DLI Annual Plan Overview

Strategic Outcome #1
Customer Service

- Remove obstacles for customers and solve problems at the lowest level.

- Create seamless online experience and empower customers with self-service opportunities.

- Measure and utilize customer feedback.

- Build customer service mentality and skills among all agency staff.

- Provide regulatory services with fidelity to the laws enforced by the agency.

Strategic Outcome #2
Operational Excellence

- Increase collaboration across all work units in support of agency mission.

- Identify process improvement efforts to promote efficiency.

- Maintain legislative preparedness and complete implementation.

- Evaluate and improve data infrastructure and utilization.

- Develop unified data analytic skills across the agency.

- Install professional development program for staff.

Strategic Outcome #3
Optimize Technology Utilization

- Optimize SITSD and DLI IT merger with clear roles and responsibilities.

- Complete MUSE, WSD2.0, and Accella implementation and optimizations.

- Map out and prioritize IT plans for the entire agency.

- Digitize agency operations where possible.

- Optimize data reporting mechanisms.

- Establish and utilize technology quality control plan and processes.

Strategic Outcome #4
Customer Engagement and Outreach

- Develop a broad and expansive outreach plan and inventory.

- Seek out and nourish relationships with external stakeholders with an added emphasis on underserved, rural, and tribal communities.

- Utilize data and outcomes to drive policy decisions.

- Improve web presences and accessibility based on customer needs.

- Optimize outreach events, conferences, and public engagements.

DLI's annual plan can be found on our website and is updated annually: https:// DLI.MT.gov /shared/DLI/docs/Legislative/DLI-Annual-Plan_FY24.pdf

Employment Standards Division

Key Performance Indicators

1. Improve timeliness/turnaround times

2. Improve Issue/Complaint/Claim resolution

3. Improve customer interface volume and satisfaction

4. Cash/Appropriation stabilization and management

5. Project completion rate and fulfillment quality

6. Reduce time to fill vacancies and turnover

7. Increase staff performance management and satisfaction

8. Improve onboarding and training process effectiveness

Key Measures/Status

Call Center Metrics

Maximize Resolution Rate for Caller and Transfer Fewer than 20% of Calls – Answer Questions on Initial Contact	On Track FY24
Reduce Call Wait Times by 15%	On Track FY24

Professional Occupational Licensing Bureau

Respond to 100% of Email Inquiries Within 5 days	On Track FY24
Reduce Paper Applications by 50% - Encourage Online Applications	On Track FY24

Building Codes & Weights and Measures

Reduce Issuance Time for Commercial Building Permits by 10%	On Track FY24
Improve Schedule Attainment for All Measurement Devices by 10%	On Track FY24

Unemployment Insurance Division

Key Performance Indicators

1. UI benefit issuance and timeliness

2. Call center optimization with an emphasis on first contact resolution

3. Long term state and federal funding stream analysis and planning

4. Business process analysis and redesign for UI claims and contributions units

5. Evaluation of UI organizational structure and staffing model – focusing on capacity gains from system modernization

Key Measures/Status

Actuarial Analysis

Unemployment Insurance Trust Fund	June 2024
Employment Security Account (ESA)	June 2024

Funding Stream Analysis

Analyze Federal Funding Model to Optimize Administrative Grant (RJM)	Ongoing with National Discussion
Federal Fund Reconciliation for All Pandemic Programs	On Track FY24
Evaluate and Determine Division Staffing Model (Address Seasonal Workload Variances)	December 2024

MUSE – Phase 2 Analysis and Implementation

Complete Post-Deployment Business Process Redesign	December 2024
Complete MUSE Cloud Migration and Integrate PUA into MUSE	Summer 2024
Automate and Expand Data Reporting within MUSE	On Track FY24

Workforce Service Division

Key Performance Indicators

1. Continuous improvement of data products

2. Improve talent recruitment, training, and retention

3. Improve IT system performance to enhance data collection

4. Effectively administer state and federal grants

5. Expand utilization of workforce training programs

6. Evaluate and improve workflow strategies

7. Collect accurate, relevant workforce program information

Key Measures/Status

One WSD! Communication and Collaboration Redesign

Complete Division Reorganization, Job Service Bureau Modernization, and Pathways Program Transition	On Track FY24
Evaluate and Enhance Workflow Strategies to Unify and Align Customer Experience Across Job Service Locations	On Track FY24
Complete WSD2.0 System Design and Implementation	August 2024

Leverage LMI to Improve Workforce Outcomes for MT

Conduct Economic Study of Montanan's Not Participating in the Workforce	On Track FY24
Enable Data-Driven Decision Making, Focusing Training Dollars into In-Demand Occupations and Industries	On Track FY24
Improve Visibility and Utilization of Data, Including Developing Live Dashboards for Agency Metrics & Goals	On Track FY24

Modernize Workforce Strategies: SkillUp Montana

Develop Statewide Workforce Development Initiative to Increase Labor Participation Rate; Emphasizing Credential and Certificate Achievement.	On Track FY24
Increase Program Participation Across Agency Programs (JMG, Registered Apprenticeship, IWT, WIOA)	On Track FY24
Engaging New Workers in Underserved Populations (Youth, Rural, Tribal, Justice Attached)	On Track FY24