



#PuttingMarylandersBacktoWork

Benchmarks of Success for Maryland's Workforce System

WIOA Alignment Group

1:00 – 4:00 PM, February 25, 2019

DLLR

1100 N. Eutaw Street, Baltimore, MD 21201

Part I: Combined Meeting of WIOA Alignment Group and Committee Leadership Teams

1:00 – 2:30 PM

Attendees: Erin Roth, Augustin Ntabaganyimana, Brittney Crisafulli, Bryan Moore, Erica Kea-Muhammad, Jennifer Horton, Jody Boone, Kenneth Lemberg, Kimberly Duncan, Kimberly Schultz, LiLi Taylor, Lloyd Day, Michael Digiaco, Milena Kornyl, Scott Dennis, Susan Kaliush, Terry Gilleland, and Natalie Clements

Handouts:

- Agenda,
- Geographic Service Areas,
- February Committee Overview,
- Draft Global Work Plan
- Communications Committee Charter,
- Data and Dashboard Committee Charter, and
- Draft Scorecard.

Minutes

I. Committee Report-Outs

A. Overview

- Two of the committees, the Communications and the Data and Dashboard, met this month.
- The Policy Committee is waiting for the DWDAL Director of Policy position to be filled before they meet.
- The Professional Development and Technical Assistance Committee is on a hiatus.

B. Communications Committee

- The Communications Committee finalized the language for their flyer that will be distributed to American Job Centers and Local Workforce Development Areas (Local Areas). DHS will finalize the flyer design in the spring of 2019. The flyer is part of the committee's three-piece collateral pieces, alongside a poster and rack card.

- Committee members are signing up for collateral distribution and checking their organizations' printing costs. Distribution will take place September-October.
- The committee will continue printing the newsletter each month and has scheduled which organizations and Local Area success stories will be highlighted which months.
- Individuals can now sign up to receive the newsletters on the DLLR Benchmarks of Success website by following the links at the bottom of one of the previous newsletters, found at <https://www.dllr.state.md.us/employment/wioanewsletters.shtml>. Organizations that wish to sign up a group of employees to receive the newsletters can submit a list of names and email addresses to Susan Kaliush and Brittney Crisafulli.
- The Communications Committee updated their charter and has proposed deliverables for the 2019 Global Work Plan.
- The Roadshow presentation is an overview of the Benchmarks of Success. Each committee member will sign up to deliver the presentation to one of the Local Areas. This initiative is in response to the Executive Committee's request for outreach to the Local Workforce Development Boards.

C. Data and Dashboard Committee

- The Data and Dashboard Committee updated their charter with clearer, streamlined goals, and proposed deliverables for the 2019 Global Work Plan. The proposed timeline is connected to the release and availability of data.
- The committee plans to continuously review calculation methodology in order to make the data quality as clean and precise as possible in the short term while also making recommendations for the long term. Recommendations include data elements, calculation methodology, and sustainability of reporting and of the system.
- The committee will establish the final baseline in November, so it can compare two years of initial data, rather than base it off of one or two quarters of data. Once the baseline is established, the committee will make recommendations for the targets, for consideration by the WIOA Alignment Group and Executive Steering Committee.
- This is the first time that the Data and Dashboard Committee has presented numbers to the WIOA Alignment Group. These are draft numbers based off of Program Year (2017) data. The full year's worth of data is not yet available.
- The numbers are presented in the Scorecard format, which includes a list of caveats and data limitations. The Scorecard is organized by Strategic Goal, where each row represents a different benchmark.
- The main limitation is that the data likely contains duplications, for the numbers were combined from different partners, and individuals may be participating in multiple partners' programs. However, duplication may cancel out for percentages. Proxies are set up for data that does not completely align, e.g. TANF data used 90 days from "case closure" to imitate Title I and III's "exit". Limitations should be considered when making policy recommendations based off of the data.
- Low benchmark numbers in the Scorecard do not necessarily mean that the workforce system is serving at that capacity; rather, it may denote limitations in data quality. For example, the Maryland Workforce Exchange includes financial literacy courses as an optional field, and this subject matter may be included in a larger workshop, so the

distinction is not always made in the state-level data. Additionally, DORS reports barrier removal data under one label as a maintenance fee, and the state-level data cannot be divided by barrier within the current database framework. Thus in the short term, the data can only be reported as one indicator of general barrier removal.

- The Benchmarks of Success is a combined initiative. The Data and Dashboard can analyze the data to identify gaps and make recommendations for targets. The WIOA Alignment Group can then take these recommendations and address them through systems change.
- Once the baseline and targets are set, the WIOA Alignment Group could use this as an opportunity to go to request a waiver from their federal partners in order to foster innovation in data collection.
- The committee's calculation methodology is based off of the high-level Glossary of Terms, developed in 2018. The glossary can be found on the DLLR Benchmarks of Success website at: <https://www.dlrl.state.md.us/employment/wioaglossary.pdf>.
- The committee is working to create a step-by-step operational tool of how each partner obtained the data for inclusion in the combined benchmark numbers.
- The Data and Dashboard Committee will work with the Communications Committee to refine the Scorecard design to make it easier to follow.

II. Next Steps and Action Items

- Organizations that wish to sign up a group of employees to receive the newsletters can submit a list of names and email addresses to Susan Kaliush and Brittney Crisafulli.

Part II: WIOA Alignment Group – Remaining Business

2:30 – 4:00 PM

Attendees: Erin Roth, Augustin Ntabaganyimana, Bryan Moore, Erica Kea-Muhammad, Jody Boone, Kenneth Lemberg, Kimberly Duncan, Lloyd Day, Scott Dennis, Terry Gilleland, and Natalie Clements

Handouts:

- Agenda,
- Director of Professional Development and Technical Assistance Job Description,
- Global Work Plan, and
- Joint Performance Policy

Minutes

I. Professional Development and Technical Assistance

A. MS-22

- The goals for the second half of the meeting are to set the agenda for the Executive Steering Committee's March 13th meeting and to determine the WIOA Alignment Group's 2019 Global Work Plan deliverables.
- The Executive Steering Committee's December included a presentation of the Professional Development and Technical Assistance work group's plan. The executives were interested in the plan's recommendation to create a professional development position for the workforce system and requested a job description for that position.
- At last month's WIOA Alignment Group meeting, Lloyd Day walked the group through the draft professional development position job description. The MS-22 handout is the finalized job description for this position. Erin Roth will present the MS-22 to the Executive Steering Committee at their next meeting.
- DLLR has a PIN that can be used and can support the position for the first year. The WIOA Alignment Group has not yet determined how the costs will be shared and allocated to support this position past the first year.
- Now that the MS-22 has been finalized, Erin Roth will work with DLLR Human Resources to identify proper classification (Grade and Step) to present to the Executive Steering Committee.

B. Learning Management System

- DLLR did not renew their contract for additional licenses in the Hub, which is the Department of Budget and Management-contracted learning management system.
- Once hired, the professional development position will explore the learning management system issue and create a professional development plan for the workforce system.

- WIOA Title II may have timeline considerations that conflict with this plan. WIOA Title II is exploring other learning management systems.

II. Executive Steering Committee Agenda

- The agenda will cover the professional development MS-22, the draft Global Work Plan, and perhaps a discussion of the Scorecard data.
- Erin Roth will seek guidance from DLLR Acting Secretary Rzepkowski of how in depth the discussion should go into the Scorecard.
- The WIOA Alignment Group will submit their questions on the Scorecard to Erin Roth, who will pass the questions to the Data and Dashboard Committee.
- The WIOA Alignment Group is aligned on the agenda items for the Executive Steering Committee meeting. The agenda and materials will be shared at least a week ahead of the meeting, and principals should prep their executives on the topics.

III. Global Work Plan

- The WIOA Alignment Group decided upon action items, based off of the Benchmarks of Success Strategic Goal #5. These action items will be included in the draft Global Work Plan,
- Erin Roth will work with her team to update the draft Global Work Plan with the WIOA Alignment Group's additions.

IV. Data Sharing Agreements for WIOA State Plan Implementation

- Erin Roth and Scott Dennis had convened the Assistant Attorney Generals from the core workforce system partners to discuss a path forward, in terms of data sharing agreements for implementing the Benchmarks of Success.
- The DLLR DWDAL and DUI Assistant Attorney Generals are taking the lead and drafting a mega agreement. Once the DLLR Assistant Attorney Generals are internally aligned, then the draft agreement will be shared with the other Assistant Attorney Generals.
- The DHCD Assistant Attorney General has been brought into the loop on this matter.

V. Joint Performance Policy

- The draft joint performance was updated, in accordance with the WIOA Alignment Group discussion last meeting, to include the Benchmarks of Success.
- DHCD and the DWDAL policy team are working to include CSBG performance language.
- Erin Roth will share the draft performance policy, updated with CSBG language, with the WIOA Alignment Group for approvals. The aim is to issue the policy in March.

VI. Regional and Local Plans

- Maryland has five regions under WIOA, three of which are required to develop Regional Plans. The other two regions are single Local Areas. DLLR and the GWDB have received plans from the Capital, Central, and Shore Regions. The plans are currently under review.
- Local Plans are due Friday, March 1st. Two of the Local Areas have requested and received extensions. State partners, stay tuned for more information on the review process.

VII. Next Steps and Action Items

- Erin Roth will share the professional development MS-22 with the DWDAL Human Resources to get guidance on which classification makes sense.
- Erin Roth will present the MS-22 to the Executive Steering Committee at their March 13th meeting.
- Erin Roth will seek guidance from DLLR Acting Secretary Rzepkowski of how in depth the discussion should go into the Scorecard.
- The WIOA Alignment Group will submit their questions on the Scorecard to Erin Roth, who will pass the questions to the Data and Dashboard Committee.
- Erin Roth will share the Executive Steering Committee agenda and materials with the committee at least a week ahead of time. Principals should prep their executives on the topics.
- Erin Roth will update the draft Global Work Plan with the WIOA Alignment Group's action items and workforce system conferences.
- Erin Roth will share the draft performance policy, updated with CSBG language, with the WIOA Alignment Group for approvals.