

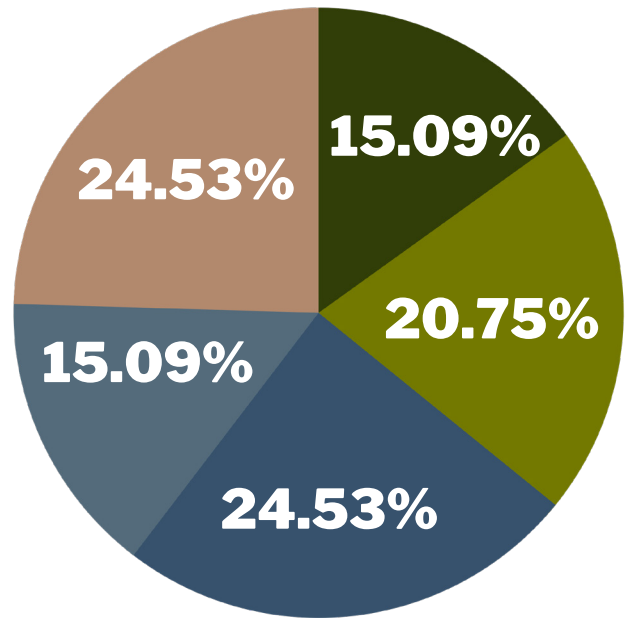


1Q2023 STRATEGIC PLAN UPDATES

GOALS

- 1** Identify and minimize barriers.
- 2** Improve service access and efficiency by streamlining and modernizing technology.
- 3** Revitalize and improve agency-wide communication pipelines through timely information to our employees and stakeholders.
- 4** Support a culture of transparency with a continued emphasis on employee input.
- 5** Promote internal and external knowledge of agency programs while assessing and addressing service gaps.

Percentage of goals being pursued by the agency.



PROGRESS

5 Action Items Awaiting Assignment

23
Action Items In Progress *

2 Completed Action Items

DEADLINES

April (2)	June (1)	August (1)
September (1)	October (3)	December (19)
		2024 (2)

*Of action items currently in progress, which totals 23 of the 30 action steps, 16 of those are not expected to be completed until the end of the year.

MISSION

Collaborating to support a thriving workforce and economy.

VISION

Leading workforce innovation and investing in employee development today for a stronger tomorrow.

OFFICE OF THE DIRECTOR

ACTION STEPS

Coordination and collaboration between Workers' Compensation Employer Services and the Mining Inspectors to ensure the mining industry has information about, and support for, participation in the Workers' Compensation safety discounts.

Measurement: Track number of mining companies receiving information about the safety discount program. And further, review data to see whether or not there's been an increase in the percentage of mining companies receiving a safety discount.

Status: Awaiting Assignment

Reflective of which Goal: 1 2 5

Lunch and Learn with the State Mining Examiner and Deputy Mining Examiners.

Measurement: Completion of the Lunch and Learn. Placing recording of Lunch and Learn on the DWS Intranet.

Status: Awaiting Assignment

Reflective of which Goal: 1 4

Explore a new online inspection system for the Office of the State Mining Examiner.

Measurement: Completion of a report to include in DWS biennial budget request, if feasible.

Status: Awaiting Assignment

Reflective of which Goal: 1 2 3

UNEMPLOYMENT INSURANCE, EMPLOYER TAX DIV, BAM, TPS

ACTION STEPS

Improving external user experience through enhancements to the mobile site and review and update of information being utilized to ensure plain language.

Measurement: Track the number of issues and call volume as well as online filers numbers.

Status: In Progress

Reflective of which Goal: 1 2

Crosstrain with other divisions.

Measurement: Request feedback from staff and track future needs.

Status: In Progress

Reflective of which Goal: 5

EMPLOYMENT AND TRAINING, WORKFORCE CENTERS

ACTION STEPS

Re-launch Wyoming at Work on a new Career Edge platform.

Measurement: Successful completion of phases.

Status: In Progress

Reflective of which Goal: 1 2

Conduct training, to include cross-collaboration with other divisions focused on the Wyoming Innovation Opportunity Act (WIOA) core programs and the additional partners. (This may also include job shadowing.) In addition, complete the Program Specific Workforce 180 Training.

Measurement: Survey after implementation.

Status: In Progress

Reflective of which Goal: 5

BUSINESS TRAINING AND SUPPORT UNIT

ACTION STEPS

Launch a new grant management system.

Measurement: Conduct a survey targeted at frequent business applicants following the implementation of the new system to measure the system's efficiency, effectiveness, and ease of use for applicants.

Status: Awaiting Assignment

Reflective of which Goal: 1 2 3 4

Implementing new American Rescue Plan Act (ARPA) programs.

Measurement: Ensuring all of the key milestones have been met (program development, hiring position, and marketing campaign launch).

Status: In Progress

Reflective of which Goal: 5

Develop cross training platform - including conducting a BTSU lunch and learn presentation and meeting with/shadowing program staff from different divisions to share program information.

Measurement: Completion of agency-wide training through lunch and learns, meetings conducted with other divisions' program staff, and the development of a training video to be available for use with new agency staff.

Status: Awaiting Assignment

Reflective of which Goal: 3 5

WORKFORCE STANDARDS

WORKERS' COMPENSATION & EMPLOYER SERVICES

ACTION STEPS

Create QR code for a link to a customer service survey.

Measurement: Track number of responses to customer service survey.

Status: Completed

Reflective of which Goal: 2 3

Work with the Business Intelligence Unit (BIU) to add QR code to all Workers' Compensation (WC) letters.

Measurement: Track number of responses to customer service survey.

Status: In Progress

Reflective of which Goal: 2 3

WORKERS' COMPENSATION SAFETY & RISK (WCSR)

ACTION STEPS

Cross-division collaboration and job shadowing with other units and offering units to job shadow Workers' Compensation Safety and Risk (WCSR).

Measurement: Track the number of employees that shadow WCSR and number of WCSR employees that shadow other units.

Status: In Progress

Reflective of which Goal: 5

WCSR outreach to employers via mail and in-person.

Measurement: Track number of employer contacts WCSR makes.

Status: In Progress

Reflective of which Goal: 3 5

BUSINESS INTELLIGENCE UNIT (BIU)

ACTION STEPS

Communicate regular IT project updates through the Weekly Round-Up.

Measurement: Provide at least quarterly IT project updates through the Weekly Round-Up.

Status: In Progress

Reflective of which Goal: 3 5

OSHA

ACTION STEPS

Conduct Occupational Safety Health Administration (OSHA) Lunch & Learns for DWS staff.

Measurement: Track number of DWS staff that attend the lunch & learns.

Status: In Progress

Reflective of which Goal: 3 5

Annual OSHA-All staff meeting to share info and gather employee input on process, comms., etc.

Measurement: Conduct an OSHA employee satisfaction survey.

Status: In Progress

Reflective of which Goal: 3 4

LABOR STANDARDS

ACTION STEPS

Meet weekly with staff in listening sessions to gain feedback on ways to improve processes, culture and leadership at Labor Standards.

Measurement: Track employee feedback for process changes and improvements.

Status: In Progress

Reflective of which Goal: 2 4

Hold monthly education sessions during the lunch hour for other employees and the general public to explain the various areas of enforcement Labor Standards oversees.

Measurement: Measure how many individuals attend each session.

Status: In Progress

Reflective of which Goal: 3 5

Work with DWS programs to identify needs and develop IT projects.

Measurement: Measure the number of new DWS IT needs and programs working with BIU.

Status: In Progress

Reflective of which Goal: 2 3 5

FISCAL

ACTION STEPS

Promote, encourage, and seek engagement among all levels of staff through the use of job shadowing and cross-training.

Measurement: Teams will meet together to share learning opportunities and provide feedback.

Status: In Progress

Reflective of which Goal: 3

Promote networking opportunities to foster creative solutions by coordinating with field and program staff to identify areas of improvement and collaborate to find solutions (formal meetings, phone calls, etc.).

Measurement: Final report identifying the various creative solutions identified by the staff.

Status: In Progress

Reflective of which Goal: 4

Develop and implement a consistent staff training program.

Measurement: Items being developed, to include training videos, policies and procedure materials, and other resources.

Status: In Progress

Reflective of which Goal: 4

POLICY, RESEARCH & COMMS

ACTION STEPS

Re-launch Wyoming at Work on a new platform.

Measurement: Successful completion of phases.

Status: In Progress

Reflective of which Goal: 1 2

Launch a new intranet for the agency.

Measurement: Successful completion of milestones, employee survey post-launch, and capture of website analytics.

Status: In Progress

Reflective of which Goal: 1 2

Implementation of Wyoming Workforce Development Council Board Management Software.

Measurement: Successful completion of milestones.

Status: In Progress

Reflective of which Goal: 3

VOCATIONAL REHABILITATION

ACTION STEPS

Create opportunities and acknowledge suggestions from all Division of Vocational Rehabilitation (DVR) staff.

Measurement: Futures Group meets quarterly and communicates staff suggestions and concerns to the Central Office.

Status: In Progress

Reflective of which Goal: 4

Promote and implement a culture that is fair, equitable, diverse, inclusive, and forward thinking.

Measurement: The Vocational Rehabilitation Technical Center for Quality Management (VRTAC-QM) presented training on diversity and inclusion in the workplace that DVR was required to attend. Training in this subject matter is also continuously offered in our on-line training library from Yes Learning Management System. Obtaining training in this area was also a PMI goal for all staff.

Status: Completed

Reflective of which Goal: 4

Develop mechanisms to facilitate cross-training, and/or job shadowing across programs or divisions.

Measurement: DVR engages in Lunch & Learn webcasts as well as invites different programs to speak at the monthly meetings. We want to continue more job shadowing with co-located offices to allow for DVR staff to have a better understanding of Employment & Training (E&T) programs.

Status: In Progress

Reflective of which Goal: 5

Develop and implement comprehensive external communication methods that are consistent and flexible.

Measurement: n/a

Status: In Progress

Reflective of which Goal: 5

**Questions?
email the Strategic
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