

# Maryland's WORKFORCE SYSTEM



## Data and Dashboard Committee

Kickoff Meeting – 3/5/2018 10-12 PM

DLLR 1100 N. Eutaw Street, Suite 108, Baltimore MD

Meeting Minutes

### Attendees

LiLi Taylor, Milena Kornyl, Lynda Weber, Michelle Day, Becca Webster, Ellen Beatty, Rob Pinkard, Andre James, Scott Dennis, John Stem, Elizabeth Tatum, Lisa Niccoli, Joe Raymond, Terry Gilleland, Ann Kellogg, and Natalie Clements

### Handouts

The materials listed below were emailed to committee members in advance of the meeting and were distributed to meeting attendees:

- Agenda,
- Member Roster,
- *Benchmarks of Success for Maryland's Workforce System*,
- *Benchmarks Committee Structure*,
- Global Work Plan,
- Draft Committee Charter, and
- Draft *Benchmarks* definitions document

## Minutes

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### I. Member Introductions

Committee members introduced themselves and shared information on their roles at their respective organizations. Joe Raymond, a consultant with ICF, assisted in facilitating the meeting discussion.

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

A team comprised of representatives from three State agencies that are partners under WIOA worked through a facilitated process for several months to develop the Benchmarks product, which includes five strategic goals and 27 benchmarks. The Benchmarks will be used as an aspirational leadership tool to drive continuous improvement and collaboration between partners. Agency heads understand the purpose of the initiative, and see the benchmarks as an opportunity to identify service gaps and solutions to improve customer service and system effectiveness/efficiency. A letter signed by the agency leadership and the Executive Director of the Governor's Workforce Development Board will be issued within the next two weeks, announcing the initiative.

Successful, system-wide adoption of the Benchmarks will require significant culture change. Some staff may be automatically react with anxiety or resistance. Effective messaging will play a critical role in distinguishing the Benchmarks from traditional program-specific performance metrics.

The committee reviewed an organizational chart for the committee structure established to support implementation of the Benchmarks. To facilitate the coordination of work across committees, the Committee Chairs and Co-chairs will attend a portion of the monthly WIOA Alignment Committee meeting.

### **III. Committee Charter**

The Committee reviewed the draft Charter and made several recommendations for revisions that will be integrated by Natalie Clements, the Committee Coordinator. Natalie will send out the revised charter for Committee review/feedback.

### **IV. Draft Global Work Plan and Committee Deliverables**

The group reviewed the Global Work Plan to give feedback on the timeline and deliverables, with the understanding that this product will be presented to the Executive Steering Committee for final approval at the upcoming March 14 meeting. Committee members recommended re-ordering the sequence of deliverables and significantly extending the time allotted for initial activities. A recommendation was also made to modify the deliverable identified for baseline data. The group anticipates that significant effort will be required to untangle the technical and logistical complexities associated with collecting and analyzing baseline data from multiple partner agencies. Therefore, the current deliverable listed as “Collect baseline data” will be revised to the describe plan recommendations for data collection. Natalie recorded the committee’s input and will integrate comments into the global work plan, which she will send back out to the Committee for review and comment.

### **V. Meeting schedule/locations**

There was consensus that meeting locations will be rotated. Several individuals offered to host. The next meeting will be 10-12 PM, Monday, April 2, 2018 at the Anne Arundel County Career Center at 613 Global Way, Linthicum Heights, MD 21090.

### **VI. Next Steps**

- *Committee Charter and Global Work Plan revisions:* Natalie will input committee recommendations and send out the revised version for review and comment. Return feedback to Natalie by noon on Tuesday, March 13. If no comments are received, then the documents will be approved and finalized.
- In the next meeting, the committee will focus on the *Benchmarks* glossary of terms.
- The committee co-chairs and coordinator will investigate opportunities for a presentation on MD THINK for an upcoming meeting.