



Benchmarks of Success for Maryland's Workforce System

Executive Steering Committee

March 14, 2018

7201 Corporate Center Drive, Hanover, Maryland 21076
The O'Donnell Room

Attendees

Kelly Schulz	Committee Chair; Secretary, Department of Labor, Licensing and Regulation (DLLR)
Louis Dubin	Chair, Governor's Workforce Development Board
Lourdes Padilla	Secretary, Department of Human Services (DHS)
Karen Salmon	Superintendent, Maryland State Department of Education (MSDE)
Suzanne Page	Assistant State Superintendent, MSDE Division of Rehabilitation Services (MSDE-DORS)
Jim Rzepkowski	Assistant Secretary, Division of Workforce Development and Adult Learning, DLLR (DWDAL-DLLR)
Richard Reinhardt	Deputy Assistant Secretary, DWDAL-DLLR
Nichollette Smith-Bligen	Executive Director of Family Investment, DHS
Erin Roth	Director of Policy, DLLR-DWDAL
LiLi Taylor	Senior Policy Analyst

Handouts

Meeting Agenda	Breakdown of Deliverables by Committee
State Plan Executive Summary	One-page <i>Benchmarks</i> Marketing Product
<i>Benchmarks</i> Draft Global Work Plan	

Minutes

Assistant Secretary Rzepkowski opened the meeting with introductions. In addition to the standing members, the new DLLR-DWDAL Deputy Assistant Secretary, Richard (Rich) Reinhardt was welcomed.

I. Maryland WIOA State Plan

Mr. Rzepkowski explained that the Governor is required to submit a WIOA State Plan to federal oversight agencies every four years. Within the four-year cycle, the plan is reviewed and revised every two years to assess progress, integrate any needed course corrections, and identify new opportunities. Such a two-year review process has just been completed by Maryland's WIOA partners. The Governor's Workforce Development Board's (GWDB) approval of a final draft was expected at the quarterly meeting of that body, scheduled immediately following the current meeting. Mr. Rzepkowski noted that changes to the plan are generally modest. An Executive Summary of the updated plan was included with handouts. Special attention was called to the fact that two new partners have been added: Unemployment Insurance, the Community Service Block Grant, and the Senior Community Service Employment Program.

II. Review of Global Work Plan

Five committees are now fully established to provide the infrastructure for implementation of the *Benchmarks of Success* initiative: Professional Development and Technical Assistance, Policy, Data & Dashboard, Communications, and the WIOA Alignment Group. A 2018 Global Work Plan has been developed to coordinate the outputs of these



committees. Because committee deliverables are highly interrelated and interdependent, all chairs will attend a portion of the WIOA Alignment Group's monthly meeting specifically dedicated to sharing information, beginning in April 2018.

Ms. Roth and Ms. Taylor walked the group through committee deliverables. The brief summaries below capture the major takeaways from this discussion:

- Discrete funding streams governed by competing and sometimes conflicting federal rules and regulations have inadvertently driven and reinforced the creation of silos across WIOA partner programs, driving a variety of customer service challenges. Committee members recognized the practical value of collaboration as a way to integrate services and reduce the amount of resources directed to overlapping or duplicative services.
- The lack of a coherent, unified data collection and case management system is a major obstacle to realizing the collaborative vision of WIOA. Secretary Padilla commented to Secretary Schulz that she anticipates initiating a conversation with DLLR soon regarding opportunities to bring DLLR in as a partner on the MD Think project, a multimillion dollar grant that is the first of its kind in the nation. The goal of MD Think is to upgrade outdated DHS legacy systems to the cloud. Beyond its implications for DHS, MD Think is regarded as a potential long-term solution to data-sharing issues confronting WIOA partners. Matt Syzbalski, DHS Senior Manager of Organizational Change Strategy & Implementation for MD THINK, presented on MD THINK at the February WIOA Alignment Group to promote greater understanding of the project among WIOA State partners. To address data sharing needs between partners on a shorter-term basis, DLLR has developed a policy on partner read-only access to DLLR's data collection/case-management system, the Maryland Workforce Exchange (MWE). Baltimore County is working with Mathematica and receiving technical assistance from DLLR to introduce and test shared partner access to MWE.
- Executive Steering Committee members appreciate the important role effective messaging will play in generating recognition of and buy-in for the *Benchmarks* initiative. The group was very positive about the idea of participating in video vignettes as an early vehicle for outreach and education. Secretary Schulz proposed leveraging DNR's videographer as a no-cost mechanism for producing the videos. To streamline the process, she suggested organizing the group to complete video recordings on one day at the same time. Also on the topic of communications strategies, Superintendent Salmon observed that social media is a powerful and ubiquitous communications tool. She wants to ensure social media is utilized for outreach.

III. Next Steps

One goal for this meeting was to seek the Executive Steering Committee's approval on the Global Work Plan. The most updated version of the Global Work Plan was emailed in advance of the meeting to committee members for their review, but the printed version available at the meeting included inaccuracies. The correct version of the document will be re-sent on Monday, March 19. Committee members are asked to submit any comments and/or their approval no later than Mon, March 26. In the absence of a reply, approval will be assumed.

The next meeting of the Executive Steering Committee will be held on Thursday, June 7, 2018, 2:15 pm to 3:15 pm.

Mr. Rzepkowski thanked committee members for their thoughtful participation in the discussion and adjourned the meeting.