



Benchmarks of Success for Maryland's Workforce System

WIOA Alignment Group

1:00 – 3:30 PM, May 29, 2018

DLLR

1100 N. Eutaw Street, Baltimore, MD 21201

Part I: Combined Meeting of WIOA Alignment Group and Committee Leadership Teams

1:00 – 2:30 PM

Attendees: James Rzepkowski, Erin Roth, Lloyd Day, Sue Page, Kim Lightfoot, Jody Boone, Eric Collins, Terry Gilleland, Grason Wiggins, Daryl Rosenbaum, LiLi Taylor, and Natalie Clements

Handouts:

- Agenda;
- Monthly Overview of Committee Activities;
- Data and Dashboard Committee's DRAFT Glossary of Terms;
- Data and Dashboard Committee's Proposed Changes to *Benchmarks of Success* Language;
- Communication Committee's Communication Plan; and
- Communication's Committee Video Scripts

Minutes

I. Welcome and Introductions

- Jim Rzepkowski, Assistant Secretary for the DLLR Division of Workforce Development and Adult Learning opened the meeting by reinforcing the importance of the Benchmarks of Success initiative in the implementation of the Maryland State Workforce Plan.
- In his opening remarks, he also recognized Sue Page, Assistant State Superintendent for the Maryland State Department of Education's Division of Rehabilitation Services for her leadership in implementing WIOA. Sue is a founding member of the WIOA Alignment Group and will be retiring at the end of June. This will be her last WIOA Alignment Group meeting.

II. Committee Report-Outs

- All of the committees met this month and are making progress with deliverables (refer to the Global Work Plan at:
<https://www.dllr.state.md.us/employment/wioaglobalworkplan.pdf>)

- Policy Committee Report Out:
 - The Committee continues to study significant policy issues that impact Maryland’s workforce system and, in turn, is identifying opportunities for change that will lead to successful implementation of the Benchmarks of Success initiative. This month, the Committee focused on the role that the workforce system could play in addressing the opioid epidemic. Maryland’s workforce system has not traditionally been involved in conversations related to addressing the opioid crisis, however, there is recognition that substance use disorders often create barriers to employment for customers. The Committee received presentations from subject matter experts from the Maryland Health Department and the Opioid Operational Command Center and is working to identify related partnership opportunities and policy changes that might support Marylanders in both recovery and prevention efforts.
 - The Policy Committee has developed a system to lift policy recommendations up from meeting discussions, allowing members to rank their recommendations. In this way, the Committee is consistently developing policy recommendations for its end of the year deliverable, the Policy Recommendations Report.
 - The Committee finalized its recommendations on how the State can successfully establish Jobseeker Advisory Committees, which are cited in the State Plan, but have not yet been implemented.
 - The Committee leadership began its review the WIOA Local Plan guidance, which should be finalized in Summer 2018.

- Data and Dashboard Committee report out:
 - The Committee completed a deliverable, a DRAFT Glossary of Terms, for review by the WIOA Alignment Group, with the understanding that it is a living document that will grow and change with the work of the Committee. The Asset map (another deliverable) is 75% complete.
 - Prior to granting approval, the WIOA Alignment Group requests additional time (until 6/8 COB) to review the DRAFT Glossary of Terms and provide comments directly to Chair, LiLi Taylor. Once comments have been incorporated, the document will go out for a two-week public comment period.
 - The Committee brought a number of revision suggestions to the WIOA Alignment Group for consideration. The WIOA Alignment Group considered each suggestion with the following outcomes: will not be accepting 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.” Erin Roth will ask recent Policy Committee presenters at 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.

- Professional Development and Technical Assistance Committee report out:
 - The Committee is in the process of reviewing its membership to ensure it has a group that is representative group the WIOA system partners (in terms of agencies and geography).
 - An extended strategic planning session is scheduled for 6/11. Consultant Joe Raymond of ICF, who supported work on the development of the Benchmarks of Success, will

facilitate the day-long session. The desired outcome is a draft Professional Development and Technical Assistance plan, which is a key deliverable of the committee.

- Communications Committee report out:
 - The Committee has developed a DRAFT Communications Plan, which tracks audiences, core messages, and tactics. It also provides details on proposed timelines and resources for implementation purposes.
 - The Committee drafted video scripts to roll out the *Benchmarks of Success*. A venue and production timeline is complete for filming the introductory video for the Benchmarks of Success. The release date for Video #1 will align with the State Plan approval timeline. The Enoch Public Library, a partner in the *Benchmarks of Success* initiative and the Maryland State Workforce Plan, is providing a filming crew to tape and produce all *Benchmark of Success* initial rollout videos.
 - The committee is planning collateral materials to distribute statewide to agency partners, libraries, AJC's, and other targeted audiences, and a newsletter is under development.
 - The committee is redesigning the *Benchmarks of Success* web page layout to be more user-friendly and fresh.
 - The WIOA Alignment Group approved the DRAFT Communications Plan and DRAFT video scripts.

Other highlights:

- The Communications Committee wondered if there is a standard, consistent term for the State Plan. The WIOA Alignment Group agreed that it should consistently be referred to as the "Maryland State Workforce Plan" or "The State Workforce Plan".
- Several committee leaders asked the WIOA Alignment Group how much autonomy they have on moving forward with items within approved plans, such as the Communications Plan. The WIOA Alignment Group agreed that if a strong cross-section of partner representation is at the meeting (especially if they are WIOA Alignment Group members), and it has been discussed with the Alignment Group, then it is okay to proceed.

III. Next Steps and Action Items

- LiLi Taylor will send the Data and Dashboard DRAFT Glossary of Terms to the WIOA Alignment Group with formatting changes discussed in the meeting.
- The WIOA Alignment Group will send LiLi their edits on the DRAFT Glossary of Terms by close of business Friday, June 8th.
- Erin Roth will help Derrick Serra and his fellow Professional Development Committee members to evaluate the membership of the Professional Development and Technical Assistance Committee to fill any gaps. Where needed, Erin will reach out to WIOA Alignment members for support in identifying members.

Part II: WIOA Alignment Group – Remaining Business

2:30 – 3:00 PM

Attendees: James Rzepkowski, Erin Roth, Lloyd Day, Sue Page, Kim Lightfoot, Jody Boone, Eric Collins, Terry Gilleland, Grason Wiggins

Handouts:

- Excerpt on Dispute Resolution and Impasse from policy on WIOA Memorandum of Understanding (MOUs) and Resource Sharing Agreements (RSAs)

Minutes

I. Updates from April Meeting

- Revisions/Updates to WIOA State Plan –

The WIOA State agencies continue to receive separate revision requests from federal partners with different due dates, from different individuals, etc. which has created unavoidable challenges for Maryland and its ongoing efforts to remain coordinated on activities related to Maryland State Workforce Plan. To ensure maximum coordination, each agency leader spoke about its respective revision requests received and the status on such revision requests. All WIOA Alignment Group members were reminded to submit revision requests directly to Erin Roth who is submitting all parts of the Plan on behalf of Maryland. The Group recognized that an approved State Plan will be in place no later than July 1, thus, revision will be due with short-turnarounds.

- *Next Level Innovation Series* Professional Development –

Erin Roth thanked WIOA Alignment Group members representing State agencies for reviewing *Next Level Innovation Series* local applications. Erin recapped the upcoming professional development event and shared that 6 teams were accepted and ultimately 5 teams (Western MD, Lower Shore, Frederick, Mid Maryland, and Anne Arundel) would be participating. Nearly 100 people are expected to attend the event. The event will be facilitated by Mathematica Policy Research. Through the full-day training, attendees will be exposed to neuroscience-informed practices for helping customers and staff effectively set and achieve goals. After the 6/4 event, Maryland expects 1-5 local teams to move on to Phase III of the professional development series, which will offer more intensive technical assistance. This event ties to the WIOA State Plan and Benchmarks of Success in that it supports the local workforce system in collaboratively “putting people before performance.”

- WIOA MOUs and RSAs –

WIOA MOUs and RSAs were due to the State for review in mid-May. Several areas submitted on time, several requested extensions, and several others still need to check in with the State. One local area submitted a Dispute Resolution form. To ensure all WIOA Alignment Group members are familiar with the WIOA MOU & RSA policy guidance on dispute resolution and impasse, Erin Roth provided a handout and overview of the process.

II. Good of the Order

- Sue Page thanked the Alignment Group for its partnership and leadership in implementing WIOA over the past several years.