

# Maryland's WORKFORCE SYSTEM



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

WIOA Policy Work Group

9:30 – 11:00 AM, March 15, 2018

Columbia Workforce Center

7161 Columbia Gateway Drive, Columbia, MD 21046

**Attendees:** Bruce England, Charles Hunt, Erin Roth, Francine Trout, Jaqueline Tina Turner, Leroy Cox, Lloyd Day, Mary Sloat, Matt Jackson, Patricia Meyer, Sara Muempfer, Erin Roth, Sara Sheppard, and Wesley Wilson

### **Minutes**

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#### **I. Introductions/Welcome- Made by all**

Erin Roth spoke about the Benchmarks of Success and how the group would meet to provide input on the shared goals and activities in the WIOA system.

- Five additional meetings are scheduled. Information from the meetings will be summarized in a report and presented to the executive steering committee in the WIOA alignment group.
- The report is due August 2018. The first focus group will take place in the coming weeks.
- The Benchmarks to Success will be guiding the revisions to the local plan.

#### **II. State Plan Updates- There was discussion about changes/revisions to the state plan**

- The state plan needs to be approved by July 1.
- GWDB has approved the revised state plan and it is being reviewed by federal partners.
- Once the plan is approved, the state will issue guidance for local areas to begin updating their plans.
- The plan includes new partners such as Unemployment Insurance, CSEP and the Community Service Block Grant, which is administered by the Maryland Dept. of Housing and Community Development.
- The plan places a greater emphasis on apprenticeships, career pathways, adult learners and the 2 GEN Policy.

#### **III. Group Discussion to Define Scope for 2018 Agenda**

- Erin and Fran facilitated a discussion on what the group might focus on in terms of policy areas for 2018. The following is an overview of the group discussion, broken down by the 5 goals of the Benchmarks of Success initiative.

**Goal One: Increase earning capacity by access to employment**

- Work participation rate?
- How to recognize success/measure/count /communicate with customers who don't complete but move up in life?
- How to get business involved and understand their needs?
- How do we get businesses to invest in career pathways?
  - EARN, MBW, GWDB
  - Skill needs verses credential needs
- Should hiring practices change to accommodate employees (ex. Ex-offenders)?
- Understanding essential skills needs from businesses

**Goal Two: Increase earning capacity by maximizing access to and use of skills and credentialing**

- Measurable skills gain- need common understanding of credential and certification of completion
- Increase availability of skills/credentialing programs
- Early engagement/intervention/partnership with school system to catch individuals early

There was discussion about credentials. Sarah Sheppard shared information obtained at Governor's Workforce Development Board's recent meeting. Sara staffs the GWDB taskforces.

- The board has over 200 stakeholders whose primary focus is to determine the needs of the business community.
- The board is working closely with the community colleges to establish programs based on the skills and credentials needed by businesses.
- There is a taskforce that focuses on groups with barriers. This taskforce is putting together a one pager that outlines the benefits of hiring individuals with barriers.

**Goal Three: Increase earning capacity by maximizing access to and use of life management skills**

- How to strengthen workplace skills/life management skills
- Providing solutions and teaching people to solve things themselves.
- Executive functioning skills (workplace excellence curriculum, brain science, Mathematica, Harvard Research
- Mentorship once employed

- Earned benefits counseling
- Financial literacy at an early age

**Goal Four: Increase earning capacity by eliminating barriers to employment**

- Transportation- maybe bring MTA to table, urban, suburban, work transit
- Educating businesses that certain requirements of jobs may create artificial barriers to hiring. (there may be resources available to help)
- Resource landscape/network/information literacy libraries
- Childcare
- Healthcare/mental health
  - Substance abuse (opioid crisis)

**Goal Five: Strengthen and enhance the effectiveness and efficiency of Maryland Workforce System**

- Electronic system-- not paper
- Common codes and system
- Common measurement tools of what we commonly collect
- Common definitions
- Trusted agent & monitoring implications (instituting waivers)
- Landscape analysis of what partner & community organizations are doing
- State and federal policies not required that create barriers to services
  - Customer, business and job seeker voice
- User friendly systems for customers & staff
- 2 Gen

**IV. Group Discussion/Wrap-up**

- Erin encouraged members to forward any additional ideas to her or Francine to be included in the report.
- Sarah Muempfer gave an update on the job seeker advisory group March meeting. The consultant presenter group is made up of seven younger adults in Baltimore City that were commissioned by the Casey Foundation. The goal of the group is to help the state understand how to engage younger adults in the workforce development system.
  - Detailed information will be shared at next week's meeting.
  - Erin shared that a DLLR shuttle will be available to assist with transportation to the Casey Foundation.
  - The WIOA alignment group is invited.
- Erin informed members that she was exploring video conferencing as a meeting option. More details to follow.

Meeting adjourned at 10:10am