

# Maryland's WORKFORCE SYSTEM



## *Benchmarks of Success for Maryland's Workforce System*

Data and Dashboard Committee

10:00 – 12:00 PM, June 11, 2018

DLLR

**Attendees:** LiLi Taylor, Milena Kornyl, Lisa Nicoli, Lynda Weber, Rob Pinkard, John Stem, Scott Dennis, Patti Morfe, Becca Webster, Shamekka Kuykendall, and Natalie Clements

### **Handouts:**

- Agenda;
- Draft WIOA Partner Asset Map; and
- *Benchmarks of Success* – Vision, Goals, and Benchmarks

## **Minutes**

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### **I. News and Notes**

- LiLi Taylor: On Monday, June 4<sup>th</sup>, nearly 100 representatives of Maryland's workforce system came together for Phase II of the Next Level Innovation Series, a three-part professional development series designed to expose participants to cutting-edge research in neuroscience and executive functioning skills. Mathematica Policy Research facilitated the day-long event, which brought together service staff, management, and leadership from across the state's workforce system to learn about new science-based tools and techniques for helping our shared customers reach their employment goals.
- Natalie Clements: The State Workforce Plan is in a revision period and will be finalized by July 1<sup>st</sup>. The *Benchmarks* Communications Committee is producing a five-part video series in partnership with the Enoch Pratt Free Library that will be used to introduce and explain the *Benchmarks* initiative to a broad range of stakeholders. The first of five short videos, which stars Department of Human Services (DHS) Secretary Lourdes Padilla; Department of Labor, Licensing and Regulation (DLLR) Secretary Kelly Schulz, Maryland State Department of Education (MSDE) Superintendent Dr. Karen Salmon; and Governor's Workforce Development Board (GWDB) Executive Director Michael DiGiacomo, will be released in conjunction with the State Plan's roll-out.

- Lisa Nicoli: There is proposed federal regulation in the works to align the performance measures for Temporary Assistance for Needy Families (TANF) with the measures of the core WIOA programs, with a different definition for retention. The timeline for the vote on this regulation is unknown.
- John Stem: DORS Assistant State Superintendent, Sue Page, is retiring at the end of June. She currently serves on the WIOA Alignment Group, and it is not decided who her replacement will be.
- LiLi Taylor and Natalie Clements: The Data and Dashboard Committee leadership presented the DRAFT Glossary of Terms to the WIOA Alignment Group. The WIOA Alignment Group requested time to review the document and provide comments. Once their comments have been incorporated, the document will go out for a two-week public comment period. The WIOA Alignment Group disagrees with the Data and Dashboard Committee's proposed changes to the Benchmarks of Success language concerning "essential workplace skills", "employment readiness", and "non-custodial parent child support services". The group will ask the Maryland Department of Health for direction on whether the term "substance use" or "substance abuse" should be used in Strategic Goal #4, Benchmark #3.

## **II. Discussion and Approval of the General Approach to Developing Benchmarks**

- The committee should agree on a general approach to methodology concerning measuring (collecting, calculating, etc.) the Benchmarks. The approach could vary significantly based on whether the committee decides to recommend 1) a multi-million dollar, utopian solution that truly integrates partner data and produces metrics with a high degree of accuracy, or, alternatively, 2) a more realistic solution for calculating the benchmarks that includes caveats for potential limitations and weaknesses but could be implemented in a short-term.
- The committee feels that the options should be presented to the WIOA Alignment Group for further guidance.
- The following section represents the start of a short-term plan for capturing the Benchmarks with current resources.

## **III. Strategic Goal 1: Increase earning capacity of Maryland's workforce system customers by maximizing access to employment**

- **Benchmark #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.
  - The timeframe is annual; should it be captured with actual data from quarters 1-4, 2-5, or should it be estimated using quarters 2 and 4 data?
  - The definition of "customer" has potential to exclude individuals from the data. Each member should review their data and report back to Natalie Clements how their agency defines "participant" and "reportable individual". Depending on the definitions, "participant" may be the most comparable

across the system. The definition of “customer” will have a disclaimer in the data dictionary pertaining to the different definitions by different agencies as well as populations excluded from the measurement.

- It may be relevant to know how the federal poverty level is calculated. Should the poverty level be standardized (HHS’ level) or localized (DLLR’s divided down to Local Areas; Local Areas differ from DORS and DHS’ county-level distribution)? DLLR is in the process of issuing the latest “Federal Poverty Guidelines & 2018 Lower Living Standard Income Level” policy. When released, the policy will be found here: <http://www.dllr.state.md.us/employment/mpi/>. Additionally, the federal poverty level is family size reliant, but none of the agency data systems capture family size (at least for all individuals; some self-report), thus the agencies should assume a family size of 1. If needed, Unemployment Insurance (UI) wage match can be used to capture this data. The federal poverty level was written into the Benchmarks to capture quality of employment; is there a better indicator (e.g. indicators in the ALICE report, MIT or by the Economic Progress Institute).
- Is “exit” for WIOA Titles I and II comparable with “case closure” for WIOA Title IV and TANF? How should returners (exit and come back) and re-opened cases be handled (count all within year, just first exit/closure within year, etc.? Does TANF have a set number of days before a case can be re-opened?
- Not every agency has verifiable social security numbers in their systems to be used for UI wage matches, but there are other routes (supplemental data match through MVA with name date of birth, etc.).
- How should “obtained employment” be defined? Does it include pay rises within the same job? Six WIOA programs have a measure to capture whether an individual enters training with a job and whether they have one upon exit (or second quarter after exit), but it does not necessarily indicate a quality job. Additionally, the individual could have gotten that job early on in the program. Should UI wage data be used instead to capture increases in wages? In this way, does the data only pertain to those entering programs as unemployed or also underemployed?
- **Benchmark #2:** Increase the median wage of Maryland’s workforce system customers by X%.
  - Does the population of this Benchmark refer to the same population as the first (exiters, obtained job, etc.) or the “participant”/“reportable individual” population as a whole?
  - The median wage is a measure used to explain data while removing outliers; however, it does not change much. Is this the best data point to share how the system is improving? Should the median wage be increasing more?
- **Benchmark #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.

- The committee has many of the same questions for this Benchmark as for the first one, including those on population of customers (question in Benchmark #2), timeframe, federal poverty level, and use of UI wage data matching.
- **Benchmark #4:** Increase the number of businesses that are formally engaged in the workforce system.
  - The committee did not have time to address this Benchmark and will pick up here in the next monthly meeting.

#### **IV. Next Steps**

- In preparation for our next meeting, each member is asked to send their agency's definition of "participant" and "reportable individual" to Natalie Clements by **close of business Thursday, June 28th**.
- Natalie Clements will share DLLR's list of Local Workforce Development Areas and Regions with the committee.
- Milena Kornyl will attend the next WIOA Alignment Group meeting to share justification for changing terms in the original *Benchmarks for Success* document.
- The next committee meeting is scheduled for **Monday, July 2, 2018, from 10 AM to 12 PM**. This meeting will take place at the DLLR Baltimore office. There will be conference call capability. Meeting logistical information can be found in the calendar invite. Natalie Clements will send a follow-up question to ensure that committee members will not be on leave during this time, due to the meeting being so close to the fourth of July.