



## Department of Labor and Employment FY 22 Annual Performance Report (November 2022)

**Wildly Important Goals** The Department of Labor and Employment has identified several wildly important goals (WIGs) for FY 2021-22 and beyond. For this annual performance report, the Department has updated progress on those goals identified in its FY 2021-22 Performance Plan that capture the Department's WIGs and reflect the overall direction as identified by Department leadership.

Additional detail for these, and other, WIGs is available in the Department's Performance Plan, which may be accessed [here](#)

**WIG 1 - Reduce Colorado's Unemployment Rate of 5.9% (estimate for June 2021) to 4.5% by June 30, 2022. This is part of the long term recovery effort to reduce Colorado's pandemic high unemployment rate of 12.2% to 3% or lower by June 30, 2023.**

CDLE met nearly all of its full employment goals through process improvement, customer service enhancements, return to work initiatives and workforce development strategies.

**WIG 2 - Maintain the percentage of Coloradans who receive their first payment from Unemployment Insurance within three weeks to a rate of at least 87% by June 30, 2022**

CDLE met goals for call-backs and increased VA knowledge base. CDLE did not meet goals for first-payment timeliness as a result of backlogged work still existing from the Pandemic and backdated claims allowed during that period. First-payment timeliness using federal metrics will continue to lag similar to the Great Recession while backlog is worked to become current.

**WIG 3 - Support 5,000 COVID-19 impacted Coloradans to complete training opportunities by June 30, 2022.**

Success in upskilling and support for COVID-impacted workers has been achieved through the public workforce system and other entities who have received funding through stimulus funds inclusive of HB21-1264. The apprenticeship goals were achieved due to investments from federal grants for apprenticeship expansion.



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### Performance Measures Full Employment

Measure	FY19 Actual	FY20 Actual	FY21 Actual	Q1 FY22	Q2 FY 22	Q3 FY 22	Q4 FY 22	FY22 Goal	3-Year Goal
WIG 1: Reduce Colorado's Unemployment Rate of 5.9% (estimate for June 2021) to 4.5% by June 30, 2022. This is part of the long term recovery effort to reduce Colorado's pandemic high unemployment rate of 12.1% to 3% or lower by June 30, 2023.	2.5	11.0	5.6	4.7	4.2	3.7	3.4	4.5	3
Facilitate an increase in Colorado employers within private and public sectors trained in skills based job descriptions/hiring from 3,750 to 5,500.			3750	4090	4716	5228	5652	5500	n/a
The Remote Work Initiative will prepare 1,500 Coloradans for success in remote work through completion of a remote work certificate, attendance at a remote work job fair, and other events held through the Remote Work Initiative.				1492	1545	1616	1634	1000	n/a
Reduce the average number of weeks a claimant is collecting on unemployment insurance from 20.5 weeks in FY 2020-21 to 18 weeks by June 30, 2022	13.8	9.1	20.5	16.1	14.6	19.6	19	18	n/a
The female employment to population ratio fell from 61.6% in 2019 to 56.5% in 2020. The Department will work to recover the 75% of this decline, to reach a 60% female employment to population ratio by June 30, 2022.			57.6	58.1	58.7	59.8	60.5	60	61
Increase participation and placement in the Governor's Summer Job Program from 33,000 to 34,650 by June 30, 2022.				22,291	28,462	34,319	34,319	33,000	n/a
Decrease the rate of unemployed, underemployed, discouraged, and marginally attached workers from 12.3% (the current four-quarter average) to 8.5% or below by June 30, 2022.	6.6	10.1	12.3	11	9.7	8.2	7.3	8.5	n/a
The youth employment to population ratio (16-24 year olds) fell from 59.2% in 2019 to 54.1% in 2020. The Department will work to reach a 59.2% youth employment to population ratio by June 30, 2022.				58.4	56.2	57.4	57.7	59.2	



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### Unemployment Insurance Payment Speed

Measure	FY19 Actual	FY20 Actual	FY21 Actual	Q1 FY22	Q2 FY 22	Q3 FY 22	Q4 FY 22	FY22 Goal	3-Year Goal
WIG 2: Maintain the percentage of Coloradans who receive their first payment from Unemployment Insurance within three weeks to a rate of at least 87% by June 30, 2022.	95.8%	94.2%	89.8%	88.9%	84.0%	62.0%	42.6%	87%	
Decrease scheduled call-back wait time from 3 weeks to 1 week by June 30, 2022.			3	1	1	1	1	1 Week	
Increase Virtual Agent knowledge base and capacity by 40% from recognizing 90 standard FAQs to 125 FAQs by June 30, 2022.				110	143	143	143	125	



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### Upskilling

Measure	FY19 Actual	FY20 Actual	FY21 Actual	Q1 FY22	Q2 FY 22	Q3 FY 22	Q4 FY 22	FY22 Goal	3-Year Goal
WIG 3: Support 5,000 COVID-19 impacted Coloradans to complete training opportunities by June 30, 2022.			2,410	633	2,410	3,419	3,923	5,000	
Support employers to offer upskilling opportunities to 300 current employees by June 30, 2022				39	72	119	165	300	
Increase new apprenticeship programs by 20%, from 50 to 60 programs by June 30, 2022.			50	17	42	64	78	60	
Increase the number of Dislocated Workers, individuals who are unemployed or underemployed due to the pandemic, and long-term unemployed individuals served across all programs administered by CDLE/Workforce Development Programs by 30%, from 1,895 to 2,464, by June 30, 2022.			1,895	1,407	1,903	2,921	4,527	2,464	
Connect and enroll 7,000 COVID-19 impacted Coloradans in training opportunities by June 30, 2022.				1,608	3,513	7,089	9,066	7,000	
Reduce barriers to upskilling for New Americans by increasing the number of New Americans enrolled in services, including job training, by 10%, from 938 to 1032, by June 30, 2022.			938	324	642	1,232	1,611	1,032	
Increase the number of new apprenticeships filled by racial or ethnic minorities by 5%, from 1,196 to 1,256, by June 30, 2022.			1,196	377	658	977	1,395	1,256	