP and Designated Design Build Professional, where he is also part of their Trimmer Construction Education Fund committee. He is also active in many construction industry associations as well as business and community groups and remain a staunch advocate

for construction workforce development locally and nationally in both the construction industry and in academia. Marks is passionate about career-based education and expanding pathways for youth and speak on that topic at local and national conferences in both construction and academia.

He completed his undergrad studies in History at Shepherd University and graduate coursework at Princeton and Clemson Universities.

Barbara Ebel, Labor Exchange Administrator
Montgomery County
Division of Workforce Development & Adult Learning
*Maryland Department of Labor*
Wheaton, MD

Barbara Ebel is currently the Labor Exchange Administrator for Montgomery County American Job Center, Maryland. Over fifteen years of exceptional organization management and over 18 years of State service with a demonstrated effectiveness in directing and managing workforce development programs. Previously, Barbara was the Assistant Director for the Migrant Program in Michigan. In this position, she helped to create educational programs to help improve the well-being and advancement opportunities of migrant families.

Barbara has received a Champion Achiever Award from the Maryland Secretary of Labor, Licensing & Regulation, and an Award of Appreciation from the International Association of Workforce Professionals for outstanding performance as Chair of the International Development Committee. In this position she was instrumental in advancing the Association to members of the international community. Also, Ms. Ebel received multiple awards including the Professional of the Year Award from the Maryland Hispanic Chamber of Commerce, Daily Record's 2018 Top 100 Women in Maryland, the Latina Power Award by the El Poder De Ser Mujer Foundation, and Top 100 Latinos leaders in the DMB by El Tiempo Latino Newspaper. Additionally, Barbara was appointed by County Executive Marc Elrich to serve on the Montgomery County Workforce Development Board.

Barbara has been a keynote speaker across the country and internationally presenting topics including workforce development, the Trade Adjustment Act, organizational management, diversity & disabilities awareness, and other numerous labor related topics. Her experience in community outreach and coalition building spans two decades. Barbara is also Executive Board member of Power52 Foundation, Chimes International, Ana G. Mendez University and the Madison House Autism Foundation.

Barbara holds a Bachelor's degree in Social Science from the University of Maryland University College.
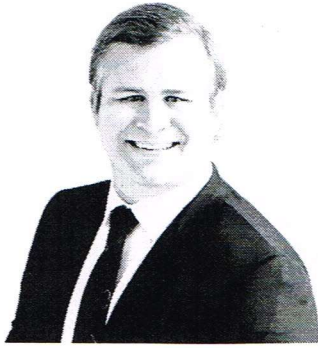
Ryan W. Gandy, Deputy Director
Rockville Economic Development, Inc.
Rockville, MD

As Deputy Director, Ryan is responsible for promoting the City of Rockville as a lucrative place for businesses and a highly desirable community to live and work. To achieve this goal, he proactively identifies quality business prospects and then attracts those businesses to the City through marketing campaigns he establishes and executes. He also develops and maintains positive working relationships with existing businesses to encourage business retention and expansion projects. Ryan administers several business incentives programs, researches/recommends economic development opportunities and projects, and connects local organizations, businesses, government representatives, and individuals with information and resources to promote Rockville's economic development.

Ryan joins REDI after serving as the inaugural Director of Economic Development and Tourism for King George County, Virginia, where he helped lead the economic development strategic planning efforts. He has also served as Economic Development Manager for the City of Manassas Park, Virginia, and as Director of Community Services for the Town of Dumfries, Virginia. Additionally, he has served on various committees and boards in both the public and private sectors and most recently served as a representative on the Northern Neck Tourism Council, board member on the Bay Consortium Workforce Development Board, and as an appointed representative on Congressman Rob Wittman's 1st Congressional District Rural Broadband Task Force.

Originally from Valdosta, Georgia, Ryan holds a Master of Public Administration degree from Valdosta State University and has attended multiple professional economic development and public administration courses during his time in the public sector. His professional experience involves positions in the corporate, non-profit, education and government sectors.
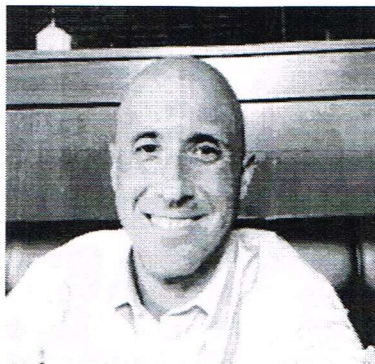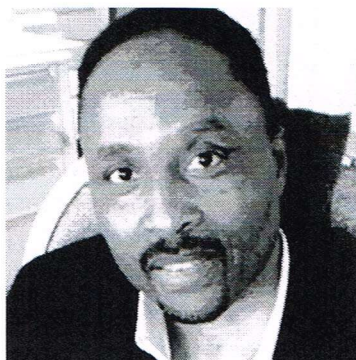
Wyatt Genser, Senior Vice President
Capital Bank, N.A.
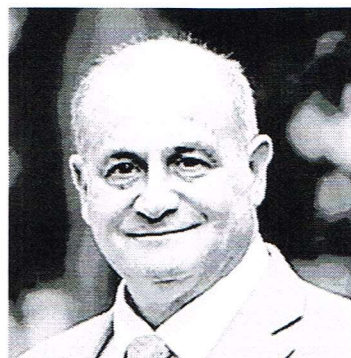*Rockville, MD*

Bio Pending...

Steven Greenfield, Dean of Instruction
Workforce Development & Continuing Education
Montgomery College
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Bio Pending...

Jeff Guido, Maryland Director
North American Building Trades Unions
La Plata, MD

Baltimore-D.C. Building Trades Maryland Director Jeff Guido has been a member of the United Association Local Union since 1973. Spanning an impressive 46-year industry career, Master Plumber Guido has served in a variety of capacities with his home local from Apprentice, Journeyman, and Foreman – all while serving as a local union elected official for 22 of those years. Joining the Baltimore-D.C. Building Trades (BDCBT) in July of 2014, Jeff's Maryland duties include representative work in Prince George's, Montgomery, Charles, Calvert, and St. Mary's counties.

In his critical role, Jeff works to increase the BDCBT's market-share and membership for all of the area building trades unions, while simultaneously promoting marquee Building Trades' apprenticeship programs and their state-of-the-art training centers. His dedication for this important work is evident through his success in implementing and administering a number of large-scale Project Labor Agreements, which include but are not limited to the MGM National Harbor Casino, Cove Point LNG Export Facility, CPV St. Charles Gas Energy Center, and PSEG Keys Gas Energy Center.

Jennifer B. Hester, Vice President of Human Resources
The Emmes Company, LLC
Rockville, MD

Jennifer Hester began her career in accounting. At that time, the company she worked for had a combined finance and administration group and her exposure to the entire group was how she learned more about human resources – hiring, benefits, and employee relations. Since then, she's worked for several companies ranging from hundreds to thousands of employees and worked her way up through the management chain of command.

Jennifer joined Emmes In 2006, excited about the prospect of helping the company grow and adding value through professional HR programs and services. Since her arrival, the company has doubled their employee count.

She credits previous and current supervisors for teaching her how to be a good person while also being a great business leader and manage. Jennifer holds a Bachelor's Degree from Virginia Polytechnic Institution, a Master of Science in Human Resource Management from American University, and a MBA from the University of Maryland.
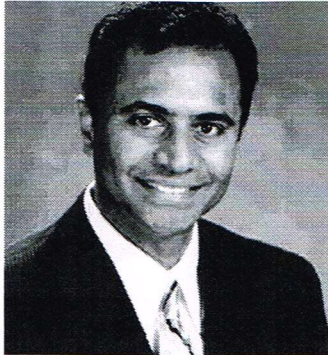
Mahesh Kalva, President and Chief Technology Officer
AmeriinfoVets, Inc.
Germantown, MD

Mahesh Kalva is President and Chief Technology Officer of AmeriinfoVets Inc., Mr. Kalva took on the role of President and CTO in March, 2017 after a distinguished career as Sr. Vice President and CTO at Leidos Health, #1 provider of health IT to the federal government. Prior to his work at Leidos, Mr. Kalva was the CTO and business executive in different organizations of Lockheed Martin's Information Systems and Global Solutions since 1996. He played a central role in major strategic initiatives including the launch of Health Care Technology Alliance, Big Data initiative, (CS)2– Comprehensive Cyber Security Solutions, LM's Cloud Computing, CRM & BPO practice and also in the M&A of several companies. During his tenure as International CTO at Lockheed Martin, IS&GS was recognized not only as Information Systems and Cyber Security leader within United States Government but also as an Innovative Information Communications Technology provider amongst governments of Australia, Canada and United Kingdom.

Mr. Kalva has a Master's degree in Computer Information Systems from Southern New Hampshire University. He has completed leadership development courses at MIT Sloan Business School, Carnegie Mellon University, and attended graduate level courses in Business Administration at University of Pune. He has a Bachelor's degree in Biology and Chemistry from India.

A respected technologist and strategist in federal Systems Integrator world, Mr. Kalva was awarded the Asian American Executive of the year in 2015, Cloud Architect of the year in 2012, Entrepreneur of the Year in 2008. He has graduated from Leadership Montgomery program in 2014 – brings together emerging leaders to make Montgomery County, MD a better place to live and work.

Mary C. Lang, Chief Strategy Officer/Chief of Staff
USG Board of Advisors
The Universities at Shady Grove
Rockville, MD

Mary Lang is the Chief Strategy Officer and Chief of Staff at the Universities at Shady Grove (USG). From the time she joined USG in 2005, as the Director of Planning/Chief of Staff, she has been responsible for creating and implementing strategic plans for current operations and growth plans for

USG that incorporate developing and nurturing critical relationships with academic partners, community organizations and the USG Board of Advisors and the businesses and organizations they represent. USG has become nationally recognized for its innovation academic/instructional model, one that is predicated on effective partnering among USM institutions, area community colleges and K-12, and regional employers. In her role, Lang's focus has been to support and expand pathways to affordable, innovative, high-quality public higher education that meet the distinctive needs of the region and are designed to support workforce and economic development in the state. Lang chairs USG's Committee for Interprofessional and Interdisciplinary Education Strategies and is the primary professional support for the USG Board of Advisors, USG's Academic and Programs Advisory Committee, and the Shady Grove Governing Council. Mary is a member of the Workforce Investment Board for Montgomery County. She holds a MBA, George Mason University, and a BA in Economics, College of William and Mary.

Beth Lash, Regional Director
Division of Rehabilitation Services
Maryland State Department of Education
Lanham, MD

Bio and Picture Pending...

Omar A. Lazo, Restaurant Owner
Los Chorros Restaurant
Silver Spring, MD

Omar Lazo is a Business Consultant and Board member of the Wheaton & Kensington Chamber of Commerce, the Wheaton Urban District Advisory Committee, the Greater Washington Hispanic Chamber of Commerce, the Latino Democratic Club, and the Fund for Montgomery.

He is also the owner of Los Chorros Restaurant In Wheaton and Simply Bliss Salon.

Lesley J. MacDonald, Executive Director
Non-Profit Montgomery
Rockville, MD

Lesley MacDonald is an experienced philanthropy professional with expertise in all aspects of grant making and grant management. She is an expert facilitator, skilled in engaging partners, convening, and working with organizational committees and boards. Lesley is also experienced in several areas of human service programming. She is an enthusiastic leader with excellent communication, donor relations, volunteer management and team building skills.

Roxana Mejía, Political Affairs Director
International Union of Painters and Allied Trades
Lanham, MD

Bio Pending...

Donald Carroll Moragne, Managing Principal
The Success Zone, Inc.
Bethesda, MD

Bio Pending...

Yomi Ntewo, Senior Director of Talent Acquisition
Sodexo
Gaithersburg, MD

Yomi Ntewo is currently a Senior Director of Talent Acquisition at Sodexo and oversees the Healthcare recruiting teams. By understanding her partners, she can ensure the right people alignment which is a vital part of the talent strategy and workforce development. With 20 years of experience as a successful human resource professional, Yomi's specialized efforts in talent acquisition have been primarily in technology, compliance, and lean process improvement initiatives. She has an outstanding record of developing teams, creating standard work, implementing SLA's, optimizing TA tech platforms, and providing oversight of college outreach programs.

Throughout her career Yomi has been active in professional activities. Yomi is a member of the American Society for Quality, Society for Human Resource Management, a former member of the American College of Healthcare Executives, National Capital Healthcare Executives, and a board member of Regent Advisor Council. She was the acting liaison to the Board of Nursing to ensure licensure requirements and compliance in accordance with the District of Columbia Department of Health.

Yomi holds a Bachelor of Science degree in Biology with a Minor in Chemistry and a Master of Science in Health Systems Management with a Concentration in Executive Management and a Certificate in Quality Improvement and Outcomes Management from George Mason University. She holds a Certificate in Project Management from the University of Maryland and she is a Certified Six Sigma Black Belt through the American Society for Quality.

Sophia J. Parker, Chief Executive Officer
DSFederal, Inc.
Rockville, MD

Sophia Parker has devoted her career to serving others. Her keen understanding of people and how to best take care of them has been a key success factor in her outstanding career. Sophia was born in Taiwan and attended Soochow University, where she received a B.A. in English Literature in 1979. She came to the U.S. to pursue her Master's degree in Mass Communications at Illinois State University, and instead earned a second Bachelor's degree in Accounting, becoming a Certified Public Accountant in 1994. After a successful career in private sector government contracting, Sophia established DSFederal in 2007 as a boutique government contractor distinguished by its sharp focus on customer service. DSFederal strives to advance our clients' missions by delivering innovative, research-focused software, enterprise IT, training, and program management solutions.

Since its inception, DSFederal has expanded, with over 160 employees in four states, a direct result of Sophia's people-centric management style. In 2015, the U.S. Small Business Administration recognized Sophia as its Maryland Small Business Person of the Year, honoring DSFederal's substantial growth, innovative services, and philanthropic efforts. In March 2016, DSFederal was honored again by the SBA as a "Top Woman-Owned Small Business," an award that commended the firm's economic contributions to its community. The award-winning trend continued in 2017, with Sophia recognized as a Washington Business Journal "Woman Who Means Business," a Capital Region Minority Supplier Development Council "Top 100 MBE," and as the Montgomery County Chamber of Commerce's Small Business Leader of the Year. 2017 also marked DSFederal's 10th anniversary, and its graduation from the SBA's 8(a) Small Business Development Program.

Eager to serve those beyond the Beltway, in 2013, Sophia launched the IDEA Foundation, a 501(c)(3) non-profit dedicated to empowering women and children worldwide through health services improvement, skill-building, and financial independence. The IDEA Foundation has benefited organizations around the world, including Soholat Health Services & Vocational Organization in Kabul, Afghanistan; the Amitofo Care Centre in Malawi, Jusoor, Doctors Without Borders; and most recently, Unidos Por Puerto Rico (a $10,000 contribution toward hurricane relief efforts). Like millions of other immigrants who have come to this country to seek a better life for themselves and their families, Sophia is a true believer in the American dream. A businesswoman and philanthropist, she is dedicated to helping others to realize their dreams through the success of DSFederal.

Shane Rock, Chief Executive Officer
Interfaith Works
Rockville, MD

Shane Rock joined Interfaith Works following an extensive career in the nonprofit, social service and advocacy worlds. After graduating from law school, he became executive director of Good Neighbor Mission, a homeless shelter in rural Tennessee helping people living in extreme poverty. In the two decades that have followed, Shane's career has encompassed a range of social justice concerns while remaining focused on helping people who lack economic opportunity. Most recently, Shane was director of operations for senior services for the Jewish Social Services Agency in Rockville. He has a bachelor of arts degree in government and philosophy from Oberlin College and a J.D. from Vanderbilt University Law School.

Michelle Bell Smith, Chief Executive Officer
*1st Choice, LLC*
Burtonsville, MD

Michelle A. Bell, PHR, is President of 1st Choice, LLC, where she oversees all aspects of the company's business in North America. Since founding the company in 2000, she has increased sales, productivity and profitability by redefining the business market strategy and delivery models and optimizing its operations. In her role, she is responsible for expanding service nationally by providing operational solutions to clients.

Ms. Bell leads all strategic planning, operations and business development of the firm. She has a team of highly skilled staff with expertise that rivals many big corporations. Under her leadership, 1st Choice combines insight and innovation from multiple disciplines and industries, to solve complex problems confronting their clients. Through, customer-focused, and results-oriented services, Ms. Bell partners with clients to deploy multi-dimensional solutions that consistently improve outcomes for her clients and exceed business goals.

Ms. Bell has received numerous awards and is very active in the business community.

1st Choice, LLC is a certified woman- and minority-owned business (WBE/MBE), It is also an SBA certified EDWOSB.
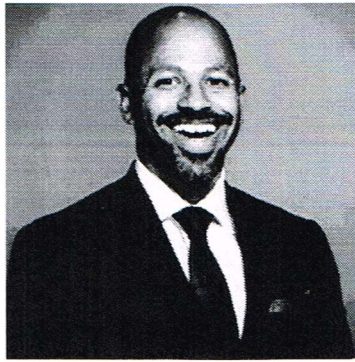
Derek G. Turner, Chief Communications Officer
Montgomery County Public Schools
Rockville, MD

Derek Turner is an experienced communications executive with a background in education, technology, politics, and the law.

Diego Uriburu, Co-Founder and Executive Director
Identity, Inc.
Gaithersburg, MD

Diego is co-founder and Executive Director of Identity, a community-based organization in Montgomery County, MD. In pursuit of a just, equitable and inclusive society, Identity creates opportunities for Latino and other historically underserved youth to realize their highest potential in school, work and life. Identity facilitates youth's successful transition into adulthood by providing skills, guidance, positive role models, and a strong sense of community. Previously, Diego worked as a psychotherapist at various community-based organizations in the Washington, DC area that work with the Latino population.

Diego participates in several Montgomery County task forces and working groups: he is a founding co-leader, along with the NAACP Parents' Council, of the Black and Brown Coalition for Educational Equity and Excellence; a co-chair of Montgomery Moving Forward and the Montgomery County Latino Advocacy Coalition; and a member of the Latino Health Steering committee and the Latino Public Safety Workgroup. He holds a Master's degree in Clinical Psychology from the University of Belgrano in Argentina.

Benjamin H. Wu, President and CEO
Montgomery County Economic Development Corporation
Rockville, MD

Benjamin H. Wu is the President and Chief Executive Officer of MCEDC. An accomplished executive and internationally recognized technology policy expert, Wu brings to MCEDC a dynamic portfolio of over three decades of professional experience working directly with industry around the world and leading operations at the highest levels of our nation and state.

He has a distinguished career focused on technology-led economic development, as well as a proven record of driving transformative initiatives and creating collaborative alliances with industry, government, and academia throughout the country and in

Maryland. Wu is strengthening ties with our partners in the state while working with our local and regional stakeholders to diversify Montgomery County's economy, grow our jobs and increase the tax base.

Wu led the creation of the Maryland Department of Commerce in 2015 and helped transform the state's competitiveness. During his tenure, Wu helped forward the Governor's economic agenda while delivering record growth and facilitating the lowest unemployment rate in over a decade. In the Hogan Administration, he worked with the General Assembly and key stakeholders to change the state's economic development structure, operations, and business-friendliness. He executed a bold Commerce strategic plan that focused on operational excellence through exceptional customer service, a more competitive business climate, advancement of innovation and entrepreneurship, and expansion of international trade.

Wu is a former U.S. Deputy Under Secretary of Commerce and U.S. Assistant Secretary of Commerce for Technology Policy under President George W. Bush. He administered the nation's technology and innovation strategy and exercised supervisory management over the National Institute of Standards and Technology. Wu served as the Co-Chair of the National Science and Technology Council Committee on Technology, which led interagency coordination on national priorities with federal laboratories, including the National Institutes of Health.

Prior to joining the executive branch, Wu served as counsel for 13 years to Montgomery County Congresswoman Connie Morella and the Technology Subcommittee of the House Science Committee overseeing U.S. international competitiveness.

Wu has been active on the boards of multiple national and local Montgomery County-serving organizations. He is a past Trustee of Montgomery College and a graduate of Leadership Montgomery.

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MONTGOMERY COUNTY WORKFORCE DEVELOPMENT BOARD

WELCOME

Mr. Benjamin H. Wu
President and CEO
Montgomery County Economic Development Corporation
1801 Rockville Pike - Suite 320
Rockville, MD 20852

Dear Mr. Wu,

Congratulations on your appointment to the Montgomery County Workforce Development Board. The Workforce Development Board works on behalf of all Montgomery County residents and businesses to develop and implement the strategies and services necessary to advance our economic competitiveness.

The timing of your appointment could not be more critical. The COVID-19 Pandemic has placed an enormous strain on all of our economic and government institutions. It has also put many of our residents in extremely fragile positions regarding employment and financial security. Collectively, Montgomery County's executive and legislative leaders are looking forward to the Workforce Development Board beginning its term and commencing the important work of preparing for our post-pandemic economic recovery.

WorkSource Montgomery Inc. (WSM) is designated as Montgomery County's workforce development organization. This designation carries two requirements: (1) that the WSM Chief Executive Officer serve as principal staff to the Workforce Development Board as its Executive Director; and (2) that WSM employees be made available to provide administrative and program support to the Workforce Development Board as needed. Furthermore, as the leadership of a Maryland chartered and Montgomery County-based nonprofit organization, the WSM Board of Directors is charged with directing the programs, management, and finances of WSM. This responsibility includes recommending workforce development activities and associated

performance measures; as well as presenting financial reports and other required information to the County Executive, Council, and to the Workforce Development Board.

We have attached the following documents in order to facilitate the onboarding process:

- Attachment 1: Workforce Development Board Functions
- Attachment 2: Montgomery County Council Resolution 18-295
- Attachment 3: Montgomery County Code, Chapter 15A ECONOMIC DEVELOPMENT
- Attachment 4: The Maryland Workforce System
- Attachment 5: Workforce Development Board Recommended Initial Actions

These documents will provide important context to understanding how the state workforce system is designed to work, and to the role that WorkSource Montgomery has in supporting the work of the Workforce Development Board. We would also like to bring special attention to Attachment 5: Workforce Development Board Recommended Initial Actions. The work that the County Executive and Council anticipates the Workforce Development Board being involved in would require the support of the chair, vice chair and committees beginning in early June. Therefore, it will be important to give careful thought to your interest in serving as an officer or committee chairperson.

We have arranged to have an initial orientation on Tuesday, May 19, 2020 at 1:00pm. Since we remain under the state's social distancing guidelines, the meeting will convene via the ZOOM video conferencing platform. You will receive the ZOOM meeting "login" information by Friday, May 15, 2020. Although "video chats" can be somewhat cumbersome, we hope that you will be able to use this opportunity to introduce yourself to other Workforce Development Board members and begin the process of establishing the relationships that will be needed to effectively carry out the County's workforce mission. Officials from the County Executive's Office, WSM Board of Directors and WSM Staff will be available to answer your questions regarding the information contained in the attachments.

If you have any questions regarding this letter, or questions regarding the work of WorkSource Montgomery, please contact Leonard Howie at lhowie@worksourcemontgomery.com or 240-338-8521 (cell).

Again, congratulations on your appointment and we look forward to your arrival.

Sincerely,

Gordon Ellis
Interim Chairperson
WorkSource Montgomery Board of Directors

Leonard Howie
Acting Chief Executive Officer
WorkSource Montgomery

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MONTGOMERY COUNTY WORKFORCE DEVELOPMENT BOARD

An Introduction to the Maryland Workforce System

Workforce Innovation and Opportunity Act (WIOA)

The federal statutes and regulations authorizing the current system of workforce services were significantly updated in 2014. The Workforce Innovation and Opportunity Act (WIOA) not only requires the establishment of a network of public employment centers and supportive services (housing, temporary financial assistance, etc.), but it recognizes that government cannot – and should not – operate a workforce system in isolation. WIOA specifically tasks Governors and Local Chief Elected Officials to work with business and nonprofit leaders to develop strategies that will support the creation and maintenance of a comprehensive workforce development system.

WIOA places additional emphasis on creating opportunities for adults and youth facing barriers to employment. The WIOA policy objectives can be summarized as follows:

1. **Increase the focus on serving the most vulnerable workers**—low-income adults and youth who have limited skills, lack work experience, and face other barriers to economic success;

2. **Expand education and training** options to help participants access good jobs and advance in their careers;

3. **Help disadvantaged and unemployed adults and youth earn while they learn** through support services and effective employment-based activities; and

4. **Align planning and accountability policies across core programs** to support more unified approaches to serving low-income, low-skilled individuals.

In Maryland, this workforce partnership begins with the support and involvement of two entities: The Governor's Workforce Development Board; and the Maryland Department of Labor.

1

Governor's Workforce Development Board

The Governor's Workforce Development Board is the state's chief policy-making body. It is a business-led board charged with developing policies and strategies that will form a coordinated workforce system from a variety of education, employment, and training programs that will produce two key outcomes: (1) a properly prepared workforce that meets the current and future demands of Maryland employers; and (2) opportunities for all Marylanders to succeed in the 21st century workforce.

Division of Workforce Development and Adult Learning, Maryland Department of Labor

As the state's main workforce development entity, their mission is to ensure businesses have the skilled workforce they need to be competitive in today's environment; as well as to help people get jobs by working better to serve the unemployed, jobless veterans, newly dislocated and trade-impacted workers, New Americans, ex-offenders, low wage workers, and individuals with barriers to employment. The Division has oversight authority over Maryland's 32 American Job Centers, the Maryland Workforce Exchange (the state version of Indeed or Monstor.com), the GED and the National External Diploma Program, and the academic and occupational education programs at Maryland's Correctional Institutions.

Local Workforce Areas

There are 12 Local Workforce Areas in Maryland – each led by similarly structed local workforce development boards. The differences are primarily found in how the local areas organize the Workforce Innovation and Opportunities Act (WIOA) Title I services – Youth, Adult, and Dislocated Worker programs – in their respective American Job Centers. In six of the local areas, governmental entities operate the American Job Center networks. (Baltimore City, Baltimore County, Central Maryland, Frederick County, Southern Maryland, Western Maryland). Three of the local areas have a blend of regional governmental councils, nonprofit and higher education entities responsible for American Job Center operations (Susquehanna, Lower Shore, Upper Shore). In the remaining three areas, Montgomery County joins Prince George's and Anne Arundel counties as single-jurisdiction areas that created nonprofit entities to manage the WIOA Title I services.

The primary benefit of using a 501(c)(3) entity to serve as the WIOA fiscal agent is that it provides flexibility in how the county can receive and distribute funds. In other words, we can work directly with private sector contributors to the workforce system in a manner that expedites the receipt and distribution of resources used to address critical workforce needs. As long as an organization like WorkSource Montgomery understands that its primary mission is to support the direction of the local elected officials and the local workforce development board, local governments can leverage the resources that an organization like WorkSource Montgomery can contribute to the economic development mission.

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MONTGOMERY COUNTY WORKFORCE DEVELOPMENT BOARD

Recommended Initial Actions

The Montgomery County Workforce Development Board (WDB) is starting from a clean slate. Since only a few members were reappointed, the vast majority will be new to the WDB. This means that members are free to stamp their imprint on every WDB function. It also means that there is significant work that needs to be completed prior to the first official convening.

As you begin to plan for your initial meeting, here are several initial actions that are offered for your consideration:

1. <u>Elect a Chairperson and Vice Chairperson</u>. The position of "WDB Chair" must be held by an appointed member from the business community. How the chair is selected varies by board, committee or commission. In this case, WIOA prescribes that the chairperson is to be elected by the WDB membership.

2. <u>Identify a date for the first meeting of the full WDB</u>. The end-of-year meeting for the WSM Board of Directors is still set for June 9, 2020. The WDB may want to use this date, or select another date in June.

3. <u>Design the committee structure</u>. The purpose, membership, and function of each committee is outlined in the law, resolution, or executive order which establishes it. In this case, WIOA gives broad discretion to the local boards in establishing a suitable committee structure.[1] A potential committee structure that the WDB adopt is as follows:

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[1] Employ Prince George's (EPG) is similar to WorkSource Montgomery in size and in scope of services. EPG uses six (6) committees to accomplish its mission: Executive Committee, Finance Committee, American Job Center/One-Stop Delivery System Committee; Disability and Severe Barriers Committee; Youth Committee; and Business Committee.

1

Executive Committee: WDB Governance; WSM Operations

Employment Recovery Committee: Overall coordination of WDB priorities and activities undertaken in response to the County's COVID-19 economic recovery strategies

Program Committee: Compliance (American Job Center Oversight); Training and Education Programs/Partners; Youth, Adult and Dislocated Workers; and Job Seekers facing Barriers to Employment (individuals with disabilities, educational attainment, English language proficiency).

Outreach & Engagement Committee: Strategic Initiatives (Industry/Sector Pathways); Workforce System Participants; Community Events

4. The manner in which the County's elected leaders appointed and reconstituted the WDB (officially separating the WDB from the WSM Board of Directors) has created conflicts and inconsistencies within the WorkSource Montgomery Bylaws. The two Board's will need to ensure the WSM Bylaws are amended and compliant with the requirements set forth in the Montgomery County Code.

5. Complete the Parliamentary Procedure: Roberts Rule of Order, Newly Revised, 10th Edition Training online course video. This is a county requirement for all members appointed to a board. https://www.montgomerycountymd.gov/boards/policy.html

2

MONTGOMERY COUNTY WORKFORCE DEVELOPMENT BOARD

Orientation #2 – Agenda

The Montgomery County Workforce Development Board will have its second Orientation Session on Tuesday, June 9 from 10:00am – 12:00pm. The session will be conducted via Zoom. Please use the following login credentials:

Topic: Workforce Development Board Meeting - June 9, 2020
Time: Jun 9, 2020 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting
https://us02web.zoom.us/j/84972805228

Meeting ID: 849 7280 5228
One tap mobile
+16465588656,,84972805228# US (New York)
+13017158592,,84972805228# US (Germantown)

10:00 – 10:05	Welcome: Workforce and Recovery (Leonard Howie)
10:05 – 10:25	The Role of the Workforce Development Board (Mike DiGiacomo – Executive Director, Governor's Workforce Development Board; Ken Lemberg – Deputy Director)
10:25 – 10:45	The Division of Workforce Development and Adult Learning, Maryland Department of Labor (Jim Rzepkowski, Assistant Secretary)
10:45 – 11:00	Workforce Development Board – Officer Nominations (Leonard Howie)
11:00 – 11:50	County Executive Marc Elrich: Employment Recovery and a Vision for Montgomery County's Workforce Development System
11:50 – 12:00	Workforce Development Board Committee Assignments; Next Steps (Leonard Howie)

1

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MONTGOMERY COUNTY WORKFORCE DEVELOPMENT BOARD

Orientation #2 – Nominations and Election

The Workforce Development Board will operate in compliance with the guidance for committee operation set forth by the Office of the County Executive (Boards, Committees and Commissions). These guidelines note that the process used to elect officers varies by board, committee or commission. In some cases, the County Executive and/or the County Council appoint the chair and vice chair. In other cases, the members elect their own leaders.

The process for selecting officers serving on the local workforce development board is defined under Workforce Innovation and Opportunities Act (WIOA) regulations. Specifically, 20 CFR § 679.330 provides that the "Local WDB must elect a chairperson from among the business representatives on the WDB." Furthermore, procedures established by the Montgomery County Executive provide that while county-appointed boards may conduct their meetings informally, boards are required to apply the parliamentary procedures of Robert's Rules of Order to govern formal actions or decisions on controversial matters.

Therefore, in compliance with the aforementioned guidance, the Montgomery County Workforce Development Board will follow the nomination and election procedures outlined in Robert's Rules of Order to fill the positions of Chairperson and Vice Chairperson. The position descriptions are as follows:

Chairperson	Vice Chairperson
The Chairperson shall set the strategic vision of the Workforce Development Board, and shall develop and ensure implementation of action plans necessary to achieve the strategic vision. The Chair shall execute all instruments and documents on behalf of the Local Board as shall be necessary and proper. The Chair shall preside at all meetings of the Local Board, and shall make any committee and shall designate chairs for said committees as required. The Chair shall do and perform such other duties as from time to time may be assigned by the members.	The Vice Chairperson shall have such powers and duties as from time to time may be assigned by the Chair or members, including all duties of the Chair during the absence or disability of the Chair. The Vice Chairperson shall also serve as Chairperson of the Employment Recovery Committee.

1

The elections will be conducted using the <u>Nomination by Ballot</u> process. Since a simple majority of membership constitutes a quorum for the transaction of business, a simple majority will determine the election results.

Nomination and Election Process

(1) Review the list of business representatives appointed to the Workforce Development Board who are eligible to serve in the office of Chairperson or Vice Chairperson.

Ahmed Ali TISTA Science and Technology Corp Rockville	Melissa Boone Social & Scientific Systems Silver Spring	John Cain Boland Trane Services, Inc. Gaithersburg
Mark Drury Shapiro & Duncan Rockville	Ryan Gandy Rockville Economic Development, Inc. Rockville	Wyatt Genser Capital Bank Rockville
Jennifer Hester The Emmes Company, LLC Rockville	Mahesh Kalva AmeriinfoVets Inc. Germantown	Omar Lazo Los Chorros Restaurant Silver Spring
Donald Moragne The Success Zone, Inc. Bethesda	Yomi Ntewo Sodexo Gaithersburg	Sophia Parker DSFederal, Inc. Rockville
Michelle Bell Smith 1st Choice, LLC Burtonsville		

(2) Nominate one (1) eligible member of the Workforce Development Board for each position. Self-nominations are permissible. **Information regarding how to submit nominations will be sent on Monday, June 8.**

(3) The Executive Director (Leonard Howie) will contact each Board Member nominated for the positions via email. At that time, the Member can accept or decline the nomination. The list of Board Members who have accepted their nominations will be distributed to each Board Member prior to the June 9, 2020 meeting of the Workforce Development Board.

(4) Those Board Members who accepted their nomination will be provided three (3) minutes to indicate their interest and qualifications for the position during the June 9, 2020 meeting.

(5) Members may pose questions to the nominees regarding their interest/qualifications/vision for the positions. These questions should be forwarded to the Executive Director by COB June 10, 2020. The questions will be compiled and then sent to each nominee for response. Responses are due back to the Executive Director by 5:00pm on June 12, 2020.

(6) The Nominees' responses to the questions posed by the members will be distributed to each member of the Workforce Development Board on June 15, 2020. At that time, voting will commence. All completed ballots should be cast by 5:00pm on June 16, 2020.

(7) The election results will be tallied and posted within 24 hours of closing the voting process. The goal is that the first official meeting of the Workforce Development Board (late June or early July) will be "called to order" by the newly elected officers.

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MONTGOMERY COUNTY WORKFORCE DEVELOPMENT BOARD

Orientation #2 – Committee Assignments

WIOA gives broad discretion to the local boards in establishing a suitable committee structure. As mentioned in Attachment 5 of your Welcome Package, we recommend you begin by establishing four (4) committees: Executive Committee; Employment Recovery Committee; Program Committee; and a Business and Community Engagement Committee. Over time, the activity of these committees may grow beyond the initial structure and you may want to expand the number of committees, create standing committees, or follow a sub-committee/task force structure to facilitate focused attention on the subject at hand. Each Board Member should expect to serve on [at least] one (1) committee of interest and/or need during their tenure.

Executive Committee: This Committee is comprised of the Workforce Development Board Chairperson, Workforce Development Board Vice Chairperson, Employment Recovery Chairperson, Program Committee Chairperson, and the Business and Community Engagement Committee Chairperson. Non-voting members of shall be the Board's Executive Director and the Chairperson of the WorkSource Montgomery Board of Directors. The purpose of the Executive Committee is to review all program plans, reports and other documents which the Board is required to act upon, and to make recommendations concerning such items. The Executive Committee is responsible for engaging the Board, monitoring the composition of the Board, and ensuring Board performance. The Executive Committee is also responsible for coordinating with the WorkSource Montgomery Board of Directors on matters related to the role WorkSource Montgomery has in supporting the mission of the Workforce Development Board.

Employment Recovery Committee: This Committee provides overall coordination of Workforce Development Board priorities and activities undertaken in response to the County's COVID-19 economic recovery strategies. The Chairperson of the Employment Recovery Committee shall be the Workforce Development Board Vice Chairperson. Committee membership shall be drawn from the general membership of the Workforce Development Board. Committee membership may include individuals from outside of the Workforce Development Board if the Chairperson determines that such individuals possess subject matter expertise necessary to effectuate the work of the Committee. However, individuals serving in this capacity will not have voting rights.

1

Program Committee: The Program Committee will examine all facets of Montgomery County's workforce delivery system that have direct contact with job seekers. The scope of functions under the Program Committee's jurisdiction will include oversight of the services provided to Youth, Adult and Dislocated Workers at the American Job Centers; identification and evaluation of Training and Education Programs/Partners; and monitoring the services provided by American Job Center core staff and partners to the County's targeted populations who face systemic Barriers to Employment (e.g., individuals with disabilities, educational attainment, English language proficiency).

Business & Community Engagement Committee Chairperson: The Business & Community Engagement Committee is tasked with creating career pathways within high-growth industries that lead to industry-recognized credentials that are portable and stackable. The committee will monitor the performance of the Montgomery County Business Services function to ensure that services are provided to businesses in in-demand business sectors; convene workforce system participants to ensure that the workforce delivery system is meeting the needs of county employers and job seekers; and will broadly promote the efficacy of the workforce delivery system at community events.

2

The federal government recently passed the Coronavirus Aid, Relief and Economic Security Act – known as the CARES Act – which expands unemployment insurance.

Under these new guidelines, you may be eligible for unemployment even if you weren't before.

Maryland has a new one-stop system known as the BEACON.

To get started with an application, visit the address below:
beacon.labor.maryland.gov/beacon/claimant-page.html

You will need your identifying documents and work status information.

The State may need additional information from you to determine your eligibility, they will let you know.

 If you've never filed a claim before, BEACON will take you through a 12-step process to collect your identity and employment information.

If you've applied in the past, BEACON will direct you to log into or reactivate your old account.

For more information visit: www.worksourcemontgomery.com/MDUIBenefits

You May Be Eligible For Unemployment Insurance Benefits...Please Apply!

The Maryland State Department of Labor has paid more than 320,000 unemployment insurance claims during the coronavirus pandemic. Many of these claims were filed under the federal CARES Act, which expands coverage to employees who are normally not eligible for unemployment insurance (Self-Employed, Independent Contractors, Gig Economy Workers, Insufficient Work History).

All recent claims have been filed using Maryland's new Beacon One-Stop Unemployment Insurance System. Many applicants have experienced extended waiting periods online or on the phone to file an initial claim. State leaders are fully aware of these challenges and have been working to resolve them.

Although delays can be frustrating, it is important that applicants be persistent throughout the claim filing process. Because eligibility to apply has been expanded, it's more important than ever that residents whose employment situation has been impacted by COVID-19 apply for Unemployment Insurance benefits sooner rather than later. If you can answer "YES" to any one of the following questions, you may be eligible to receive compensation through the State.

<Click to Continue>

1. Were you laid off temporarily or permanently due to a business closure, temporary shutdown or loss of production as a result of COVID-19?

2. Are you currently quarantined by a medical professional or under government direction, and your employer has instructed you not to return to work until the quarantine is over and has not provided the option to telework?

3. Did you leave your employment due to a reasonable risk of exposure or infection of COVID-19; to care for a family member diagnosed with COVID-19; or simply because someone in your household has been diagnosed with COVID-19?

4. Did you take time off work because you were sick, but was not quarantined by a medical professional or under government direction, and you expect to return to work with the same employer in the future?

5. Did your employer reduce your hours, even if you are able to work remotely from home, as a result of COVID-19?

6. Are you the primary caregiver for a child or other person in your household who is unable to attend school or another facility that is closed as a direct result of COVID-19?

7. Were you scheduled to start a new job during the COVID-19 pandemic but the offer was rescinded?

8. Did you become the primary "breadwinner" or major financial supporter of a household because the head of household died as a direct result of COVID-19?

Ultimately, the State determines eligibility once a completed application is filed. There is no guarantee that you will receive benefits if you answer "YES" to any of the above questions, but you should still complete the application process as soon as possible.

Contact the Division of Unemployment Insurance through its website (https://beacon.labor.maryland.gov/beacon/claimant-page.html) or via phone (410-949-0022 or 800-827-4839) to begin the claims process.

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OFFICE REOPEN & CUSTOMER RE-ENGAGEMENT PLAN

Draft Date: May 11, 2020 *(This plan is currently a draft)*

PLAN OUTLINE

Cleaning, PPE, & Physical Space	1) Ensure that the space has been thoroughly disinfected and cleaned.
	   a) Arrange for daily end-of-day cleaning at reopen.
	
	2) Maintain constant air circulation, if possible.
	   a) Open windows and doors to let fresh air into the centers, if possible
	
	3) Cleaning Products
	   a) Ensure staff have ample cleaning products for reopen. Refer to the CDC "Cleaning and Disinfection for Community Facilities" Resource (See Attached)
	   b) Stock Cleaning Products (Clorox wipes, Disinfectant spray, Lysol, etc.)
	
	4) PPE for Staff and/or Customers
	   a) Masks
	   b) Gowns (limited quantity for staff who want to wear a gown while cleaning)
	   c) Gloves
	   d) Alcohol Based Hand Sanitizers & Hand Soap
	   e) Wipeable plastic covers for electronics (keyboards, mouse pads) for the Resource Room computers; or if not covered (use alcohol-based wipes that contain at least 70% alcohol when cleaning electronics daily)
	
	5) Physical Space
	   a) Arrange space for proper social distancing. (Training Rooms/ Conference Rooms, Staff Lounge, Resource Rooms, and Computer Labs)
	     i) Meet with staff and partners to determine each agencies capacity to assist with public access resources and crowd control (triage lines, front desk assistance, and resource room support).
	     ii) Assess the space to determine if technology or general room arrangement needs to be shifted to accommodate social distancing. This may include an IT consultation to move equipment.
	   b) Utilize plastic chairs versus cloth for ease of cleaning. (Some staff chairs may have to be switched out temporarily)

Reopen Notification & Customer Flow	1) WSM Communication Team will send out messaging about the protocol to follow.
	   a) Comply with State and Local Government plan for reopening
	     i) Identify the plan for partner staff if their partner schedule changes during this time
	
	2) Public Announcement
	   a) Need a 1-2 Week lead time to announce reopening & new processes.

	b) Unemployment Communication – Communicate to the public whether we can/cannot provide onsite assistance at our AJC locations (Coordinate with State)
	    i) Develop specific signage leading up to the center to redirect people to the UI Call Center or online registration if our public resource room is not available during our initial" soft" reopening
	    ii) Develop positive messaging about what WILL be offered at the center. Direct customers to virtual services through the WSM website, social media platforms and Basecamp
	
	3) Facility Signage
	    a) Need to design signage about maximum occupancy for Social Distancing.
	        i) Post Occupancy Limits
	        ii) Utilize pedestal stands to display signs to remind customers of social distancing
	        iii) Post signs to direct customer's flow throughout the center
	            (1) Consider "triaging" customers as they come to the centers. One line is for customers who have appointments. Second line for customers who hope to access public resource room services. A third line for those with UI related questions.
	    b) Consistent Signage throughout the facility reminding people to maintain social distance and to wear PPE if required.
	    c) Plan to manage and monitor lines that may form outside.
	        i) Triage the line (customers who have appointments scheduled vs. customers who want to access public resource room vs. UI assistance).
	        ii) Have staff outside to help direct people to the correct line.
	        iii) Put place markers down to safely space out customers in line.
	
	4) Scheduling Customers
	    a) Plan to reopen where we initially only operate on an appointment only basis.
	    b) Book weekly appointments for HHS and other partner agency services; if needed
	    c) Front Desk coordination
	    d) Controlling customer flow within the building.

Virtual Programming	1) Virtual Work & Learning Platform
	    a) Continue to provide virtual programming until WSM Leadership and/or State approves 100% normal working operations.
	    b) Adobe Connect
	        i) Possible virtual platform that can be utilized outside of Zoom (Eckerd may provide)
	    c) Other
	        i) What other services can be conducted online to minimize physical traffic?
	        ii) Virtual Job Fairs/ Hiring Events
	        iii) Continue to offer Remote Enrollments to customers who are unwilling to visit the center during our "soft" reopening period

Staff & Timelines	1) Personnel
	    a) Understand staff's concerns about returning to the office.
	
	2) Office Reopening Timelines
	    a) Layout what you think the timeline will be for each location/partner agency
	    b) Include how much time is needed for each facility to set up prior to reopen.

Action Items / Notes	

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American Job Center	**American Job Center**	**WorkSource Montgomery Inc.**	**East County H.I.R.E. Center**
Upcounty Regional Services Center	11510 Georgia Avenue	1801 Rockville Pike, Suite 320	East County Regional Services Center
12900 Middlebrook Road, First Floor	Wheaton, MD 20902	Rockville, MD 20852	3300 Briggs Chaney Road
Germantown, MD 20874			Silver Spring, MD 20904

Programs and Services

Program/Service	Location	Description
Youth (In School)	✓ Wheaton ✓ Germantown ✓ East County	• MWE Enrollment • Referral to community services • Job Counseling • Referral to job recruitments and career fairs • Referral to Job Corp opportunities
Youth (Out of School)	✓ Wheaton ✓ Germantown ✓ East County	• Individual Service Strategy • Educational and career counseling • Referral to community and support services (housing, counseling, domestic violence, food, etc.) • Case Management approach • Barrier remediation • ESL Classes • Life Skills and Career Readiness training • Career pathways in customer service, IT and health care
Adult	✓ Wheaton ✓ Germantown ✓ East County	• Referrals to Adult Basic Education classes at Montgomery College and the Literacy Council • English proficiency assessment and referrals to ESL programs at Montgomery College • Create Individual Employment Plans (IEP) with an assigned Career Advisor • Job Readiness Assessments • Referrals to community partners for supportive services • Referrals to apprenticeship and work experience programs • Test preparation for CASAS customers • Referral to GED preparation programs w/Montgomery College, Literacy Council and Gilchrist Center • Refer customers with advanced degrees to POAC (*Closest is in Laurel; examining a POAC model for Montgomery County*) • Establishment of Affinity Groups • Career Networking Workshops (using LinkedIn) • RESEA/ROW (UI Reemployment Workshops) • Labor Market Research Assistance • Access to Career Resource Room

Veterans	✓ Wheaton	• Veterans with disabilities or facing significant barriers to employment have priority of service and access to case management resources that are dedicated to veterans and military spouses • Resume writing workshops to assist in translating military experiences to desired skills and qualification s for federal government employment opportunities • Targeted outreach to establish relationships with business having veteran-friendly hiring practices • Job Clubs for veterans • WIOA eligible veterans are referred to all WIOA Adult programs and services • Military spouses are eligible for WIOA services
Workers w/Disabilities	✓ Wheaton ✓ Germantown	• Customers with disabilities receive priority of service • Concluded Disability Employment Initiative (DEI) grant on 4/30/20. Purpose of grant was to improve the ability to serve this population. • Significant emphasis is placed on leveraging work experience (WEX) and on-the-job training (OJT) for this population • WSM and DORS have a cross-referral policy • Customers with disabilities receive case management services, career advising and participate in job fairs
Returning Citizens	✓ Wheaton ✓ Germantown	• The most important function is to connect returning citizens to support services • A case management approach is required • A re-entry coordinator function is needed to facilitate "hard handoffs" to customers' employment and supportive services appointments • Because of the relatively short lengths of stay in the Montgomery County corrections facility, there is a steady flow returning to their communities who need services • Job readiness training, MWE enrollment, introduction to AJC services and job searches are conducted within the correctional facility • Customers receive help in developing a re-entry plan
Non-Citizen Residents	✓ Wheaton ✓ Germantown ✓ East County	• Non-citizens cannot be referred to federally-funded work opportunities without a valid authorization to work in the United States • Non-citizens are permitted to use the resource center and other job search services • WSM and the Gilchrist Center engage in cross-referrals • Non-citizens are referred to organizations that can provide support services • The ability to communicate with non-citizens in their native language is an essential tool in creating a welcoming environment for them at the AJCs

Key Industry Sectors	Examples of Careers / Programs	Pathway on Ramps	Hands on Lab Readiness	Challenges/Limitations
Information Technology / Cybersecurity	Help Desk Programmer Cybersecurity Analyst Web Design Data Analytics Networking/Cloud	*New entrants *Incumbent worker up skilling *Certification preparations *Grant funded programs *One year certificates *Two year degree *Transfer programs	* Remote lecture and demonstration can be done through a variety of platforms Remote labs are working well where students have a home laptop and internet access	*Tuition *Technology for work at home *Childcare *Employer bias for degrees
Health Careers	Nursing - RN 16 specialty areas Certified Nursing Assistant Respiratory Therapist	Short-term allied health certifications Registered Nurse Transitions to Nursing	Computer based simulations as approved by certifying bodies are used in some areas	Clinical experiences are difficult to schedule at present
Transportation, Construction, Logistics	Commercial Drivers HVAC / Carpentry / Electrical Building Maintenance Construction Management	Class A and B CDL Apprenticeship programs Industry Certifications Transfer opportunities	*Procedures for safe small group lab work are being developed for summer session two and fall terms	Proximity of instructor to student behind the wheel

Biotechnology, Bio-manufacturing, Vaccine Testing	Bio-manufacturing
	Clinical trials management
	Bio-Trac Workshops:
	CRISPR, Flow Cytometry, Single Cell RNA-Sequencing
		* New entrants, upskilling
		* Bio-Trac: MD/PhD/Grad
		   up skilling
		   latest laboratory research techniques
			Content is ready – industry vetted, Remote delivery continues to evolve.	Tuition; Stipends while taking Intense programs, need continued buy in from area pharma to hire – (HR process).

Hospitality	Food and Beverage Management Meeting and Event Management	Short term credentials Internships	Remote working well where students have tech access	Virtual internship opportunities in hands-on field
Business / Management	Project Management / HR Entrepreneurship / Leadership/Diversity/Race Equity	New entrants Incumbent worker upskilling Certification prep	Remote working well where students have tech access	Tuition
Early Childhood Education	Childcare Providers Elementary Ed/Secondary Ed	Programs available in Spanish for childcare providers	Remote working well where students have tech access	Tuition

MC certification prep programs: https://www.montgomerycollege.edu/workforce-development-continuing-education/job-skills/credentialing.html