Episode #18: Colorado’s Data Journey: “We’re building value for the future into our systems now.”

In this episode, our host Kristin Wolff talks with Mark Duey and Kevan Fish, project leads for Colorado’s Workforce Data Quality Initiative with the Colorado Department of Labor and Employment. Mark and Kevan share Colorado’s effort to build data-rich, human-centered systems that respond to the current crisis and provide value “way out into the future.” Focused on creating sophisticated tools for matching people with first jobs, next jobs, and training that makes the best use of their talents and skills, they envision a future that provides more pathways to better work (we love this!) and builds in the flexibility to respond to shocks – like COVID-19. For more information: Sign up for the #MakingBetterWork Newsletter: https://mailchi.mp/903537e424bb/mbwnews US Department of Labor’s WDQI Effort: https://www.dol.gov/newsroom/releases/eta/eta20190722 Connecting Colorado: https://www.connectingcolorado.com/ My Colorado Journey: https://www.mycoloradojourney.com/ Onward Colorado: https://onwardco.org/ Social: @Onward_Colorado @ColoradoLabor Colorado Department of Labor and Employment on Facebook Credits: Produced with support from the US Department of Labor’s WDQI Technical Support Project and (fantastic) Doug Foresta.

Transcription

[Narrator] 0:01
Welcome to Making Better Work, the podcast where we explore how connecting people and data can help us navigate the future of work. And now here's your host, Kristin Wolff.

[Kristin Wolff] 0:12
Hi, welcome to Making Better Work. We're back with another episode in our new now series. As you may know, in January, we launched a new season of the podcast with a plan to talk to state data stewards and other miracle workers about how the tools and systems they're building will help us navigate the future of work. And then the world changed. We saw and felt jobs and livelihoods disappear in numbers we can barely comprehend, nearly one in four Americans has lost work or income. Among those still working, many have taken up teaching and caregiving too. Newly classified essential workers, a designation not often commensurate with pay. Take outsized risks on behalf of all of us, new high school and college graduates and apprentices face prolonged uncertainty, a public health crisis, and a real economy cataclysm, to say nothing of the social unrest that has again erupted in our cities, towns and neighborhoods, right alongside extraordinary acts of community solidarity, a future of work and life very different from the one we'd imagined just months ago. But even now, and maybe especially now, Making Better Work remains focused on using the tools we have to greater effect, employing data for good, especially in service of a human centered future that lives up to people's talents and ambitions and rightful expectations. At the center of our community are amazing public sector data stewards in 18 states and their civic tact and data science research partners, working on the US Department of Labor's Workforce Data Quality Initiative. They're building systems and tools employers workers and students will count on more than ever in the coming days, weeks and months. This podcast is for them. For you and for others like you using data to help build back better. Thank you for showing up, and for making better work every day. I'm Kristin Wolff, your host and senior associate at Social Policy Research
Associates. SPR is a research and technical assistance consultancy in workforce and education based in Oakland, California. Today we're talking with Mark Duey and Kevan Fish, both senior information systems staff with the Colorado Department of Labor and Employment. They lead the data quality effort in Colorado, which has an unusual commitment to public tools that support upward mobility on many levels, Patrick and Kevin, thanks so much for joining us today. Where are you calling in from?

[Mark Duey] 2:38
I'm calling from my home in Denver, this is Mark.

[Kevan Fish] 2:42
I'm calling from my home in Broomfield, Colorado, which is just north of Denver. Kevan.

[Kristin Wolff] 2:47
That's great. We're really glad you could join. And I do want to acknowledge though, that we just really face a profound set of challenges. And in order to make sense of them. A lot of people are looking at graphs and charts and data, there's a lot more often than in than previously. And I just wondered, what have you guys observed and what kinds of conversations are you having about the public's new level of engagement with all of this data and data is, is that something that you are talking about or?

[Mark Duey] 3:19
This is Mark. We are certainly talking about that and the questions about data are coming from the highest level from our, from the Governor, our executive director at the Department of Labor and Employment and our division director level, and then, all of our different directors around our regional workforce centers are looking for data to be able to close the gap on the unemployment rate or unemployment rate just like everywhere else has skyrocketed. And they're looking for ways to bridge again the gap of the for those unemployed folks, and find them meaningful, gainful employment and can be very challenging in these times.

[Kristin Wolff] 4:03
You know, that's so interesting. I've talked to a couple of other states about this issue and one of the trends that I've seen is this idea that, you know, the way that, especially top-level leadership has received this data in. In the prior time and they'll before time was largely in the form of kind of graphs and charts and bullets and talking points, and now there's just a different level of meaning making that's necessary and so that's one of the, that's a theme that I've that I've heard come up and I think that might be what you're speaking to, I wondered if you wanted to say any more about that.
[Mark Duey] 4:39
Sure, it's, it's, you're exactly right, that in the past, it was more of a checkpoint, the data was a checkpoint. How are our programs doing? Are we meeting those wildly important goals that have been set forth by our department and by the governor? And now that those data points. The current data points are actionable, they're looking for something where they can actually put put work into motion to to be responsive to those, those, those up to the date data points, so a lot of the reporting. Kevan is really great at pulling data from our systems has been, you know, show us what's been happening over the last quarter, show what's what's been happening over the last year, but now they want to know what's happened during the last week, what's going on during the last two weeks and, and how has the needle moved for, for folks looking for jobs for open positions around the state for, for different ways to be able to drive our unemployed folks into again those meaningful employment positions.

[Kevan Fish] 5:48
Yeah, part of that being what positions are open. And, you know, how can we bridge those skill gaps. Obviously, we know there's certain jobs that are just really have been hit hard right now, in certain sectors. But that being said, there are still companies hiring, you know, but it might be a little bit of a shift. How do we quickly bridge that gap for a customer to get them set for an opportunity that may be available now? You know so, Mark is exactly right, it's, it's moved from, you know, more of a long-term kind of historical thing to more of something, you know. How can we use this now to try and make an impact now?

[Kristin Wolff] 6:40
Wow, thank you for sharing that and for taking taking me on that little diversion I just, I just feel like it's such an important issue and it's sometimes it's too early to talk about but, but I thank you for sort of going there with me. And now I want to shift a little bit to to WDQI specifically so so tell me about your project. What was the goal when you launched last year?

[Mark Duey] 7:01
This is Mark. I can speak to that, that very ambitious level that we were looking at which was so open ended. The idea of bringing disparate data sources together to try to realize the value of the potential that is that exists when it, within each of those individual data sources and then as a collective was really the design of what we saw with WDQI. And we had some, some data streams that were internal within our agency that we saw potential value in that include our unemployment data that sits within our Colorado Department of Labor and Employment, or Division of Vocational Rehab which is also in our department, but we've also partnered with higher education as another potential data stream, which, and we've had a long standing partnership with them in sharing data, and so we've kind of already crossed some of those early bridges with, you know, the rules and the agreements around data sharing
we're and Kevan has done work with our Department of Human Services as well and so we were looking at such a vast array of of potential data streams that that provide a lot of potential to enrich our current data set that we use for a case management and labor exchange system within our division.

[Kristin Wolff] 8:29

So, it's a, it's a big agenda, and I wondered, are there specific questions or sort of aspects of the project that each of you are most excited about?

[Mark Duey] 8:41

Well, you know, it's Mark I'll let Kevan go just a second. Sorry, I don't want to mean to monopolize but for me, I love data. I love the potential of data I know that our, the, the system that I inherited at Colorado's Department of Labor and Employment for our workforce centers is, we have 20 years' worth of data, 20 years' worth of data and in my mind, I see that as a treasure trove of information to be able to build those historical trends, and, and do some predictive analysis that may help with economic downturns such as we are right now. But, to, to follow with economic trends and usage of data and to be able to understand the demographics of individuals who've walked through those doors of those workforce centers, and in seeing what services might have been provided to them and how they were help what services they received which could come from higher ed, which could come from our human services, but when you build that profile, and then we get into an economic situation that may mirror because as you know it's cyclical, we may be able to provide... find someone with a similar profile and find successes that we've been able to provide in the past, and offer those to that individual. And so that, that's kind of the future state for me was, was being able to just unlock the potential of this data that app, that's currently at rest and and putting all of those data streams into motion. And those my questions really will be answered once we do start to bring those together and get the data scientists in place and data analysts to be able to start to ask the questions that haven't been asked or answered.

[Kristin Wolff] 10:26

And how about you, Kevan?

[Kevan Fish] 10:28

Yeah, I totally agree with Mark and I'm just going to take it a step further. We've done a little human centered design on this before this project started, so we had a good starting point. But exactly what he's talking about that being able to combine the data, we know the different departments and different agencies serve a lot of the same customers so it's being able to serve them better and not doing duplication of services you know using our specialties, and making sure we can provide better outcomes with better knowledge, we can provide better outcomes. So it's really being able to move the needle forward for everybody. So I totally agree with Mark it's it's a very exciting process for us.
[Kristin Wolff] 11:15

Kevan, I'm so glad you brought up HCD or human centered design, because I think, you know, behind what you're saying is just this really powerful combination it doesn't always get positioned this way but, you know, in the in the sort of before time. A lot of what these systems were focused on doing is reporting performance, essential, important, it's how funds continue to flow and it's how we know programs are working, but it doesn't really do much to help programs improve ongoing. And then, so that's in part I think what you know what Mark was getting at with this, with the idea of doing predictive analysis and being able to see patterns, amongst like groups and you know what worked for this group would it worked for that group and what kinds of things work better for this demographic in that region versus this one and that one, that's, that's the treasure trove right. But if you combine that then with human centered design, and you start talking about how programs can use the evidence that's been accumulated over time as a context for designing services for the moment, in the moment and improve them ongoing that is just magic. So, so I guess I just wanted to sort of underscore that because it's rare that people bring that up and so I'm grateful that you did. And I also wanted to know if you want to say anything more about it, you want to speak more specifically that the kind of human centered design work you were doing?

[Kevan Fish] 12:42

Yeah I can speak to that quickly, I don't want to take too much time but we basically did a kind of a two year Human Centered Design Project, bringing in both state and higher level staff and local area, kind of frontline staff, with different departments within the state, and discuss, you know how our customers were similar how they were different, how we as a state as a whole could serve them better, you know, coming up with kind of realistic ideas, and basically strategies in order to do that better. And, you know, the nice thing that we have we, we have this historical data, which is great. And we have some strategies which is great, but they really work so much better when you can combine them together. That's really a large part of this process is being able to use the data to make informed decisions. We've got history data, we got some strategies and some things are very well thought out so hopefully we can just bring it kind of all together into something that's really, really useful for the present and for the future.

[Kristin Wolff] 14:01

Oh, I love that. Thank you for thank you for sharing that. So, you know, the other thing is, I wonder, too. It probably goes without saying but often human centered design work, creates additional demand for data, because research is often the first step and I wondered how have you found that, are you seeing amongst frontline staff and others kind of a just a bigger appetite for the data that you've long had but hasn't been used in this way.

[Kevan Fish] 14:29
Well, I think, with, you know, having worked in this area for, you know, I've worked for the state, seven years and I've worked in this area for over, probably like 12 years now. Anytime you have more data, people are going to want it, because the better data you have, the more people want it because it's more useful. So yes, that's absolutely true and we're already. We're pretty lucky that our system already kind of is that system that already provides great data, we've already kind of been the one that people reach out to in order to provide that but we're really looking to you know take that and combine it and make it just so much better. And hopefully you know that will be something that can be fairly easily used by, you know, all kinds of different stakeholders in lots of different ways. You know, obviously we need to build this in pieces, but, you know, that's kind of the idea here.

[Kristin Wolff] 15:32

Yeah, absolutely. So, I'm going to switch to a more current context, and my next question, but I, I did want to just ask like, so in Colorado. Taking a step back, what were the big fundamental questions that leaders, be they the governor or agency has or even industry leaders or nonprofit leaders, what were the big questions that were kind of on the policy agenda that, that these longitudinal data systems were envisioned as helping address?

[Mark Duey] 16:05

The interesting thing you should note that Colorado's unemployment rate, prior to this current day crisis is was around 2% And so, very very low and and so it was almost there was, there was, wasn't weren't really broad efforts except for I would say mostly our rural areas or rural areas were the ones that would spike higher unemployment, and so there were initiatives around. They were kind of building infrastructure more building infrastructure to be able to support different kinds of work in the rural communities, not the least of which was access to broadband; broadband access was a big one now. Again, that's... We're talking about the nuts and bolts and laying that groundwork to be able to allow for individuals to get that meaningful work, you know, I'm not sure how it fits in perfectly but we also added in to our jobs stream virtual jobs so jobs, you know the location neutral jobs or have worked from home or home office, whatever that is, to be able to support those individuals in the rural communities, but those are the kinds of numbers th. at were most interesting, I think to leadership was the, our ability to get individuals in those rural communities, jobs in, you know, either in industries that are in their local area or into those virtual positions.

[Kristin Wolff] 17:38

Oh, that's a super interesting context. We'll definitely want to follow up this one sort of on a webinar maybe at some point in the future, it's, it's a, it's a topic that I don't think we've covered a whole lot within the WDQI community but that's really interesting. Now I want to shift a little bit to, you know, just this current context we're in, and I and I just wanted to ask, where's Colorado on COVID response and recovery and what is, what does it mean for the work that you are doing right now?
[Mark Duey] 18:08

What it really did for me and my team was to highlight that absolute need for technology and relevant technology to be able to allow for individuals to create a profile, to be able to look for jobs, to look for, again, relevant, you know, positions, positions relevant to them that meet their needs, without having to go into the public arena, and that's really, it's really something that I saw as, as a huge benefit and really has allowed my team to strategize and develop solutions without some of the small things that were doing melted away and my entire team now has their work focuses on increasing the value of our system. In the most... The fastest way, and the most profound way possible to reach those Coloradans both job seekers and employers, and give and provide them the best experience possible to streamline them. Getting a profile created either posting a job if you're an employer or finding a job as an individual.

[Kristin Wolff] 19:48

Wow, that's, that was a great answer. Can you say a little bit more about specifically what you're doing? So, what are the key ways you're increasing value in the most fastest and most profound way what's on your kind of to do list in the short term?

[Mark Duey] 20:04

Sure. I can tell you some of the things that Kevin has been instrumental in and my team has been fantastic and in getting in places, is we, we are job feed that we receive the national jobs feed that we receive contains 1000s, 10s of 1000s of jobs that that are relevant to Coloradans, but they weren't really relevant to COVID-19 crisis, Coloradans, in that they were somewhere evergreen jobs and we saw jobs that were popping up in a job search, that, for, for operations for employers that were shut down at the time, and so we knew that those weren't currently relevant, and so we made the decision to find to set a line in the sand for a date and say, any new postings, as of this date, we are going to highlight, we're going to categorize, we're going to investigate the data behind those and highlight the industries that are currently hiring, and allow for individuals to be able to search for that condensed data set in their region. To be able to find meaningful and real what we know, are most likely positions that are actually hiring in their locality, and that was a quick thing that was done, and has been, it has been a fantastic impact that has been recognized by our division director Executive Director and the governor knows about this too, this was a, not, it was a request that came after we had already started the work so we really were able to implement this in such a meaningful and fast turnaround that it's been, it's been one of the, one of the definite highlights of our system currently.

[Kristin Wolff] 22:03

Wow, that's, that's a great example. Kevan, I wonder what what does this look like for you what are the kinds of things that, that you've been doing or what are you excited about having done to respond to our current context?
Our ability to provide jobs that are relevant now is, is absolutely huge for, for what we do in order to help, you know, help people, they can go on and indeed and probably see jobs that are definitely not relevant but what we've done is work towards providing jobs that are relevant now that people can actually apply for, and hopefully get employment in companies that are actually hiring some of the other things we've done is, streamline our system in order to even though we're not unemployment insurance, registering in our system is a requirement for being a part of and for receiving unemployment benefits. We streamline that process as well as make it much easier for people to register. We know unemployment insurance is overwhelmed, and the people have frustration there and of course we've hired a lot of people to help with that. But on our end. What we've done is streamlined it and made it as easy as possible so at least, that part of their process is not does not provide stress, it's easy to do. So, we, we've just taken every opportunity we can getting as much feedback as we can to just kind of tailor our system to go along with what's currently going on in the world and to make it both as easy for both job seekers and employers to utilize, but also to, you know, make it also more intuitive. You know how can we make the system work for them in this particular time. So, luckily, we have a pretty agile team that were able to do that. So, I think that's very exciting.

Wow that is exciting. And are you are you sort of seeing results already are you sort of seeing new kinds of value in the short-term data you're collecting or, you know like I could I could envision for example, a different kind of cut at, you know, target industries or target occupations, what's that what value is the data that you're seeing to you guys in terms of policy and program support?

So, one thing as far as, you know, making the our system easier to use, we, we have an email, and we, when we don't see people asking these questions or needing help with certain things, that means that the streamlining we've done are the fixes we made to make it easier for them has worked, you know, sometimes just customer feedback is, you know, it's not as quantifiable data as other things but it's great data, and that means we're doing something right. And we're also counting on them to tell us you know kind of what we need to do. And, and then we respond to that quickly, you know, in a good environment. And I think we've also received good response from customers on how we changed, you know kind of what jobs are viewable to them what's, who is hiring you know, adding these work from home telework type of positions location neutral as Mark said. So, you know, just being able to do as many things for jobseekers when facing a tough time right now as possible and as quickly as possible. We are, we know we are making a difference. I mean, you know, unfortunately we can't help the unemployment rate, but we can help people try and get back on their feet as quickly and easily as possible.
Kristin Wolff 25:59

Wow, that, thank you so much this is it's, it's just really inspiring. It's just a difficult... There it's difficult circumstances for everyone and it's just, it's great to hear the kind of just the kind of commitment that that you all have to, to helping. So, so thanks for that, and Mark I also wanted to give you a chance to say anything about you know could be too early but do you have, are you seeing any new sort of insights in the data that you're able to gather, based on the changes that you've made in the last couple of months?

Mark Duey 26:33

think that the idea is that it is, it is too early, we this is a question that just came up and Kevan just ran some reports for our division director to try to determine completers you know their industry term completers and people who have exited our system, and maybe what those outcomes were in our best. Our best way to be able to do that is through UI wage data to find out if our individuals have found employment, and we can determine if they found employment in the industry that they plan to be in or where they might have gone, but that's a quarterly data at dump and so we, we are we will lag behind on that, it's, it's just a known, it's just a known fact that that once folks do not need our services. They don't necessarily call back into our workforce centers to say hey, thumbs up I got a job or I got that, you know, got that position. They just melt away. And so we have to rely on the data that we have access to in order to be able to draw those lines, and understand just how much impact the programs that we put into place had.

Kristin Wolff 27:52

No, absolutely. This is so interesting. I really appreciate you guys kind of sharing the nuts and bolts of these changes in almost real time. So, I also want to ask, you know, Colorado as part of this cohort of 10 states this round six states last one, doing similar work under the DOL grant program the one we're going to talk about is WDQI. And I wondered, what are some of the things that you've learned or are learning from other states or from the cohort at large that inform how you think about your own work?

Mark Duey 28:20

I like to see the innovation I think that, I don't know if there's any specific idea that we've latched on to that, you know, this is round one for us. But which is exciting, in and of itself that many of the calls that we've been on we hear from some of the seasoned veterans and other states who are on, you know, they, they've already kind of been through, where we have, and to, it's exciting to understand that we will realize that potential that they've unlocked already, but for me it's just how they're, how they're navigating. Oh, you know, from, from the Data Trust perspective to be able to get an agreements in place for these disparate agencies that exist within your state, that certainly act can act as silos, and in the past have acted as extreme protectors of their data, but once, once those conversations start to, to get others to understand that there's benefit for all that it's just this, the WDQI is a WordPress data quality initiative and, meaning that ultimately we're looking at enriching our data set, but, but the
solution we want to put in place is something that will allow access, and in, in the correct way for for others who are authorized to be able to see their data, combined with these others, in, in ways that have, have not yet been done in the state of Colorado.

[Kristin Wolff] 29:58

Indeed, and you know it's so interesting. Early in, in these projects. You know, so often, the, the governance or data sharing, was kind of embedded in these long documents and sometimes they were legal documents and sometimes they were memorandums of understanding and, you know, there were these different sorts of documents that states typically worked at for a long time before they figured out how to share in ways that were legal and and provided enough privacy enough security to satisfy all the stakeholders. And the advantage that states like Colorado have coming in now is that there's been sort of this shift, so that those agreements are being built, the governance itself is sort of being built into the system itself in the form of these trusts, it's kind of being embedded in the technology and so it's my suspicion that that will really collapse the timeline and it will it will allow states like Colorado and other sort of states that are earlier in in putting these trusts together. It will allow an acceleration because the process is not double it's not two processes, it's the same process you're building sort of the operations in the form of the trust at the same time the agreements are being working worked out and ongoing. So that's an interesting, you know, we'll sort of keep our eye on that but I just think that's an advantage of sort of coming along now is that it felt like for the early states that felt like there was so much work put into these governance documents and governance bodies advisory bodies and that sort of thing. And then and only then, once they were signed, did the actual development of the system start and now we're kind of doing that together. And so, so it's just, it's interesting, I'm we'll, I'm sure we'll be talking about that on a future webinar, Kevan, I wondered if you want to if you had any comments to make about just, you know, have you encountered things in other states that you think are interesting, or that you've learned from?

[Kevan Fish] 32:04

Well, I think, I mean, I think it is important to note that we are in the early stages, but I do always get on those and listen for, you know, ideas what people are doing, what's working and what you know what are some pieces that we can kind of incorporate into our own project that could be helpful. And we've been fairly lucky in the fact that you know we already had that human centered design project which laid some groundwork, and we had already done a little bit of, you know, a little bit of this and kind of piecemeal with with human services. So, you know we had some initial buy in and experience that also really helped us. So, you know there's a lot of different factors there obviously we're looking to take it to a whole new level with this and for me, being part of that humans center design project this is kind of a dream come true, because this is where I wanted to go. And now, partly because of WDQI or largely because of it we, we are. So this is kind of, this is really kind of a perfect alignment.

[Kristin Wolff] 33:18
This is so exciting and I love your passion for this work. You know, I think, for as much as some you know some of the other states may have had more experience, I think there's also a level of, I don't know something mild, mild envy about the fact that you know, technology changes so quickly. So, you know, there's also been this shift toward much more mobile and in some cases mobile first and those tools were not necessarily available when some of this, some of the more veteran states started this so they're having to reinvent too and, you know, so sometimes the states that started a little bit later have that advantage so that's another kind of interesting layer. But so, I wanted to kind of telescope out a little bit and think about the future, you know, a few years from now, whatever the appropriate timeline is but, you know, what is, what does it look like, what's the different. What's different in terms of data intelligence evidence-based practice. You know what's different, as a result of the work that you've been doing to build better workforce data systems in Colorado?

[Mark Duey] 34:22

The things that we're doing now to be able to respond to this crisis where things are things that can live on into the future that there's we're building value currently into our system. And so that I want to, I just wanted to touch base on one effort that we're trying to do with the data streams that we currently have or the data streams, we're working on with our UI data stream, unemployment insurance data stream that comes in to our workforce data stream and Kevin touched on it briefly and that has to do with assessing skills and being able to take an individual who's been on an unemployment through unemployment. We have their occupation code, we can, using third party software and determine that base skill set for that individual and either match them to a position that is the same, or a position that will match that skill set in a percentage route, or using data on current job listings that are out there to understand with a current, like a set of training you can upskill using your base skill set, excuse me, and be be available, be competitive job seeker for a position that would provide, you know, n number of dollars over your current salary. Now this is this is something that we're doing for the work that's in the works right now, it's using our WDQI data streams, and our current agreements that we have with with UI with higher ed with our ETPL or eligible training provider list. To be able to fill the gap of those upskill that upskilling part and in those jobs that can demonstrate the skill sets that are needed. That's something I'm very excited about and I think is going to, again, something that's responsive to this current crisis where folks are out of work and may have time to be able to do some training our training provider list is currently identified in person versus virtual training, virtual virtual classroom which is, which is so important right now but all of these changes, again, are will live on into the future. And as we pull these datasets together as we pull more data streams in and tie in. If it's third party, third party applications third party API's that help us manipulate that data in, in whatever way to provide value. That's what I see as, as, then continuing to, or creating a system rebranding our system, you know, into something that is competitive with those private company job seeker sites that we provide a value that maybe they provide, maybe they don't provide but knowing that we have vetted training through our Department of division of private occupational schools to our vetted jobs to make sure that they're not fraudulent to providing a meaningful way to provide those job seekers, different pathways, either directly into another job into training and into that potential upskilling into, into, you know, more relevant, a different, a different salary range, but those are the kinds of things that I look forward to is the, you know, we'll pull the when is this COVID-19 crisis is gone, will those messages will disappear from our, our website and we won't we won't have the attention, you know, if you, you know, those
drawing people's attention to that but the functionality for jobseekers and employers will exist and will exist out into the future.

[Kristin Wolff] 38:20

Well, this is inspiring. Mark and Kevan, thanks so much for joining us today. Before you go, any last thoughts or information that you wanted to share?

[Kevan Fish] 38:31

Well, I think we're, we're just excited to keep moving this process forward and you know hopefully, you know in enhanced the data that's available for all the different, you know departments of the state, and being able to serve our customers better as well as what Mark was saying and being able to, you know, provide a more intuitive system in order to help job seekers meet their needs, you know, in order to help them bridge that gap to new and better employment new and better, you know sufficiency in their lives. So, I mean we're really excited about this opportunity.

[Kristin Wolff] 39:24

Indeed. So, thank you and where, where might people go for more information about your project, what what website should they look up?

[Mark Duey] 39:31

Kind of where the rubber hits the road is our Connectingcolorado.com application which is our labor exchange and case management system. You know, so the changes that, that, that WDQI will provide will certainly be reflected in there. And you know what there's, we also have this is, we didn't really get into this but I'm telling you that we have another project that is being run by our higher ed department called My Colorado journey, the idea of my Colorado journey was already there, and we saw this as a perfect fit for us to be able to enable that and obviously, our only caveat is. Hey WDQI needs to exist, if my Colorado journey goes away because this is, we want to make sure that those data streams and that that data potential remains in spite of whatever front end is put on, but certainly, you know the the next round on WDQI. Colorado is going to be very interested in moving that route, to be able to really start to unlock that potential of data to those different users that disparate set of users.

[Kristin Wolff] 40:48

Thanks so much for joining us today and thanks to our producer Doug Foresta and thanks to listeners for joining in. We think this work is pretty important, and we’re glad you do too. Please check the show notes for links to the resources we talked about today, along with a link to the newsletter that accompanies this series, also called Making Better Work and give us a rating, it helps us to know how to
improve the show and helps other people like you find it so they can listen to. This is Kristin Wolff on Making Better Work, take care of each other out there and have a good week.

[Narrator] 41:13

Thank you for listening to making better work. If you've enjoyed the episode, please subscribe to the podcast on Apple podcasts, or wherever you consume your audio. Don't forget to download our app available for free on Google Play in the Mac App Store. To learn more about what we're up to visit SPRA.com or follow us on Twitter. Thanks again, and we'll be back soon with a new episode.