

COLORADO
Department of
Labor and Employment



Legislative Agenda

Division of Oil and Public Safety

Financial incentives for increased petroleum storage tank spill prevention and early detection measures.

Division of Employment and Training

State Implementation of federal legislation (Workforce Innovation & Opportunity Act), to include authority for Fee-For-Service for requested additional employer services (particular targeting to rural areas



Legislative Agenda



2015 Regulatory Agenda

Division of Labor

Colorado Minimum Wage Order (November 2014)
Implementation of Wage Protection Act (November 2014)

Division of Oil and Public Safety

Boiler and Pressure Vessel Regulations (March 2015)
Amusement Rides and Devices (January 2015)
Conveyances (Elevators/Escalators) (July 2015)

Division of Unemployment Insurance

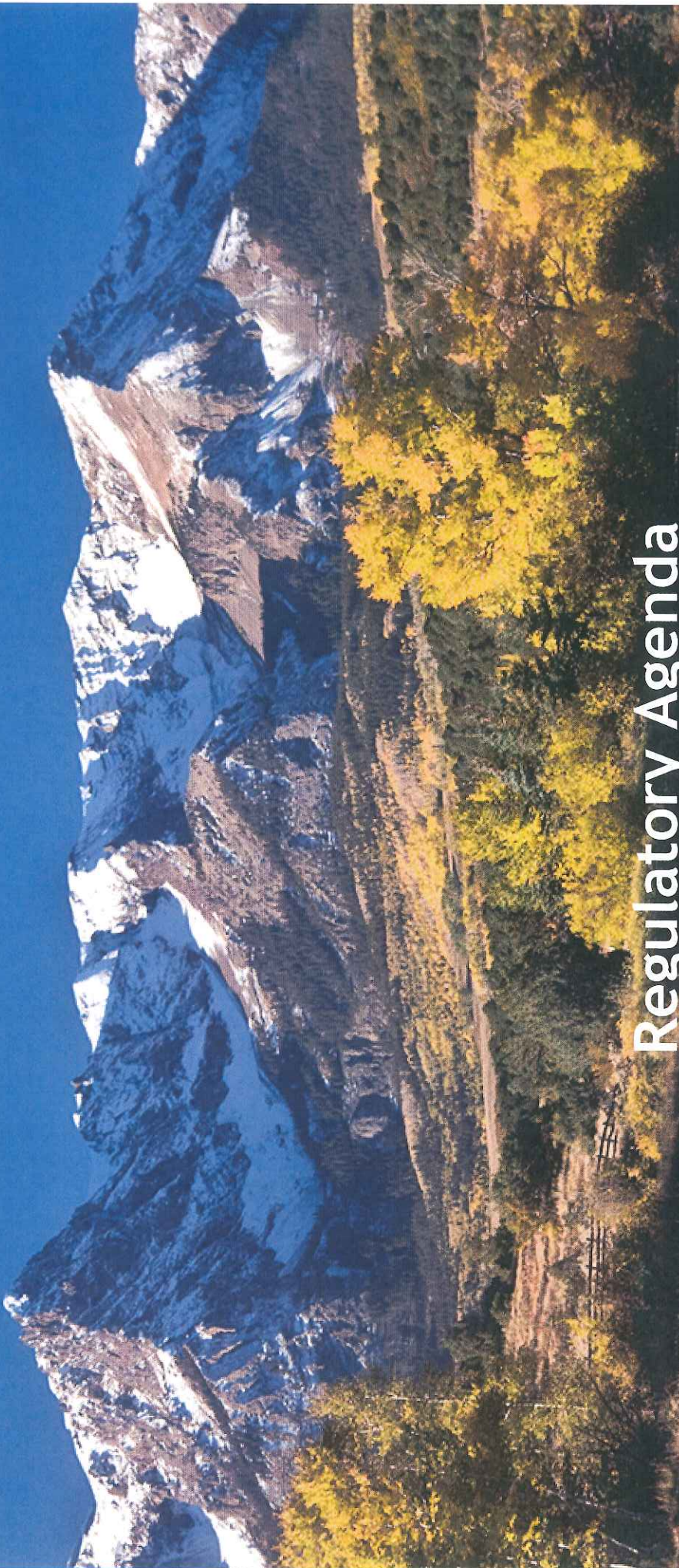
Benefit Overpayment Recovery Improvements (February/March-2015)
Other rulemakings being discussed with stakeholders in 2015 for clarification of collection of employer information; classification of workers vs. independent contractors.

Division of Workers' Compensation

Rules 2.5 & 10 (Surcharge and Utilization) (March 2015)
Rule 16, 17 & 18 (Treatment Guidelines, Fee Schedule) (Summer/Fall-2015)



Regulatory Agenda



WYCAN

Accomplishments

- Delivery of seven Independent Verification & Validation studies
- Full implementation of WyCAN Architectural Control Board
- Tax and Benefits requirements review, code development and testing

Upcoming deliverables (2015)

- Begin detailed analysis of the Appeals requirements
- Continued work with our 3rd Party Interface partners to ensure seamless transition to iGOVERN
- Completion of Organization Change Management (OCM) plan



WyCAN

- **Four-state consortium**
Wyoming, Colorado, Arizona, North Dakota
- **UI Tax and benefits system replacement**
- **Developed by third party vendor: HCL America**
- **System implementation date: December 2016**



WYCAN Project



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FY 2013-2014: Division of Oil and Public Safety

Performance Measure: % of petroleum facilities that are operating in compliance with regulations

	FY12	FY13	FY14
Target	80.0%	85.0%	90.0%
Actual	85.0	80.0	79.0

Accomplishments:

- Database consolidation project (AMANDA)
- Lean project: reduce "Notice of Violations"
- Established Petroleum Cleanup and Redevelopment Fund

FY 2013-2014: Division of Workers' Compensation

Performance Measure: Reduce costs associated with workplace accidents for employers participating in the Premium Cost Containment Program

	FY12	FY13	FY14
Target	\$17.9 M	\$18.8 M	\$19.7M
Actual	16.98M	\$22.5 M	\$20.5 M

Accomplishments:

- Detected over \$300,000 in overpayments and over \$1.6 million in underpayments to workers
- More than 70 on site audits
- Medical bills were reduced by over \$268 million last year, representing a 42% reduction of billed charges.



FY 2013-2014: Division of Labor

Performance Measure: % of claims successfully resolved through mediation, conciliation and other efforts

	FY12	FY13	FY14
Target	85%	85%	85%
Actual	88.0	86.0	84.0

Accomplishments:

Serving Colorado business

- Conducted 20 outreach events to employers and employer associations on wage and hour law changes

Serving Colorado workers

- Investigated more than 5,200 complaints and recovered \$1.14 million in unpaid wages to workers
- Answered more than 40,000 calls from employers and workers on wage and hour issues

FY 2013-2014: Division of Unemployment Insurance

Accomplishments:

Serving Colorado business

- Reduced improper payment rate to 8.12%
- Online services:
 - job separations
 - appeals
- premium account access

Serving Colorado workers

- Reduced call center wait times
- Electronic forms



FY 2013-2014: Division of Unemployment Insurance

Performance Measure: Meet or exceed federal performance metrics for First Payment Promptness of 87%

	FY12	FY13	FY14
Target	87%	87%	87%
Actual	82.6	76.0	78.9

Performance Measure: Reduce the % of improper payments to the national acceptable level of 10%

	FY12	FY13	FY14
Target	<=10%	<=10%	<=10%
Actual	12.9	12.06	8.12

FY 2013-2014: Division of Employment and Training

Performance Measure: % of people working after they receive workforce services

	FY12	FY13	FY14
Target	53.0%	54.0%	55.0%
Actual	52.0	52.9	55.64

Accomplishments:

Serving Colorado business

- 19% increase in the number of businesses served through Colorado Workforce Centers (from 20,108 to 25,044)
- H1B Grant: employer match funding to date \$2.4 million
- 849 workers trained in FY13-14

Serving Colorado workers

- Held 38 Virtual Job Fairs, connecting 494 businesses with more than 42,000 jobseekers
- National Emergency Grant – \$2.3 million; 230 transitional jobs



CDLE Strategic Initiatives



Objective: Consistently deliver exceptional customer service

Performance measure:

Increase customer satisfaction across CDLE by 5% annually up to 90%

Strategies:

- Develop multimedia surveys
- Utilize customer feedback and strategic initiatives to improve service delivery
- Foster an agency wide culture of service based on values.

Outcomes:

54.4% in FY12-13 to 67.3% in FY13-14

CDLE Strategic Initiatives

PROCESS IMPROVEMENT

Objective: Maximize the value we bring to our customers and stakeholders through our work processes

Performance measure:

Implement five key process improvements annually

Strategies:

- Develop a culture of continuous process improvement
- Continue to identify and implement process improvement opportunities
- Continue to determine the priority of projects
- Continue to collaborate internally through the Process Improvement Forum

Outcomes:

A total of six process improvement projects utilizing the Lean methodology completed during FY 2013-14.

PARTNERS & STAKEHOLDERS

Objective: Build and strengthen relationships with partners and stakeholders

Performance measure:

Each division within CDLE create a stakeholder group, survey 2 stakeholder groups annually

Strategies:

- Assess stakeholders needs, set targeted strategies to increase effectiveness of relationships
- Create new stakeholder outreach tools

Outcomes:

Created Workers' Comp and Third Party Administrator stakeholder groups created quarterly CDLE employer newsletter



CDLE Strategic Initiatives



EMPLOYEE ENGAGEMENT & ACCOUNTABILITY

Objective: Establish a culture of employee engagement and accountability

Performance measure:

Employee engagement will be demonstrated through improved results on the twice-yearly CDLE employee surveys.

Strategies:

- Mentoring, coaching and staff development
- Improving communication to and from employees
- All individual staff and teams are aware of their performance accountability expectations

Outcomes:

Employee satisfaction increased from 65.2% in FY12-13 to 76.6% in FY13-14



TECHNOLOGY

Objective: Implement optimal technology solutions that create an exceptional customer experience

Performance measure:

Overall CDLE percent of critical systems meeting their availability targets

Strategies:

- Define the portfolio of technology projects, services and assets for CDLE
- Approach technology projects with a focus to better serving the customer
- Actively engage and partner with OIT
- Develop appropriate technology governance processes






Outcomes:

Implemented project tracking mechanism, held regular governance meetings, 98.9% systems availability in FY13-14, up from 96.7% in FY12-13

Strategic Initiatives



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Strategic Initiatives

- **EMPLOYEE
ENGAGEMENT &
ACCOUNTABILITY**
- **TECHNOLOGY**
- **PROCESS
IMPROVEMENT**
- **PARTNERS &
STAKEHOLDERS**
- **CUSTOMER
SERVICE**



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Strategic Initiatives & Accomplishments



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Department Overview

Vision: *Quality and excellence in all we do.*

Commitments

- Outstanding Customer Service
- An inclusive culture
- Knowledgeable employees who drive our success
- Being a trusted and strategic partner
- Continuing process improvement

Mission: *To protect and promote the integrity and vitality of Colorado's employment environment.*

Values: Teamwork, Accountability, Collaboration, Respect, Integrity, Adaptability, Excellence

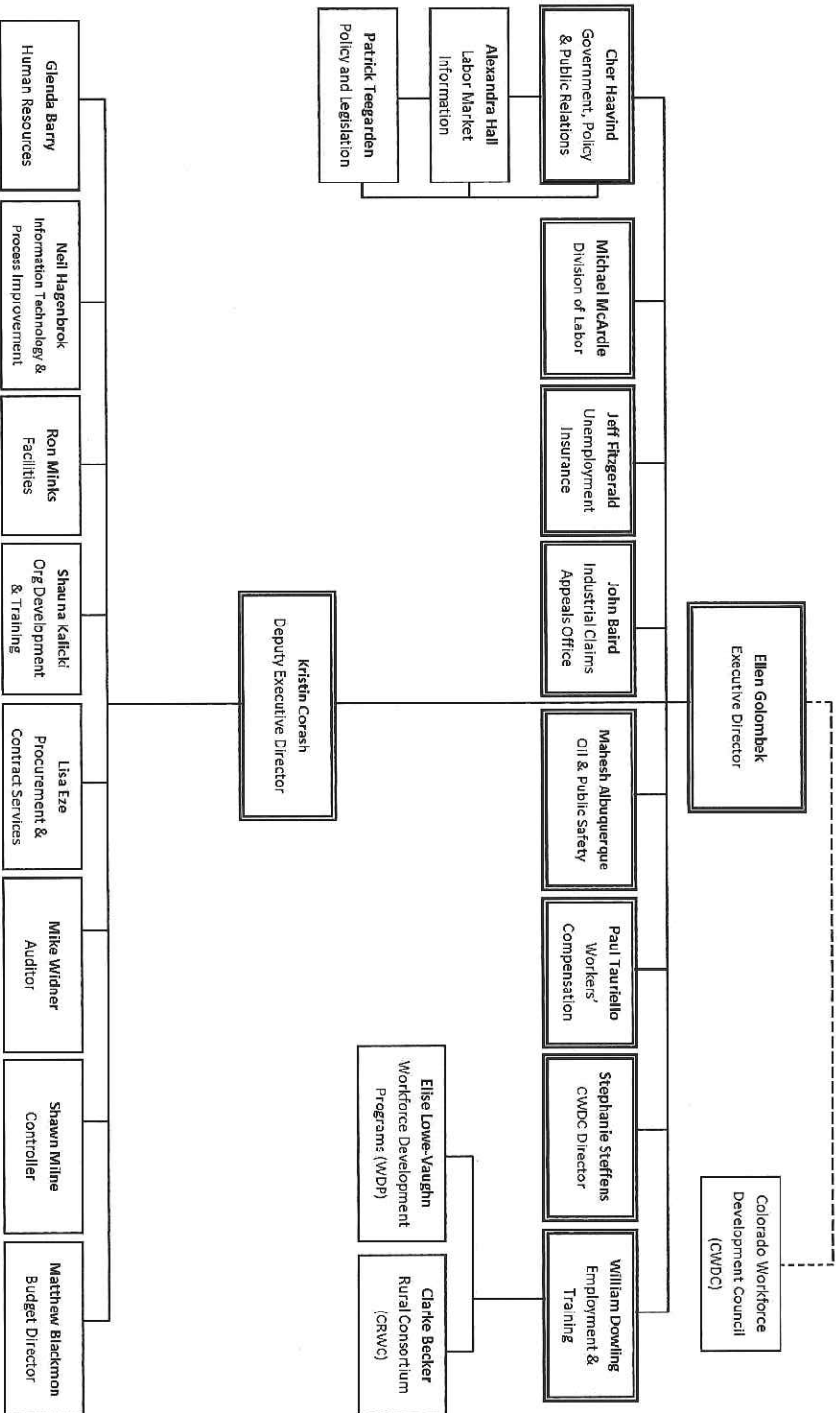


Department Overview

“We Keep Colorado Working.”

- We connect businesses with job seekers and job seekers with great jobs.
- We help people who have lost their jobs through no fault of their own.
- We assist workers who have been injured on the job.
- We ensure fair labor practices.
- We protect the workplace – and Colorado communities – with a variety of safety programs.

Department Overview



Budget = \$167,437,131
FTE = 1023.5



Department Overview

Total Number of Full-Time Employees (FTE): 1,023.5 FTE

Total Budget: \$167,437,131

- **Total Federal Funds: \$100,121,967**
- **Total Cash Funds: \$66,027,071**
- **Total General Funds: \$637,353**
- **Total Reappropriated Funds: \$650,740**



Department Overview



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SMART Act Presentation to:

**The House Committee on
Business, Labor & Economic & Workforce Development**

**The Senate Committee on
Business, Labor and Technology**

Ellen Golombek, Executive Director
Kristin Corash, Deputy Executive Director

December 2014



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