



Benchmarks of Success for Maryland's Workforce System

Data and Dashboard Committee

10:00 – 12:00 PM, April 16, 2019

DLLR

Attendees: LiLi Taylor, Milena Kornyl, Adam Greeney, Andre James, Lynda Weber, Mashonda Smith, Randy Diehl, Stephen Everitt, Lisa Nicoli, Patricia Morfe, Shomare Braxton, and Natalie Clements

Handouts: Agenda, Final Charter, Draft Calculation Methodology, and Draft Scorecard Dashboard Design

Minutes

I. News and Notes

- DORS is in the process of developing a Request for Information in order to receive feedback from vendors similar to SARA. The next step will be to draft and release the Request for Proposals.
- The last WIOA Alignment Group meeting featured presentations on the Maryland Workforce Exchange (MWE) and Maryland's Total Human-services Information Network (MD THINK).
 - The MWE contract expires in December 2020. DLLR is moving forward with the procurement process and welcomes partners to get involved and comment on items that should be included in the Request for Proposals. Chad White is developing a system survey for all system users based on the functionality and modules the MWE currently has. DLLR is determining how to integrate feedback from end users, customers, and businesses.
 - MD THINK is a strong platform with a shared data repository that is integrated behind the scenes, with the proper data protection and governance in place. MD THINK allows for partners to completely integrate their data systems (i.e. use MD THINK instead of their old agency-specific system) or to connect their system to it in order to better share, report, and use data. Data sharing agreements with previous systems carry over to MD THINK, so if a partner that an agency shared data with or has access to their system moves to MD THINK, then that agency would conduct business as usual, just through a different portal. Participation in MD THINK could result in significant cost savings for agencies as well as improve systems alignment through modernized, scalable, and flexible cloud infrastructure. If interested in learning more about the platform or getting involved, individuals should reach out to Department of Human Services Deputy Secretary Greg James.

- Natalie Clements will check to see if the MD THINK presentation used in the WIOA Alignment Group meeting can be shared with the Data and Dashboard Committee.
- Small groups from the Data and Dashboard and the Communications Committees met to discuss how to make the draft Scorecard Dashboard Design readable to different audiences (e.g. jobseeker versus policymaker). The Scorecard will display data, and will include headers using both technical language and simplified alternative language for the non-technical audience. The Data and Dashboard Committee disagrees on which language should be presented first on the document. The Committee leadership will share this document with the WIOA Alignment Group for comment.

II. Comments on Methodology for Calculations of the Benchmarks in the Short-Term

- The Committee walked through the comments on the Methodology for Calculations of the Benchmarks in the Short-Term.
- Natalie and LiLi Taylor will meet with Douglas Weimer and Ellen Beattie to discuss the adult education specific comments on the draft calculation methodology in the short term.
- The comments that cannot be implemented now without changing how partners collect data (or their collection timelines) will be presented as long term recommendations.
- For Benchmark 1.4, the committee disagrees on which employers should be included in this measure, i.e. what extent of interaction with the workforce system qualifies as “formerly engaged”. The committee will either include all employers that the system touches (e.g. employers with subsidized employment, that conduct On-the-Job Training, etc.) or just those touched by business service staff and/or the system has formal Memoranda of Understanding with.
- In the next iteration of benchmark data calculation, DHS will submit numbers for customers that receive industry recognized credentials.
- The benchmarks do not capture qualitative data of the Maryland Workforce System. This information can be seen in the WIOA Annual Report, Benchmarks of Success newsletters, and success stories.

III. Co-Enrollment Definition for Glossary of Terms

- The committee defines the term “co-enrollment” as: jobseekers who are deemed eligible and receive services under more than one program of the Maryland Workforce System.
- Natalie will add the term to the Glossary of Terms and work with DLLR’s Communication Team to replace the online document.

IV. Next Steps

- Natalie will check to see if the MD THINK presentation can be shared with the committee and will follow-up with the group on the response.

- Natalie will update the draft Scorecard Dashboard Design document. Committee leadership will share the updated document with the WIOA Alignment Group for comment.
- Natalie and LiLi Taylor will meet with Douglas Weimer and Ellen Beattie to discuss the adult education specific comments on the draft calculation methodology in the short term.
- Partners will re-run their Program Year 2017 data and send the updated numbers to Lynda Weber.