

**Guidelines for Developing 2016-2020
Workforce Innovation and Opportunity Act (WIOA)
Revised Regional and Local Workforce Plans**

October 4, 2018

Governor's Workforce Development Board
Maryland Department of Labor, Licensing and Regulation
Maryland Department of Human Services
Maryland State Department of Education
Maryland Department of Housing and Community Development

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Guidelines for Developing 2016-2020 Workforce Innovation and Opportunity Act (WIOA) Revised Regional and Local Workforce Plans

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Background

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

Maryland's Approach

To establish the high quality network envisioned under WIOA, in 2016, Governor Hogan directed relevant Maryland agencies to jointly develop the State's workforce plan.¹ This marked the first time that Maryland's Department of Labor, Licensing and Regulation (DLLR), the Department of Human Services (DHS), the Maryland State Department of Education Division of Rehabilitation Services (MSDE DORS), the Governor's Workforce Development Board (GWDB), and local workforce partners collaborated to develop the operational components of Maryland's workforce system. The Governor's charge to these stakeholders was to develop a plan that maximized state resources in order to deliver outstanding customer service to the workers and businesses that are vital to Maryland's economic growth and prosperity.

During its first two years of implementation, Maryland successfully launched an integrated workforce network that ensures citizens have access to quality occupational training and employment opportunities. Moving forward, Maryland is expanding its WIOA system to include new partners and resources to further support the State's jobseekers and businesses. For the first time ever, effective with this State Plan revision, the Department of Housing and Community Development (DHCD)'s Community Services Block Grant program, the DLLR Division of Unemployment Insurance, and the Senior Community Service Employment Program will be formally added into Maryland's Combined State Workforce Plan. Recognizing that no single entity can exclusively provide *all* services to a customer, this more inclusive approach will diversify services and invest in new, integrated practices that surpass the traditional expectations of a workforce system.

Maryland's workforce system partners are committed to implementing the *Benchmarks of Success for Maryland's Workforce System*², which focus on a shared vision of excellence and 5 strategic goals.

Maryland's Vision: Increase the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services.

¹ The Combined State Workforce Plan can be accessed at: <http://www.dllr.maryland.gov/wdplan/wdstateplan.pdf>.

² The *Benchmarks of Success for Maryland's Workforce System* can be accessed at: <https://www.dllr.state.md.us/employment/wioagoalbenchmarks.pdf>.

Five Main Strategic Goals:

1. Maximize access to employment;
2. Maximize access to/use of skills and credentialing;
3. Maximize access to/use of life management skills;
4. Eliminate barriers to employment; and,
5. Strengthen and enhance the effectiveness and efficiency of Maryland's workforce system.

Each goal has a series of benchmarks that will ultimately be tracked by the State to gauge progress and to better understand our system's success in working towards this shared vision and 5 shared goals. Maryland's workforce system will use the *Benchmarks of Success* as a framework, guiding the shared goals and activities of the WIOA system. The *Benchmarks* will allow partners to think systematically about how workforce services are delivered, whether services are reaching priority populations, and where to eliminate existing gaps to build a more prepared, responsive workforce for Maryland's businesses.

Process for the Development and Submission of Regional and Local Plans

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

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

Important Dates Regarding Regional and Local Planning

Aug. 1, 2018 - Revised State Plan approved by Federal partners

October 2018 - Local Boards receive guidance and timeline from State for WIOA Regional and Local Plans

Dec. 7, 2018 - Revised Regional Plans due to DLLR

March 1, 2019 - Revised Local Plans due to DLLR

When submitting revised Regional and Local Plans, please submit plans electronically **in both** Word (.doc) and Adobe (.pdf) format to DLWDALWIOA_DLLR@maryland.gov. The submission should include the name, title, email address, mailing address, and phone number of the person we may contact with questions regarding the plan.

Regional Plan Requirements

Regions are defined by the State, according to the requirements of WIOA Section 106(a) and 20 CFR 679.510, in order to align workforce development activities and resources with larger regional economic development areas and resources.

Based on a variety of considerations, Maryland has designated the following 5 WIOA regions:

- **Western** - The Western region is comprised of the Western Maryland Local Area. This Local Area is comprised of Maryland's three most western counties: Garrett, Allegany, and Washington.
- **Capital** - The Capital region includes three Local Areas: Prince George's, Montgomery and Frederick. All three are located along the Washington, D.C. corridor.
- **Central** - The Central region is comprised of five Local Areas: Anne Arundel, Mid-Maryland, Baltimore County, Baltimore City, and Susquehanna.
- **Southern** - The Southern region is comprised of the Southern Maryland Local Area. That Local Area is comprised of Calvert, St. Mary's, and Charles Counties.
- **Eastern Shore** - The Eastern Shore region is comprised of two Local Areas: Upper Shore and Lower Shore.

A Regional Plan is a four-year action plan to develop, align and integrate service delivery strategies and resources among the multiple local workforce development areas in a given region. The Regional Plan must be consistent with the vision and goals of the State Plan, and should include the information requested below.

Section 1 – Regional Analysis

This Section should provide an analysis of regional economic conditions that includes –

- (A) Existing and emerging in-demand industry sectors and occupations³ and their employment needs⁴.
- (B) Demographic characteristics of the current workforce, including the educational and literacy levels, with emphasis on youth, adults in transition, and individuals with disabilities. Describe how the local area's demographics are changing and the planning implications for the anticipated workforce of the future⁵.
- (C) Knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations⁶.

³ Existing and emerging industries and occupations can be determined in a variety of ways (e.g., projections, location quotients). For your convenience, the LMI Team has provided the Growth Industry Tool (GIT) and the Growth Occupation Tool (GOT) available at: <https://www.dllr.state.md.us/lmi/wiagrowthind/>.

⁴ There are a variety of methods to determine employment needs (e.g., employer surveys, real-time Labor Market Information (LMI)). Real-time LMI (e.g., Advertised Job Skills, Job Opening Counts, and Certifications Advertised) is available at: <https://mwejobs.maryland.gov/vosnet/Default.aspx>.

⁵ The Maryland Department of Planning (<http://planning.maryland.gov/>) and the U.S. Census Bureau offer a wealth of data pertaining to demographic characteristics (<http://www.census.gov/>).

⁶ There are a variety of ways to determine the knowledge and skills needed to meet the employment needs (e.g., employer surveys, real-time LMI). Real-time LMI (e.g., Certifications Advertised, Advertised Education Level) is available at: <https://mwejobs.maryland.gov/vosnet/Default.aspx>.

- (D) Analysis of the workforce in the region, including current labor force employment/ unemployment data⁷, labor market trends, and the educational and skill levels of the workforce in the region⁸, including individuals with barriers to employment⁹.
- (E) Analysis of the workforce development activities (including education and training) in the region, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the region.

NOTE: The regional labor market analysis should provide the framework for the development of goals, objectives, and strategies in the region. Plan writers are encouraged to review information on the State's economy and workforce in the State Plan.

Section 2 – Regional Sector Strategies

This Section should –

- (A) Identify which in-demand industry sector(s) or occupation(s) the Local Boards in the region is/are serving and why¹⁰.
- (B) Describe the current status of regional collaboration in support of the sector/occupation, and identify anticipated next steps and timelines for at least the first two years of plan implementation.

NOTE: not all efforts to address the needs of in-demand sector(s) or occupations need to be regional. Regions should prioritize those sector(s) or occupation(s) that require a regional approach based on the regional data analysis. Local Boards in a multi-area region may also serve local sectors based on more localized needs.

Section 3 – Regional Service Strategies

This Section should –

- (A) Identify and describe which populations and/or service strategies and/or services will be developed on a regional basis.

NOTE: There is no expectation that all service strategies in multi-area regions will be regional, or that regions will have robust strategies in place at the start of the planning timeline. This plan provides the baseline. Local Board(s) are expected to make a good faith effort at exploring options to better integrate service delivery as it makes sense over time.

Section 4 – Coordination with Regional Economic Development Organizations

This Section should –

- (A) Identify regional economic development services and providers in the region and describe how the Local Board(s) will coordinate services with these services and providers. Please complete the framework in

⁷ Employment and unemployment data is available at: <https://www.dllr.state.md.us/lmi/laus/lauscounties.shtml>.

⁸ There are a variety of ways to determine educational and skill levels of the workforce. Real-time LMI is available at: <https://mwejobs.maryland.gov/vosnet/Default.aspx>. Worker educational attainment by area is available at: <http://onthemap.ces.census.gov/>.

⁹ There are a variety of ways to determine barriers to employment. Census data is available from the Maryland Department of Planning. For example, poverty data is available: http://mdpgis.mdp.state.md.us/census_acs/index.html.

¹⁰ Existing and emerging industries and occupations can be determined in a variety of ways (e.g., projections, location quotients). For your convenience, the LMI Team has provided the Growth Industry Tool (GIT) and the Growth Occupation Tool (GOT) available at: <https://www.dllr.state.md.us/lmi/wiagrowthind/>.

Attachment C to describe the current state of coordination with economic development and the anticipated next steps during the four year plan period.

NOTE: it is anticipated that workforce regions may have more than one economic development organization, and that Local Boards will continue to work with economic development organizations that are not regional in nature.

Section 5 – Coordination of Transportation and/or Other Support Services

This Section should, as part of the regional service delivery strategy –

(A) Describe whether transportation or other support services need to be coordinated across the region based on the regional analysis, and if so which services and how.

NOTE: while not a requirement, should the region wish to coordinate efforts regarding transportation and supportive services, it must be addressed in the regional plan.

Section 6 – Regional Cost Arrangements

This Section should, as part of the regional service delivery strategy –

(A) Describe cost arrangements in the region for costs associated with items 1 through 5 above, which may include the pooling of administrative costs.

For multi-area regions, options may include: each Local Board manages its costs separately for common goals; coordination of some or all costs among Local Boards in the region; or the creation of a resource pool for some or all regional costs. **Regional cost arrangements are not to be confused with one-stop infrastructure cost sharing MOUs and RSAs. NOTE: This is not a requirement, but should the Local Boards in the region wish to establish regional cost arrangements, it must be included in the regional plan.**

Section 7 – Regional Performance Negotiation

This Section should, as part of the regional service delivery strategy –

(A) Single area regions may describe the process used to negotiate performance. Describe how a region consisting of multiple Local Workforce Development Areas will collaboratively negotiate and reach agreement with the Governor on local levels of performance and report on performance accountability measures.

NOTE: There is no requirement that a region negotiate a single level of performance on any measures. The requirement is that the region agrees on how it will manage the negotiation with the Governor, which can include each Local Board negotiating separately.

Local Plan Requirements

Section 108 of WIOA requires that each Local Board develop and submit to the Governor a comprehensive Local Plan.

A Local Plan is a four-year action plan¹¹ to develop, align, and integrate service delivery strategies and resources among the workforce system. The Local Plan should support achievement of the State's vision and goals, as outlined in the State Plan. This is described at WIOA Section 108(a), and the contents of the Local Plan are described at WIOA Section 108(b) and 20 CFR 670.560. The Local Plans must be consistent with the vision and goals of the State Plan, and should include the information requested below.

Section 1 – Economic Analysis

This section should include an analysis of economic elements consisting of –

(A) An analysis of the regional economic conditions including existing and emerging in-demand industry sectors and occupations¹² and the employment needs of businesses in those industry sectors and occupations¹³. The analysis should identify local priority industries based on employer (and WIOA partner) input as well as how the Local Board plans to maximize opportunities for sustainable employment through those local industry priorities and needs.

NOTE: In providing an analysis as outlined in this Section, Local Boards may utilize an existing analysis previously commissioned by the Local Board as long as it addresses the provisions of this Section. Local Boards are encouraged to use the Growth Industry Tool (available on DLLR's website at: <https://www.dllr.state.md.us/lmi/wiagrowthind/git.shtml>) and the Growth Occupation Tool (available at: <https://www.dllr.state.md.us/lmi/wiagrowthind/got.shtml>) as an aid to examining employment, growth, and employment concentration for the Local Area.

Section 2 – Strategic Planning to Maximize the Earning Capacity of Marylanders

The vision for the State of Maryland, as laid out in the State Workforce Plan and the *Benchmarks of Success*, is to increase the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services. The vision requires the State to strengthen and enhance the effectiveness and efficiency of Maryland's workforce system. The first four Strategic Goals of the *Benchmarks of Success* are to:

1. Increase the earning capacity of Maryland's workforce system customers by maximizing access to employment;
2. Increase the earning capacity of Maryland's workforce system customers by maximizing access to and use of skills and credentialing;
3. Increase the earning capacity of Maryland's workforce system customers by maximizing access to and use of life management skills; and

¹¹ At the end of the first two years of the four year period, Local Plans must be reviewed and revised. Note that several new prompts are included in this guidance. Additionally, the order of some of the prompts has changed.

¹² Existing and emerging industries and occupations can be determined in a variety of ways (e.g., projections, location quotients). For your convenience, the LMI Team has provided the Growth Industry Tool (GIT) and the Growth Occupation Tool (GOT) available at: <https://www.dllr.state.md.us/lmi/wiagrowthind/>.

¹³ There are a variety of methods to determine employment needs (e.g., employer surveys, real-time Labor Market Information (LMI)). Real-time LMI (e.g., Advertised Job Skills, Job Opening Counts, and Certifications Advertised) is available at: <https://mwejobs.maryland.gov/vosnet/Default.aspx>.

4. Increase the earning capacity of Maryland's workforce system customers by eliminating barriers to employment.

This section of the Plan should speak to the first four Strategic Goals of the *Benchmarks of Success* and include a description of the strategic planning elements consisting of –

- (A) An analysis of the knowledge and skills needed to meet the needs of the businesses in the Local Area, including employment needs in in-demand industry sectors and occupations.¹⁴
- (B) An analysis of the workforce in the Local Area, including current labor force employment (and unemployment) data¹⁵, and information on labor market trends, and the educational and skill levels of the workforce in the Local Area¹⁶, including individuals with barriers to employment.¹⁷
- (C) An analysis of the workforce development activities (including education and training) in the Local Area, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the Local Area.
- (D) A description of the Local Board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to the *Benchmarks of Success*, and the performance accountability measures based on primary indicators of performance described in Section 116(b)(2)(A) of WIOA in order to support Local A rea economic growth and economic self-sufficiency.

Section 3 – Strategic Planning to Strengthen the Local Workforce System

The fifth Strategic Goal of the *Benchmarks of Success* is to strengthen and enhance the effectiveness and efficiency of Maryland's workforce system.

This section should speak to the fifth Strategic Goal and include –

- (A) Taking into account analyses described in Section 2, a strategy to work with the entities that carry out the core programs to align resources available to the Local Area, to achieve the strategic vision and goals.
- (B) A description of the workforce development system in the Local Area that identifies the programs that are included in that system and how the Local Board will work with the entities carrying out workforce development programs identified in the State Plan. The description should also include how the Local Board and the programs identified plan to align and integrate to provide services to customers. The description should also include programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).

¹⁴ There are a variety of ways to determine the knowledge and skills needed to meet the employment needs (e.g., employer surveys, real-time LMI). Real-time LMI (e.g., Certifications Advertised, Advertised Education Level) is available at: <https://mwejobs.maryland.gov/vosnet/Default.aspx>.

¹⁵ Employment and unemployment data is available at: <https://www.dllr.state.md.us/lmi/laus/lauscounties.shtml>.

¹⁶ There are a variety of ways to determine educational and skill levels of the workforce. Real-time LMI is available at: is available at: <https://mwejobs.maryland.gov/vosnet/Default.aspx>. Worker educational attainment by area is available at: <http://onthemap.ces.census.gov/>.

¹⁷ There are a variety of ways to determine barriers to employment. Census data is available from the Maryland Department of Planning. For example, poverty data is available: http://mdpgis.mdp.state.md.us/census_acs/index.html.

- (C) A description of how the Local Board, working with the entities identified in A, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment,¹⁸ including how the Local Board will facilitate the development of career pathways and co-enrollment, as appropriate, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).
- (D) A description of the steps taken by the Local Board to engage entities identified in A in the formulation of its Local Plan.
- (E) A description of the strategies and services that will be used in the Local Area—
- To facilitate engagement of businesses, including small businesses and businesses in in-demand industry sectors and occupations, in workforce development programs;
 - To support a local workforce development system that meets the needs of businesses in the Local Area;
 - To better coordinate workforce development programs and economic development; and
 - To strengthen linkages between the American Job Center delivery system and Unemployment Insurance programs.
- (F) A description of how the Local Board will ensure jobseekers have a role/voice in the board’s decision making process and in informing the services the Local Area provides.
- (G) A description regarding the implementation of initiatives such as EARN Maryland, apprenticeship, incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, integrated education and training, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies, designed to meet the needs of businesses in support of the strategy described in Section 1.
- (H) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with economic development activities carried out in the Local Area in which the Local Area (or planning region) is located, and promote entrepreneurial skills training and microenterprise services.
- (I) A description of how the Local Board will leverage and coordinate supportive services in the delivery of workforce development activities carried out in the Local Area. Specifically, the Local Plan should address how the Local Board will work with Local Management Boards and other providers to deliver supportive services to jobseekers.
- (J) A description of how the Local Board intends to provide a greater business voice in the delivery of workforce development activities carried out in the Local Area. The description should include how the Local Board will engage businesses on decisions regarding the type and content of training activities.
- (K) A description of how the Local Board will promote and cultivate industry-led partnerships, such as career pathways and EARN Maryland, in the delivery of workforce training opportunities.
- (L) A description of the role (if any) of local faith or community-based organizations in the local workforce development system.

¹⁸ See, Targeted Populations: Individuals with Barriers to Employment found on pages 63-65 of the State Workforce Plan. The Plan can be accessed at: <http://www.dllr.maryland.gov/wdplan/wdstateplan.pdf>.

Section 4 – American Job Center Delivery System

This Section should include a description of the American Job Center delivery system in the Local Area, including

- (A) A list of the American Job Centers in the Local Area, including address and phone numbers. Indicate the One-Stop Operator for each site and whether it is a comprehensive or satellite center.
- (B) A description of the customer flow system and process used in the Local Area. This description should include eligibility assessment, individualized training plans, and case management.
- (C) A description on the process the Local Board intends to provide for the solicitation and selection of a One-Stop Operator as identified in Section 107 of WIOA.
- (D) A description of how the Local Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local businesses, workers, and jobseekers.
- (E) A description of how the Local Board will facilitate access to services provided through the American Job Center delivery system, including in remote areas, through the use of technology and through other means.
- (F) A description of the roles and resource contributions of the American Job Center partners.
- (G) A description of how the Local Board will use Individualized Training Accounts based on high-demand, difficult to fill positions identified within local priority industries identified in Section 1(A).
- (H) A description of how the Local Board will provide priority of service that conforms to the State Plan. This should include a description of additional local requirements or discretionary priorities including data to support the need and how the local requirement and/or priority will be documented and implemented for the Adult program.
- (I) A description of how the Local Board will utilize funding to create incumbent worker training opportunities.
- (J) A description of how the Local Board will train and equip staff to provide excellent, WIOA-compliant customer service.

Section 5 – Title I – Adult, Youth, and Dislocated Worker Functions

This Section should include –

- (A) A description and assessment of the type and availability of adult and dislocated worker employment and training activities in the Local Area.
- (B) A description of how the Local Board will coordinate workforce development activities carried out in the Local Area with statewide rapid response activities, as described in Section 134(a)(2)(A).
- (C) A description and assessment of the type and availability of youth workforce development activities in the Local Area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities.

- (D) A description of how the Local Board will coordinate education and workforce development activities carried out in the Local Area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.
- (E) A description of how the Local Board will coordinate workforce development activities carried out under this title in the Local Area with the provision of transportation, including public transportation, and other appropriate supportive services in the Local Area.
- (F) A description of how the Local Board will utilize Local Adult Funding, based on adult priority groups as specified in the State Plan.
- (G) A description of how the Local Board will utilize Local Dislocated Worker Funding.
- (H) A description of how the Local Board will define “self-sufficiency” for employed Adult and employed Dislocated Worker participants.
- (I) A description of the Local Board’s definition of “unlikely to return to previous industry or occupation” when required for eligibility for Dislocated Worker services.
- (J) A description of how the Local Board will interpret and document eligibility criteria for both in-school youth and out of school youth “requires additional assistance to complete an educational program or to secure or hold employment” as set forth in the State’s Youth Policy and WIOA Sections 129(a)(1)(B)(iii)(VII) and (a)(1)(C)(iv)(VII).
- (K) A description of the documentation required to demonstrate a “need for training”.
- (L) A description of how the Local Board will provide the fourteen required program elements for the WIOA Youth program design.
- (M) A description of the steps the Local Board will take to ensure at least 20% of Youth Funds are used for work-based training activities.
- (N) A description of the Local Board’s plan to serve 75%+ out of school youth and identify specific steps that have been taken to meet this new goal.
- (O) If the Local Area has contracted with youth service providers, provide a list and description of services.
- (P) A description of how the Local Board will provide basic and individualized career services to customers. The description should explain how individualized career services will be coordinated across program/partners in the American Job Centers, including Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF), and Adult Education and Literacy activities. This description should specify how the Local Area will coordinate with these programs to prevent duplication and improve services to customers.
- (Q) Describe the Local Board’s follow-up services policy. This should include follow-up requirements, frequency of contact, and required documentation.

Section 6 – Title II – Adult Education and Family Literacy Functions

This Section should include –

- (A) A description of how the Local Board will coordinate workforce development activities in the Local Area integrating the provision of adult education and literacy activities under Title II of WIOA, including, but not

limited to, the implementation of the career pathways model. The description should include a discussion of how the Local Board will comply with requirements to review local applications submitted under Title II as set forth in guidance provided by the Division of Workforce Development's Office of Adult Education and Literacy Services. Once review has been conducted, the Local Board will submit documentation (DLLR WIOA Alignment Form) of the review and any recommendations for increased alignment to the applicant for Title II services in a timely manner.

(B) A description of how the Local Board will coordinate efforts with Title II providers to align basic skills and English language assessments. The description should include:

- An outline of the agreed upon steps that will be taken to align basic education skills and English language assessments within the local area, including, but not limited to, any Memoranda of Understanding entered into by the workforce development and adult learning partners;
- An identification of how assessment scores will be shared among WIOA Title I areas and Title II providers (Consideration must be given to the Federal Education Rights and Privacy Act (FERPA));
- An identification of who will conduct which of the approved assessments (including for Trade Participants) and when such assessments will be conducted, consistent with this policy;
- An outline of how the local area will coordinate testing between workforce development and adult education providers; and
- An outline of how the local area will ensure that test administrators are to be trained in accordance with this policy and applicable testing guidelines as set forth by the applicable test publisher.

(C) A description of how the Local Board will ensure that the individual appointed to represent Title II services on the Board will coordinate with all Title II Grant Administrators in the Local Area in a uniform, regular and consistent manner.

(D) A description of how adult education services will be provided in the American Job Center system within the Local Area.

Section 7 – Title III – Wagner-Peyser Functions

This Section should include –

(A) A description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the American Job Center delivery system, to improve service delivery and avoid duplication of services.

(B) If applicable, a description of how the Local Board will ensure that migrant and seasonal farm workers in its Local Area will be provided employment services.

Section 8 – Title IV – Vocational Rehabilitation Functions

This Section should include –

(A) A description of the replicated cooperative agreements (as defined in section 107(d)(11)) between the Local Board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated State agency or designated State unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (**The Maryland State Department of Education's Division of Rehabilitation Services**) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C.

721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to 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.

(B) A description of how individuals with disabilities will be served through the American Job Center system in the Local Area.

Section 9 – Temporary Assistance for Needy Families Functions

DHS, in partnership with the 24 Local Departments of Social Services (LDSS) and the WIOA Partners, will implement this new mandated partnership using a phased in approach over the four year period of Maryland's WIOA Combined Plan in all 12 Local Workforce Development Areas Statewide.¹⁹ This will allow for strategic and thoughtful roll-out, flexibility based on crucial local needs and input, evaluation and ability to change course as needed. With guidance and technical assistance from DHS and DLLR, Local Areas will work to implement a functional approach to integration which may include revised practices and policies related to:

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

The phased in schedule will be informed by the WIOA/Temporary Assistance for Needy Families (TANF) readiness assessment data gleaned from both the LDSS and Local Workforce Development Areas.

Data snapshots on the TANF population, statewide and by county, is available on the DLLR website at: <http://www.dllr.state.md.us/employment/wioatca.shtml>.

This Section should include –

(A) A description of the Local Board's implementation timeline and planning activities for TANF (e.g., strategies for improving customer intake, service coordination, client monitoring and tracking, targeting employment services to low-skill, low-wage workers, etc.).

(B) A description of the implementation and coordination process to enhance the provision of services to individuals on TANF that includes:

- Potential co-location of LDSS and/or WIOA Partners at American Job Centers or LDSS depending on the nature of local partnerships and operations;
- Leverage existing financial and in-kind contributions to the WIOA system to ensure coordination of services provided by multiple programs, creating a seamless approach to delivering services;
- Cross train and provide technical assistance to all WIOA Partners about TANF;
- Ensure that activities are countable and tracked for the TANF Work Participation Rate;
- Access to business services and employer initiatives to attract and better serve employers by marketing joint services, minimizing the burden on employers who use the centers, and provide employer-focused services through a single point of entry rather than through all partnering programs; and

¹⁹ See, page 297 of the Combined State Workforce Plan located at <http://www.dllr.maryland.gov/wdplan/wdstateplan.pdf>.

- Contribute and provide baseline outcomes data to the WIOA system through strategies for collecting and reporting varied program reporting requirements.

(C) A description of the LDSS representation on the Local Board to ensure that TANF expectations, roles, and responsibilities are addressed in the Local Area.

(D) Provide a description of what strategies the Local Board will employ to support TANF recipients in accessing skills and credentialing, life management skills, and employment to improve the financial status of those exiting the TANF program.

Section 10 – Community Service Block Grant Functions

This Section should include –

(A) A list of Community Service Block Grant (CSBG) providers in the Local Area and whether they provide employment and training activities.

(B) A description of the implementation and coordination process to enhance the provision of services to individuals on CSBG that includes:

- Potential co-location of Community Action Agencies (CAAs) and/or WIOA Partners at American Job Centers or CAAs depending on the nature of local partnerships and operations;
- Leverage existing financial and in-kind contributions to the WIOA system to ensure coordination of services provided by multiple programs, creating a seamless approach to delivering services;
- Cross train and provide technical assistance to all WIOA Partners about CSBG;
- Ensure that activities are countable and tracked for CSBG performance metrics;
- Access to business services and employer initiatives to attract and better serve employers by marketing joint services, minimizing the burden on employers who use the centers, and provide employer-focused services through a single point of entry rather than through all partnering programs; and
- Contribute and provide baseline outcomes data to the WIOA system through strategies for collecting and reporting varied program reporting requirements.

(C) A description of the CAA representation on the Local Board to ensure that CSBG expectations, roles, and responsibilities are addressed in the Local Area.

Section 11 – Jobs for Veterans State Grants Functions

This Section should include –

(A) A description of how the Local Board will provide priority of service to veterans and their eligible spouses.

(B) A description of how the Local Board will engage Local Veterans Employment Representatives in engaging and providing services to local businesses.

Section 12 – Trade Adjustment Assistance for Workers Program Functions

This Section should include –

(A) A description of how Trade Adjustment Assistance services will be provided in the American Job Center system within the Local Area.

Section 13 – Unemployment Insurance Functions

This Section should include –

- (A) A description of how Unemployment Insurance claimants will be supported by the American Job Center system within the Local Area. This description should include how the Local Board will utilize the Wagner-Peyser program to provide access to local workforce development services for Unemployment Insurance claimants.

Section 14 – Senior Community Service Employment Program Functions

This Section should include –

- (A) A list of Senior Community Service Employment Program providers in the Local Area.
- (B) A description of how Senior Community Service Employment Program services will be provided in the American Job Center system within the Local Area.

Section 15 – Reintegration of Ex-Offenders Functions

Seedco (Structured Employment and Economic Development Corporation), along with Bon Secours Community Works, is currently providing services through the Re-Integration of Ex-Offenders USDOL grant. In Maryland, this partner is currently providing services in Baltimore City only.

If applicable to the Local Area, this Section should include –

- (A) A description of how the American Job Center system in the Local Area will work alongside the Re-Integration of Ex-Offenders grantee.

Section 16 – WIOA Section 188 and Equal Opportunity Functions

This Section should include –

- (A) A designation of the local Equal Opportunity Officer, including their name, location, email, and telephone number.
- (B) A description of how entities within the American Job Center delivery system, including American Job Center operators and the American Job Center partners, will comply with Section 188 of WIOA and 29 CFR Part 39, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities and individuals with Limited English Proficiency, including providing staff training and support for addressing the needs of individuals with disabilities and for individuals with Limited English Proficiency.
- (C) An acknowledgment that the Local Board understands that, while Section 188 of WIOA and 29 CFR Part 39 ensure equal opportunity for individuals with disabilities, sub-recipients may also be subject to the requirements of:
- Section 504 of the Rehabilitation Act, which prohibits discrimination against individuals with disabilities by recipients of Federal financial assistance;
 - Title I of the ADA, which prohibits discrimination in employment based on disability;
 - Title II of the ADA, which prohibits State and local governments from discriminating on the basis of disability;
 - Section 427 of the General Education Provisions Act; and

- Maryland Anti-Discrimination laws, including Code Ann. §10-1102-1103, which stipulates that oral language services must be delivered on-site for those in frequent contact with a service provider.
- (D) A description of how the Local Board will ensure meaningful access²⁰ to all customers.
- (E) A description of the Local Board’s procedures for handling grievances and complaints from participants and other interested parties affected by the local American Job Center system, including partners and service providers. Provide a separate description for the:
- Complaints alleging discrimination on the ground of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries only, citizenship or participation in any WIOA Title I – financially assisted program or activity;
 - Complaints and grievances not alleging illegal forms of discrimination. This includes grievances from individuals alleging labor standards violations; and
 - Remedies that may be imposed for a violation of any requirement under WIOA Title I, limited to, suspension or termination of payments under the title; prohibition of placement of a participant with an employer that has violated any requirement under WIOA Title I; reinstatement of an employee, payment of lost wages and benefits, and reestablishment of other relevant terms, conditions, and privileges of employment (where applicable); and other equitable relief as appropriate.
- (F) A description of the Local Board’s policy and procedures with regard to aid, benefits, services, training, and employment; include a statement of assurance that you will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship.
- (G) A description of how the Local Board will comply with the Americans with Disabilities Act. The description should include how the Local Board will provide reasonable accommodations regarding materials, technology, and physical and programmatic accessibility of facilities. The description should also include how the Local Board will provide staff training and support for addressing the needs of individuals with disabilities.
- (H) A description of the Local Board’s policy and procedures in place to ensure that communications with individuals with disabilities, including individuals with visual or hearing impairments, are as effective as communications with others.
- (I) A description of the steps the Local Board will take to meet the language needs of individuals with Limited English Proficiency who seek services or information. The description should include how the Local Board proposes that information will be disseminated to individuals with Limited English Proficiency, including using oral interpretation and written translation services in accordance with Maryland Anti-Discrimination laws, including Code Ann. §10-1102-1103, which stipulates that oral language services must be delivered on-site for those in frequent contact with a service provider.

Section 17 – Fiscal, Performance, and Other Functions

This Section should include –

- (A) An identification of the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i)(III), as determined by the chief elected official or the Governor under section 107(d)(12)(B)(i).

²⁰ The Equal Employment Opportunity Commission provides an example of “meaningful access” as it relates to language access for individuals with Limited English Proficiency as “Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed, or inferior compared to programs or services provided to English proficient individuals,” available at: <https://www.eeoc.gov/eeoc/plan/lap.cfm>.

- (B) A description of financial sustainability of the American Job Center services with current funding levels, and a description of the ability to make adjustments should funding levels change.
- (C) A description of the competitive process to be used to award the subgrants and contracts in the Local Area for activities carried out under this title, including risk assessment of potential subgrantees and contractors.
- (D) A description of the actions the Local Board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the State board pursuant to Section 101(d)(6); this should include a description of the process used by the Local Board to review and evaluate performance of the local American Job Center(s) and the One-Stop Operator.
- (E) A description, including a copy of, the Local Area's Individual Training Account policy. The description should include information such as selection process, dollar limits, duration, etc. and must be in accordance with the State's WIOA Title I Training and the Eligible Training Provider List policy.
- (F) A description of how training services under chapter 3 of subtitle B will be provided in accordance with Section 134(c)(3)(G), including, if contracts for the training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the Local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.
- (G) A description of how the American Job Centers are utilizing the Maryland Workforce Exchange as the integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by American Job Center partners.
- (H) A description of the Local Board's procedures for conducting oversight and monitoring of its WIOA activities and those of its subgrantee and contractors. The monitoring plan shall address the monitoring scope and frequency and shall include the following:
- The roles and responsibility of staff in facilitating this procedure;
 - A requirement that all subgrantee agreements and contracts be monitored at least annually;
 - Procedures for determining that expenditures have been made against the cost categories and within the cost limitations specified in the Act and WIOA regulations;
 - Procedures for determining compliance with other provisions of the Act and regulations and other applicable laws and regulations, including the method of monitoring to be used for subgrantees and contractors;
 - Provisions for the recording of findings made by the recipients' monitor(s), the forwarding of such findings to the subgrantee or contractor for response and the recording of all corrective actions;
 - Provisions of technical assistance as necessary and appropriate; and
 - Specific local policies developed by the Local Board for oversight of the American Job Center system, youth activities and employment and training activities under Title I of WIOA.
- (I) A description of the Local Board's policy and procedures regarding the safeguarding and handling of personally identifiable and confidential information (ex., physical and electronic files), including the incident response plan for loss of records.
- (J) A description of the Local Board's procurement system, including a statement of assurance that the procedures conform to the standards in USDOL regulations set forth in 29 CFR Part 95, Part 97 and 2 CFR 200. Note

that this should include details on how the Local Board would award emergency contracts when current contracts have been eliminated for just cause, in accordance with the Local Board's procurement system.

(K) A description of any documentation to demonstrate that the acquisition, management, and disposition of property adhere to the Property Management Procedures taken from USDOL regulations 29 CFR Part 97 and 29 CFR Part 95.

(L) A description of any policies or procedures the Local Board adopted to avoid conflicts of interest or the appearance of such conflicts in the exercise of their responsibilities, particularly those related to the awarding of contracts.

(M) A description of the Local Board or fiscal agent's accounting procedures, including the procedures used in preparing reports to the State. In addition to the requirement that all financial transactions be conducted in compliance with Generally Accepted Accounting Principles (GAAP), the fiscal management system must include the following in the accounting procedures. This description must address how the fiscal system:

- Tracks funding types, funding amounts, obligations, expenditures and assets;
- Permits the tracking of program income, stand-in costs, and leveraged funds; and
- Is adequate to prepare financial reports required by the State.

(N) An identification of key staff who will be working with WIOA funds.

(O) A description of how the Local Board's (or fiscal agent's) financial system will permit tracing of funds to a level adequate to establish that funds have not been used in violation of WIOA standards or USDOL regulations.

(P) A brief description of the following:

- Fiscal reporting system,
- Obligation control system,
- ITA payment system,
- Chart of account system,
- Accounts payable system,
- Staff payroll system,
- Participant payroll system, and
- Participant stipend payment system.

(Q) A description of the Local Board's (or fiscal agent's) cash management system, providing assurance that no excess cash will be kept on hand, and that procedures are in place to monitor cash.

(R) A description of the Local Board's cost allocation procedures including:

- Identification of different cost pools,
- Procedures for distribution of staff costs between cost categories (Administrative cost, program cost and indirect cost),
- Procedures used for distribution of funds from each cost pool,
- Description of funds included in each cost pool, and
- Description of cost allocation plans for American Job Centers.

(S) A description of the Local Board's (or fiscal agent's) procedure for collecting debts involving WIOA funds.

2016-2020 Local Plan Assurances

The following checklist and signed certification must be included in the submitted Local Plan. Check the following boxes to accept the assurances listed below.

| | | Assurance |
|--------------------------|-----|--|
| <input type="checkbox"/> | 1. | Consistent with WIOA Section 108(d), for the 2016-2020 Plan, the Local Board has held at least one public comment period of no less than 30 days to obtain input into the development of the Local Plan and to provide the opportunity for comment by representative of business, labor organizations, education, other key stakeholders, and the general public. |
| <input type="checkbox"/> | 2. | The final Local Plan is available and accessible to the general public. |
| <input type="checkbox"/> | 3. | The Local Board has established procedures to ensure public access (including people with disabilities) to board meetings and information regarding board activities, such as board membership and minutes. |
| <input type="checkbox"/> | 4. | The Local Board makes publicly-available any local requirements for the Local Area, such as policies, including policies for the use of WIOA Title I funds. |
| <input type="checkbox"/> | 5. | The Local Board has established a written policy or procedure that identifies circumstances that might present conflict of interest for any local workforce investment board or entity that they represent, and provides for the resolution of conflicts. |
| <input type="checkbox"/> | 6. | The Local Board has copies of memoranda of understanding between the Local Board and each American Job Center partner concerning the operation of the American Job Center delivery system in the Local Area, and has provided the State with the latest versions of its memoranda of understanding. |
| <input type="checkbox"/> | 7. | The Local Board has written policy or procedures that ensure American Job Center operator agreements are reviewed and updated no less than once every three years. |
| <input type="checkbox"/> | 8. | The Local Board has procurement policies and procedures for selecting One-Stop operators, awarding contracts under WIOA Title I Adult and Dislocated Worker funding provisions, and awarding contracts for Youth service provision under WIOA Title I in accordance with applicable state and local laws, rules, and regulations, provided no conflict exists with WIOA. |
| <input type="checkbox"/> | 9. | The Local Board has procedures for identifying and determining the eligibility of training providers and their programs to receive WIOA Title I individual training accounts. |
| <input type="checkbox"/> | 10. | The Local Board has written procedures for resolving grievances and complaints alleging violations of WIOA Title I regulations, grants, or other agreements under WIOA and written policies or procedures for assisting customers who express interest in filing complaints at any point of service, including, at a minimum, a requirement that all partners can identify appropriate staff contacts and refer customers to those contacts. |

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| <input type="checkbox"/> | | |
| <input type="checkbox"/> | 11. | The Local Board has established at least one comprehensive, full-service American Job Center and has a written process for the local Chief Elected Official and Local Board to determine that the center conforms to the definition therein. |
| <input type="checkbox"/> | 12. | All partners in the local workforce and education system described in this plan ensure the physical, programmatic and communications accessibility of facilities, programs, services, technology and materials in the Local Area's American Job Centers for individuals with disabilities. |
| <input type="checkbox"/> | 13. | The Local Board ensures that outreach is provided to populations and sub-populations who can benefit from American Job Center services. |
| <input type="checkbox"/> | 14. | The Local Board implements universal access to programs and activities to individuals through reasonable recruitment targeting, outreach efforts, assessments, service delivery, partner development, and numeric goals. |
| <input type="checkbox"/> | 15. | The Local Board complies with the nondiscrimination provisions of Section 188, and assures that Methods of Administration were developed and implemented. |
| <input type="checkbox"/> | 16. | The Local Board collects and maintains data necessary to show compliance with nondiscrimination provisions of Section 188 of WIOA. |
| <input type="checkbox"/> | 17. | The Local Board complies with restrictions governing the use of federal funds for political activities, the use of the American Job Center environment for political activities, and the Local Board complies with the applicable certification and disclosure requirements. |
| <input type="checkbox"/> | 18. | The Local Board ensures that American Job Center staff, along with the Migrant and Seasonal Farmworker program partner agency, will continue to provide services to agricultural employers and Migrant and Seasonal Farmworkers that are demand-driven and consistent with DLLR policy. |
| <input type="checkbox"/> | 19. | The Local Board follows confidentiality requirements for wage and education records including, but not limited to, 20 C. F. R. 603, the Family Educational Rights and Privacy Act of 1974 (FERPA), as amended, WIOA, and applicable State laws, Departmental regulations and policies. |
| <input type="checkbox"/> | 20. | The Local Board has a written policy and procedures to competitively award grants and contracts for WIOA Title I activities (or applicable federal waiver), including a process to be used to procure training services made as exceptions to the Individual Training Account process. |
| <input type="checkbox"/> | 21. | The Local Board has accounting systems that follow current Generally Accepted Accounting Principles (GAAP) and written fiscal-controls and fund-accounting procedures and ensures such procedures are followed to insure proper disbursement and accounting of WIOA adult, dislocated worker, and youth program and the Wagner-Peyser Act funds. |

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| <input type="checkbox"/> | 22. | The Local Board ensures compliance with the uniform administrative requirements under WIOA through annual, on-site monitoring of each local sub-recipient. |
| <input type="checkbox"/> | 23. | The Local Board has a written debt collection policy and procedures that conforms with state and federal requirements and a process for maintaining a permanent record of all debt collection cases that supports the decisions made and documents the actions taken with respect to debt collection, restoration, or other debt resolution activities. |
| <input type="checkbox"/> | 24. | The Local Board has a written policy and procedures for ensuring management and inventory of all properties obtained using WIOA funds, including property purchased with JTPA or WIA funds and transferred to WIOA, and that comply with WIOA, and, in the cases of local government, Local Government Property Acquisition policies. |
| <input type="checkbox"/> | 25. | The Local Board will not use funds received under WIOA to assist, promote, or deter union organizing. |
| <input type="checkbox"/> | 26. | The Local Board has a written policy and procedures that ensure adequate and correct determinations of eligibility for WIOA-funded basic career services and qualifications for enrollment of adults, dislocated workers, and youth in WIOA-funded individualized career services and training services, consistent with state policy on eligibility and priority of service. |
| <input type="checkbox"/> | 27. | The Local Board has a written policy and procedures for awarding Individual Training Accounts to eligible adults, dislocated workers, and youth receiving WIOA Title I training services, including dollar and/or duration limit(s), limits on the number of times an individual may modify an ITA, and how ITAs will be obligated and authorized. |
| <input type="checkbox"/> | 28. | The Local Board has a written policy and procedures that establish internal controls, documentation requirements, and leveraging and coordination of other community resources when providing supportive services and, as applicable, needs-related payments to eligible adult, dislocated workers, and youth enrolled in WIOA Title I programs. |
| <input type="checkbox"/> | 29. | The Local Board has a written policy for priority of service at its American Job Centers and, as applicable, affiliate sites and for local workforce providers that ensures veterans and eligible spouses are identified at the point of entry, made aware of their entitlement to priority of service, and provided information on the array of employment, training and placement services and eligibility requirements for those programs or services. |
| <input type="checkbox"/> | 30. | The Local Board has developed plans and strategies for maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the Local Area through the |

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| | | American Job Center delivery system, to improve service delivery and avoid duplication of services. |
| <input type="checkbox"/> | 31. | The Local Board will provide reasonable accommodation to qualified individuals with disabilities unless providing the accommodation would cause undue hardship. |

The Local Workforce Development Board for _____ certifies that it complies with all required components and assurances of the Workforce Innovation and Opportunity Act plan development guidelines issued by the state of Maryland. The Local Board also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act, Wagner-Peyser Act, and their regulations, written U.S. Department of Labor guidance implementing these laws, Office of Management and Budget circulars, and all other applicable federal and state laws, regulations, and policies.

Local Chief Elected Official(s)²¹

Date

Local Workforce Development Board Chair

Date

²¹ Additional signature lines should be added to accommodate Local Areas that require more than one local chief elected official signature.