

The Benchmarks of Success for Maryland's Workforce System

What are the benchmarks of success?

The release of Maryland's combined workforce system plan represented a groundbreaking, collaborative approach to serving the state's workforce system customers. The Benchmarks of Success for Maryland's Workforce System (Benchmarks of Success) is a shared vision for Maryland's workforce system. Multiple workforce partner agencies collaborate beyond organizational-level missions to make a system-wide commitment to put customers at the heart of decision making.

Maryland's Vision: Increase the earning capacity of Marylanders by maximizing access to employment, skills and credentialing, life management skills, and supportive services.

Strategic goals:

- Strategic Goal 1:** Maximize access to employment
- Strategic Goal 2:** Maximize access to/use of skills and credentialing
- Strategic Goal 3:** Maximize access to/use of life management skills
- Strategic Goal 4:** Eliminate barriers to employment
- Strategic Goal 5:** Strengthen and enhance the effectiveness and efficiency of Maryland's workforce system



What are we doing with them?



Maryland's state agencies and numerous other organizations, are working together, to create a true workforce system, where agencies collaborate to serve mutual customers more effectively and efficiently than ever before. The partners are taking a holistic, systems approach to deliver streamlined, customized services that help jobseekers reach their employment goals and help employers find and retain the talent they need to compete and thrive in a 21st century global economy.

Why do they matter?

The Benchmarks of Success represent a powerful cultural shift. Agencies are casting off their traditional internal focus. By leveraging and integrating innovation, resources, and expertise in new efficient, effective ways, the system is empowered to change the lives of the jobseekers it serves. It more broadly affects the lives of families and communities - truly changing Maryland for the better.



What does all of this mean...

...for jobseekers?

- Receive help with immediate job placement and/or supportive services to help a jobseeker become gainfully employed
- Meet people where they are – no wrong door
- Guide jobseekers on a career path to find employment and fulfill career goals



...for workforce staff?

- View the customer with a holistic, broader perspective
- Create a collective impact and collaborate on putting Marylanders back to work
- Serve customers better when working as an integrated system
- Help everyone find employment/careers to achieve self-sufficiency

...for employers?

- Provide better understanding and awareness of system resources, services, and benefits
- Deliver people ready to meet employers' needs



What's next?

- Develop methodology for measuring success towards each goal
- Develop processes and tools for reporting performance
- Develop system-wide communication, policies, programs, and more



Where do I go for more information?



- Visit the website at <http://www.labor.maryland.gov/employment/wioasuccess.shtml>
- Contact the WIOA Benchmarks of Success team at DLWDALWIOA-LABOR@maryland.gov



“Maryland’s American Job Center system, a proud partner of the American Job Center network, is an equal opportunity employer/program committed to diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin, or disability. Please contact a local American Job Center to make arrangements for auxiliary aids, interpreter services, and reasonable accommodations.”