



## BENCHMARKS OF SUCCESS for MARYLAND'S WORKFORCE SYSTEM

As Maryland seeks to strengthen and enhance its workforce system through implementation of the [Workforce Innovation and Opportunity Act \(WIOA\) State Plan](#), success requires a commitment to innovation, collaboration, and a true systems approach among the State's many workforce partners. In order to guide the WIOA Partners in this work, this document sets forth a clear vision, goals, and measureable achievements that help define success and lay the core foundation of this new system. In keeping with Maryland's commitment to place "people before performance," these goals and corresponding benchmarks are focused around a central vision of increasing the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services.

These goals and benchmarks are not mere measures but rather provide a way of thinking systematically about how we deliver services. They reflect Maryland's dedication to focusing its efforts on people who need the system's assistance the most. The 5 strategic goals and coinciding benchmarks outlined in this document intentionally set a high bar and are meant to be used as a leadership tool, guiding strategic conversations and defining a set of achievements for the workforce system to commit to and strive toward in our collective work to improve the lives of Marylanders.

## Maryland's Vision:

**Increase the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services.**

STRATEGIC GOALS	BENCHMARK
<p><b>Strategic Goal 1:</b></p> <p>Increase earning capacity of Maryland's workforce system customers by maximizing access to <b>employment</b></p>	1. Increase the annual % of Maryland's workforce system customers who obtain employment and earn at least 200% of the federal poverty level from X% to Y% by date
	2. Increase the median wage of Maryland's workforce system customers by X%
	3. Increase the annual % of Maryland's workforce system customers who earn at least 200% of the federal poverty level for 4 consecutive quarters from X% to Y% by date
	4. Increase the number of businesses that are formally engaged in the workforce system
<p><b>Strategic Goal 2:</b></p> <p>Increase earning capacity of Maryland's workforce system customers by maximizing access to and use of <b>skills and credentialing</b></p>	1. Increase the annual % of Maryland's workforce system customers who obtain an industry recognized credential from X% to Y% by date
	2. Increase the annual % of Maryland's workforce system customers who increase in their Educational Functioning Level
	3. Increase the annual % of Maryland's workforce system customers who earn a High School Diploma
	4. Increase the annual % of Maryland's workforce system customers who obtain an occupational skills training completion from X% to Y% by date

<p><b>Strategic Goal 3:</b></p> <p>Increase earning capacity of Maryland’s workforce system customers by maximizing access to and use of <b>life management skills</b></p>	<ol style="list-style-type: none"> <li>1. Increase the annual % of Maryland’s workforce system customers who complete a financial literacy course</li> <li>2. Increase the annual % of Maryland’s workforce system customers who demonstrate essential workplace skills from X% to Y% by date</li> <li>3. Increase the annual % of Maryland’s workforce system customers who actively participate in their individual case plan from X% to Y% by date</li> </ol>
<p><b>Strategic Goal 4:</b></p> <p>Increase earning capacity of Maryland’s workforce system customers by <b>eliminating barriers to employment</b></p>	<ol style="list-style-type: none"> <li>1. Increase the annual % of Maryland’s workforce system customers who receive needed <b>child care services</b> from X% to Y% by date</li> <li>2. Increase the annual % of Maryland’s workforce system customers who receive needed <b>transportation services</b> from X% to Y% by date</li> <li>3. Increase the annual % of Maryland’s workforce system customers who receive needed <b>substance use services</b> from X% to Y% by date</li> <li>4. Increase the annual % of Maryland’s workforce system customers who receive needed <b>mental health services</b> from X% to Y% by date</li> <li>5. Increase the annual % of Maryland’s workforce system customers who receive needed <b>physical health services</b> from X% to Y% by date</li> <li>6. Increase the annual % of Maryland’s workforce system customers who receive needed <b>housing services</b> from X% to Y% by date</li> <li>7. Increase the annual % of Maryland’s workforce system customers who receive needed <b>non-custodial parent child support services</b> from X% to Y% by date</li> </ol>

	8. Increase the annual % of Maryland’s workforce system customers who receive needed <b>criminal background services</b> X% to Y% by date
	9. Increase the annual % of Maryland’s workforce system customers who receive needed <b>domestic violence services</b> from X% to Y% by date
	10. Increase the annual % of Maryland’s workforce system customers who receive needed <b>food and energy services</b> from X% to Y% by date
<p style="text-align: center;"><b>Strategic Goal 5:</b></p> <p style="text-align: center;"><b>Strengthen and enhance the effectiveness and efficiency of Maryland’s workforce system</b></p>	1. Create and use a common comprehensive employment readiness assessment accessible to all across the workforce development system by date
	2. Create and use a common case management tool across the workforce development system by date
	3. Increase the % of workforce partners that are integrated through co-location, cross-training, and/or technological access by date
	4. Create and implement a professional development system for the workforce development system by date
	5. Increase the annual % of workforce development system partner organizations who provide formal benefits counseling
	6. Increase the annual % of Maryland’s workforce system customers co-enrolled in WIOA workforce programs

<b>Maryland WIOA Target Populations</b>
Displaced Homemakers
Eligible migrant and seasonal farmworkers
Ex-offenders
Homeless individuals
Individuals facing substantial cultural barriers
Individuals with disabilities, including youth with disabilities
Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act <sup>1</sup>
Individuals who are English language learners
Individuals who are unemployed, including the long-term unemployed
Individuals who have low levels of literacy
Individuals without a High School Diploma
Low income individuals (including TANF and SNAP recipients)
Native Americans, Alaskan Natives, and Native Hawaiians
Older individuals
Single parents (including single pregnant women and non-custodial parents)
Veterans
Youth who are in or have aged out of the foster care system

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<sup>1</sup> This refers to the TANF program. Each State defines lifetime eligibility for TANF. In Maryland, individuals can receive TANF benefits for up to five years. If individuals reach year four and five of receipt of TANF benefits, these individuals become a targeted population according to WIOA, irrespective of the fact that after year five, individuals may continue to receive TANF benefits due to hardship.