



Benchmarks of Success for Maryland's Workforce System

Data and Dashboard Committee

10:00 – 12:00 PM, August 6, 2018

DLLR

Attendees: Lili Taylor, Milena Kornyl, Andre James, Ellen Beattie, Kim Neely, Lisa Nicoli, Lynda Weber, Patricia Morfe, Shamekka Kuykendall, Shomare Braxton, and Natalie Clements

Handouts: Agenda and Glossary of Terms

Minutes

I. Welcome

The committee welcomes two new members: Shomare Braxton from the Department of Human Services (Temporary Assistance for Needy Families (TANF)) and Kim Neely from Harford Community Action Agency (Community Service Block Grant (CSBG)).

II. News and Notes

A federal policy directive was released in June for the vocational rehabilitation program, providing new definitions for data elements. This guidance can be found at <https://www2.ed.gov/policy/speced/guid/rsa/subregulatory/pd-16-04.pdf>.

The Communications Committee will be filming a *Benchmarks* video at an American Job Center in Anne Arundel County tomorrow.

The TANF section of the State Plan has been updated and submitted to HHS. The State Plan has been approved by the Departments of Education and Labor, but TANF and CSBG are on different approval timelines (expect approvals by the end of this month). Maryland is not expecting federal edits to the CSBG portion of the plan.

At the last WIOA Alignment meeting, LiLi Taylor and Milena Kornyl presented on the progress of the Data and Dashboard committee to educate the WIOA Alignment Group on the complexity involved in collecting partner data and formulating calculations that use existing data to produce benchmarks measures. Dedicated resources and additional time are needed to align program data, identify an entity to be in charge of combining the data from the different programs, identify a repository for the data, and define partner data sharing agreements.

Milena agreed to provide the WIOA Alignment Group with draft metrics (for the period of 7.1.16 to 12.31.16) for the benchmark calculations (one number per benchmark, not by program) to the WIOA Alignment Group at their September 24th meeting. Aggregates will be combined for this sample, so data sharing agreements will not need to be in place (where they do not already exist) by September. Data will be presented with a caveat that there are likely duplicates within the data set due to aggregation.

DHS (via the University of Maryland School of Social Work, who manages DHS data), must pay a fee to receive UI data from the Jacob-France Institute (JFI). To avoid unnecessary costs, a request for data will not be made as part of the September sample; rather, DHS will *seek estimates* for the time and cost of requesting data. This information will be included in the caveat list for the WIOA Alignment Group.

It will be difficult to pull TANF data because some counties use vendors while others do not.

Some programs use the WIOA database, called the Participant Individual Record Layout (PIRL). There are currently seven versions of the PIRL, which will soon be reduced to two. The joint PIRL, which is for the WIOA programs with common data fields (with the same definitions) and performance indicators will include 489 data fields.

Milena Kornyl and Lynda Weber will revise the summary document which includes the formulas the committee has developed thus far to calculate the benchmark measures for partners to review. They will return the revised document to Natalie Clements for distribution to the committee by Tuesday, August 14th. After receiving the revised document, partners should begin to collect and calculate the benchmarks, if possible, and note of any data limitations.

III. Dashboard Design Work Group

Joe Raymond of ICF is a consultant who worked with Maryland to develop the Benchmarks work product. Joe will facilitate a workgroup comprised of a small number of Data and Dashboard Committee members to create the design for the data dashboard. In-meeting volunteers to join the workgroup include: Milena Kornyl, LiLi Taylor, Shomare Braxton, and Lynda Weber and Andre James. The workgroup may invite members from the Communications Committee to participate.

Joe will provide research of best practices from other states and will facilitate a three-meeting, iterative process to refine a design that can be recommended to the larger committee. The workgroup's design will be complete before September 30th.

The dashboard, once active with data, will likely sit on the DLLR website and will be public facing, along with data and explanations.

IV. Benchmarks Methodology

The following input on formulas for benchmark calculations was discussed:

- **Strategic Goal #3:** Increase earning capacity of Maryland's workforce system customers by maximizing access to and use of **life management skills**.
 - No DORS vocational rehabilitation representation was at the meeting. DORS representatives will be asked to provide comments and reactions to the summary calculations document on the following benchmarks.
- **Strategic Goal #3, Benchmark #1:** Increase the annual % of Maryland's workforce system customers who complete a financial literacy course.
 - The PIRL has a data field for a "financial literacy service", but not all Local Areas use that service. Some record such services as workshops or other services. Some local campaigns use Event Brite or other third party platforms to manage their financial literacy courses, so these participants are not in the Maryland Workforce Exchange (MWE). There is a need for professional development on consistent and uniform data entry across the Local Areas.
 - TANF workshops may have financial literacy as a component, but there is no way to capture which workshops have that component in their data system. Moving forward, could TANF code their workshops?
 - Adult education does not collect this data; providing financial literacy is at the discretion of the local providers.
 - CSBG does collect extensive data on financial literacy courses; Harford Community Action Agency uses the CAP 60 mapping system; however, different local agencies use different systems, and this level of data is not available at the state level.

- The committee will make a recommendation for a uniform way, for each relevant program, to collect data across the local agencies to submit to the state, for collecting benchmark data from each local is not a sustainable practice.
- **Strategic Goal #3, Benchmark #2:** Increase the annual % of Maryland’s workforce system customers who demonstrate essential workplace skills from X% to Y% by date.
 - The current draft of the Glossary of Terms defines “life management skills” and “essential workplace skills” together. The WIOA Alignment Group disagrees with this decision by the Data and Dashboard Committee. LiLi Taylor and Natalie Clements will revise the Glossary of Terms to make sure that all of the edits of the WIOA Alignment Group have been incorporated.
 - The committee will use the AAWDC YouthWorks!’s definition for “essential workplace skills” as “the skills that people need to be successful for learning, work and life. These fundamental skills include communication, organizational, interpersonal, analytical, leadership, problem-solving, time management, and professionalism.” How can these skills be reported/tracked?
 - How can an individual “demonstrate” essential workplace skills? Is this through a certificate or employer/counselor opinion? This is a question for the WIOA Alignment Group.
 - The committee recommends measuring this benchmark through the completion of a job readiness course/service/workshop. This measure may exclude WIOA Title III – Wagner-Peyser.
- **Strategic Goal #3, Benchmark #3:** Increase the annual % of Maryland’s workforce system customers who actively participate in their individual case plan from X% to Y% by date.
 - What is the definition of “actively participate”, i.e. help in the creation of the case plan (or Individual Employment Plan (IEP)), complete a goal listed on the IEP, etc.?
 - IEP goals are not consistently entered into the MWE. The MWE can only measure how many participants have IEPs. There is a need for professional development on consistent and uniform data entry across the Local Areas.
 - All participants in TANF, DORS, and WIOA Title I have individual case plans. This measure would report a 100% for these programs. Title III may be excluded from this measure. This data is not particularly useful for showing progress of the Maryland workforce system.
 - The committee will ask the WIOA Alignment Group what this benchmark is meant to measure, so the committee can re-write the calculation accordingly.

V. Next Steps

- Milena Kornyl and Lynda Weber will revise the summary document of the committee’s calculations so far to include questions for each partner to consider and to add calculations for Strategic Goal #3. They will return the revised document to Natalie Clements for distribution to the committee by Tuesday, August 14th. After receiving the revised document, partners should begin to collect and calculate the benchmarks, as is possible, and note of any data limitations.
- Natalie Clements and LiLi Taylor will update the Glossary of Terms according to the WIOA Alignment Group’s edits.
- LiLi Taylor will prepare questions raised in this meeting for the next meeting of the WIOA Alignment Group.

- LiLi Taylor, Milena Kornyl, and Natalie Clements will create a draft report on the committee's progress for submission to the WIOA Alignment Group in October.