CDLE

JTC Presentation
January 19, 2022

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Agenda

- Deep dive on Connecting Colorado

- Brief update on Unemployment Insurance Modernization

- Brief update on Family and Medical Leave Insurance technology system build

Background on Connecting Colorado

- Developed in 1998 with last century technology
- Connecting Colorado serves as Colorado's state labor exchange, which by federal law each state is required to have.
- What is a state labor exchange?
    - Connects job seekers to open positions
    - Pulls job postings and allows employers to enter their jobs manually
    - allows seekers to search, and be matched based on skills or other criteria
    - Allows employers to search for talent
    - Helps job coaches match clients to jobs
- Registration with Connecting Colorado is required for eligibility to receive Unemployment Insurance
- Serves as the statewide Case Management system for local workforce boards
    - Not only used for local, state, and federal reporting, but encourages deep connection between coach and client.
    - Facilitates outcome tracking for users
- Averages 300,000 users annually

In 2020

**430,812**
Job Seekers

18,713
Employers in the system

116,000
Jobs posted in Connecting Colorado

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Challenges in Legacy

- FORTRAN-based system

- Primary challenge is finding development support

- User experience challenges:
  - Not mobile friendly
  - Not highly accessible
  - Only available in English
  - Customizing groups to message (difficulty with targeted outreach)
  - Realtime connectivity is very limited and therefore customer experience is not seamless across programs and government agencies

- Significant room for improvement with Integrations with other systems
  - Integration of work-based learning opportunities is limited
  - Interface with unemployment insurance challenging and not robust

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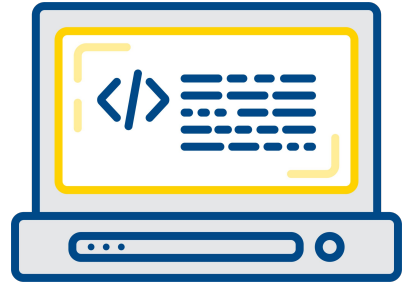
Opportunities with Modernization

- Providing a **robust, agile interface** for jobseekers, employers and administrators will allow for enhanced customer service through easier access to data and data analysis for strategic career planning in the future of work

- Having a system built on current technology ensures **rapid and impactful response** to federal, state, local and economic factors

- Ensuring the system is **accessible** to all users
  - Provide opportunity to alter display language
  - Screen reader approved
  - Navigable through assistive technologies
  - Available through a mobile-friendly application

- **Incorporation of skills data** into the modernized system
  - Skills assigned to jobseekers using an Application Programming Interface (API) to parse resumes and other previous experience
  - Skills assigned to job postings from employers using the API to parse the job descriptions
  - System will assist with matching jobseeker skills to skills from job postings
  - System will suggest appropriate training to jobseekers to assist in upskilling to meet higher paying job expectations

- **Enhanced connections to other human services, workforce and education systems** (e.g. CBMS)

- **Integrate work-based learning opportunities** including registered apprenticeship programs

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Project Approach

COTS: CDLE is seeking a Commercial Off-The-Shelf product, with some customization for Colorado specific needs

AGILE METHODOLOGY: CDLE will seek to implement this project using an Agile approach, building in short sprints with ongoing evaluation and feedback loops via sprint retrospectives. This allows for identifying early and often if there are gaps or needs not being met at each stage of the build.

MODULAR BUILD: To the maximum extent possible, CDLE expects the chosen vendor to use commercial off-the-shelf (COTS) products, open source tools, components from other states, and common licensable tools, to create a modular, configurable and flexible system that will lend agility to enhance and support for years to come. It will need to be cloud hosted, web based, accessible, and meet the Colorado Information Security Office guidelines and mandates for security.

HUMAN CENTERED DESIGN: CDLE will actively engage the user community for input as to ease of use for a positive end user experience, and full adoption of the system.

TIMELINE: Timeline to be determined via the ITN process, but will include a case management system and labor exchange component.

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Budget

The Department requested a total of $7 million for this project.

Item	Expense	Description
Software-COTS	$4,500,000	Customizable software
OIT/IA Project Management	$150,000	Interagency Agreement
Network, Connectivity, Architecture, Data Transformation	$250,000	Expected cloud solution on vendor provided servers
Interface Integrations	$100,000	Connection to multiple systems for data exchange
Contingency	$250,000	x% of total expenses
Maintenance and Operations	$1,750,000	first 3 years
Total	**$7,000,000**	

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Thank You!

Any Questions?

Brief Updates on Unemployment Insurance Modernization

- Unemployment Insurance Modernization:
  - MYUI+ continues to process federal programs as needed, PUA, PEUC, MEUC
  - DUA is now live for those impacted by the Marshall Fire
  - Continuing to enhance the system as needed
    - Highlights: Refund processing, financial tracking and enhancements
  - Fraud continues to be an issue. MYUI+ has prevented billions of dollars in fraudulent payments.
    - Note: DUA is seeing significant fraudulent activity
- Employer Services Modernization:
  - JCATS was approved by JTC for modernization in 2021 legislative session
  - Invitation to Negotiate was published on September 22nd, 2021
  - Procurement process is ongoing, no vendor selected as of yet
  - timeline is on track.

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Brief update on Family and Medical Leave Insurance

- Invitation to Negotiate published on August 16th, 2021
- ITN is a solicitation for Employer premiums collection system, Claims processing system, and Document Management system along with Project management support.
- CDLE has selected Slalom to build the premiums collection system and integrate Hyland Document Management
  - Built CT's system
  - Salesforce platform
- CDLE has selected Treinen to provide comprehensive project management for the entire build.
- No vendor has been selected for the Claims processing system as of yet.
- We are hiring significant staff capacity for product ownership and vendor management.
- Following all public sector IT best practices
- On track for program implementation (Premium collection 1/1/2023 and claims processing 1/1/2024)

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Thank You!

Until We Meet Again!