



Benchmarks of Success for Maryland’s Workforce System

Glossary of Terms

The Glossary of Terms was produced by the Benchmarks of Success Data and Dashboard Committee. The Glossary provides shared foundational definitions for terms used by Maryland’s core workforce system partners that work under Title I – Adults and Dislocated Workers and Youth; Title II – Adult Education and Family Literacy Act ; Title III – Wagner Peyser Employment Services; Title IV – Vocational Rehabilitation; and Temporary Assistance to Needy Families, known in Maryland as Temporary Cash Assistance.

To facilitate searches for specific terms, the Glossary is sorted into four categories:

- (1) Systems, Agencies, and Programs
- (2) Populations
- (3) Services
- (4) Key Terms

Term	Recommended Definition
SYSTEMS, AGENCIES, AND PROGRAMS	
Benchmarks of Success Framework	The Benchmarks of Success for Maryland’s Workforce System is a leadership tool Maryland’s workforce system partners are jointly using to build system effectiveness, support transparency about progress, and help State and local WIOA partners continuously improve the alignment of resources and strategies with the goals of the State’s workforce plan. The Benchmarks set forth a clear vision, strategic goals, and corresponding benchmarks focused on increasing the earning capacity of Marylanders by maximizing their access to employment, skills and credentialing, life management skills, and supportive services.
Department of Housing and Community Development (DHCD)	The Maryland Department of Housing and Community Development (DHCD) implements housing policy that promotes and preserves homeownership and creates innovative community development initiatives to meet the challenges of a growing Maryland. DHCD operates the Maryland Mortgage Program, rental housing programs, and numerous community development and revitalization programs.

Term	Recommended Definition
Department of Human Services (DHS)	The Maryland Department of Human Services (DHS) is the state’s primary social service provider, serving over one million people annually. The Department, through its 24 local departments of social services, aggressively pursues opportunities to assist people in economic need, provide preventive services, and protect vulnerable children and adults in each of Maryland’s 23 counties and Baltimore City.
Department of Labor, Licensing and Regulation (DLLR)	The Maryland Department of Labor, Licensing and Regulation (DLLR) provides a predictable and inclusive regulatory environment through efficient and responsive processes. DLLR safeguards Maryland's work environments through outreach and educational programs, by establishing partnerships and encouraging ongoing improvements in workplace safety and health. The organization fosters economic growth through collaborative, comprehensive employment and job training programs to ensure Maryland workers have the skills Maryland employers need to succeed and grow into the future.
DHS, Office of Family Assistance (OFA)	The Office of Family Assistance (OFA) administers federal grant programs that foster family economic security and stability, including the Temporary Assistance for Needy Families (TANF) program and the Tribal Temporary Assistance for Needy Families (Tribal TANF) program, Native Employment Works, Healthy Marriage and Responsible Fatherhood grants, Health Profession Opportunity Grants, and Tribal TANF- Child Welfare Coordination grants.
DLLR, Division of Unemployment Insurance (DLLR DUI)	DLLR’s Division of Unemployment Insurance (DLLR DUI) assists qualified unemployed Maryland residents who were released from their place of employment through no fault of their own with temporary financial support.
Local Workforce Development Area	A geographically-defined region established in alignment with regional economic development areas that are designated by the Governor in consultation with the State workforce development board, chief elected officials and local boards. Federal and non-Federal resources are used within local workforce development areas to effectively administer core programs under WIOA Title I, Title II, Title III and Title IV, and the Temporary Assistance for Needy Families program. A variety of other programs may also participate in local systems.
Maryland State Department of Education, Division of Rehabilitation Services (MSDE DORS)	<p>The Division of Rehabilitation Services (DORS) is an agency within the Maryland State Department of Education (MSDE), which provides public vocational rehabilitation (VR) services. The public VR program includes:</p> <ul style="list-style-type: none"> • The Offices of Field Services and Blindness & Vision Services, which prepare people with disabilities to go to work or help them to stay on the job. Rehabilitation counselors in offices throughout Maryland provide or arrange for services that may include pre-employment transition services, career counseling, assistive technology, vocational training and/or job placement assistance. • The Workforce & Technology Center (WTC), a comprehensive rehabilitation facility, which offers career assessment services, career and skills training, job placement assistance, assistive technology services and other medical and support services.
Maryland Workforce Regions	Maryland’s Governor has designated five workforce regions, to foster cooperation between Local Workforce Areas. Regions support Local Areas partners in working together to address issues impacting regional economies. Regions also facilitate the collection and analysis of regional labor markets, ensuring services are aligned with the needs of businesses and jobseekers.

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<p>Maryland Workforce System</p>	<p>A State-wide network of programs and services designed to connect Maryland employers with the talent they need and Maryland job seekers with resources and services to prepare for and find sustainable employment in in-demand occupations and industry sectors offering career pathways.</p> <p>At the State level, the system is overseen by the Governor’s Workforce Development Board. The State is subdivided into twelve local workforce areas, each directed by a business-majority local workforce development board.</p> <p>The following table lists the programs included in Maryland’s WIOA State Plan, and the Maryland agencies that oversee each program’s implementation:</p> <table border="1" data-bbox="405 391 1871 998"> <thead> <tr> <th data-bbox="405 391 1121 451">WIOA State Plan Program</th> <th data-bbox="1121 391 1871 451">MD Organization Responsible for Oversight</th> </tr> </thead> <tbody> <tr> <td data-bbox="405 451 1121 492">Adult Program</td> <td data-bbox="1121 451 1871 492">Department of Labor, Licensing, and Regulation (DLLR)</td> </tr> <tr> <td data-bbox="405 492 1121 532">Adult Education and Family Literacy Act Program</td> <td data-bbox="1121 492 1871 532">DLLR</td> </tr> <tr> <td data-bbox="405 532 1121 573">Community Service Block Grants</td> <td data-bbox="1121 532 1871 573">Department of Housing and Community Development</td> </tr> <tr> <td data-bbox="405 573 1121 613">Dislocated Workforce Program</td> <td data-bbox="1121 573 1871 613">DLLR</td> </tr> <tr> <td data-bbox="405 613 1121 654">Jobs for Veterans State Grant Program</td> <td data-bbox="1121 613 1871 654">DLLR</td> </tr> <tr> <td data-bbox="405 654 1121 695">Re-Integration of Ex-Offenders Program</td> <td data-bbox="1121 654 1871 695">Seedco and Bon Secours</td> </tr> <tr> <td data-bbox="405 695 1121 735">Senior Community Service Employment Program</td> <td data-bbox="1121 695 1871 735">DLLR and Senior Service America, Inc.</td> </tr> <tr> <td data-bbox="405 735 1121 776">Temporary Assistance for Needy Families Program</td> <td data-bbox="1121 735 1871 776">Department of Human Services</td> </tr> <tr> <td data-bbox="405 776 1121 816">Trade Adjustment Assistance for Workers Program</td> <td data-bbox="1121 776 1871 816">DLLR</td> </tr> <tr> <td data-bbox="405 816 1121 857">Unemployment Insurance</td> <td data-bbox="1121 816 1871 857">DLLR</td> </tr> <tr> <td data-bbox="405 857 1121 898">Vocational Rehabilitation Program</td> <td data-bbox="1121 857 1871 898">Maryland State Department of Education, Division of Rehabilitation Services</td> </tr> <tr> <td data-bbox="405 898 1121 938">Wagner-Peyser Act Program</td> <td data-bbox="1121 898 1871 938">DLLR</td> </tr> <tr> <td data-bbox="405 938 1121 998">Youth Program</td> <td data-bbox="1121 938 1871 998">DLLR</td> </tr> </tbody> </table> <p>In addition to the programs listed above, numerous community, faith-based, and philanthropic organizations also contribute to they system.</p>	WIOA State Plan Program	MD Organization Responsible for Oversight	Adult Program	Department of Labor, Licensing, and Regulation (DLLR)	Adult Education and Family Literacy Act Program	DLLR	Community Service Block Grants	Department of Housing and Community Development	Dislocated Workforce Program	DLLR	Jobs for Veterans State Grant Program	DLLR	Re-Integration of Ex-Offenders Program	Seedco and Bon Secours	Senior Community Service Employment Program	DLLR and Senior Service America, Inc.	Temporary Assistance for Needy Families Program	Department of Human Services	Trade Adjustment Assistance for Workers Program	DLLR	Unemployment Insurance	DLLR	Vocational Rehabilitation Program	Maryland State Department of Education, Division of Rehabilitation Services	Wagner-Peyser Act Program	DLLR	Youth Program	DLLR
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<p>Professional Development System</p>	<p>System and infrastructure that:</p> <ul style="list-style-type: none"> • Analyzes training needs and audiences. • Develops training on the Benchmarks of Success for local area workforce system managers and frontline staff. • Develops training on the Benchmarks of Success for local workforce development boards. • Creates technical assistance events and tools to help local areas use the benchmarks effectively. • Produces a timeline for rollout of training products that is coordinated with other elements of the Benchmarks of Success initiative. 																												

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Senior Community Service Employment Program (SCSEP)	The Senior Community Service Employment Program (SCSEP) is a community service and work-based training program designed to assist older workers to develop workplace skills which will enable them to attain permanent, unsubsidized employment, either with their host agencies or other non-profits, government or private sector employers. SCSEP services are available to job seekers, ages 55 and older, who are unemployed, meet established low-income guidelines and desire an opportunity for training and employment.
Temporary Assistance for Needy Families (TANF)	Temporary Cash Assistance (TCA), Maryland's Temporary Assistance to Needy Families (TANF) program, provides cash assistance to families with dependent children when available resources do not fully address the family's needs and while preparing program participants for independence through work.
POPULATIONS	
Individuals with Barriers to Employment	<p>Individuals impacted by conditions that negatively affect the odds of obtaining and sustaining employment, (e.g., lack of transportation, poor workplace skills, inadequate education, etc.). Maryland's WIOA State Plan includes the following populations as having barriers to employment:</p> <ul style="list-style-type: none"> • Displaced homemakers; • Eligible migrant and seasonal farm workers; • Ex-offenders; • Homeless individuals; • Individuals facing substantial cultural barriers; • Individuals with disabilities, including youth with disabilities; • Individuals within two years of exhausting lifetime eligibility under Part A of the Social Security Act; • Individuals who are English language learners; • Individuals who are unemployed, including the long-term unemployed; • Individuals who have low levels of literacy; • Individuals without a high school diploma; • Low income individuals, including TANF and SNAP recipients; • Native Americans, Alaskan Natives, and Native Hawaiians; • Older individuals; • Single parents (including single pregnant women and non-custodial parents); • Veterans; and • Youth who are in, or have aged out of, the foster care system.
Maryland Workforce System Customers	Job seekers and businesses who utilize the resources of the partner agencies that participate in the State's workforce system network.
SERVICES	

Term	Recommended Definition
Business Engagement/Business Formally Engaged	Business engagement is a focused set of strategies and corresponding activities designed to provide solutions to business needs in a state, region, or local area that ensure the workforce system will be a valued partner to the business community.
Childcare Services	Services related to the financial support of minor children, including assisting custodial parents with obtaining support and working with non-custodial parents to provide support.
Criminal Background Services	Supports to assist individuals with criminal backgrounds through a variety of activities including but not limited to expungement, reducing child arrears, obtaining documents, and counseling to allow individuals to re-integrate into society and obtain essential workplace skills, occupational training services, job search activities, and employment.
Domestic Violence Services	Supports to assist survivors of violent or aggressive behavior within the home while participating in the development of essential workplace skills, occupational training services, job search activities, and employment.
Food and Energy Services	Supports to assist individuals in need of financial assistance for food and/or energy services.
Formal Benefits Counseling	Support service provided to individuals receiving public benefits who are seeking to pursue career goals and increase financial independence, improving their understanding of the effect of earnings on eligibility status and amount of public benefits.
Housing Services	Supports to assist individuals in obtaining and maintaining stable housing while developing essential workplace skills, participating in occupational training services, conducting job search activities, and obtaining and retaining employment.
Mental Health Services	Supports to assist individuals in maintaining their psychological and emotional health and social well-being while developing essential workplace skills, participating in occupational training services, conducting job search activities, and obtaining and retaining employment.
Non-Custodial Parent Child Support Services	Financial assistance provided to non-custodial parents to support minor children.
Physical Health Services	Supports to assist individuals in maintaining their physical health while developing essential workplace skills, participating in occupational training services, conducting job search activities, and obtaining and retaining employment.
Substance Use Services	Support service that assist individuals in controlling their dependence on addictive substances, especially alcohol or drugs, while participating in services or obtaining employment.
Transportation Services	Support service costs to assist an individual in commuting to locations where services are provided, or employment is obtained.
KEY TERMS	
Barriers To Employment	Conditions that negatively affect the odds that an individual will be able to obtain and sustain employment, e.g., lack of transportation, poor workplace skills, inadequate education, etc. <i>(See also: definition for “Individuals with Barriers to Employment.”)</i>
Baseline	A starting point for data used to measure progress toward achievement of an established benchmark.
Benchmark	An expected level of performance which, when achieved, serves as an indication of progress under the strategic goals.
Educational Functioning Level	As defined by the National Reporting System (NRS), a measurement of improvement in basic literacy skills of participants in adult basic education program. The NRS divides educational functioning into six levels for both Adult Basic Education and English for Speakers of Other Languages.

Term	Recommended Definition
Essential Workplace Skills	The skills that people need to be successful for learning, work and life. These fundamental skills include communication, organizational, interpersonal, analytical, leadership, problem-solving, time management, and professionalism.
Federal Poverty Level	The amount of annualized gross household income that determines whether an individual or family is impoverished; the level adjusts based on the number of individuals who are part of the household, and is determined by the Department of Health and Human Services (HHS).
Financial Literacy (Capability)	Financial skills that enable individuals to create budgets, initiate checking and savings accounts at banks, apply for and manage loans and credit cards, learn about credit reports and credit scores, and recognize identity theft.
High School Diploma	A High School Diploma is a secondary school credential. In Maryland, learners either complete a traditional high school curriculum or earn a "Maryland High School Diploma" by passing the GED® test or by completing the National External Diploma Program (NEDP®). Other States may have other mechanisms.
Individual Case Plan	A summary of the needs and service options identified in the assessment process and outlined in the plan collaboratively developed by the person and case manager to meet their goals.
Industry Recognized Credential	Credential is awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation. These technical or industry/occupational skills generally are based on standards developed or endorsed by employers or industry associations.
Life Management Skills	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.
Median Wage	Total earnings, for all participants for the period of time for which data is analyzed in which the values are listed in order, from the lowest to the highest value. The value in the middle of this list is the median earnings value, where there is the same quantity of numbers above the median number as there is below the median number. If there is an even number, the 2 center numbers are averaged to determine the median.
Obtain Employment	Securing unsubsidized full or part time job or ascending along a career pathway to move towards economic self-sufficiency.
Occupation Skills Training Completion	Successful attainment of the skills presented through the course curriculum measured by grades, receipt of a certification or other credential, or certificate of completion, or employment in the skill area.
Performance Period	The period of time for which data is analyzed.
Strategic Goals	Broadly stated desires sought by the Maryland workforce system for its customers. They are not measurable and do not have a specified time frame.
Target	The desired level of performance used for measuring progress toward achievement of an established benchmark.
Timeframe / Date	The date by which it is intended that the target of each benchmark will be achieved, usually by the end of a fiscal year to correspond to the annual budget period.