Colorado’s WIOA
Strategic Goals and Dashboard
Engage business and industry as a fulcrum to inform and align all elements of the demand-driven system.

Establish a customer-centric and holistic focus to increase coordination, effectiveness, and access through shared data, tools, and resources.

Engage partner staff at every level for better system alignment.

Create and deliver a unified message for internal and external communication and connections.

Drive meaningful outcomes through innovation, alignment of metrics, and accountability.
Assumptions

Financial Resources
- The ability to achieve these goals is contingent upon continued federal funding similar to 2015 levels

Metrics and Targets
- Metrics should be relevant to the objective we are striving for
- Baselines must be understood before targets can be set
- Targets should be attainable and balance state and local efforts
## Goal 1: Engage business and industry as a fulcrum and align all elements of the demand driven system

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<tr>
<th>Strategy</th>
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| **Expand regionally-focused sector partnerships that are championed by business and industry to drive career pathways** | ● Technical assistance to existing sector partnerships around their workforce goals  
● Outreach to local areas to support emerging partnerships, and/or interested industry partners  
● Design and disseminate multiple career pathways that enable Coloradans to have a clear roadmap for success | ● Increase the number of regional sector partnerships 20% by 2018  
● Operationalize the Colorado Expert Team to support all partnerships utilizing sustainable resources  
● Design and disseminate two statewide Career Pathways each year |
| **Develop and implement a full spectrum of work-based learning opportunities to be deployed broadly across sectors.** | ● Develop a framework for models of work-based learning and corresponding tools needed by employers and/or educators to implement these models widely throughout the state and across multiple sectors.  
● Train employers and educators with the framework  
● Support work-based learning initiatives through funding and/or technical assistance | ● Increase the number of registered apprenticeships by x%  
● WBL opportunities are included in career pathway programs for critical occupations  
● Increase employers aware of and offering WBL across all programs  
● A point of entry is known for employers, job seekers, and programs |
| **Support collaboration between business and education to understand the value of stackable industry recognized credentials** | ● Leverage the state’s sector partnerships to understand the currency industry-recognized credentials hold within the Colorado labor market  
● Collaborate with community partners, and identify additional strategies to increase businesses’ awareness of them so they become embedded within hiring practices. | ● 20% increase in industry recognized credentials |
Goal 2: Establish a customer-centric and holistic focus to increase coordination, effectiveness, and access through shared data, tools, and resources

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<tr>
<td>Adopt LEAN principles for the implementation of cross-partner strategies/services to increase efficiency, accessibility, and coordination of job-seeker services.</td>
<td>• Convene a working group with representatives from all partners included in this plan to identify general areas of opportunity for more coordinated services/strategies • Apply LEAN principles to these topic areas and implement change through work groups • Identify ways technology can be streamlined and/or leveraged to increase access to services and how it can improve individuals’ experience in the system.</td>
<td>• Resources of best practices are developed to support local programs in adjusting services, including flow chart models</td>
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<td>Enhance the alignment of business services across all partner programs.</td>
<td>• Incorporate the WIOA core programs and the services they represent into the business services team • Cross - Educate staff on roles and responsibilities of business focused staff from each core partner</td>
<td>• Internal and external gaps between career services and business services are resolved</td>
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<td>Develop and implement a technology solution or other methods for data coordination and information sharing across program partners.</td>
<td>• Receive input from LEAN workgroups to learn what technology is most needed • Explore ways to integrate data systems and/or share information more effectively to eliminate duplication of services, dual data entry, and customer frustrations. • Explore ways to build upon and/or link existing infrastructures rather than create new ones.</td>
<td>• A legal, consistent data sharing MOU is developed that guides work with all partners</td>
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## Goal 3: Engage partner staff at every level for better system alignment

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<th>Activity</th>
<th>Future</th>
<th>In Progress</th>
<th>Accomplished</th>
<th>Measures</th>
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| Implement continuous professional development for staff from all partner programs to elevate internal expertise and professionalism and to equip them with the tools necessary to operate a comprehensive, holistic approach to talent development. | Cross Educate all staff on the following items:  
- The “no wrong door” philosophy  
- Knowledge, information, and tools to guide customers through the system  
- Knowledge on different programs, resources, and processes that exist to support business and individual customers.  
- Host quarterly webinars to continue the cross-education process as new topics and questions come up  
- Launch an intensive professional development effort aimed at elevating staff professional skills and simultaneously promoting a collaborative, “no wrong door” philosophy.  
- Develop a state talent development professional certification in partnership with national associations |  |  |  | - 4 training webinars conducted annually with x% of staff attending |
| Create opportunities for staff at all levels to engage in continuous improvement efforts, leveraging their first-hand experience and unique perspectives to inform the processes. | Host staff opportunities - either virtually or perhaps via in-person forums - to share their ideas and be a part of the solution.  
- Establish a method for staff at all levels to participate in the ongoing continuous improvement efforts of Colorado’s workforce development system. |  |  |  | - Staff engagement in process improvement efforts  
- Ideation sessions hosted as a part of conferences  
- 2 virtual ideation sessions held with staff annually |
## Goal 4: Create and deliver a unified message for internal and external communication

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| Establish a brand for the Colorado talent development network that represents the vision and strategies of the WIOA combined partners. | • Develop and vet the brand  
• Soft launch of TalentFound  
• Recruit charter affiliates  
• Full launch of TalentFound electronic gateway and public service announcements | • Goals: recruit 10 charter affiliates for launch, recruit 20 charter affiliates by end of 2016, recruit X charter affiliates for full launch  
• Electronic gateway unique visitors goal TBD |
| Define the key messages and brand promise for target audiences.           | • Convene Marketing and Outreach Workgroup to incorporate feedback around key messages and improve alignment  
• Hold information gathering sessions with various stakeholders                  | • Complete key message work with partners                                                   |
| Explore ways to capture the Return on Investment (ROI) of the workforce system in order to promote the value of the system and all programs within it. | • Learn from other states, communities, and government programs that have calculated their programs’ return on investment as a starting point.  
• Explore methodologies that will capture Colorado’s unique system.  
• Promote its value to external stakeholders such as economic development partners, business and industry, elected officials, funders, and the like |
### Goal 5: Drive meaningful outcomes through innovation, alignment of metrics, and accountability

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| **Adopt system-wide outcome metrics to portray an accurate depiction of the workforce system, which will be used for planning and implementation of system services.** | • Map the metrics for each partner and identify opportunities for alignment.  
• Work toward consensus on system-wide outcome measures to which each partner program can contribute | • Identify the shared metrics, Increase performance on those outcomes |
| **Utilize partner relationships to implement meaningful pilot programs that foster an environment of innovation.** | • Develop ways to engage our system partners and other external partners from economic development, higher education, and community-based organizations to conduct pilot projects to test innovative ideas and new strategies.  
• Scale or replicate successful pilots/models | |