

# SMART Act Presentation

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

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

*January 27, 2021*





# CDLE Mission & Vision

## Vision

*A working economy that elevates all of Colorado.*

## Mission

*Working together to promote a thriving employment environment with opportunity for every Coloradan to prosper.*

# CDLE Priorities



## Model Employer

Lead the state in  
becoming a model  
employer



## Workers Prosper

Through  
meaningful  
employment,  
every Coloradan  
prosper



## Exceptional Services

Exceptional  
execution of core  
services in  
collaboration with  
partners and  
stakeholders



## Future of Work

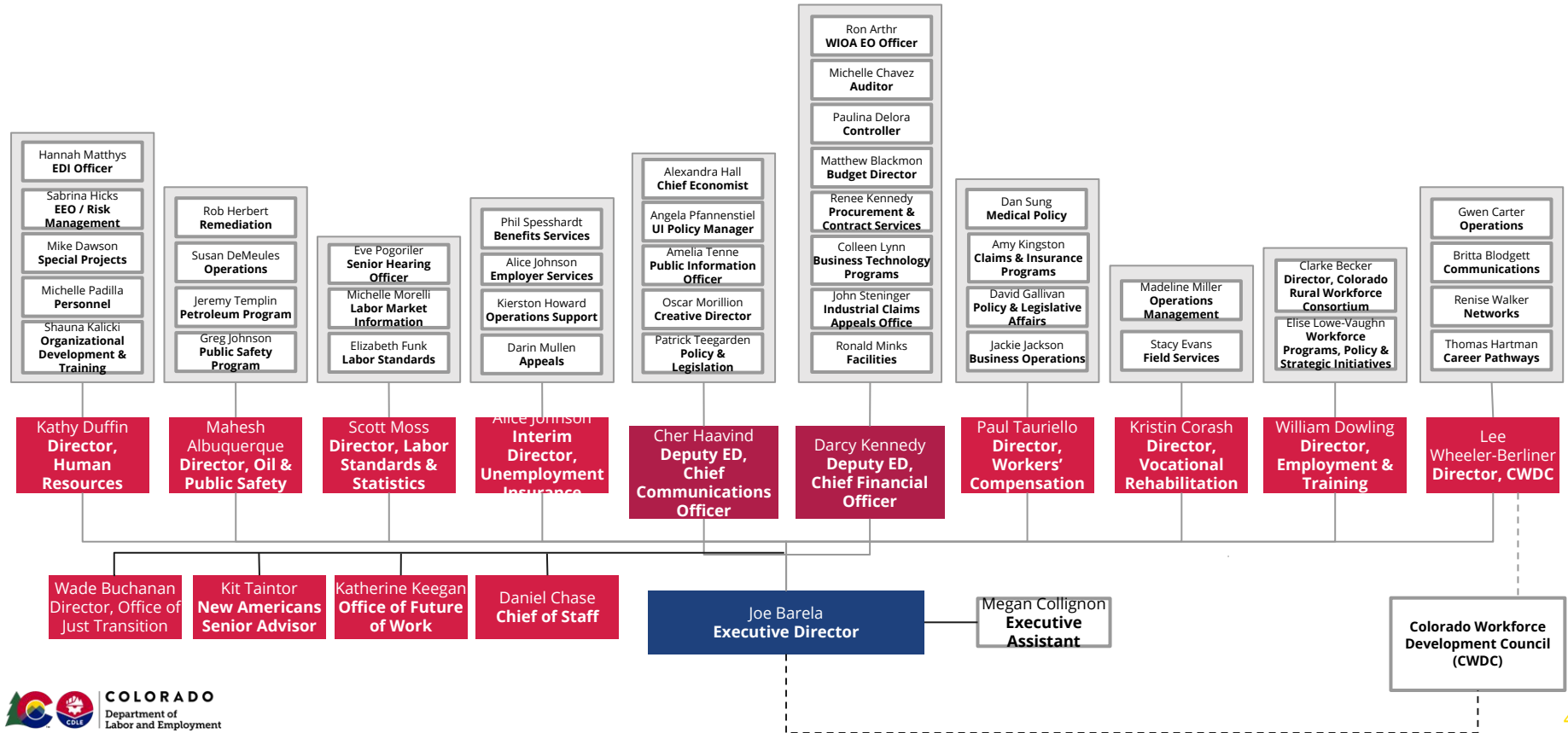
Ensure Colorado  
is prepared for  
the Future of  
Work



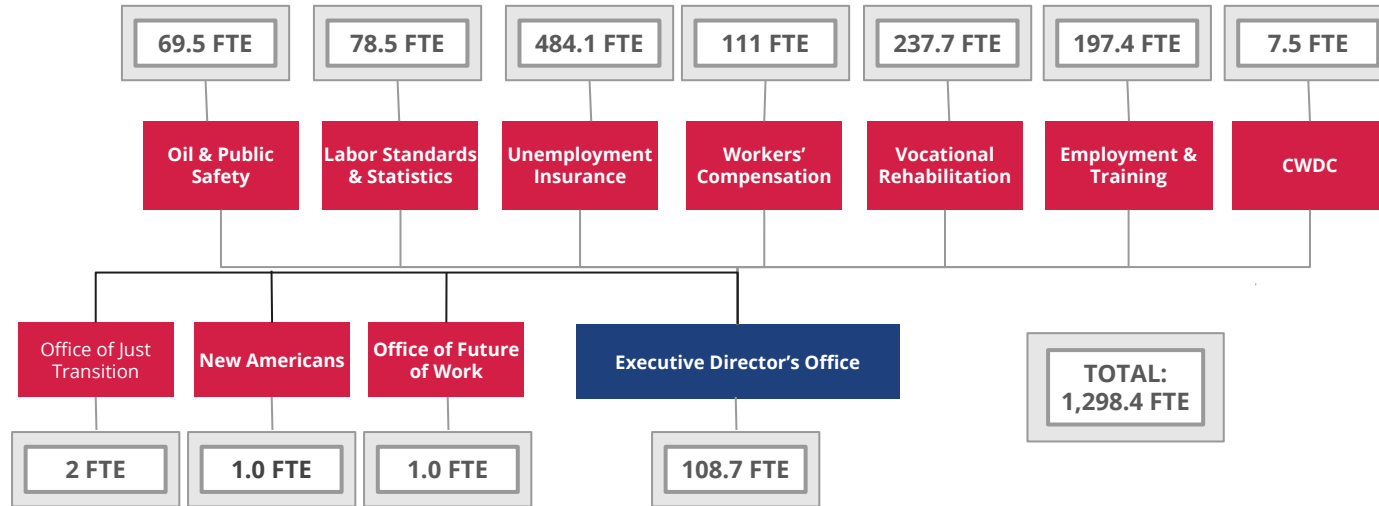
## Employers Thrive

Cultivate policies  
and processes  
that help  
Colorado  
employers thrive

# Organizational Chart *(January 2021)*



# Department of Labor & Employment *(January 2021)*







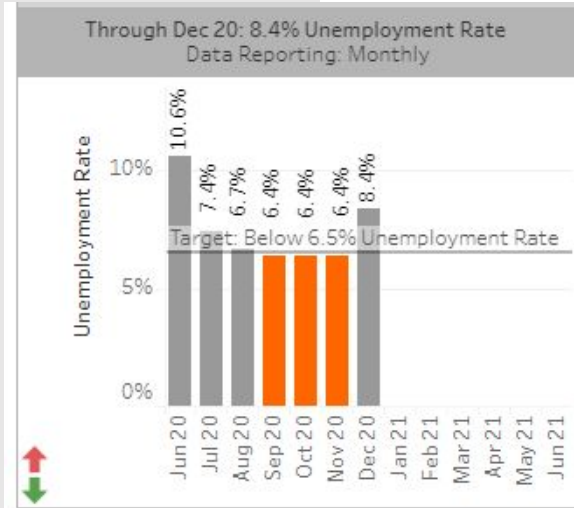
# CDLE Serves Colorado by:

- Building Colorado's talent pipeline
- Ensuring fair labor practices
- Making investments in human capital and strategic workforce development
- Helping businesses recruit employees
- Presenting an up-to-date and accurate picture of the economy
- Protecting our communities with a variety of consumer protection and safety programs
- Ensuring benefits to injured workers
- Contributing to a stable economy by providing temporary wage replacement
- Helping individuals with disabilities obtain, maintain, or regain employment

# CDLE Top Issues

- Unemployment Benefits to COVID19 Pandemic Impacted Workers
- Recovery Agenda - Getting Unemployed Workers back to work
- Modernization of UI Benefit System; Future modernization of Tax System
- FAMILI/Prop 118
- Colorado Worker Wage Rights and Protections
- Just Transitions from Coal
- Future of Work
- New American Integration

# CDLE's FY 2020-21 Wildly Important Goals (Governor's Dashboard)



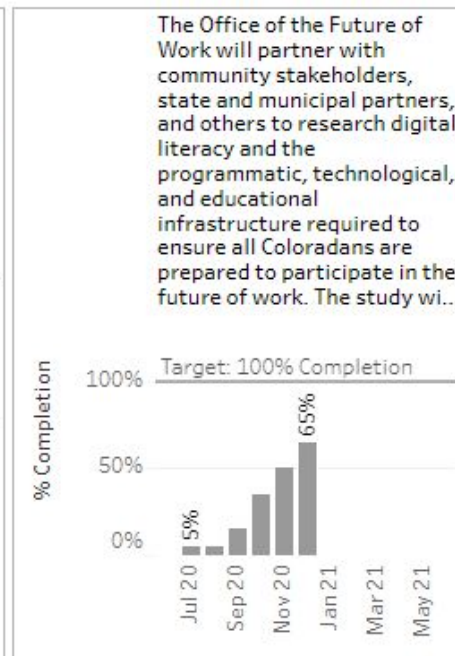
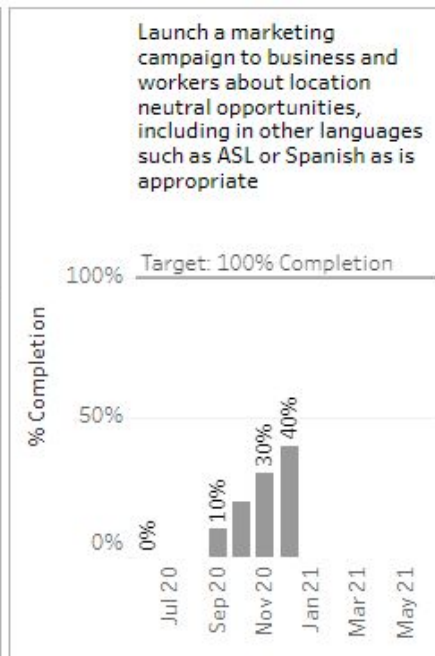
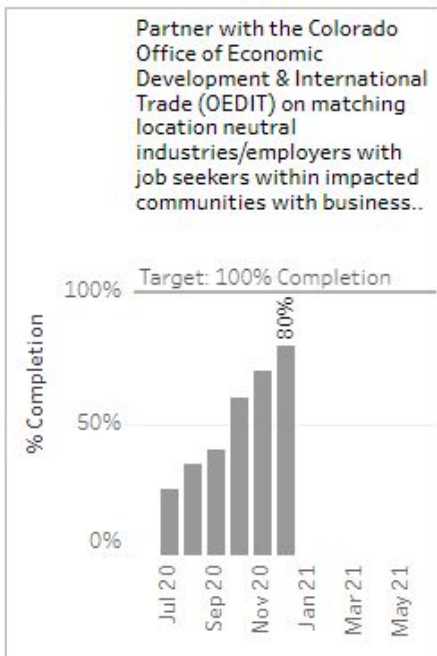
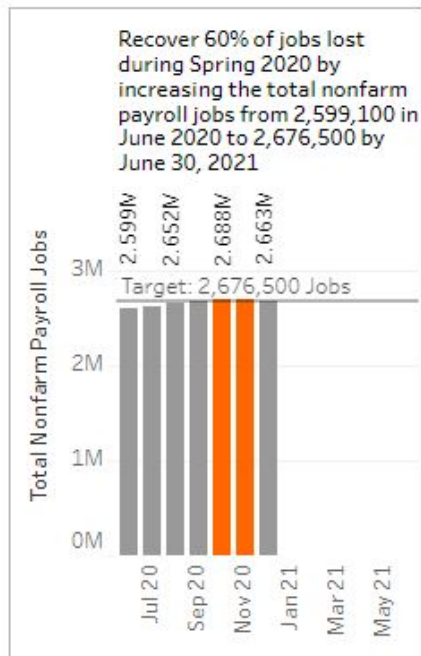
**To reduce Colorado's Unemployment Rate of 10.6% to 6.5% by June 30, 2021. This is part of the long term recovery efforts to reduce Colorado's Pandemic High Unemployment Rate of 12.2% to 5% by June 30, 2023.**

*COVID-19 and other market conditions have had a devastating impact on communities and local economies across the State. Successful completion of this goal will allow the department and its partners to support our communities through location neutral job matching, virtual job fair and hiring events for employers, worker retraining and upskilling, etc. the trend for the future, rather than the anomaly.*

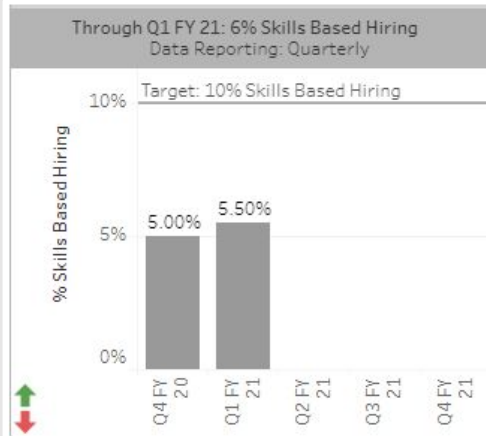


# How the CDLE will accomplish this WIG

## Unemployment Rate



# CDLE's FY 2020-21 Wildly Important Goals (Governor's Dashboard)



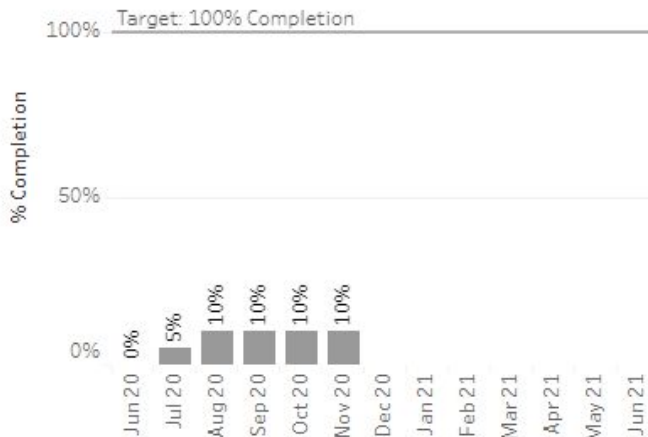
**Facilitate Colorado employers within private and public sectors to increase skills based job descriptions/hiring from 5% to 10%.**

*Skills based hiring vs traditional proxies is at the intersection of Colorado employers who need a skilled workforce and workers needing reemployment opportunities. By creating an opportunity for this intersection, CDLE and its partners can serve as model employers, demonstrating best practices with skills-based job descriptions and hiring and consulting our state's public and private sectors in models that work for their unique workforce needs.*

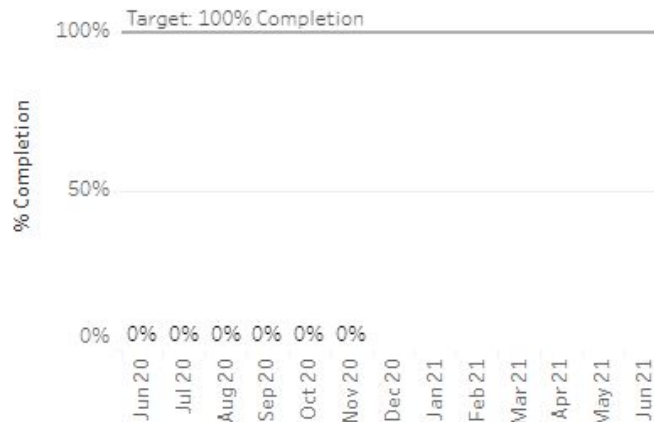
# How the CDLE will accomplish this WIG

## Skills Based Hiring

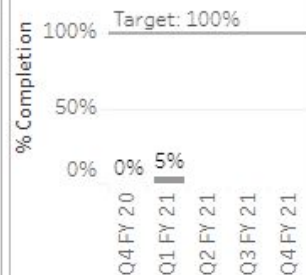
Promote skills-based practices and skills gaps through a campaign with chambers of commerce, Skillful, and the department



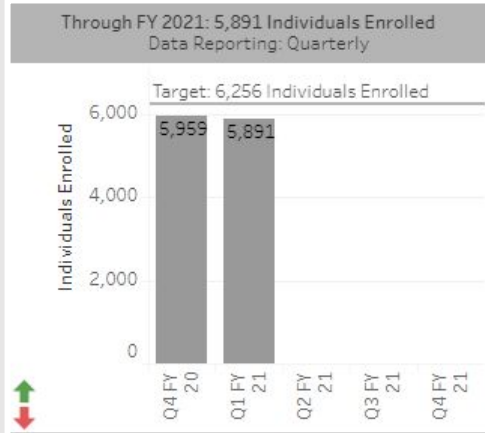
Create a baseline for skills based hiring by employers with whom the Division of Vocational Rehabilitation (DVR) will work and train employer partners on skills based hiring



Create a survey to identify the number of state agencies currently using any type of skills based assessment as part of the hiring process for the purpose of sharing best practices across state agencies and promoting skills based hiring



# CDLE's FY 2020-21 Wildly Important Goals (Governor's Dashboard)



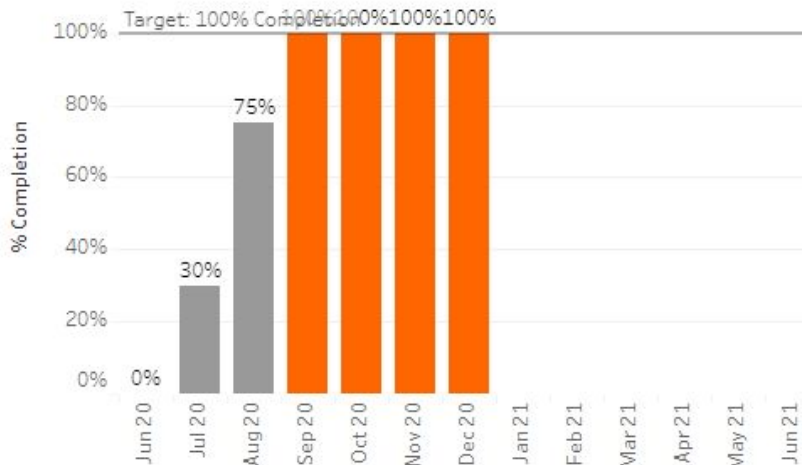
**Increase the total number of individuals who enroll in apprenticeship programs by 5% from 5,959 to 6,256.**

*Successful completion of this goal will help more Coloradans to find meaningful employment and create the opportunity to prosper professionally. Work-based and learn & earn training and credentialing will create opportunities for Coloradans to access skills and competencies while on the job and ensure no worker is left behind.*

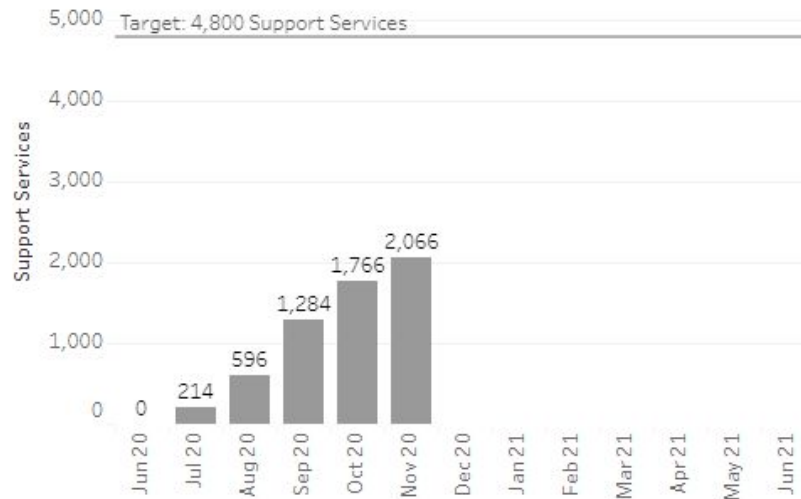
# How the CDLE will accomplish this WIG

## Growth in Apprenticeship Participation

Create and publish the Talent Equity Agenda for the talentFOUND network that highlights specific targets and activities to combat inequities in education and training opportunities in Colorado



Provide a minimum of 4,800 support services to individuals involved in work based learning opportunities





## Commitment to Process Improvement

# CDLE Performance Management

CDLE's performance management approach focuses on increasing efficiency and improving the overall customer experience. The Department uses the performance plan developed every year to guide decision making and provide accountability for reaching our short and long term goals.

**Reporting on process improvements implemented within the Department and illustrated in the [CDLE Performance Plan](#) focused on:**

- Collaborating internally through a Process Improvement Forum
- Collaborating with other agencies to learn and share best practices and efficiencies
- Making lean training opportunities available and accessible to staff
- Developing a culture of continuous process improvement, focusing on the customer.



# Process Improvement

- The **Division of Workers Compensation** revised many of the procedural rules to accommodate electronic filing of documents which also allowed customers to work remotely.
- The **Division of Vocational Rehabilitation** implemented process improvements enabling e-signatures, e-case management, and improving the initial engagement of the people we serve.
- The **Division of Unemployment Insurance** has implemented robotic process automation (RPA) technology for a number of processes including monetary redetermination and PUA identification verification where we have not received the identification. The monetary redetermination bot can process in one day what would take a staff person a full week, freeing up staff to work more complicated redeterminations.





# More Information

To view monthly updates on Wildly Important Goals and corresponding lead measures, please visit the [Governor's Dashboard](#).

**For more information on additional CDLE goals, view our FY 2020-21 Performance Plan at:**

[operations.colorado.gov/performance-management/department-performance-plans](https://operations.colorado.gov/performance-management/department-performance-plans)

# Labor Standards and Statistics

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## - New Paid Sick Leave (20-205) & Whistleblower/PPE (20-1415) Laws:

- **Fully implemented:** All new rules, posters, fact sheets, etc., published on time
- **Complaints:** >100, last 1/3 of '20 (both laws combined), but **paid sick** complaints up to >50/mn & still rising (as COVID spread, & '21 leave goes beyond COVID)

## - Unpaid wages:

- **Increased efficiency:** Closed 15% more claims/mn; sped median processing time (filing thru investigation, both sides' submissions, & decision) to **4 months**
- **Increased recovery:** '20, 31% more unpaid wages recovered than prior years

## - For Employers:

- **Extensive new guidance:** 12 releases since March '20; more coming
- **Maintained outreach talks/Q&A despite COVID:** '20, slightly more than '19
- **>80% rise in settlements** by end of 2020, following **increased guidance** to parties on how to execute settlements to end disputed claims

## - For Immigrants:

- **Increased bilingual staff** for investigations & answering inquiries
- **12 languages** for handouts/posters (wages; paid sick; whistleblower/PPE)

## - Labor/Job Stats:

- **Increased reports**, on rapidly changing economic data, to officials & media
- **Supporting UI** w/ their claims data, trust fund needs, etc.
- **Took on fatal workplace injury tracking** program from CDPHE

# Oil & Public Safety

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- Engaged with industry stakeholders and interagency partners (CDOT, CEO, and CDPHE) on a variety of ZEV initiatives including Retail EV Charging and Hydrogen Fuel Cell EV deployment.

# Workers' Compensation

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- The Division released a fully redesigned version of the Employer Guide which includes imagery and graphics to help educate employers about their responsibility under the workers' compensation act. The Spanish version of this guide is in final stages of production and will mark the first time our Division has made an employer document available in Spanish.
- As of January 16, 2021, the Division of Workers' Compensation has received 6,341 COVID-19 related claims since March 9, 2020.

# Vocational Rehabilitation

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- The Business Enterprise Program (BEP), which supports blind entrepreneurs, has been especially challenged during the pandemic. DVR has provided additional dollars to support both the program and participants through this difficult time. We have also embarked on a program review with the intent to better serve this population and position the program to meet the changing needs of the economy.
- 15,806 people were served and 1,946 cases successfully closed at an average wage of \$15.61.
- View the 2020 DVR Annual Report [here](#).



# Employment & Training

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- Transitioned to **Virtual services**
- Served **18,735 employers** and posted **603,960 job openings**
- Provided Employment and Training services to **313,370 job seekers**
- Delivered services to **38,000+ youth** in the Governor's Summer Job Hunt Program
- Conducted **38 Virtual Job Fairs** for **7,526 job seekers** and **391 employers**
- Secured **\$15+ million in federal grants**
- Developed Work-based Learning tools, including the [Registered Apprenticeship Process Guide](#)
- Released [Exploring the On-Demand Economy in Colorado](#) report with the National Governors Association
- Developed [Programmatic Accessibility Toolkit](#) and [Course](#) to further Equity, Diversity and Inclusion (EDI) efforts statewide.

# Workforce Development Council

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- In the summer of 2020 the CWDC leveraged philanthropic dollars to support local workforce areas transition to remote services and add capacity to serve the increased number of job seekers
- Published and promoted iterative modules of the Talent Development Playbook for employers, containing guidance on implementing evidence-based talent development strategies to support businesses.

# Unemployment Insurance: Customer Service

- Unprecedented claims volume (750% increase year over year) and four new overlapping programs translates to significantly increased call volume.
- Average call volume pre pandemic was 1000 daily then hit a peak of 44,000 unique callers daily, and is currently holding steady at roughly 10,000 customer contacts daily.
- As a result, customers saw increased wait times, busy signals, etc
- CDLE took several actions to address:
  - Immediately shifted over 90FTE from other functions into the call center.
  - Increased web content and claimant wide emails to address common questions.
  - Stood up a Virtual Agent to answer common questions and claim specific questions, available 24/7.
  - Shifted to a scheduled callback system, increasing equitable distribution of assistance.
  - Scaled up call center capacity, from 55 call center agents March 1st to 525 call center agents today (including third party call center), with another new hire class starting in February. In addition, staffing levels in the Division have increased from 435 to roughly 1200 (including vendors) to address the workload and reduce the need for calls.
  - Contracted with a 3rd party to run a second call center on top of our internal call center, to assist with Pandemic Unemployment Assistance claims.
  - Contracted with a vendor for process improvement analysis and implementation to drive efficiencies.
- CDLE launched MYUI+, a modernized claimant system on January 10th, in the medium and long-term will significantly reduce the reliance on the call center.
  - The 3rd party call center has answered more than 103,000 calls since deploying MyUI+.
  - In the short term it allows our 3rd party call center to handle more types of calls for claimants.

# Unemployment Insurance: Customer Service

- We have engaged two vendors who are conducting a user experience review of our call center, claimant communications, website and MyUI+ application to identify areas for improvement.
- We are utilizing robotic process automation to streamline processes including:
  - Regular state unemployment claim monetary redetermination requests,
  - PUA identification verifications, and
  - PUA wage verification
  - Eliminating manual document uploads and data entry in key areas, saving staff time
- We recently held two virtual town halls in English and Spanish to provide information on MyUI+, updates on implementation of the Continued Assistance Act and fraud. More than 10,000 participants joined the town halls.

# Unemployment Insurance: Fraud

- All states began experiencing high degree of fraud in June within the Pandemic Unemployment Assistance
  - PUA easier to target, no checks and balances
- This is a new type of fraud
- Criminals are using stolen identities to file fraudulent claims.
- In July began adding fraud indicators in the PUA system.
- As federal programs expired Dec. 26, criminals shifted their efforts to the state side for W-2.
- Applied PUA fraud triggers in MyUI+
- Using ID.me as a solution to verify identities on claims with holds
- Automation will assist in verifying identities and release holds for payment

# Unemployment Insurance: MyUI+

- Deployed new system on Sunday, January 10th
- MyUI+ brings about about more flexibility, agility with cloud based system
- Modernizing technology creates more security
- Claimants in multiple applications creates issues with data, reporting and claimant communication
- Upgrade was critical to ensuring we could administer the latest round of stimulus payments under the Continued Cares Act and implement future programs.
- Without MyUI+, future reprogramming for federal extensions would have taken 2-3 times longer.
- Since deploying MyUI+ benefits system, we have had more than 290,000 users in the system, 223,000+ payment requests and we have paid more than \$60 million in benefits.
- Our call center has answered more than 103,000 calls since shifting its focus to helping claimants with technical support, filing all new claims and weekly certifications.



# Unemployment Insurance: Federal Benefits

- Will roll out in four phases
- Phase 1 includes:
  - PUA/PEUC claimants who had benefits available when the CARES Act expired on December 26, 2020.
    - CDLE will be emailing all claimants who are eligible to reopen/reactivate their PUA/PEUC claims this week.
  - FPUC, the extra \$300 per week to all claimants who are paid any type of benefit for the weeks of December 27, 2020 through March 13, 2021. The first payment will include retro weeks - back to the week of December 27, 2020 (if a claimant was eligible)
    - No action required. The FPUC benefit will be automatically added to benefit payments issued.
- New PUA claimants and PUA/PEUC claimants who exhausted their benefits will be in phase two.
  - We will keep the PUA/PEUC exhausted claimants updated on next steps in upcoming communications directly to them.
- This first phase of rollout will allow CDLE to administer to ALL claimants the FPUC benefit PLUS those with active PUA/PEUC claims their benefits
- This allows CDLE to provide benefits to the greatest number of claimants during this phase

# Status of the Unemployment Insurance Trust Fund (UITF)

*\*Please see 2020 Colorado UITF Status Report here*

- Prior to the pandemic, Colorado's UI trust fund had a positive balance of approximately \$1.1 billion.
- Approximately \$2.5 billion in regular UI benefits have been paid out since March 2020 and the UI trust fund became insolvent in on August 18, 2020.
- CDLE began borrowing from the Federal Unemployment Account (FUA) on August 18th and to-date (1/25/2021) over \$817 million has been borrowed to pay regular UI benefits.
- CDLE forecasts that by the end of 2021, the UITF deficit will be approximately \$1.7 billion.
- The FUA loans are interest-free until March 14th--no determination has been made as to whether the interest deferral will continue beyond that date.
- While current forecasts remain highly uncertain, the UI trust fund is anticipated to remain insolvent through 2025 before regaining solvency in 2026.
- Aside from the \$2.5 billion paid in regular UI benefits since March 2020, these are the payment amounts from other unemployment insurance programs (through January 9, 2021):
  - Pandemic Unemployment Assistance (PUA): \$1.05 billion
  - Pandemic Emergency Unemployment Compensation (PEUC): \$360.4 million
  - Federal Pandemic Unemployment Compensation (FPUC) additional \$600/week: \$2.51 billion
  - Lost Wages Assistance (LWA) \$300/week for total of 6 weeks- FEMA funds: \$389.2 billion
  - State Extended Benefits (SEB): \$29.7 million
- CDLE continues to ensure COVID-related separations are not charged to an employer's account and to not negatively impact an employer's premium rate.



# Talent Pipeline Report

[2020 Talent Pipeline Report](#) published and shared with legislators on Dec. 8, 2020 ([see overview here](#)). The report identifies:

- leading industries and occupations,
- top jobs,
- key features of the current labor force,
- COVID-19 impact and response, and
- strategies to align supply with industry demand.

## Policy recommendations:

- Colorado's Plan for Workforce and Economic Recovery in 2021 focuses on equity, stabilize, accelerate, prepare

# Talent Pipeline Report

88.8%

Tier 1 Top Jobs  
requiring a credential  
past high school

77%

of all jobs require  
digital skills

\$453,333,190

*in wages were returned  
to the economy*

through the Colorado  
public workforce  
system in PY2019.

313,370

job seekers and  
**9,045** businesses  
were served by local  
workforce centers  
in PY2019.

57.6%

of Coloradans  
have a certificate,  
associate degree,  
bachelor's degree,  
and/or a graduate or  
professional degree.

## Top Posted Remote Occupations

*(March - September 2020)*

Software Developers,  
Software Quality  
Assurance Analysts and  
Testers, Insurance Sales  
Agents, & Customer  
Service Representatives

## Top Essential Skills in Job Postings

*(March - September 2020)*

Communications  
Management  
Customer Service

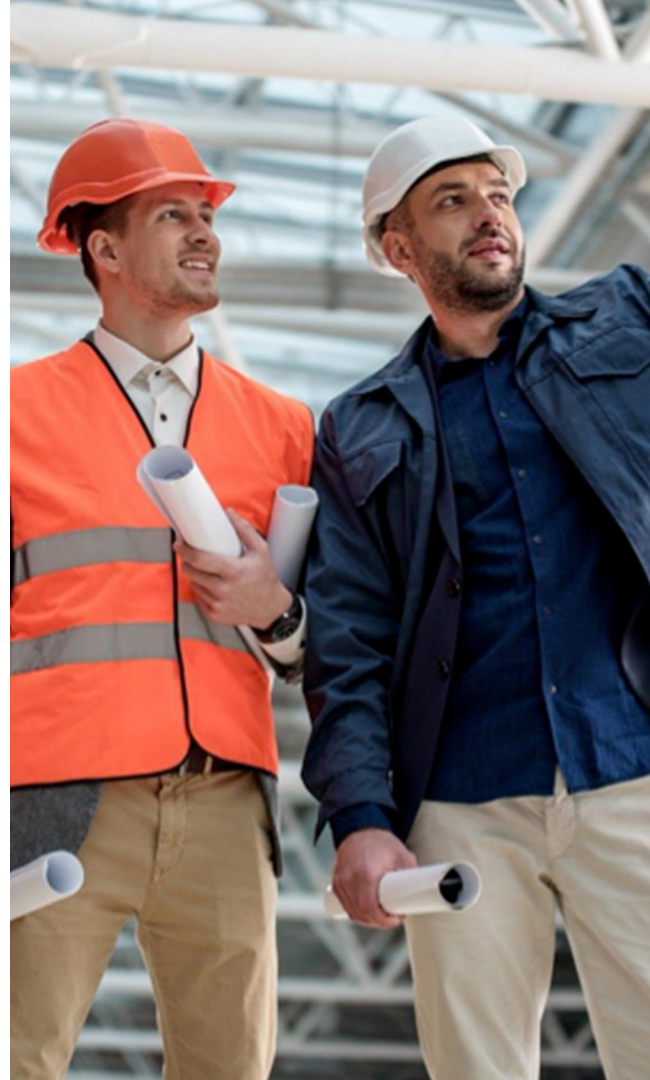
**12.9% / 5.6%** – The unemployment rate from August  
2019 - July 2020 for Black or African American  
women and the overall unemployment rate

# Office of Just Transition

In compliance with HB 19-1314, on December 31st the Office of Just Transition (OJT) submitted a final [Just Transition Action Plan](#), based largely on the work of an advisory committee in 2019 and 2020. The Action Plan outlines strategies to help communities and workers over the next decade or more as they transition away from coal facilities as major employers and economic drivers. **The Plan has two overarching goals:**

- Help each **coal transition community** end up with more family-sustaining jobs, a broader property tax base, and measurably more economic diversity than when this process began in 2019.
- Help **workers** who are laid off from the coal industry and related businesses secure good new jobs with family-sustaining incomes -- and to help them do so without sacrificing family economic security.

Early actions outlined in the plan require no new legislative or funding authority.







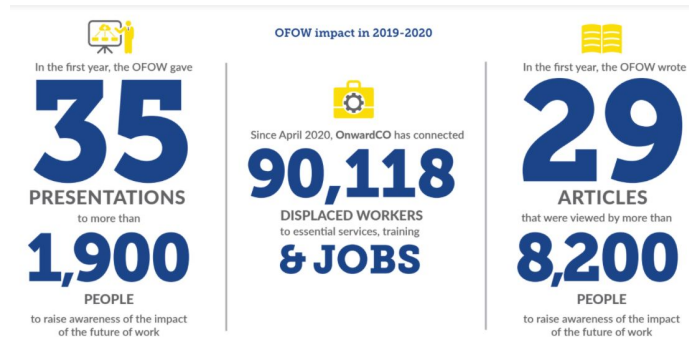
# New Americans Initiative

- A statewide, cross-agency initiative that focuses efforts to ensure more meaningful inclusion of immigrants into the state of Colorado, into the state's civic, social, and economic fabric.
- One in eight Colorado workers is an immigrant; one in four Coloradans live with an immigrant in their household.
- [New Americans Annual Report](#)
  - New Americans are a priority populations in Colorado's Workforce Innovation and Opportunity Act (WIOA) State Plan.
  - DORA's new [immigrant licensure webpage](#) will be updated as new guides become available to help streamline career entry for foreign-trained professionals.
  - In terms of our state COVID response, the Initiative helped ensure inclusion of immigrants, such as the ability of healthcare professional to obtain temporary licenses to assist in our healthcare workers, and held bi-weekly meetings with stakeholders.



# Office of the Future of Work

- Published the first [Office of the Future of Work Annual Report](#)
- Completed [SB207](#) Independent Contractor Study which provides:
  - History and current state of Unemployment Insurance, Workers' Compensation and Wage and Hour law
  - Overview of misclassification of workers in Colorado
  - What data exists and what is needed to understand independent workforce in Colorado
  - Impact of TNCs and DNCs on independent workforce and worker protections
  - Menu of policy options
- Launched OnwardCO which has connected more than 90,000 COVID-19-impacted Coloradan workers to essential resources



# CDLE FY 2021-22 Budget Request

## FY 2021-22 Budget Snapshot

*FY 2021-22 Total Funds: \$267,182,658M*

*FY 2021-22 General Fund: \$19M*

*FY 2021-22 FTE: 1,298.4*





# FY 2021-22 Budget Requests

**FY 2021-22 Budget Request includes the following:**

- R-01 Launching Colorado's Just Transition
- R-02 Strengthening Enforcement of Colorado Labor Law
- R-03 Realign Hospitality Education Grant Program
- IT Cap - IT-01 - Modernize Colorado Automated Tax System

**Department's request also includes the following fiscal stimulus item:**

- S-01 - CO Power 21





# Legislative Agenda

**The Department respectfully requests the General Assembly consider legislation on the following:**

- Unemployment Insurance Technology Fund (likely JBC bill)
- Employment First Advisory Partnership (Sunset bill)
- Family and Medical Leave Insurance initial startup funding.



# Regulatory Agenda

## Summary:

- 2020 Regulatory Activity Report: 15 separate rulemakings
- 2021 Regulatory Agenda: 15 rulemaking hearings anticipated
- [2021 Regulatory Agenda and 2020 Regulatory and Compliance Reports](#)

# Equity, Diversity, & Inclusion

- Incorporate EDI into our mission, vision, values and culture by hiring an EDI Officer, establishing Affinity Groups (current: Black/African American, LGBTQ+ and Allyship) and updating our EDI Committee charter.
- Continue to anticipate and respond to our employees' needs around social justice to build solidarity and create systemic change.
- Celebrate our diversity through My Diversity our Strength and other department-wide campaigns.
- Deliver workshops on building inclusive teams for all CDLE employees to be rolled out February - April, 2021 and led by managers and supervisors.
- Improve diversity in hiring and increase retention through our early adoption of the guides produced by the Colorado Equity Alliance and the advancement of **Skills Based Hiring Practices**.
- Build a culture of equity through actions such as creating gender inclusive restroom signs and language in department policies and use of preferred pronouns.
- Publication of the **Talent Equity Agenda** in September 2020, making the case for targeting resources, raising awareness, and accelerating shared strategies to close racial economic disparities in the state and measure the results.
- Achieved 98% participation rate in taking the **Intercultural Development Inventory (IDI)** assessment which will create a baseline for CDLE and each division, and inform future trainings and development opportunities for all of CDLE.
- Created and currently rolling out a 3-Workshop Series on **Building Inclusive Teams** which will be led by all managers and supervisors in the department with their teams.



# Equity, Diversity, & Inclusion

ART OF DIVERSITY PRESENTS

## TRANSFORMATION THROUGH THE STILLNESS

A Virtual Art Exhibition

December 7-18, 2020



**COLORADO**  
Office of Equity,  
Diversity and Inclusion  
Department of Labor and Employment

**Joe Barela**  
Executive Director,  
Colorado Department  
of Labor and Employment

My diversity makes me a  
**stronger advocate**  
and leader to ALL  
people in Colorado

*"And I know that  
I deserve your love  
There's nothing  
I'm not worthy of  
When the sharpest words  
wanna cut me down  
I'm gonna send a flood-  
gonna drown 'em out  
This is brave, this is bruised  
This is who I'm meant to be, this is me  
Look out 'cause here I come  
And I'm marching on to the beat I drum  
I'm not scared to be seen  
I make no apologies, this is me  
This is who I'm meant to be, this is me"*

A dimension of diversity  
that I bring to CDLE is  
I am a native Coloradan,  
Spanish American,  
CU Graduate,  
partner to my significant other  
for 19 years, and am  
a proud member of  
Governor Jared Polis'  
Executive Cabinet

**COLORADO**  
Office of Equity,  
Diversity and Inclusion  
Department of Labor and Employment

**Maresh Albuquerque**  
Director - Oil and Public Safety

A dimension of diversity  
that I bring to CDLE is that  
I am an  
**Asian Indian  
Catholic &  
Immigrant  
to the US,**  
married to a beautiful girl  
from Kentucky, and  
we have a  
Native Coloradan  
son.

My diversity makes me  
stronger in my work  
by helping me  
**understand, relate  
& build friendships**  
with people from  
diverse backgrounds.

**DID YOU KNOW:**  
Immigrants contribute  
disproportionately  
to entrepreneurship.  
Although they represent only  
**13%** of the population,  
they represent  
**27.5%** of all entrepreneurs.  
(Harvard Business Review, 2018)





# Remote Work

In response to COVID-19, CDLE has completed a comprehensive review of its programs and staff to identify where short-term remote work is appropriate, and is continuing to evaluate long-term opportunities for remote work. Currently, CDLE has:

- Approximately 75-80% of employees working remotely
- Future considerations around remote work relate to office lease termination/renewal dates, continued 'success' of teleworking
- Conducted a remote worker survey to determine interest in long term remote work along with barriers and supports needed.
- CDLE has revised the flexplace policy for more permanent flex place agreements such as remote worker certification, achievement of growth and development goals and performance standards.

## Division Specific Highlights:

- The Division of Workers' Compensation is operating with 90% of staff working remotely all while maintaining a 100% service level for customers.
- OPS maintained strong field inspection oversight presence throughout the pandemic, which has resulted in over 90% operational compliance rate for regulated entities across all OPS programs, similar to percentages in prior years.

# Outstanding Audit Findings

The Coronavirus Pandemic delayed implementation of some of the audit findings. The reprogramming needed to administer the federal legislated UI benefit programs delayed the go-live of the UI modernization of the claimant benefits side of the system from Spring 2020 to January 2021. All findings are being addressed with the modernization of the unemployment insurance systems in cooperation with OIT. The updates to the systems will address the internal security issues and anomalous activity identified in these findings. With the January 2021 implementation of the modernized claimant benefit system, MyUI+ (formerly known as CUBS) and CLEAR findings are expected to be resolved by September 2021. The other findings related to the employer premium side of the system (known as CATS) will be resolved with future system modernization.

**2019-026 C & D: CUBS, CATS, & CLEAR IT Internal Controls:** Work with OIT and the CLEAR vendor, as applicable, to improve controls over CUBS, CATS, and CLEAR by developing and establishing adequate processes to comply with Security and OIT Cyber Policies and IRS Publication 1075, as applicable.

**2018-025 CUBS & CATS IT Internal Controls :** Work with OIT to ensure compliance with Colorado Information Security Policies and improve information technology general controls over the CUBS and CATS by ensuring that audit logging is designed, built, implemented, and operational as part of the Unemployment Insurance Modernization project

**2017-027 A & E: CUBS, CATS, & CLEAR IT Internal Controls:** Work with OIT and the CLEAR vendor, as applicable, to improve controls over CUBS, CATS, and CLEAR by developing and establishing adequate processes to comply with Security and OIT Cyber Policies and IRS Publication 1075, as applicable.

# Call Center Job Losses

## Call Centers Impacted from Jan 1 - Dec 31, 2020

### WARN - TOTAL: 0

- No call centers reported layoffs under WARN for NAICS: 561422 Telemarketing Bureaus and other Contact Centers

### Non-WARNs - TOTAL: 422\*

- **Call Centers with Initial Claims of 20+ layoffs per month**
  - Concentrix CVG Customer Management - **46** (Westminster)
  - Ascenda USA - **269** (Aurora)
  - Qualfon Data Services - **52** (Ft Collins)
  - Signia Marketing LTD - **29** (Westminster)
  - SynQ3 Restaurant Solutions - **26** (Colorado Springs)

**All companies were offered Rapid Response services**

*\*Note: Totals for Dec 2020 are not included because data is not yet available*

# FAMLI

- Proposition 118 created the Family and Medical Leave Insurance division within CDLE.
- CDLE has begun scoping out what it will take to meet each deadline
- Moving forward with hiring a division director
- Also looking at other key positions in policy, technology, and operations.
- We know the biggest lift will be rulemaking and technology development.
- Initial funding will come from a general fund transfer, then some form of borrowing to fund the larger expenses.
- Premium collection is slated to start in 2023, and benefits in 2024.

# Reports and Resources

- [Colorado Unemployment Insurance Trust Fund Report 2020](#)
- [Long Range Financial Plan FY 2021-22](#)
- [Performance Plan FY 2020-21](#)
- [Division of Vocational Rehabilitation Annual Report 2020](#)
- [DWC Injured Worker Guide 2020](#)
- [Guía del trabajador lesionado 2020](#)
- [DWC Employer Guide 2020](#)
- [Colorado Talent Pipeline Report 2020](#)
- [Colorado Talent Pipeline Report Overview \(Summary\) 2020](#)
- [Talent Development Playbook](#)
- [The Agile Employer](#)
- [Diversity, Equity & Inclusion](#)
- [Recruitment and Retention](#)
- [Colorado Talent Equity Agenda 2020](#)
- [The Purpose-Driven Employer: The Next Evolution of Business](#)
- [New American Integration Annual Report 2020](#)
- [Draft Colorado Just Transition Plan](#)
- [Colorado Just Transition Action Plan](#)

# SMART Act Presentation

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

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

*January 27, 2021*

