

Thursday, March 15, 2017

7:00 am – 8:00 am

Continental Breakfast **Ballroom, Wedgewood Foyer, Cameo Foyer**

7:00 am – 10:30 am

Registration **Hallway Between Ballroom and Wedgewood**

7:30 am – 2:30 pm

Exhibit Hall **Cameo**

8:00 am – 9:30 am

Opening Session and Keynote **Ballroom and Wedgewood**

Paul Allen, Gallup

WORKSHOP SESSION 1

9:45 am - 10:45 am

Use of Assistive Technology with individuals with Disabilities in Education, Workplace and Independent Living

Justin Creamer, Rehabilitation Technologist, Maryland Division of Rehabilitation Services

Location: Oakdale

Assistive Technology, Accessible Design, Universal Design, Accessibility Features, Ease of Use, Tablets, Mobile Devices, Apps ... and on and on. This presentation will provide general information about specialized assistive technology applications and devices, current commercial technologies and their use as assistive technologies and how technology can be used for individuals with disabilities in educational and workplace settings and with independent living; demonstration of different technologies and strategies; discussion on how appropriate technology and strategies are identified, put into action and supported; as well as, discussion on technology trends and time for question and answers.

From Prison to Middle Income: The DLLR & VFC Collaboration

Tamara Barron, Occupational Training Programs Coordinator, Maryland Department of Labor, Licensing & Regulation; Erica Dubose, Transition Coordinator, Maryland Department of Labor, Licensing & Regulation; Phil Holmes Director, Center for Automotive Careers Vehicles for Change

Location: Ellicott

The Department of Labor, Licensing & Regulation (DLLR) Correctional Education Program extends throughout ten schools located in prisons across Maryland. Through the Correctional Education Program, incarcerated students have the opportunity to 1.) Earn a GED (if they do not possess a high school diploma), 2.) Participate in occupational training programs (which not only teaches them current labor skills but teaches them soft skills required for successful employment in their chosen field), and 3.) Provides an opportunity for students to participate in transitional courses and related activities which will prepare them for lucrative employment post-release. In this workshop participants, will learn about a successful partnership between DLLR

and Vehicles for Change (VFC) ReEntry Program that prepares returning citizens for a career in Automotive Technology and reduces recidivism.

Maryland's Food Stamp Employment and Training (FSET) Program

Sara Muempfer, Director of Workforce Development, Maryland Department of Human Resources; Krysti Dickerson, Financial Stability Case Manager, Humanim; Mary Manzoni Vice President, Vocational and Workforce Development Humanim

Location: Amphitheater

This workshop will provide attendees with an overview of Maryland's Food Supplement Employment & Training (FSET) program. FSET connects individuals who receive monthly food supplement benefits (SNAP, food stamps) to job-driven training programs in industries such as welding, healthcare, construction, manufacturing, hospitality and more. FSET training and case management partners leverage their own non-federal dollars to serve SNAP recipients and can receive up to 50% in federal reimbursement for services rendered. This reimbursement is crucial to program sustainability and expansion as well as the provision of new service delivery options. Additionally, attendees can learn about two FSET partnerships: Baltimore City Community College/Humanim and Garrett Community Action Council/Garrett College. These FSET programs will describe their experiences with FSET as a program delivery tool and share their program outcomes.

Maximizing Engagement and Retention for Out of School Youth

Suzanne Foran, Chief of Program Services for the Eastern Region, Eckerd; Curtis Campogni, Certified Trainer in Motivational Interviewing, Eckerd

Location: Willows AB

As recruitment and engagement of eligible out of school youth becomes more complex, strategies to engage this population must be examined to gain improved outcomes. The workshop will provide overview of best practices around youth engagement and follow up. Focus will be on utilization of evidenced based programming such as Motivational Interviewing. The principles of Motivational Interviewing are embedded in a philosophical style of coaching that uses specific techniques to move participants through the process of change. This change model is characterized as having six stages: Pre-Contemplation (not willing to change), Contemplation (thinking about change), Determination (deciding to change), Action (doing something about it), Maintenance (holding onto change) and Relapse (falling back into old behaviors). Case Managers utilize this blended approach to individualize discussions, interventions and activities in working with each participant to assist them in uncovering options and determining barriers that prevent their economic independence. In addition, the workshop will focus on utilization of effective assessments to address participant suitability.

What You Need to Know About Registered Apprenticeships

Chris MacLarion, Director of Apprenticeship and Training, Maryland Department of Labor, Licensing and Regulation; Jeffrey Smith, Maryland Department of Labor, Licensing and Regulation

Location: Merriweather

Maryland is poised to make a meaningful impact on its workforce system by expanding the use of Registered Apprenticeships. This workshop will provide attendees with an overview of how

apprenticeships work, how to establish an apprenticeship program, and their value to job-seekers, businesses, and the workforce system as a whole. Additionally, this session will highlight Maryland's plans for utilizing its recent \$2 million award as part of the U.S. Department of Labor's ApprenticeshipUSA initiative. Learn how Maryland will utilize grant funds and leveraged resources to catalyze efforts to grow and diversify apprenticeships in our state by focusing on three critical elements: Staffing/Infrastructure, Outreach/Education, and Advancing Innovative Practices. As the expansion of apprenticeships has become a national priority, this workshop is sure to provide essential tools for workforce development professionals and their vital work.

From Resistance to Assistance: The Art of Engagement!

Ernestine Chambers, Operations Manager, KRA Corporation

Location: Waterford B

Participants will explore alternative techniques to naturally retain and motivate individuals, utilizing Strength Based-Solution Focused Engagement techniques. Participants will also learn how to balance the use of helping skills and protective authority. What if you could utilize one approach to collaborate with customers to complete assessments, address barriers, create boundaries, transfer values, and establish? The positive psychology movement has molded the development of Strength-Based Engagement and has been proven effective for youth and adults alike. The Strength-Based approach offers ways to working with individuals and groups by focusing on strengths, resources, talents and abilities rather than problems. If utilized correctly, participants will be equipped with a skill that will increase participation rates, improve retention compliancy and enrollment. This practice has over a decade of proven results in the psychology, education, and social work fields and you can learn how to apply this model to workforce development in one session! Moving from resistance to assistance: The Art of Engagement – a one stop workshop!

Enhancing System Effectiveness with Employment First

Jean-Michel Giraud, President & CEO, Friendship Place

Location: Willows DE

The workshop will present the Employment First Model at Friendship Place. Employment First is based on the belief that everybody is employable. We all have a skill set. This new approach has allowed the AimHire team at Friendship Place to place over 550 individuals experiencing homelessness or on the brink in jobs over the last 5 years. Employment First builds self-esteem, looks for the skill set and expedites soft-skills training so hires take place as quickly as possible. The financial situation is stabilized from the beginning to lower stress and rehousing immediately follows the hire. Housing stability impacts positively on job retention and the ability to pay rent allows the individual to remain housed. This new solution is empowering and meets the needs of a large group of individuals experiencing situational homelessness and only need temporary assistance to rebuild their lives. The approach is person-centric and builds on strengths. It is also mindful of the fact that people experiencing homelessness need practical and rapid solutions to joblessness. On average, placements take place within 90 days. The approach relies on building strong partnerships with employers through job development, tapping into the entire spectrum of the DC Metro job market.

From Transactional to Transformational: Creating an Exceptional Customer Experience

Joseph Seymour, Corporate Training and Development Coordinator, KRA Corporation

Location: Wedgewood

One of the prominent themes throughout the WIOA legislation is a renewed focus on the customer experience. Organizations pursuing success under WIOA must reflect this focus in their programming, customer flow design and overall service delivery. This exciting and interactive workshop will equip you with the strategies, tools and principles needed to empower your organization or team to transition from basic transactional customer interactions to a culture built on delivering a transformational customer experience. Come out and learn tried and true best practices from leading customer service organizations including Disney, Southwest, Zappos.com and the Ritz Carlton. This is the workshop that your team or organization can't afford to miss. See you there...

The New Leader's Jumpstart Plan

Chris Daniels, CEO, Regroup Consulting

Location: Waterford A

New leaders in the workplace are ill-prepared. I know, because I was one of them. From project managers to CEO, we've been dropped into leadership roles without knowing how to manage those first 30 days. HERE'S YOUR HELP

WORKSHOP SESSION 2

11:00 am -- 12:00 pm

Essential Practices for Serving Workforce Center Customers with Disabilities

Eileen Poe-Yamagata, Principal Research Associate, IMPAQ Corporation; Claudia Barrios, Ticket to Work Case Manager, SkillSource Group Inc.; Amy Wallish Certified Benefits Counselor Full Circle Employment Solutions

Location: Oakdale

Both the Workforce Innovation and Opportunity Act and the Americans with Disabilities Act require that the public workforce system provide universal access for all customers and ensure equal opportunity for participation by people with disabilities. While almost all workforce centers, formally known as American Job Centers or AJCs, are on their way to effectively serving customers with disabilities, many still struggle to ensure that all individuals, including people with disabilities, can meaningfully participate in and benefit from services offered by the workforce system. In this interactive workshop we'll share findings from a recent nationwide study that measured the accessibility of AJCs. We'll discuss accessibility challenges as well as evidenced-based long- and short-term strategies for increasing access for customers with disabilities. You'll have the opportunity to test your own "accessibility IQ" and discuss challenges associated with achieving accessibility. Together with our disability employment experts, we'll discuss actionable steps to improve the customer experience by 1) creating a welcoming environment, 2) encouraging disability disclosure, and 3) ensuring staff have the knowledge and resources they need to serve customers with disabilities effectively.

The Next Generation of Apprenticeships: Beyond the Skilled Trades

Kimberly Neal, President, TranZed Apprenticeship Ventures; Paul Champion, President, 3AAA USA;

Location: Waverly

This workshop will explain why apprenticeship is an effective, smart business model when used in non-traditional occupations, reducing turnover to positively impact workplace culture and boost productivity. Apprenticeship rejects a “one size fits all” approach; it ensures that businesses have the right talent and skillsets because the training plan is customized both in content and the timing of delivery. The mutual investment by employer and apprentice results in a long-term relationship; apprentices are team members, viewing the job as a career path and not merely a stepping stone. Maryland is leading the way in the development and registration of non-traditional apprenticeship opportunities. Attend this workshop to find out more about how apprenticeship can work for your business.

JOSH vs MIKE

Josh Davies, Chief Executive Officer, The Center for Work Ethic Development; Mike Fazio, Founder and CEO, Workforce 180;

Location: Waterford B

Join our opening and closing keynoters for a workshop battle that will be way better than Batman vs. Superman!! This activity filled session and test your workforce knowledge and skills. Josh Davies and Mike Fazio are two of the most well-known, entertaining and engaging speakers in the industry. They've joined forces for a workshop, to put their very best audience activities and exercises on display. You will learn by doing, as they take turns keeping you entertained, informed and inspired. Communication, Sales, Service and Knowledge, are just a few of the workforce skill sets you'll be able to sharpen and apply to your jobs. Get there early, as this one is sure to sell out!

Take the Fast-Lane to Transportation Construction Jobs in Maryland

Jeffrey Smith, Maryland Department of Labor, Licensing and Regulation; Chris MacLarion, Director of Apprenticeship and Training, Maryland Department of Labor, Licensing and Regulation;

Location: Ellicott

Have you ever wondered how to connect a Maryland job-seeker to one of the many diverse occupations within the field of construction, specifically construction related to transportation? Attendees at this workshop will learn about a valuable tool that can help up-skill job-seekers so that they may be successful in this dynamic field. The Maryland Highway or Capital Transit Construction (HCCT) Skills Program is a training program that seeks to address Maryland's workforce needs in highway and capital transit construction. This session will show how Maryland's workforce development system can offer job-seekers contextualized learning opportunities, training, and supportive services in highway and capital transit construction industries. Additionally, the workshop will demonstrate how the HCCT Program can open the door for participants to access apprenticeship opportunities. Attendees will learn more about two key goals of training program: increasing access in construction and transportation related careers for Maryland's socially and economically disadvantaged job-seekers, and meeting

employer needs by creating a more skilled workforce for the industry. As there has been much discussion regarding increased government investment to support infrastructure improvements, this workshop will offer useful information for workforce development professionals to facilitate the success of job-seekers and businesses.

Career Exploration for Non-College Bound Seniors

Lori Crisafulli, Youth Workforce Specialist, Anne Arundel Workforce Development Corporation

Location: Willows AB

Learn how AAWDC has partnered with Meade High School to develop an innovative and comprehensive Career Exploration Program for non-college bound seniors in high school. We will discuss how to engage those tough to reach high school seniors who have no career plan, those students who have unrealistic career pathways, and those who are barely making it to help them create their own career pathways.

Making Workforce Strategies work for the Employer: Leveraging Community Resources

Yariela Kerr-Donovan, Director, HR Strategic Workforce Planning & Development, Johns Hopkins Health System

Location: Merriweather

Yariela Kerr-Donovan, director of Strategic Planning & Workforce Development for the Johns Hopkins Health System will discuss how career and workforce development operates at one of Maryland's largest private employers. Kerr-Donovan will discuss the history of the office and its metamorphosis since the institution was awarded a \$3 million Department of Labor grant in 2004 to today. Since the grant ended JHHS continues to support incumbents, community adults, and youth through innovative workforce programs that help fill critical shortages. Attendees will gain tactical knowledge about how to develop and leverage community partnerships that make for effective workforce programming including - Partnerships with community-based organizations for youth summer and year-long employment and mentoring - Leveraging partnerships to support employment for adults with barriers - Influencing community partners and other agencies to develop workforce programming that address employer workforce needs.

On-the-Job Training Done Easy

Kamita Marbury, Director, Industry Solutions, Anne Arundel Workforce Development Corporation

Location: Willows DE

On-the-Job Training (OJT) is an excellent way to not only get job seekers back to work, but help businesses fill open positions. However, OJTs can seem like a daunting task to take on, but they aren't! We will explore how to get started with offering OJTs, how to develop a qualified staff team, who to look for in potential partners, and what to look for in business partners. Also, learn the best practices from the state-wide Train to Hire initiative including how to increase communications and collaboration across departments and how to approach common challenges that arise.

Teaching the “Not-so-Soft” Skills: Serve Businesses, Help Individuals & Generate Income

Kirk Murray, President and CEO, Anne Arundel Workforce Development Corporation; Elisabeth Sanders-Park, Author, Speaker, President, WorkNet Solutions

Location: Amphitheater

Conquer three key goals at once — help businesses succeed by improving their workforce, teach job seekers and workers to upgrade their job performance and career success, and generate income for your organization. How? Pro-actively teach the 'not-so-soft' skills businesses require today. AAWDC partnered with businesses across industries to understand and address the soft skills problem, then they created a solution that not only benefits businesses and gives their job seekers a competitive advantage, but also fortifies AAWDC's position as a go-to resource for businesses (and not just for hiring) and generates income as they deliver fee-based training for incumbent workers. Come hear about their findings (including what employers want from various client groups), learn key lessons to consider as you find or create your soft skills solution, and discuss how to use their findings in your organization to better serve businesses and clients, and generate income.

The New Leader's Jumpstart Plan

Chris Daniels, CEO, Regroup Consulting

Location: Waterford A (continuation)

New leaders in the workplace are ill-prepared. I know, because I was one of them. From project managers to CEO, we've been dropped into leadership roles without knowing how to manage those first 30 days. HERE'S YOUR HELP

12:00 pm – 2:00 pm

Lunch and a Conversation with the Secretaries, **Ballroom and Wedgewood**

2:00 pm – 2:30 pm

Break. Visit Exhibitors in **Cameo**

WORKSHOP SESSION 3

2:30 pm – 3:30 pm

Providing ACE Services- Accessible, Collaborative and Effective

Carolynnette Scott, Disability & Youth Services Coordinator, Maryland Department of Labor, Licensing and Regulation; Erin Swann, Technology Specialist, MD Technology Assistance Program; Jlm McCarthy Executive Director Maryland Technology Assistance Program

Location: Ellicott

To overview assistive technology that can enhance services at the AJC's. Review of the various agencies that work with individuals with disabilities and identify ways to collaborate. A brief overview of promising practices when working with individuals with disabilities.

Climbing the Ladder to Long Range Child Support Compliance

Sara Muempfer, Director of Workforce Development, Maryland Department of Human Resources; James Graettinger, Operations Manager, Baltimore City Office of Child Support Services (MAXIMUS)

Location: Waterford B

High child support arrearage balances discourage noncustodial parents from paying the current support they owe and drive further wedges between them and their children. High child support arrearage balances also undermine public confidence in the effectiveness of child support enforcement service providers. The Maryland Child Support Enforcement Administration and the Baltimore City Office of Child Support Services are utilizing arrears management strategies to build a foundation for improved child support payment compliance. The workshop will provide information about: ·The Maryland Child Support Payment Incentive Program ·The CSEA/BCOCSS/CFUF ROLE Program · One Baltimore For Jobs Collaboration · Food Supplemental Employment and Training (FSET) Collaboration ·HB1502 a/k/a Step Up! In addition to discussing the framework of each program and outcomes to date, the workshop will discuss the building of new partnerships and leveraging existing partnerships with community organizations as well as discussing strategies for recruiting and retaining positive participation by noncustodial parents.

Bridging the Gap in Veteran Workforce Development

Charlie Palumbo, Director Transition and Employment Program, Virginia Department of Veterans Services; Sara Potecha, Managing Principal, Lean Insight, LLC

Location: Wedgewood

There is no question that Veterans afford employers highly needed technical and soft skills, however, often they often lack civilian credentials and education that employers require. Veterans can be overwhelmed by a “sea of confusion” created by various workforce related entities offering them career pathways and career services. Have you ever wondered who owns developing the Veteran Workforce in your state? If several organizations come to mind, you begin to understand the confusion Veterans may experience. How then do we fill the gap between the Veteran and those various offerors? This workshop will detail how Virginia Department of Veteran Services (VDVS) is bridging that gap through the evolution of the Virginia Veteran Workforce Development Committee and Advisory Board. Participants will learn how VDVS created a coalition of public and private stakeholders and replaced competition with cooperative working alliances to better meet the transition, education, credentialing, entrepreneur and/or employment needs of the transitioning service member (TSM), the Veteran and their spouse. They further detail how this coalition now provides input to the Governor’s Workforce Board and to Installation Commanders at the various Virginia bases and posts. Examples of synergist partnerships that have created greater collective impact will be reviewed and discussed.

Partnering with Business to Expand Job Access and Quality

Eli Allen, Director of the Baltimore Center for Green Careers, Civic Works

Location: Amphitheater

This workshop will explore Civic Works Baltimore Center for Green Careers' (BCGC) model for partnering with businesses to implement inclusive hiring practices and raise job quality. BCGC helps workers qualify for in-demand careers by providing industry-recognized certifications, on-the-job training, and case management services. BCGC’s business development initiative helps employers raise the quality of and expand access to their entry-level positions. BCGC provides companies with technical assistance to support improvements to business practices that

improve operations and create good jobs. Many of these upgrades help companies expand their recruitment network by implementing inclusive hiring practices and improve worker retention by raising job quality standards. As part of this effort, BCGC also helps companies committed to job quality and access grow their customer base through marketing that highlights their socially responsible practices.

Background Checks and Expungements - How They Impact Your Clients

Rebecca Benner, Re-Entry Navigator, Anne Arundel Workforce Development Corporation

Location: Merriweather

Background checks impact potential employees on a daily basis, especially those with contact with the criminal justice system. Commercial background checks often contain misleading/erroneous information. There is little opportunity for a candidate to explain misinformation after an employer had made a negative hiring decision. The EEOC has issued guidelines on the disparate impacts on re-entrants. Practitioners need to understand the intention of these guidelines and how they apply to the re-entrant community. Further impacting the re-entrants are charges eligible for expungement or shielding that remain on background checks or on the public access Maryland Judiciary Case Search. Many do not realize how expungement can improve the ability to gain employment. Changes to Maryland expungement laws are under review during the legislative sessions in order to reduce the disparate impact of criminal justice contact on the re-entrant. Major changes were instituted in 2015 which significantly assisted re-entrants in minimizing the effect of their criminal backgrounds. This workshop will address how commercial background checks are conducted, their limitations and how to make corrections with report providers. The expungement and shielding process will be explained and resources will be provided to assist workforce development professionals when assisting re-entrants in the community.

Baltimore City Water Industry Youth Career Mentoring Program

Anthony Greene, Internship Coordinator, Mayor's Office of Employment Development

Location: Willows AB

The Mayor's Office of Employment Development (MOED) – Youth Services provides Baltimore City's future workforce with the tools they need to succeed in careers in local high-growth industries. The Baltimore City Water Industry Youth Career Mentoring Program is a unique public/ private partnership between MOED, the Department of Public Works (DPW) and the Chesapeake Water Environment Association (CWEA). The program provides area young adults a pathway to a career through on-the-job training and support from water industry veterans to equip young workers with the skills needed to fill entry-level positions. The result is a pipeline of future water industry workers. This workshop will describe the innovative program with details as to how this successful model can be replicated, including:

- How the program began and why the Water Industry was chosen;
- potential to identify additional industry sectors
- Role and importance of each partner agency
- Goals of the program
- Three-phase program design including: recruitment/job readiness; industry exposure; job experience/ placement
- Measurable outcomes
- Critical elements of a successful model
- Questions and Answers

Integrating Workforce Development with the Adult Basic Education Curriculum

Deborah Miller, Instructional Specialist, Allegany College of Maryland Center for Continuing Education and Workforce Development Adult Education Program

Location: Willows DE

Allegany County Adult Basic Education has been developing and improving upon a Workplace Essential Skills educational program which seeks to align needs of local employers with the skill set of the local employee. The Workplace Essential Skills program is a collaborative effort to identify industry sector needs, identify the gaps in employee skills and address these needs through contextualized learning. In order to engage our learners, we partner with local employers who identify challenges and opportunities. Students develop soft skills and hard competencies. The Workplace Essential skills program integrates workforce development skills with adult basic education skills such as reading, writing, math, and effective workplace communication.

Shifting Focus: Innovative Business Solutions Beyond Recruitment

Jeff Trice, Director of Business Solutions, Anne Arundel Workforce Development Corporation

Location: Waterford A

From inception, through the growth period, all the way to rapid response, a business services team should have solutions for businesses at every stage. WIOA shifts the focus of workforce development from jobseekers to businesses, and we now need a robust set of business solutions to meet or exceed their expectations. In this workshop, you will learn how AAWDC transformed their business services team into a business SOLUTIONS team that goes beyond recruiting by utilizing a consultative approach for each business customer. Understanding the business perspective, addressing key issues quickly and effectively, and building a constant pipeline of talent are some of the key pieces in providing your businesses with solutions instead of services. Explore how incumbent worker training can make you the most valuable resource to businesses by going beyond preparing their future talent, but upskilling their existing talent to ensure they have both the hard and soft skills needed for the business to succeed. These innovative solutions create a win-win-win where businesses grow and thrive, job seekers find employment, and you exceed metrics.

Lessons From the Down Under: Motivating Our Customers to Move Forward

Kathy Worgul, Workforce Trainer & Consultant, State of Maryland

Location: Oakdale

Job seekers face enormous challenges both inside and out. Labor market issues like over qualification, the aging population, and technological deficits are tough. But often their "internal" struggles pose even greater challenge to us: reluctance, resistance, etc. In this session, we'll name obstacles and pose solutions by addressing best practices and current trends using social media, video clips, and internet resources. Drawing from experience in working with the unemployed who are required to attend my job search workshop, I will share techniques I have found effective in both group and individual sessions. You will have the opportunity to apply these techniques to your situations, and choose which work best for you. (You will probably recognize the "cast of characters" who will help us in the session.) Finally, I think you'll love the resource handout and a list of "25 Ways to Get Your Clients to Eat Their Veggies"!

3:45 pm – 4:30 pm

Closing Keynote **Ballroom, Wedgewood**

Mike Fazio, Workplace180