

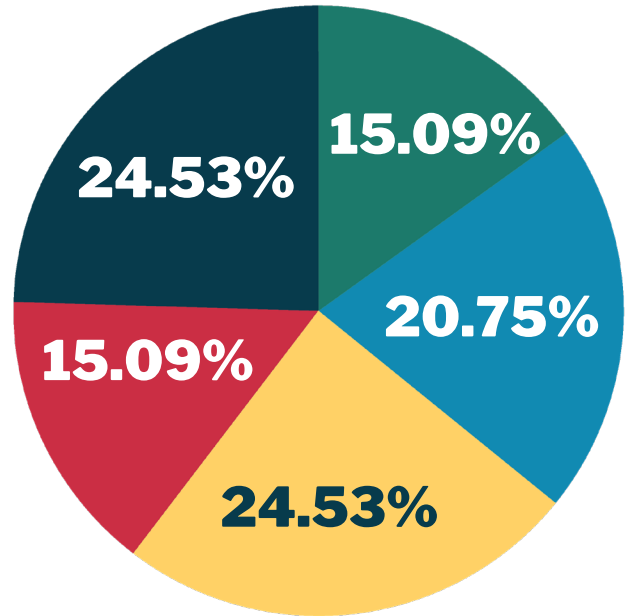


# 2Q2023 STRATEGIC PLAN UPDATES

## 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

**2** Action Items Awaiting Assignment

**24**  
Action Items In Progress \*

**4** Completed Action Items

## DEADLINES

April (1)	June (1)	August (1)
September (1)	October (3)	December (20)
		2024 (3)

\*Twenty of those action items in progress are set to be completed in December of 2023 and beyond.

## MISSION

Collaborating to support a thriving workforce and economy.

## VISION

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

“The Division of Vocational Rehabilitation has truly enjoyed hosting various “virtual coffee hours” to meet with staff and engage in conversations about their concerns. Due to the positive feedback we have received, and the importance of communicating and listening to and communicating directly with field staff, we have decided to schedule more of these in the future.”

—Jeff White, a program manager within the Division of Vocational Rehabilitation



## VOCATIONAL REHABILITATION

### ACTION STEPS COMPLETED: 1

No additional action steps completed in Q2. However, 1 action step was completed in Q1 and the remaining action steps have a target completion date of October and December of 2023.

### ACTION STEPS IN PROGRESS: 3

**Update:** Held three virtual “coffee hours” to meet with staff and engage in conversations about their concerns to further pursue the action step of creating opportunities to acknowledge suggestions from all DVR staff.

**Reflective of which Goal:** 4

No additional updates to report on the two remaining action steps.

## UNEMPLOYMENT INSURANCE, EMPLOYER TAX DIV, BAM, TPS

### ACTION STEPS COMPLETED: 0

No action steps completed in Q1 or Q2. However, the two action steps have target completion dates of December 2023.

### ACTION STEPS IN PROGRESS: 2

**Update:** Received an opportunity to work with the U.S. Department of Labor and a third party on improvements for our site as it relates to mobile use and accessibility. They will be providing guidance based on work they have done with other states previously as well as any additional recommendations that they have to improve user experience.

**Reflective of which Goal:** 1 2

**Update:** Currently in the process of scheduling several large group meetings to give a brief overview of each program to the whole group to help cross-train staff.

**Reflective of which Goal:** 5

## SUMMARY HIGHLIGHTS

Teams continue to work hard on their action plan steps and all are still on track to be completed by their target completion date.

- 2 additional action steps have been completed by DWS teams.
- 1 more action step was put into motion that had previously been awaiting assignment.
- 1 team extended their target completion date to the end of the year for one of their action steps.

## OFFICE OF THE DIRECTOR

### ACTION STEPS COMPLETED: 1

**Update:** Completed their Lunch and Learn with the State Mining Examiner and Deputy Mining Examiners, held on May 2, 2023.

**Reflective of which Goal:** 1 4

### ACTION STEPS IN PROGRESS: 2

**Update:** Worked with the Strategic Operations Team to produce a brochure that Deputy Mine Inspectors can bring to the mines with them. And, delivered the brochures to the State Mine Inspector on May 18, 2023.

**Reflective of which Goal:** 1 2 5

**Update:** Determined that it is not necessary to submit a budget request for the 25-26 budget at this time for a new online inspection system for the Office of the State Mining Examiner. Therefore, this team moved the deadline to January of 2024.

**Reflective of which Goal:** 1 2 3

## BUSINESS TRAINING AND SUPPORT UNIT

### ACTION STEPS COMPLETED: 0

No action steps completed in Q1 or Q2. However, one has a target completion date by the end of August and the other two have target completion dates of December 2023.

**ACTION STEPS AWAITING ASSIGNMENT: 2**  
BTSU is still waiting on a contract approval for the new grant management system and has not yet set a project timeline for their informational presentations.

### ACTION STEPS IN PROGRESS: 1

**Update:** Received approval for the healthcare program and are currently in the hiring process for both the (formerly approved) pre-apprenticeship program and (newly approved) healthcare program.

**Reflective of which Goal:** 5

## WORKFORCE STANDARDS

### ACTION STEPS COMPLETED: 1

No additional action steps completed in Q2. However, 1 action step was completed in Q1 and the remaining action steps have a target completion date of December 2023.

### ACTION STEPS IN PROGRESS: 9

## LABOR STANDARDS

**Update:** Labor teams have been holding weekly meetings. New staff members have offered at least three ideas for streamlining operations.

**Reflective of which Goal:** 2 4

**Update:** Labor Standards has hosted monthly Lunch-and-Learns on various Labor topics: Wage & Hour Laws, Fair Employment Program/Discrimination Claims, and Minors in Employment/Child Labor Laws.

**Reflective of which Goal:** 3 5

*“Labor Standards has enjoyed the opportunity to talk to the rest of the Agency about what we do and how we do it. We feel doing so helps others in the Department make informed referrals to Labor to better serve the public.”*

—Jason Delo, program manager with Labor Standards

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## WORKERS' COMPENSATION & EMPLOYER SERVICES

**Update:** Currently working to gain access to the customer service survey in order to add the QR Code to the WC letters.

**Reflective of which Goal:** 2 3

## WORKERS' COMPENSATION SAFETY & RISK (WCSR)

**Update:** From 4/1/23 thru 5/25/23 one WCSR employee job shadowed other units in DWS and WCSR has made 59 total outreach contacts via in person or mail to employers.

**Reflective of which Goal:** 3 5

## BUSINESS INTELLIGENCE UNIT

**Update:** Team has completed one IT update in the Weekly Roundup so far and is in the process of submitting a second one.

**Reflective of which Goal:** 3 5

**Update:** BIU worked with both Vocational Rehabilitation and Employment and Training on their new case management systems.

**Reflective of which Goal:** 2 3 5

## OSHA

**Update:** OSHA's program manager plans to schedule Lunch and Learns on OSHA Compliance, Consultation, Whistleblower, and Prestige Programs.

**Reflective of which Goal:** 3 5

**Update:** In process of scheduling OSHA meetings; will coordinate with the OSHA Training Institute on classes for OSHA Confined Space Training.

**Reflective of which Goal:** 3 4

## EMPLOYMENT AND TRAINING, WORKFORCE CENTERS

### ACTION STEPS COMPLETED: 0

No action steps completed in Q1 or Q2. However, both action steps have a target completion date of December 2023 and beyond.

### ACTION STEPS IN PROGRESS: 2

**Update:** Workforce Center staff continue to participate in weekly meetings with Career Edge. The staff participate and work on assignments given by Career Edge, which may include gathering documents and/or processes currently utilized. The Program Team provides monthly updates on the project and invites all WFC staff to attend. Many staff participate in these meetings and appear engaged in the process.

**Reflective of which Goal:** 1 2

**Update:** All Business Representatives have completed the Employer Services training through Workforce 180. This was completed in May 2023. A team of Business Representatives are working with the WP Program Manager's to develop/strengthen the policies and procedures for employer services. The work group meets monthly. This project correlates with, and is a strong follow up to, the Workforce 180 training.

All Case Managers (all programs) have started the Workforce 180 Case Management Certification training. This is a three course series. The target date for completion is the end of August.

All Center Managers continue to attend the Dare to Lead training. This training is scheduled to be completed at the end of July 2023.

**Reflective of which Goal:** 5

## POLICY, RESEARCH & COMMS

### ACTION STEPS COMPLETED: 0

No action steps completed in Q1 or Q2. However, the upcoming target completion dates are June, September, and December of 2023.

### ACTION STEPS IN PROGRESS: 3

**Update:** Finalized contract with the selected provider for the Wyoming Workforce Development Council Board Management Software, completed administrator pre-work for the implementation of the software, and completed administrator training and launch preparations for the software.

**Reflective of which Goal:** 3

**Update:** Our team gathered feedback from the various DWS teams on the intranet and provided that information to the vendor. And finally, finalized the development of the site and it is now set to be launched in June.

**Reflective of which Goal:** 1 2

One in-progress action step is set to begin in July of 2023.

## FISCAL

### ACTION STEPS COMPLETED: 1

**Update:** Completed goal of promoting, encouraging, and seeking employee engagement among all levels of staff. This was done through establishing PMI goals tailored toward encouraging staff to job shadow and cross-train others within the Fiscal Division. In addition, teams further plan to meet together as a group to share learning opportunities.

**Reflective of which Goal:** 3

### ACTION STEPS IN PROGRESS: 2

No additional updates to report on the two remaining action steps. However, the remaining in-progress action steps are not set to be completed until December of 2023.

**Update:** The fiscal team has been working closely with field and program staff in collaboration to find solutions to problems. Much of the work that has been has been through regular meetings and more collaboration through phone calls and chats. In addition, fiscal has taken the opportunity to sit with program and field staff to understand their work first hand.

**Reflective of which Goal:** 4

**Update:** Policies and procedure documents have been updated and are posted on the fiscal intranet page. Fiscal has conducted regular training for all p-card holders and the first of many "Lunch and Learn" trainings has been scheduled for later this month.

**Reflective of which Goal:** 4

*"The Wyoming Workforce Development Council is pleased to announce the launch of new board management software. We are excited about the possibilities of this software and the transparency to the public that this new software will provide."*

—Jennifer Wilch, Director, WWDC

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**Questions? Email the Strategic Operations Team  
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