



Performance Plan FY 2023-24



The Colorado Department of Labor and Employment is a roughly 1,300-person state agency that oversees seven major divisions and three special initiatives.

CDLE serves Colorado, now more critically than ever, by helping workers and businesses thrive. We help keep our workforce competitive while supporting the business community with resources and information that save them valuable time and money.

CDLE connects job seekers with great jobs, provides an up-to-date and accurate picture of the economy to help decision making, assists workers who have been injured on the job, ensures fair labor practices, helps those who have lost their jobs by providing temporary wage replacement through unemployment benefits and paid family and medical leave, and protects the workplace - and Colorado communities - with a variety of consumer protection and safety programs.

We also serve Colorado through:

- Building Colorado's talent pipeline
- Connecting unemployed workers to job opportunities
- Helping businesses recruit employees
- Contributing to a stable economy through wagereplacement programs including unemployment insurance, workers' compensations and paid family and medical leave
- Helping people with disabilities to obtain, maintain or regain employment.

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OLL LETTER FROM THE EXECUTIVE DIRECTOR

Dear Coloradans,

The Colorado Department of Labor and Employment remains committed to serving all facets of our workforce through our robust offering of support systems designed to ensure employers thrive and workers prosper. Every staff member, every vendor and every online platform we build together are dedicated to manifesting our vision: A working economy that elevates all of Colorado. Over the past 12 months, we've laid the groundwork for a new division, a new state agency, new programming, and new technology to support our impact.

- We continued our focus on reskilling, upskilling and next-skilling Colorado's talent
 for in-demand and growing industries, driving the work and resources of the
 Department's efforts in workforce development. The Department is laser-focused on
 engaging business and industry to better align education and training to meet the
 skills and competencies needed to remain competitive and thrive.
- At the start of 2023, we executed the first phase of the state's voter-approved paid family and medical leave insurance (FAMLI) program. Launching a brand-new technology system employers will now use to report wages and pay premiums, our new FAMLI Division surpassed its goal of getting 85% of eligible workers covered by a paid family leave program either by the state or an approved private plan. The Department's extensive efforts to educate and prepare both the employer community and workers across the state for a new deduction and new reporting requirements proved successful as the FAMLI Division exceeded fund-solvency projections for Q1 2023. The Division continues to meet the operational and staffing frameworks needed to effectively launch a program as impactful as one of our largest and longest-standing divisions – the Division of Unemployment Insurance. During the second half of 2023 and early 2024, the FAMLI Division will focus on spreading public awareness of the new benefit becoming available in 2024, engaging health care providers to encourage participation in the program, and ensuring the second major technology platform used to apply for benefits is successfully executed to serve individuals and families during significant life events that pull them away from their jobs.

- Modernization is a theme across divisions at the Department this year. On top of the two major technological systems the FAMLI Division is building from the ground up, the Unemployment Insurance Division is also modernizing its employer services system. The UI Employer Modernization Project will better align the UI tax and benefits systems, promote more efficient workstreams for UI staff and help us deliver exceptional customer service. And that's not all the Division of Employment and Training is also modernizing the State's labor exchange, Connecting Colorado. The updates to this legacy system will not only improve the online support available to jobseekers navigating their careers by enhancing the user experience but will also provide a better experience for employers recruiting for open positions.
- The lessons we learned from the Pandemic are still top of mind. Our Unemployment Insurance Division is constantly adapting and exploring new ways to identify and prevent bad actors from fraudulently receiving benefits. Mitigating fraud is now ingrained into everything we do in UI and beyond.
- CDLE is becoming a trailblazer: With more and more states considering legislation that mirrors Colorado's Equal Pay for Equal Work Act, our Division of Labor Standards and Statistics has gained national attention for its education, compliance assistance and enforcement efforts.
- Internally, our attention to Equity, Diversity and Inclusion (EDI) is ever-present and continues to set us apart. Our five ONE CDLE Affinity groups continue to grow, engagement continues to increase, and we even are making an impact outside of our own CDLE community. Our Unidos group led the charge in recruiting participants to use the governor's additional 16 hours of administrative leave to volunteer to help the influx of migrant families seeking refuge in Colorado. Our BASE and CARA groups participated in both the Marade and Pride parades. CARA also helped facilitate emergency response meetings for CDLE staff who are members of the Q+ community to digitally convene and process grief, rage, fear, and shock after the shooting at Club Q in Colorado Springs.

EDI is not only a business imperative, but something that every member of our Executive Team personally commits to. It's one of many critical proof points that maintain CDLE as a Model Employer. I am proud to walk among our 1,300+ dedicated employees now and in the months ahead as we continue to trailblaze critical initiatives, continue to meet and exceed our Wildly Important Goals, and continue to elevate our state's workforce, so that all of Colorado can thrive.

Sincerely,

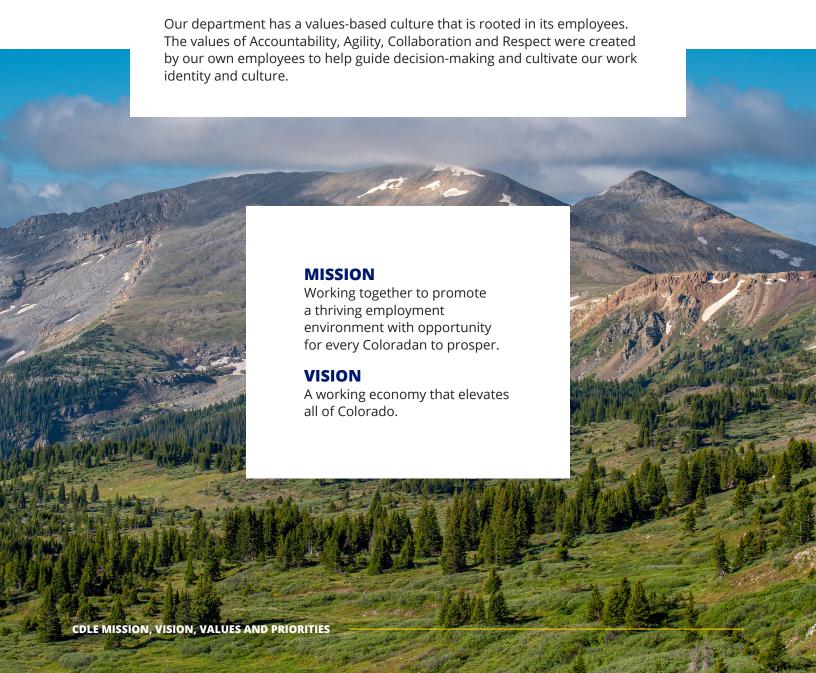
Joe Barela

Executive Director

Colorado Department of Labor and Employment

CDLE MISSION, VISION, VALUES AND PRIORITIES

The work done at the Colorado Department of Labor and Employment is not just what is done, but how it gets done.



ACCOUNTABILITY

The personal choice to demonstrate ownership for achieving key results

AGILITY

The ability to renew, adapt, change quickly and succeed in a rapidly changing, ambiguous environment

COLLABORATION

The action of working together with someone to produce or create something, joint effort, working together

RESPECT

The intentional consideration of the feelings, wishes, rights or traditions of others



Lead the state in becoming a model employer.

WORKERS PROSPER

Through meaningful employment, every Colorado worker prospers.

EXCEPTIONAL SERVICES

Exceptional executive of core services.

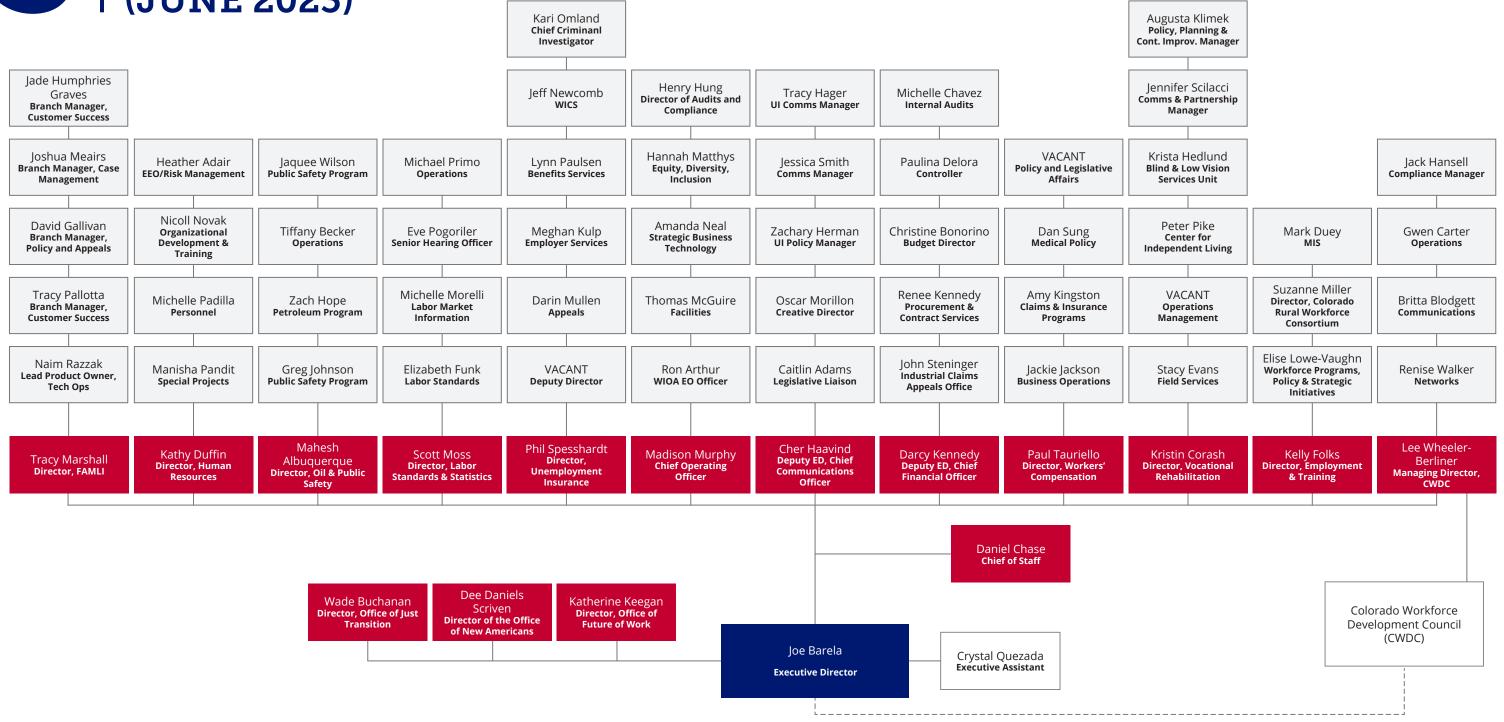
>> FUTURE OF WORK

Ensure Colorado is prepared for the future of work.

EMPLOYERS THRIVE

Cultivate processes and policies that help employers thrive.

ORGANIZATIONAL STRUCTURE (JUNE 2023)



CDLE BUDGET BREAKDOWN FY24

1,723.4

TOTAL FTES (FULL-TIME EMPLOYEES)

\$413,316,996

TOTAL FUNDS

\$34,750,161

GENERAL FUNDS

\$153,635,322

CASH FUNDS

\$25,234,849

REAPPROPRIATED FUNDS

\$199,696,664

FEDERAL FUNDS

5 CDLE DIVISIONS

DIVISION OF UNEMPLOYMENT INSURANCE



The UI Division consists of four primary operating branches:

Employer Services

Determine employers' liability, assign premium rates, and collect premiums; conduct random and targeted audits of businesses to ensure proper classification of workers and premiums paid.

Benefits Services

Provide customer service to inform unemployment claimant's of their responsibilities and rights and answer claimants' questions about the UI process; research, analyze and interpret the law to determine a claimants' eligibility and entitlement to receive benefits; prevent, detect and recover overpaid benefits.

Operations Support

Investigate and refer fraud cases for criminal prosecution; conduct quality reviews of benefit-related and employer premium-related functions to ensure compliance with federal and state unemployment laws, policies and guidelines; identify and address major root causes of improper payments; provide efficient maintenance and retention of records and access and storage of all UI correspondence, forms and reports.

Appeals

Provide a hearing venue at locations throughout the state for decisions issued by the Employer Services, Benefits Services, and Operations Support branches that are appealed by a claimant, employer, or other interested parties.

FUNDING

Ul's funding includes an estimated \$60,698,507 (79%) of federal funds provided by the United States Department of Labor and \$15,828,543 (21%) by state cash funds (Unemployment Revenue Fund, Employment Support Fund and Employee Leasing Company Certification Fund).

DIVISION OF EMPLOYMENT & TRAINING

OVERVIEW

The **Division of Employment and Training (E&T)** provides a wide range of services for businesses and job seekers. These services are delivered by state and county-run local workforce areas that support strong regional economies. Programs are funded by federal grants, and state general and cash funds. The division consists of two distinct program areas - Workforce Development Programs and the Colorado Rural Workforce Consortium.

Workforce Development Programs (WDP) is responsible for policy guidance, program oversight and administration, in accordance with federal and state guidelines. WDP administers several major programs, including Wagner Peyser Act, Workforce Innovation and Opportunity Act (WIOA), Veterans Employment and Training Program, Migrant Seasonal Farm Worker Program, Trade Adjustment Assistance Program (TAA), Trade Readjustment Allowance Program (TRA) and Displaced Homemaker Program. Additional programs for employers include the Work Opportunity Tax Credit program (WOTC), Federal Bonding and Foreign Labor Certification. Federal discretionary grants include the Pathways Offender Grant, the Employment Recovery Grant and the Disaster Recovery Grant. State-legislated programs include the Employment Support & Job Retention program, Work-Based Learning Incentive Program, Veterans' Service-to-Career program, the Hospitality Education grant program and others.

The **Colorado Rural Workforce Consortium (CRWC)** is one of the 10 federally designated local workforce areas in the state of Colorado. The CRWC serves 51 rural counties through rural Workforce Centers, providing jobseeker assistance and employer services. The CRWC is made up of 10 sub-areas: Pueblo, Broomfield, Upper Arkansas, Rural Resort, Northwest, Western, Eastern, Southeast, Southwest and South Central.

FUNDING

E&T's funding includes 72% federal funds (Workforce Innovation & Opportunity Act and other grants from the U.S. Department of Labor), and 28% state funds (Employment Support Fund and Marijuana Cash Funds, plus state general fund appropriations). The FY24 budget will be approximately \$61 million of new funding, with an estimated carry-forward of \$45 million of mostly federal funding.

DIVISION OF LABOR STANDARDS AND STATISTICS

OVERVIEW

The **Division of Labor Standards and Statistics (DLSS)** is comprised of two units: Labor Standards, which administers Colorado labor laws; and Labor Market Information, which produces, analyzes and disseminates Colorado labor market statistics.

Labor Standards enforces and facilitates compliance with Colorado labor laws through:

- receiving thousands of wage and other labor law claims annually, then investigating and issuing an individualized written determination on each;
- issuing and regularly updating binding regulations that implement, interpret and clarify Colorado labor law statutes;
- facilitating labor law compliance with publications, outreach events and a call center that fields thousands of inquiries annually; and
- administering union elections and, where appropriate, intervening to help resolve labor-management disputes.

Labor Market Information (LMI) produces several key data sets on Colorado's labor force including:

- Current Employment Statistics
 Monthly employment levels and wages, statewide and by locality and industry;
- Local Area Unemployment Statistics
 Monthly unemployment rates, statewide and by locality;
- Occupational Employment Statistics
 Compensation and employment levels by occupation, from surveys of data from employers statewide;
- Quarterly Census of Employment and Wages
 Wage data and employment levels by industry, from large-scale censuses of employers statewide and a range of projections of job growth by occupation and industry.

FUNDING

DLSS is funded through: for Labor Standards, a mix of state general funds \$3.6M, \$3.6M from the Employment Support Fund (ESF) and funds generated by the work of Labor Standards; and for Labor Market Information, \$3.5M federal funds and funds provided by other agencies for which LMI provides services.

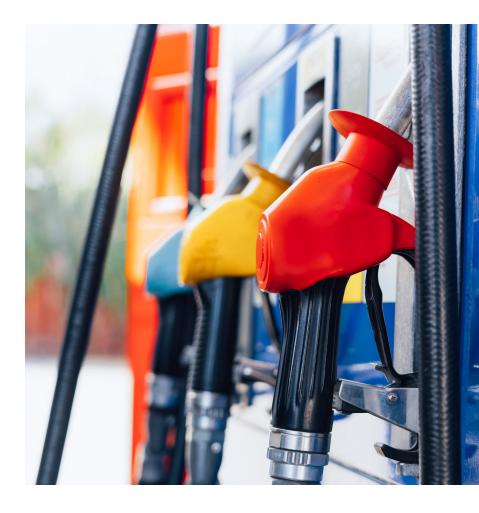
DIVISION OF OIL & PUBLIC SAFETY

OVERVIEW

The Division of Oil & Public Safety (OPS) is responsible for a variety of regulatory functions related to environmental and consumer protection and public safety. Program oversight includes amusement rides and devices, explosives use and storage, boilers, conveyances, fuel products, underground and aboveground petroleum storage tanks, cleanup of petroleum spills, reimbursement of cleanup costs to qualifying storage tank owners/ operators and administration of the oversight committee for underground facilities. The Division's oversight also includes the Underground Damage Prevention Safety Commission and Fund, which includes enforcement oversight for Colorado 811.

FUNDING

The Division is primarily funded by cash funds of \$6.8M, along with a small amount of federal funding of \$0.7M and some state general funds \$0.3M.



DIVISION OF WORKERS' COMPENSATION

OVERVIEW

The **Division of Workers Compensation (DOWC)** administers and enforces the Workers' Compensation Act. The Division assures the quick and efficient delivery of disability and medical benefits to injured workers at a reasonable cost to employers, with minimal litigation.

The operations of the DOWC generally fall into the categories of working with claims, insurance, or medical issues and mediating disputes that relate to these items. With some exceptions, the DOWC's role is primarily one of oversight, and it does not pay benefits. One exception is the Special Funds Unit, which operates like an insurance company and pays benefits to injured workers. New injuries are closed to the Special Funds Unit, but benefits continue to be paid to individuals who met the statutory criteria when their claims were open. Recent legislation has also created the Colorado Uninsured Employer Fund, which provides some financial relief to workers who were injured while working for employers who failed to carry workers' compensation insurance.

The Premium Cost Containment Program offers employers a discount on premiums for demonstrating workplace safety above and beyond the stated requirements. The Self-Insured Program assists qualifying employers in self-insuring their own workers' compensation liability.

FUNDING

The Division of Workers' Compensation is funded by cash funds, primarily a surcharge on worker's compensation insurance premiums paid by commercial insurance companies and self-insured employers. FY24 total amount of funding is \$23.3M.

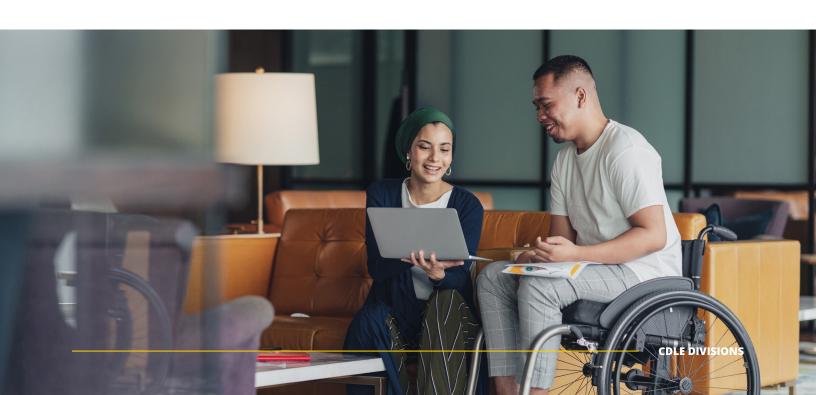
DIVISION OF VOCATIONAL REHABILITATION

OVERVIEW

The **Division of Vocational Rehabilitation (DVR)** provides a range of individualized vocational rehabilitation services to help applicants and eligible individuals with disabilities prepare for, obtain, maintain, regain, or advance in competitive integrated employment that is consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. Services include education, vocational training, physical or mental restoration, rehabilitation technology, job placement and on-the-job support. DVR also provides pre-employment transition services to students with disabilities to prepare them to enter the world of work as they begin their transition from secondary education. The services DVR provides directly to Coloradans with disabilities are supplemented by a statewide employer outreach program focused on developing relationships with businesses to increase employment opportunities for the people DVR serves.

The U.S. Department of Education, through a grant administered by the Rehabilitation Services Administration (RSA), provides reimbursement for 78.7% of eligible rehabilitation expenditures up to the total annual federal grant. The matching funds for federal dollars are either General Fund dollars or local government funds, primarily from school districts in the School to Work Alliance Program (SWAP).

DVR also administers state and federal grants for the Office of Employment First (OEF), the Centers for Independent Living (CIL), the Business Enterprise Program (BEP) and Older Individuals who are Blind (OIB). The Division participates in one fully federally funded research project - SEEKS (Securing Employment and Economic Keys to Stability), a five-year grant from the U.S. Department of Health and Human Services, Administration on Community Living which ends September 2024.



FUNDING

DVR funds are distributed to states based on the statutory formula that takes into account population and per capita income in determining the amount of federal funds made available to each grantee for VR program purposes. Grant funds are administered under the approved VR services portion of the Unified or Combined State Plan in accordance with WIOA Unified and Combined State Plan Requirements.

VR implementing regulations require that the state incur a portion of expenditures under the VR services portion of the Unified or Combined State Plan from non-federal funds to meet its cost-sharing requirements. The federal share for expenditures made by the state, including expenditures for the provision of VR services and the administration of the VR services portion of the Unified or Combined State Plan, is 78.7%. The state's share is 21.3% of the total program cost. The VR program considers non-federal share to be allowable as match only when obligated during the year of appropriation of an award.

General Fund match is included in DVR's Case Services line, accounting for less than half of the match, while the rest of the match is reappropriated from partner contracts. DRV's Personal Services line is fully matched with General Fund, and the Centers for Independent Living is almost completely funded with General Fund, with a small portion of Part B federal.

FY24 total funding is \$82.6M, \$12.4M in general funds, \$0.8M in cash funds, \$23M in re-appropriated funds and an estimated \$46.4M in federal funds.

COLORADO WORKFORCE DEVELOPMENT COUNCIL

OVERVIEW

The **Colorado Workforce Development Council (CWDC)** is a governor-appointed, business-led public-private coalition leading the integration of efforts to build the Colorado talent pipeline. The Council and the CWDC Office provide recommendations to the Governor on talent development. The Office facilitates collaboration among state agencies and partners to ensure effective and efficient leveraging of resources and reduction of redundancies, including managing the support needed to ensure the success of this collaboration of partners and agencies.

The CWDC's mission is to enhance and sustain a skills-based talent development network that meets the needs of employers, workers, job seekers and learners for today and tomorrow. To fulfill that mission, the Council champions skills-based practice including competency-based hiring and promotion and work-based learning learning about work, through work and at work. As the champion of the TalentFOUND brand and network, the Office connects and engages the business community to lead competency-based talent development in Colorado, which requires commitment from business to work with public partners to identify competencies (knowledge, skills and abilities), to use these competencies in their hiring practices and to work with public partners to create integrated work-based learning opportunities.

The CWDC Office provides strategic, administrative, technical and logistical support to the Council, its steering committees and task groups; the Governor's Business Experiential Learning Commission (BEL Commission); and other oversight boards responsible for the integration of talent development efforts in meeting the needs of the current and future worker and economy.

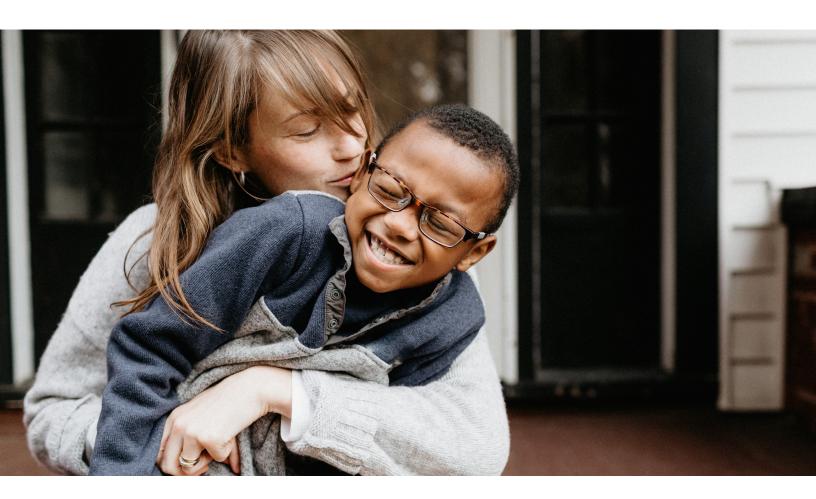
FUNDING

Funding for the Council comes from the federal Workforce Innovation and Opportunity Act (WIOA), through the Colorado Departments of Labor and Employment, Human Services, Education, Local Affairs, and the Colorado Community College System, as well as through state legislation and private grants.

DIVISION OF FAMILY MEDICAL LEAVE INSURANCE

OVERVIEW

The **Division of Family and Medical Leave Insurance (FAMLI)** was established through a vote of the people in Proposition 118 on the 2020 ballot and mandates that all employers in the state offer paid family and medical leave, with the exception of local governments that may opt out of the program. FAMLI provides 12-16 weeks of leave benefits with up to 90% wage replacement on a sliding scale based on wages and relative to the State's average weekly wage. The Division began collecting premiums in January of 2023 and will begin paying benefits in January 2024.



FUNDING

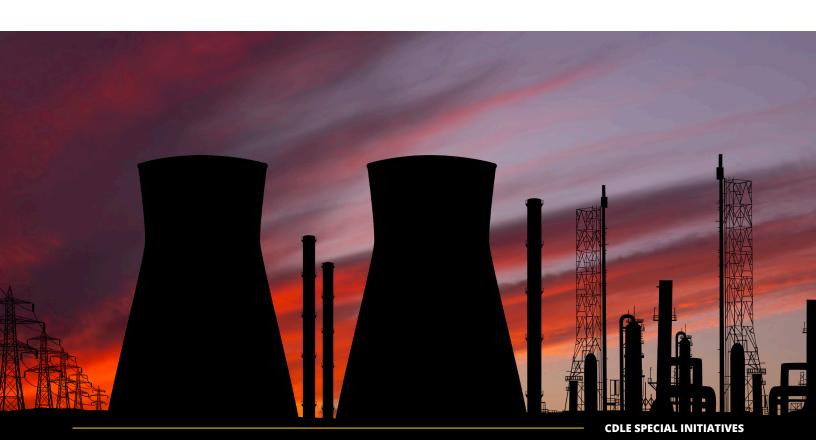
The Division is 100% cash funded as an enterprise by employer premiums beginning January 1, 2023. Prior to that, the FAMLI Division received \$57M via HB22-1133 as start-up costs from the Revenue Loss Restoration Cash Fund.

CDLE SPECIAL INITIATIVES

OFFICE OF JUST TRANSITION

OVERVIEW

The **Office of Just Transition (OJT)** develops, coordinates and manages programs to assist workers facing dislocation and communities facing economic disruption resulting from Colorado's transition away from coal as a fuel for generating electricity and the subsequent closure of power plants, coal mines and related businesses. The Office's long-term goals and broad strategies are outlined in the Colorado Just Transition Action Plan, which is currently undergoing an update that will be completed by the end of 2023. OJT accomplishes its tasks primarily by working directly with local communities and individual workers to support community and worker-driven transition strategies, and by coordinating and collaborating with other state agencies responsible for economic and community development, workforce training and development and related programs.



In FY 2023-24, the Office of Just Transition, having encumbered over \$5 million in 15 communities in Phase I of the coal transition community assistance grants program, will fully implement Phase II, which is a joint effort between OJT and the Office of Economic Development and International Trade. The Office will also be rolling out, in late 2023, a draft transition worker program with strategies and associated funding to assist coal transition workers and their families. That plan has been incorporated into the Just Transition Action Plan update, which will also include goals and strategies for assisting communities disproportionately impacted by coal pollution. OJT will continue to publish a quarterly newsletter, finalize the website update and pursue policy objectives through the Colorado Public Utilities Commission, the state legislature and Congress.

FUNDING

OJT is funded, with General Funds, through a Long Bill line item and the \$30 million Just Transition Cash Fund to provide assistance for coal communities and coal industry and supply chain workers, as well as for implementing the Just Transition Action Plan. The Cash Fund is also authorized to accept gifts, grants and donations from private and other public sources.

THE OFFICE OF THE FUTURE OF WORK

OVERVIEW

The Office of the Future of Work (OFW), was established in September 2019 through an Executive Order from Governor Polis and codified in March 2023. The OFW was created to raise awareness about the future of work and to identify policy and program solutions that ensure Coloradans are future-ready. To achieve this purpose, the OFW:

- Conducts new research to understand future of work trends and their impact
- Shares best practices, research and data to inform new work and legislation
- Leads key initiatives on behalf of the state

The OFW also leads two major statewide initiatives:

• Apprenticeship Colorado

Apprenticeship Colorado is the State Apprenticeship Agency (SAA) in the Colorado Department of Labor and Employment that has the responsibility for:

- Registering and overseeing apprenticeship programs
- Providing technical assistance to current and prospective sponsors
- Aligning the registered apprenticeship system with Colorado's workforce, education and economic development priorities
- Other duties as assigned in statute.

• Digital Literacy and Inclusion

The OFW leads the Digital Equity, Literacy and Inclusion Initiative, which includes the creation of the state's digital equity plan per the Infrastructure Investment and Jobs Act. The OFW also leads the state's Digital Navigator program, per SB22-140, which deploys community-based digital navigators to address digital inequities (access to technology, digital skills and affordable internet) that prevent people from accessing work-based learning, job training and employment opportunities.

FUNDING

The OFW has \$13,048,496 in funding from federal grants (\$8,240,814), philanthropic grants (\$79,427), and the General Fund (\$4,728,255).

OFFICE OF NEW AMERICANS

OVERVIEW

On June 25, 2021, Governor Jared Polis signed HB 21-1150, creating an Office of New Americans in CDLE. ONA's vision is that all New Americans have equitable access to opportunity and well-being, and its mission is to facilitate the integration and inclusion of New Americans into Colorado's civic, economic and social life. Since December 2022, CO has seen a historic migrant influx. The state proactively met migrants' needs by providing emergency management and assistance to Denver and by funding nonprofits to help migrants who want to call Colorado home exit out of emergency shelter into more permanent housing.

ONA published a Migrant Welcome Guide, serves on the Newcomer's Fund steering committee and helps coordinate the state's response with local partners. Among ONA's key policy and program priorities:

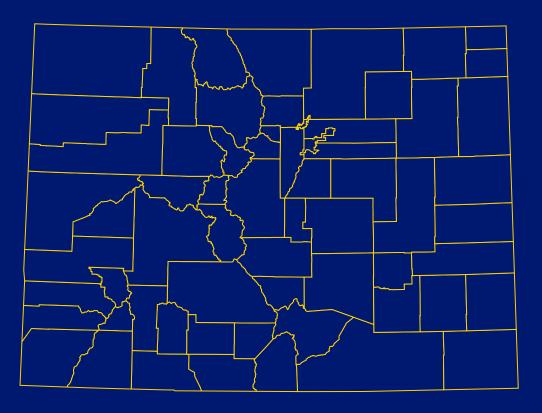
- The Virtual, Career-Aligned English as a Second Language (VCESL) program equips adults with the English they need to seize better employment opportunities while expanding employers' talent pools.
- By December 2023 the Global Talent Task Force (GTTF) will review existing pathways
 in at least five in-demand sectors for global professionals and skilled workers living
 in Colorado to obtain credentials that will help them work in their professional field
 or occupation.
- The Benefit Recovery Fund (BRF) is an unemployment program for eligible undocumented workers who lost employment through no fault of their own and are not receiving other state-administered wage replacement assistance.
- The Immigration Legal Defense Fund (ILDF) helps Colorado's immigrants with their immigration proceedings in order to promote family unity, due process, increase judicial efficiency, and protect civil liberties.
- ONA will launch the Integration of International Medical Graduates (IMG) program. The program will help IMGs navigate entry into Colorado's medical field, assess their clinical readiness and assist entry into residency programs.

FUNDING

The Office of New Americans is funded through specific legislative bills (SB 22-140 - one-time appropriation of \$1.1M to establish the VCESL program and support the GTTF; SB 22-234 - BRF), ARPA, private donations and General Fund of \$195,783.

PRIORITIES, GOALS, STRATEGIES AND METRICS

2022/23 PERFORMANCE PLAN EVALUATION





Department WIG: Full Employment	Baseline	2 Year Target	3 Year Target	2022/23 Actual
WIG: Maintain Colorado's rank among the top 5 states in labor force participation through June 30, 2023.	4th	4th	4th	4th
Department WIG: Full Employment Lead Measures	Baseline	1 Year Target	3 Year Target	2022/23 Actual
Increase the employment-to-population ratio for youth ages 16-24 from 57.7% to 59% by June 30, 2023.	57.7%	59%	NA	56.8%
Increase the female employment-to-population ratio from 60.5% to 61% by June 30, 2023.	60.5%	61%	NA	61.6%
Increase the number of people participating with the Division of Vocational Rehabilitation from (15,204 in FY 2022) to 15,900 by June 30, 2023.	15,204	15,900	NA	14,636
Conduct landscape analysis and create coal transition worker assistance program plan by June 30, 2023.	20% to completion	100%	NA	50%

Results summary: The Department reached if not surpassed most of its one-year targets for these lead measures. Most notably, Colorado maintained its rank among the top 4 states in labor force participation from January through April of 2023.

Department WIG: Health care Related Training	Baseline	1 Year Target	3 Year Target	2022/23 Actual
WIG: Enroll 865 candidates in health care-related training by June 30, 2023.	600	865	1,100	2,023
Department WIG: Health care Related Training Lead Measures	Baseline	1 Year Target	3 Year Target	2022/23 Actual
CDLE will enroll 400 candidates in health care related occupational education, training and/or credentialing through Workforce Innovation and Opportunity Act (WIOA) funded programs by June 30, 2023.	0	400	NA	861
Local workforce areas and community-based organizations will enroll 465 candidates in health care-related occupational education, training and/or credentialing through stimulus-funded programs by June 30, 2023.	0	465	NA	1,216

Results summary: The Department successfully surpassed its one-year targets, with significant surplus, for these lead measures.

Department WIG: First-time timely Payment	Baseline	1 Year Target	3 Year Target	2022/23 Actual
WIG: Increase the percentage of Coloradans who receive their first state unemployment benefit payment within three weeks, from 42.6% in June 2022 to 87%, in alignment with federal benchmarks, by June 30, 2023.	42.60%	87%	NA	40.50%
Department WIG: First-time timely Payment Lead Measures	Baseline	1 Year Target	3 Year Target	2022/23 Actual
Decrease the claims on the backlog from 20,000 to zero by June 30, 2023.	20,000	0	NA	168
Increase the number of issues resolved per week by each claims processing agent from 35 to 70 by June 30, 2023.	35	70	NA	46
Increase the percentage of employers submitting separation responses online by 5% from 82.5% to 87.5% by June 2023.	82.50%	87.50%	NA	84.25%

Results summary: Since the first quarter CY2023, the Division made improvements in paying claims expediently, with most claims being paid within 2-3 weeks of initial filing. However, the Division's processing efforts continue to be negatively impacted by fraud attempts. While the Division is paying recent claims expediently, the older claims with program integrity (PI) holds being removed and refiled are negatively impacting the overall average. Since April 1, 2023, the Division's rate of payment within the first three weeks has greatly improved to 70.49% (this data is tracked on a weekly basis). However, when factoring in older claims with fraud holds being removed, the overall rolling 12-month cumulative rate is much lower, at 40.5%.

Backlogs have been resolved with less than one percent of claims remaining that may be considered "backlog." This one percent remaining is the result of fraud and claimants with PI holds or having been a previous victim of identity theft with a fraudulent claim filed. We are actively working to make legitimate claims whole, as we resolve the fraud components tied to those older claims.

Over the course of the past year, the Division has focused on establishing a new performance baseline and identifying sustainable success, taking issues resolved per week from 35 up to 46, with a goal of ultimately reaching 70 issues per week. Additionally, the Division has focused on refresher staff training and tech enhancements to further support increased performance.

While we came just under our goal of 87.5% of employers submitting separation responses online, we anticipate our Employer Modernization Project will help us increase employer separation responses we receive through the new system. At that time, employers will be required to provide responses electronically, with only a small number anticipated having that requirement waived.

Department WIG: Apprenticeships in priority industries	Baseline	1 Year Target	3 Year Target	2022/23 Actual
WIG: Add 100 registered apprenticeship programs in Colorado by June 30, 2023. Priority industries for this WIG include (1) Healthcare/ Behavioral Health, (2) IT/Cybersecurity, (3) Education/Public Sector, (4) Advanced Manufacturing, (5) Transportation/Logistics, and (6) Energy/Infrastructure	0	100	300	103 as of 6/14
Department WIG: Apprenticeships in priority industries Lead Measures	Baseline	1 Year Target	3 Year Target	2022/23 Actual
Conduct 1,000 outreach activities to employers/ potential sponsors of apprenticeship in the following priority industries (1) Healthcare/ Behavioral Health, (2) IT/Cybersecurity, (3) Education/Public Sector, (4) Advanced Manufacturing, (5) Transportation/Logistics and (6) Energy/Infrastructure as measured by the CDLE Apprenticeship Team and its Hub. This reflects in-person and virtual business outreach activities to promote apprenticeship statewide.	0	1,000	NA	1,110
Increase the number of new apprenticeships filled by racial or ethnic minorities by 5%, from 1,256 to 1,319 by June 30, 2023.	0	1,319	NA	1,428

Results summary: The Department exceeded each of its targets related to apprenticeship last year as a result of its two grant programs to expand access to apprenticeship, additional staff to provide training and technical assistance on apprenticeship for prospective employers, as well as the continued use of Apprenticeship scholarships to reduce costs of materials and equipment associated with apprenticeship programs. These achievements position the Department well as it takes over regulatory authority of apprenticeships from the U.S. Department of Labor on July 1, 2023.

Department WIG: State-paid family and medical leave plan participation	Baseline	1 Year Target	3 Year Target	2022/23 Actual
WIG: Enroll 85% of eligible CO workers in either the state-paid family and medical leave plan or an employer self-certified leave program by June 30, 2023.	0%	85%	95%	95%
Department WIG: State-paid family and medical leave plan participation Lead Measures	Baseline	1 Year Target	3 Year Target	2022/23 Actual
FAMLI will host 30 in-person and virtual employer education events across the state, including town halls, webinars and presentations, by June 30, 2023.	0	30	NA	72
Support 80% of eligible employers with FAMLI registration or an exemption application, with a goal of 186,000 registrations by June 30, 2023.	0	186,000	NA	191,335

Results summary: In its first year of program implementation, the FAMLI Division successfully surpassed its employer registration targets, which also led to successfully exceeding the projections for needed premium payments for Q12023. The Division's commitment to public education and outreach with extensive engagement among the employer community helped to surpass all of these lead measures.

WILDLY IMPORTANT GOALS (WIGS) FOR FY 2023-24

Department WIG:	Baseline	1 Year	3 Year
State Paid Family and Medical Leave Launch		Target	Target
WIG: Ensure 75% of eligible claimants receive their benefit payments within 10 calendar days by June 30, 2024.	0%	75%	75%

BACKGROUND

Colorado's paid family and medical leave program is the ninth to launch in the country. We have the opportunity to ensure the program provides timely benefits that are easily accessible to all Colorado workers. Successful completion of this goal will help our workforce prosper through partial wage replacement while caring for one's own health condition or a loved one.

Prior actuarial studies, research from other state programs and data from the Paid Family Leave Task Force all indicated two weeks for timely benefit payments is ambitious yet achievable. As the program is new with no benchmarked data, this makes the goal even more ambitious.

How we will achieve this goal: We will reach this goal by building an intuitive and accessible user experience within the online platforms that employers, health care providers and individuals and families will use to apply for benefits, submit wages and pay premiums. Through extensive outreach and public education campaigns targeted at employers, health care providers and individuals and families, we will provide robust training materials and resources for external users in order to properly file claims, efficiently validate health conditions and confirm employment so as to streamline the adjudication process and automate processes wherever possible.

Lead Measures:

- FAMLI will host 20 compliance assistance events for healthcare providers, including hosted webinars, private presentations, and/or trade show engagement by June 30, 2024.
- Ensure 40% of claims are eligible for auto adjudication by June 30, 2024.
- Enroll 95% of eligible Colorado workers in an eligible paid family and medical leave program by June 30, 2024.
- Through the MyFamli+portal and VA, ensure 40% of claims are processed through self-service without agent intervention.

Department WIG:	Baseline	1 Year	3 Year
In-demand Industries		Target	Target
WIG: Enroll 3,000 Coloradoans in training programs that prepare them for careers in energy and infrastructure-related fields, enabled by new federal funding by June 30, 2024.	1,250	3,000	NA

BACKGROUND

Focusing our efforts on the growth of the State's most in-demand industries will benefit communities, businesses, and un-or under-employed Coloradans by preparing the workforce the State needs to complete critical infrastructure projects.

How we will achieve this goal: CDLE will capitalize on the once-in-a-generation investments from the federal government in these industries coordinating a cross-agency team to create competitive applications inclusive of workforce training for all relevant opportunities in Colorado.

Lead Measures:

- Increase the number of training programs funded from 5 to 10 by June 30, 2024.
- Increase the number of new grants received by the state that include funding for workforce development from 20 to 30 by June 30, 2024.

Department WIG:	Baseline	1 Year	3 Year
Youth Labor Force Participation		Target	Target
WIG: Increase the employment to population ratio for youth ages 16-24 from 57.2% to 60.0% by June 20, 2024.	57.20%	60.00%	NA

BACKGROUND

Colorado has consistently outpaced the nation in labor force participation as part of long-term recovery efforts. By increasing participation for youth, we're setting up Colorado's workforce for success well into the future.

How we will achieve this goal: We'll move the needle by creating and implementing a statewide rebranding and marketing campaign for all youth employment career services. We will continue to identify ways to

- bring awareness to registered apprentice programs and ensure an equitable model of training that allows Coloradans of all ages to earn while they learn versus stopping education
- 2. identify ways to connect younger workers with employers, and
- 3. support targeted populations that have been underrepresented in the labor force to overcome barriers and engage in employment.

Lead Measures:

- Add or expand 100 registered apprenticeship programs in Colorado by June 30, 2024.
- Provide job readiness services to over 1,500 young adults including job search assistance, resume assistance, application assistance, job fairs and hiring events by June 30, 2024.



CUSTOMER SERVICE ENHANCEMENTS AND CONTINUOUS PROCESS IMPROVEMENT TO SUPPORT OUR PRIORITIES

With our commitment to gathering feedback from stakeholders, CDLE continues to implement changes in order to provide better services. Our approach to process improvement is aligned with the Governor's Reimagine State Government directive to ensure we remain agile and responsive, leverage new innovations, and eliminate waste to deliver exceptional services to all Coloradans.





MODEL EMPLOYER

Lead the state in becoming a model employer. CDLE continued to engage our employees through new internal communications channels, expanded EDI efforts and took the lead for the State in disability hiring preferences.

- DVR piloted hiring preferences for people with disabilities in January 2023. We had 344 applicants voluntarily identify as having a disability. Ultimately, we hired three individuals who had disability preference points applied to their application.
- Our HR teams also created and implemented supervisor and manager training that develop skills to inclusively lead teams and effectively engage in difficult conversations.
- The Department continued to expand its OneCDLE Affinity Groups that focus on serving team members from historically marginalized and under-represented groups by providing a space for support and solidarity. This was particularly impactful with several groups participating in volunteer opportunities outside our organization to help the influx of migrants to Colorado, leading various clothing donation drives and marching in the Pride and Marade parades.
- The Government Policy and Public Relations (GPPR) team implemented several new internal communication tactics to further engage our CDLE community after executing an internal communications survey. With 62% of respondents wanting to learn more about our agency's strategic and performance planning efforts, GPPR added several new tactics to supplement existing internal communication initiatives including but not limited to: quarterly all-staff meetings, quarterly internal newsletters and a monthly podcast featuring different guests from across the Department to share their lived experiences and different perspectives.



WORKERS PROSPER

Through meaningful employment, every Colorado worker prospers. The impact CDLE's programs have on workers across the state is critical to Colorado's economy, and we continue to keep our hard-working citizens top of mind with every initiative.

- The Division of Workers' Compensation continued to promote the importance of obtaining proper workers' compensation coverage and maintaining a safe workplace to reduce the incidence of uninsured on-the-job injuries. The Division executed a series of social media campaigns and an extensive radio campaign specifically targeting the Spanish-speaking population.
- While the FAMLI Division has been focused on preparing employers for the
 implementation of premium collection at the start of 2023, the Division has now shifted
 its focus to individuals and families who will soon be able to apply for benefits starting
 in 2024. FAMLI is in the early stages of production and media buying for a statewide,
 integrated public awareness campaign that will reach Colorado workers through
 traditional media, social media, digital media, out-of-home advertising and more.
- Thanks to funding from HB 21-1264 for Investments in Reskilling, Upskilling, and Next-Skilling (RUN) more than 4,340 individuals enrolled in various RUN training programs made possible by working together with partners at local workforce centers and community-based organizations. The programs with the highest attendance have been:
 - Heavy and Tractor-Trailer Truck Drivers
 - Nursing Assistants
 - Registered Nurses
 - Information Security Analysts
 - Medical Assistants
- Together with more than 50 state and county-run Workforce Centers and the State Youth Development Council CDLE is reaching another generation of young job seekers across the summer months. As of June 2023, Workforce Centers have hosted 35 job fairs this year alone, attended by almost 16,000 youth and more than 1,100 local employers.



EXCEPTIONAL SERVICES

Exceptional execution of core services in partnership with customers and stakeholders. In order to ensure CDLE is meeting the standard of exceptional services, Divisions achieved the following to help us get there:

- OPS reached 92.3% operational compliance in all OPS programs and is on track to reach 95% by 2025.
- The Office of Labor Market Information (LMI) launched two new Tableau dashboards: Characteristics of Colorado's Labor Force and Colorado Labor Force Demographics.
- FAMLI engaged in a cumulative 72 events and live question-and-answer sessions
 via hosted webinars, private presentations to various chambers and associations,
 in-person town halls held at regions across the state, virtual town halls and most
 recently by conducting live sessions on Facebook. The new FAMLI contact center
 launched in November of 2022 and continues to receive praise from callers
 mentioning FAMLI is the best state agency they've ever dealt with over the phone.
- The Disability Program Navigator (DPN) program administered by DVR was recognized both in the state and nationally as a best practice. The DPN was an Honorable Mention for the Tom Clements Better Government Aware by Gov. Polis in the area of "Outstanding Innovation in Government."
- DVR's focus on accessibility continues with implementing a route-finding app for people who are blind or have low vision, GoodMaps Explore, at CDLE's Denver office.
 This allows DVR customers and staff to independently navigate the building.
- DVR is providing services to all individuals in locations based on their preferences.
 This could be in their community, in their home for Personal Adjustment Training, virtually or in the DVR office. DVR is on track to meet the goal of getting 54.8% of individuals who are eligible for services to sign their Individual Plan for Employment by the end of the state performance year, July 1, 2023.
- In June of 2023 Workers Compensation recognized six employers for their dedication to safety as a member of the Premium Cost Containment Program (PCC) Program.

- The Office of Future of Work (OFW) hosted the Colorado Apprenticeship Awards in November of 2022, recognizing 22 individuals and organizations dedicated to advancing apprenticeships.
- GPPR launched a new website and quarterly report for stakeholders in October of 2022. This added engagement is critical to our effectiveness in providing value for the good of Colorado, as we strive to partner effectively and meaningfully with all CDLE stakeholders.
- GPPR ensured user-friendly language was used across the Unemployment Insurance
 Division website and enhanced user accessibility by identifying six pain points and
 implementing changes including the consolidation of the "Contact Us" page in order
 to reduce confusion.



EMPLOYERS THRIVE

Cultivate processes and policies that help employers thrive. Through our continued commitment to help Colorado employers succeed, we have expanded our engagement and increased our compliance assistance efforts in the following ways:

- OPS held its Keys to Compliance event series in August of 2022. In Arvada, they had over 200 attendees and in Grand Junction, there were 80 attendees and they partnered with over 25 different stakeholder organizations from the state.
- In FY 22/23, DLSS held 35 compliance assistance events for employers and associations.
- DLSS also continues to expand its offering of online resources with several INFOs guidance documents and made significant modifications to guidance around critical regulatory guidance for both the Equal Pay for Equal Work Act (EPEW) and the Healthy Families and Workplaces Act (HFWA).
- DLSS continues to collaborate with the Colorado Department of Health Care Policy & Financing (HCPF), to design, develop and implement outreach materials, as well as a training program, to educate direct care workers, HCBS (Home and Community-Based Services) employers and other private and public/governmental entities throughout the State regarding worker rights and employer responsibilities.
- Workers Comp translated its Employer Guide into Spanish.
- The Work-Based Learning Incentive (WBLI) Program launched in January 2023 and began accepting applications in March from Colorado employers for reimbursements of up to \$10,000. WBLI incentivizes employers to develop high-quality work-based learning programs.
- The Office of Future of Work (OFW) hosted the Colorado Apprenticeship Awards in November of 2022, recognizing 22 individuals and organizations dedicated to advancing apprenticeships.



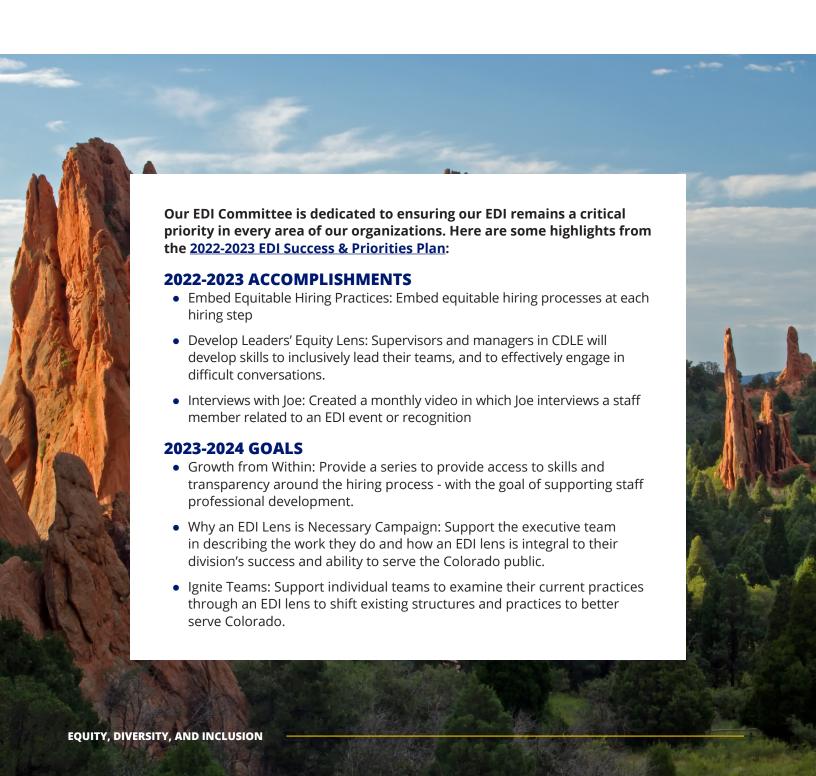
FUTURE OF WORK

Ensure Colorado is prepared for the future of work. With our dedicated Office of Future of Work (OFW), our Office of New Americans (ONA) and our Office of Just Transition (OJT) we are spearheading several initiatives to ensure all Coloradans-both those new to the state and those whose families have been here for generations-are not only set up for success for the workforce of today but also gain the ever-evolving skills and talent needed for tomorrow.

- The Office of Future of Work (OFW) was awarded State Apprenticeship Agency Status by the Department of Labor. SAA status will accelerate the adoption, promotion, and development of apprenticeship programs; provide support; and be responsible for programs' compliance with state and federal laws and standards.
- Apprenticeship Colorado at the OFW awarded over \$699,670 in grant funds to 14
 organizations across the state to support the growth of registered apprenticeship
 opportunities. These funds were the second cycle of the Scale-Up Grant Program, a
 multi-round funding opportunity that originates from the Innovation, Diversity, Equity in
 Apprenticeship (IDEA) grant.
- The Colorado Workforce Development Council (CWDC) produced its annual Talent
 Pipeline Report providing labor market information, highlights talent development
 strategies, and provides data-informed opportunities to enhance the talent pipeline in
 Colorado including way to:
- Enhance opportunities for employers to promote job quality to expand access to skilled talent
- Strengthen the state's data infrastructure to better identify outcomes of policies and programs
- Continue efforts to develop an ecosystem to empower learners/earners to have ownership of their data on their education and employment journeys
- Strengthen critical industries so all businesses can thrive
- And increase the availability of connected learning opportunities to smooth the transition from secondary education to the workforce

- In an effort to provide services to Colorado's immigrant and refugee population, the
 Office of New Americans (ONA) is administering two new programs designed to support
 individuals who now call Colorado home: the Virtual, Career-Aligned English as a Second
 Language Program (VCESL), and the Immigration Legal Defense Fund (ILDF).
 - The VCESL Program provides digital platforms that are specifically designed to equip adult English Learners with sector-specific courses to help them successfully enter Colorado's growing workforce.
 - Through the ILDF, ONA awarded \$350,000 last year and is on target to do the same this year.
- The Office of Just Transition (OJT) partnered with the Office of Economic Development & International Trade (OEDIT) to provide Coal Transition Community Grants to communities whose economies have traditionally relied on the coal industry. These grants are intended to support regional economic and workforce development activities that expand local business, create new good-paying jobs, and create more diversified and strong local economies. Between OJT and OEDIT, approximately \$9.62 million in funding has been allocated for Coal Transition Community Grants during this phase of funding.

EQUITY, DIVERSITY AND INCLUSION



RECOVERY EFFORTS AND STIMULUS IMPLEMENTATION

To advance the state's economic recovery in the wake of the Covid-19 pandemic, Governor Jared Polis signed <u>HB21-1264</u>, whose purpose is to improve outcomes for learners and workers, including underserved populations, by promoting partnerships and helping to prepare Coloradans for well-paying, quality jobs of the future. The bill's objectives include:

- Investment in Career and Technical Education (CTE) to develop high-wage, demanddriven training;
- Encourage the growth of short-term training programs to meet post-pandemic demand;
- Invest in Local Workforce Boards across the state so they can better partner with employers, community organizations, apprenticeship programs, and others to respond to the needs of their communities; and
- Enhance the statewide workforce ecosystem, including grants for statewide workforce innovation initiatives, to be dispensed by the Colorado Workforce Development Council (CWDC).

The CWDC is responsible for \$60M in stimulus funding, and a significant portion of those dollars have been awarded to local workforce boards and other organizations during state fiscal year 2022.



The following organizations have received funding via HB21-1264 to implement programs and activities to help advance Colorado's economic recovery, and with local workforce boards will train 6,000 Coloradans.

- ActivateWork
- Blind Institute of Technology
- Boulder Chamber of Commerce
- CareerWise Colorado
- Colorado Bioscience Institute
- Denver Housing Authority
- Grid Alternatives Colorado Inc.
- <u>Imagine!</u>
- Immigrant and Refugee Center of Northern Colorado
- Jobs of Hope
- Mi Casa Resource Center
- Mile High Youth Corps

- Mt. Carmel Veterans Service Center
- National Institute for Medical Assistant Advancement
- Northern Colorado Veteran's Resource Center
- Partnership for Children & Families
- Second Chance Center
- Servicios de la Raza
- Solar Energy International
- Spring Institute
- The Village Institute
- Volunteers of America



In addition to the reskilling, upskilling and next-skilling activities being provided by local workforce boards and the organizations above, the CWDC has issued the following awards to support targeted industries and enhance the recovery of the nonprofit sector.

- Capacity Building Evidence-based programming and evaluation: CEEMI - \$125,000
- Capacity Building Grant Management: Community Resource Center - \$300,000
- Career Navigation and Coaching Collaborative: Coaches
 - Activate Work Inc \$198,375
 - Center for People with Disabilities \$199,640
 - Center for Work and Employment \$199,385
 - Emily Griffith Technical College \$193,739
 - Forward Steps \$199,640
 - Generation Schools Network \$198,848
 - I Have A Dream Foundation \$199,640
 - Mi Casa Resource Center \$199,640
 - Mile High Youth Corps \$98,854
 - Mt. Carmel Veterans Service Center -\$192,418
 - Spring Institute for Intercultural Learning -\$171,045
 - Youth Employment Academy \$181,990
- Career Navigation and Coaching Collaborative Promotion: Graduate! Network \$150,000
- Career Navigation and Coaching Collaborative Training: Radicle - \$262,880

- Business and Industry Support Regional Sector Partnership Support
 - Arvada Chamber of Commerce \$217,000
 - Boulder Chamber of Commerce \$217,000
 - Colorado Press Association \$217,000
 - Colorado Technology Association \$217,000
 - Fort Collins Area Chamber of Commerce -\$217,000
 - Fremont Economic Development Corp -\$216,000
 - Pagosa SpringS Chamber of Commerce -\$199,000
- Business and Industry Support Trade Association Training Programs
 - Colorado Advanced Manufacturing Foundation - \$310,000
 - Colorado Contractors Association. \$310,000
 - Colorado Hospital Association. \$160,000
 - Colorado Hotel and Lodging Association. -\$300,000
 - Colorado Technology Association. \$310,000
 - Construction Education Foundation of CO -\$310,000
 - Housing and Building Assoc of CoSprings/ Pikes Peak - \$300,000

CDLE's largest influx of ARPA dollars came in the form of SB22-234 which invested \$600 million to improve Unemployment Insurance Trust Fund Solvency. Upon the effective date of the bill, CDLE used \$580 million to pay off part of our Title XII loan balance, then \$12 million to pay off our interest, and the remaining funds were deposited directly into the trust fund.

2022-2023 MILESTONES

FUNDING OPPORTUNITIES

In July 2023, the CWDC will release two new grant opportunities: Workforce Training for Nonprofits and Small Business Apprenticeship. Grants from \$30,000 and up to \$300,000 in funding will go to 501(c)3 organizations to expand or launch training programs for workforce development to help individuals acquire or move up within a Top Job as defined by the 2022 Talent Pipeline Report. Areas of interest include education, first responders (law enforcement, fire, and forestry), construction, advanced manufacturing and nursing.

The other grant opportunity will provide financial incentives of up to \$50,000 to small businesses to expand administrative support for launching new or existing Registered Apprenticeship Programs (RAPs). Employers can utilize funding for hiring internal administrative support to launch or expand apprenticeship programs, provide training for managers and/or mentors and curriculum development. The CWDC produced an <u>SLFRF Partnership Guide</u> to prepare all grantees on managing grant requirements.



JOB TRAINING

As of June 14, 2023, there are 7,288 individuals enrolled in training programs through Reskilling, Upskilling and Nextskilling grants with Colorado's local workforce centers, CWDC's grant subrecipients, and the Workforce Innovation Grants with the local workforce centers. Additional details are available in the table below.

The training programs with the highest attendance from the workforce centers (as of 6/16/23):

- 53303200 Heavy and Tractor-Trailer Truck Drivers (467)
- 31113100 Nursing Assistants (207)
- 29114100 Registered Nurses (137)
- 15121200 Information Security Analysts (113)
- 31909200 Medical Assistants (143)

Goal	Baseline	21/22	22/23 as of May 31
7,000 individuals will enroll in stimulus-funded training programs by June 30, 2023 METRIC: People enrolled in RUN and WIG Programs for training	0	As of 8/22 = 2,756	7,288 104% of goal
Through the implementation of stimulus-funded initiatives, 6,000 Coloradans will complete training programs by June 30, 2023. METRIC: People enrolled in RUN and WIG programs for training	0	As of 8/22 = 1,073	3,652 60.9% of goal

REGIONAL PARTNERSHIPS

The CWDC hosted a three-session training series with 35 attendees for regional sector partnership teams, new sector partnership conveners, or those interested in a reset/refresh. The training series provided a refreshed understanding of the Next Gen model, what makes it distinct from other approaches, what success looks like, and what is required to build and sustain effective sector partnerships. The attendees include the new conveners hired through SLFRF statewide innovation funds, and they will be building regional, business-led public/private partnerships.

PROGRAM ACTIVITIES

<u>Update to legislators August 24, 2022</u> (recording of presentation also available)

IMPACT STORIES

Career Coaching Collaborative helps student, food truck entrepreneur discover pathways beyond high school
Stimulus Funds Help Colorado Hospital Association Provide Industry- Recognized Credential to Healthcare Professionals
Arvada Chamber and Jefferson County Business and Workforce Center Conveners Launch Metro-West Advanced Manufacturing
TechSTART Program Helps Entrepreneur Launch Nonprofit Dedicated to River Restoration
Colorado Launches Career Navigation and Coaching Collaborative to Help Identify Career and Learning Opportunities