



#Putting Marylanders Back to Work

Benchmarks of Success for Maryland's Workforce System

Data and Dashboard Committee

10:00 – 12:00 PM, September 7, 2018

DLLR

Attendees: Lili Taylor, Milena Kornyl, Andre James, Becca Webster, Kim Neely, Lisa Nicoli, Lynda Weber, Patricia Morfe, Randy Diehl, Rob Pinkard, Scott Dennis, Shamekka Kuykendall, Shomare Braxton, and Natalie Clements

Handouts: Agenda

Minutes

I. News and Notes

- LiLi Taylor presented to the WIOA Alignment Group and the Labor Exchange Administrators on the *Benchmarks* and the progress of the Data and Dashboard Committee.
 - The WIOA Alignment Group is satisfied with the committee's progress.
 - The Labor Exchange Administrators still have a bit of confusion on the role of the *Benchmarks*, i.e. systems change not punitive or performance measures.
 - The monthly Maryland Workforce Association meeting of the WIOA Title I Directors showed signs of similar confusion.
 - There needs to be clear messaging at all levels about the *Benchmarks*. Messaging should emphasize that the *Benchmarks* are a systems approach and will report one aggregate number per benchmark, accounting for all of the partners and counties across Maryland. Local Areas are not reporting separately.
 - In the future, if partners are interested in a geographically specific number, then perhaps the benchmarks can be reported by region. Natalie Clements will send a list of the WIOA regions.
- Bruce England is now the acting president of the Maryland Workforce Association after Kirk Murray stepped down.
- LiLi Taylor will connect with the Communications Committee on data-specific messages that should be shared.
- The committee approves the new definition for "Life Management Skills" as the necessary skills needed to address conditions and circumstances that impact our lives, including but not limited to nutrition, housing, stress, health, employment, financial literacy, etc.
- DLLR DWDAL has started the policy process for a Privacy and Data Security policy.

- Anne Arundel is having a resource fair today with state and community partners to conduct mass outreach to the community. The public can learn about partners, services, and referral capabilities. This connects to the fifth Strategic Goal. This resource fair kicks off the county's "Harvest your Career" campaign, which will last to November. Anne Arundel is also piloting the VOS greeter.

II. Dashboard Design Work Group

- The work group is a sub-group of the larger Data and Dashboard Committee and is facilitated by ICF consultant Joe Raymond.
- The work group has had one meeting so far to discuss best practices on design and how information is presented. The work group is trying to find a way to present the benchmarks data in a way that is distinctively different from the WIOA measures.
- Their next meeting is September 24th, and Joe will present new designs, incorporating the work group's feedback. The work group will bring their progress to the Data and Dashboard's October meeting.

III. Benchmarks Methodology

- **Quick Review of Work Completed**
 - Within the last couple meetings, the committee has gone through the benchmarks of the first three Strategic Goals, developing calculation methodology. Then Milena Kornyl and Lynda Weber did intense work on the first two to develop calculation methodology summaries. Natalie Clements sent the revised calculation summary document recently asking the committee to begin calculating numbers for presentation to the WIOA Alignment Committee. Committee members are asked to submit their calculations with caveats to Natalie by Monday, September 17th. The numbers do not have to be clean. Milena and Lynda will figure out how best to combine the numbers from all of the partners. If committee members have questions, they can contact Milena or Lynda.
 - Reviewing old calculations, there are some lingering questions:
 - Why does the calculation for benchmark 1.1 omit underemployed?
 - Why does benchmark 1.1 use the second quarter after exit?
 - How is "exit" defined for TANF?
 - For the DLLR side, these items are defined data fields and timeframes. For the TANF side, some decisions need to be made offline. Shomare Braxton and Lisa Nicoli will discuss.
- **Ongoing work on developing Benchmarks calculations, beginning with Strategic Goal 4**
 - Strategic Goal #4: Increase earning capacity of Maryland's workforce system customers by eliminating barriers to employment.
 - The benchmarks for this goal follows the same template of: Increase the annual % of Maryland's workforce system customers who receive needed

SERVICE from X% to Y% by date. Services include: child care services, transportation services, substance use services, mental health services, physical health services, housing services, custodial parent child support services, criminal background services, domestic violence services, and food and energy services.

- For child care services, DHS has this information in a separate data system only applicable to TANF participants. The University of Maryland School of Social Work does not have access to this data. DHS central staff may be able to request reports/data. Shomare Braxton will follow-up on this. Child support services for non-TANF participants is conducted through MSDE. Partners referring their customers to DHS for child support should be referring them to MSDE.
- Many partners report some or all of these services under a blanket supportive service or maintenance fee category, so it is not possible to break it out by specific service at this time. The committee can report an aggregate number of all of these services together for the partners now and make recommendations for measuring them separately later. However, there are capacity considerations, where the committee does not want to recommend adding numerous data fields for counselors to complete, reducing their time with customers.
- Adult education reports barriers according to a DLLR form. These barriers do not match the list of services here. Barriers are self-reported for Titles I, III, and IV. These are caveats to this measure.
- For this metric, there needs to be a numerator of receiving services and a denominator of demand for services. The committee sees a couple of options in methodology:
 - Use referrals and/or vouchers as a metric of demand for services;
 - Assume all customers have some sort of demand for barrier alleviation (only applies if the services are reported together);
 - Report the numbers separately for those that refer to services and to those that provide in-house.
- How can the data separate who gets referred to a service versus actually receives that service? For child support, this would require follow-up from MSDE.

IV. Next Steps

- Natalie Clements will follow-up with the list of the WIOA Regions and the collection status document.
- LiLi Taylor will connect with the Communications Committee about data-specific messages that should be shared.
- The committee will calculate the benchmarks discussed thus far to be aggregated for the WIOA Alignment Group.
- Shomare Braxton and Lisa Nicoli will meet offline to decide how TANF can best measure the benchmarks.
- Shomare Braxton will follow-up on whether he can request and/or view data from the DHS child support data system.

- The committee will continue to fine-tune these calculations.