



# MLDS CENTER

Maryland Longitudinal Data System

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## MEMORANDUM

**TO:** MLDS Governing Board  
**FROM:** Ross Goldstein, Executive Director  
**DATE:** August 25, 2020  
**SUBJECT:** Managing for Results (MFR)

### Purpose

The purpose of this agenda item is to review the MLDS Center’s *Managing For Results* submission to the Department of Budget and Management. The MFR provides a meaningful indication of the agency’s performance over the past year.

### Background

*Managing for Results* is a strategic planning, performance measurement, and budgeting process utilized by the Department of Budget and Management. It is used to ensure that state resources achieve measurable results, accountability, efficiency and continuous improvement.

### Summary

The Center’s MFR contains two primary goals:

1. Maintaining a public facing website that provides timely and relevant information for stakeholders; and
2. Providing research and analyses, as well as other research projects that are used by the Governing Board, policy makers and the public to make data driven decisions and respond to concerns of constituents.

The performance measures for those goals and the outcomes for the prior and current fiscal years are as follows:

Measure	FY 19 Outcome	FY 20 Outcome
Number of independent security audits conducted annually	2	0
Percentage of audit criteria requiring corrective action	N/A	N/A
Number of new dashboards and other data analyses and summaries added to the website.	53	61
Number of page views on the MLDS Center website	33,479	23,805
Number of seminars conducted on the use and analysis of longitudinal data	56	24
Number of data requests from various stakeholders	38	36
Percent of data requests fulfilled within 30 days of the date of the request	87%	100%

Measure (cont.)	FY 19 Outcome	FY 20 Outcome
Number of new reports generated annually	9	10
Number of times MLDSC data are cited	2	3
Number of written responses to formal requests for information from State policy makers	22	18
Number of reports that are published in scholarly journals annually	1	4
Number of external funding opportunities applied for or supported each year	6	8
Dollar value of of external funding applied for or supported each year		\$4,239,000
Number of grants awarded each year for projects applied for or supported by the Center		3
Dollar value of grants awarded each year for projects applied for or supported by the Center		\$1,037,000
Number of external researchers provided secure staff access to conduct research at no cost to the Center		9

### Discussion

Improvement in the performance measures for which the Center had direct control continued to be reported. For example, there were increases in the number of new dashboards, data analyses and summaries added to the website (from 53 to 61) and the number of reports generated annually (from 9 to 10). There was also an increase in the number of research reports published in scholarly journals (from 1 to 4).

In some instances, there was a decrease or lack of improvement, which seems to be related to the Covid-19 pandemic. For example, there were an equal number of data requests in FY 2020 as there were in FY 2019. However, nearly all of the FY 2020 requests were received prior to March when the quarantine began versus FY 2019 where a third of the requests were received between March and June 30th.

The number of website page views decreased significantly this year. This decrease occurred despite the fact that the Center made use of its email listserv to advertise all new web content throughout the year. Staff are reviewing search optimization strategies and other ideas to increase web traffic.

The Center also did not meet its performance objective to conduct an independent security audits in FY 2020. The Center was working with the Department of Information Technology (DoIT) to identify a vendor who could perform an audit. DoIT had indicated that the Maryland National Guard was performing IT audits as a free service for state agencies. However, DoIT has now indicated that those services are no longer being provided. The Center will conduct an independent audit in FY 2021.

Finally, the Center added a new series of measures regarding external funding. This was done in recognition of the fact that the process of reviewing external research applications is a function that

requires Center time and resources and has the potential to positively impact the award of grant dollars and research activity at no cost to the Center or the State.

**Action**

Informational.