

VR Strategic Plan 2022

#	<u>Priority</u>
1	Rebuild DETR Staff
2	Modernize and Innovate
3	Client Centered Design
4	Accountability and Transparency
5	Compliance with Federal Regulations
6	Improving Visibility & Enhanced Branding
7	Improving Performance Indicators

Priority 1

Rebuild DETR Staff					
Percentage Done	Strategy #		Assign to	Date assigned	Progress Notes
0%	1	Strengthening recruitment efforts (utilizing social media & linked in, diversifying methods for recruitment, use staff to network and recruit)	Javier to delegate	12/29/2021	Everytime we have an RC opening, send the recruitment to Emire to post on social/LinkedIn. Sheena will send announcements to Sups to share in their networks.
	2	Supervisory leadership training academy	Mechelle & Sheena	12/29/2021	M&S will work with Dale, DM's to lead the training. Sheena will schedule Feb. meeting with Dale to begin discussion.
	3	Mapping out career ladders	Sheena	12/29/2021	Sheena to develop the content, then we will ask Emire to develop an infographic
	4	Mentoring program/buddy program	Mat & Trina	12/29/2021	establish list of mentors (RCIII's and people with us for a long time) Buddies are RCII's
	5	Expanding training opportunities with Dale as Coordinator with budget	Dale	12/29/2021	Sheena to talk with Dale to develop a proposal with a budget

Priority 2

Modernize and Innovate					
Percentage Done	Strategy #		Assigned to	Date assigned	Progress Notes
0%	1a	Redesign Business Services Team/outreach to business to include free services to business	Ken Pierson	12/13/2021	Need to redesign brochures and add content to VR Nevada to emphasize free services
	1b	IJDT/Improving internal utilization by RC/remove silos	Sheena & Tammy	12/29/2021	start with survey to counseling staff about internal job development team-satisfaction survey?
	1c	BDT/Engagement of Gov's Economic Devp team/Elisa to speak with GOED & Inc. VR	Drazen Elez	12/13/2021	
	2	Adapting Work Environment to Changing Market Labor/Client Needs/Facility upgrades	Drazen/Mechelle	12/13/2021	
	3	Get DB 101/include in budget	Drazen/Brett	12/13/2021	
	4	Ask for more staff, internal job developers, transition coordinators	Drazen/Brett	12/13/2021	
	5	Get loop system for Westbay and Corporate	Mechelle	12/14/2021	Working with Walter to resurrect old contract efforts and restart now

Priority 3

Client Centered Design						
Percentage Done	Strategy #		Assign to	Date assigned	Progress Notes	Challenges
0%	1	Redesign Pre-ETS program/service delivery	Daphne	12/13/2021		
	2	Rewrite RC evals to emphasize MSG's/Quality vs Quantity	Mechelle & Sheena	12/13/2021	Have email out to Rachel Anderson to discuss methodology	
	3	Upskilling the IUDT inc. new procedures for referral	Tammy & Sheena	12/13/2021	reconsider the JD WPS, inc. case size, develop P&P	
	4	Paying for quality placements	Mechelle	12/13/2021	Have sent preliminary SOW details to Walter, are in development	When do we pay the bonus? Placement, closure???
	5	Streamlining P&P with client needs as the motivator for all	Faith	12/12/2021	Sheena will work with Faith to determine timeline for completion	

Priority 4

Accountability and Transparency						
Percentage Done	Strategy #		Assigned to	Date assigned	Progress Notes	
0%	1	Quarterly state of VR meetings with all staff	Sheena	12/29/2021	Dates have been proposed, awaiting approval by Drazen	
	2	Supervisor taking more active role in case management and staff development. <ul style="list-style-type: none"> - Changing role/expectation of supervisors - Sups to breakdown perception of silos - Sups WPS – Quantifiable measure of supervision – Review last case notes - Supervisors to do all evals timely - LOIs for late eligibility/extensions and late evals (adding/implementing consequences at all levels) (Record of Coaching) 	Mechelle & Sheena	12/29/2021	Sheena looking at Sup WPS to add accountability and consequences for poor performance of the teams/individuals (Review Rehab Closure Plan & Equity Report)	
	3	Establishing tools of positive reinforcement <ul style="list-style-type: none"> - Establish statewide Employee of the Month - Establish a Morale Committee - statewide - Ask staff what would incentivize them (morale, communication, ask operates statewide) 	Trina & Mat	12/29/2021	Survey Monkey of staff??	
	4	Improve reporting platform and active utilization. <ul style="list-style-type: none"> - Mandate use of reports - Expansion of usable reports - Tableau contractor for Developing reports/dashboards and public accountability 	Sheila & Jeana	12/29/2021	Awaiting name of Tableau contractor from Rachel Anderson. MA4 to learn Tableau	
	5	Customer Service <ul style="list-style-type: none"> - Future follow up on current Fires (AA III) - Return Phone Call/email policy 24 – 48 hrs. - Time Doctor – required use 	Sheena	12/29/2021	Sheena developing procedures. Time Doctor to be implemented 2022	
	6	Bi-monthly report out from commissions, councils, boards, etc. and development of agency platform. (AA III)	Jocelyn	12/29/2021	Mechelle to share info with Jocelyn, she facilitates the meetings	

Priority 5

Compliance with Federal Regulations						
Percentage Done	Strategy #		Assign to	Date assigned	Progress Notes	
0%	1	Finalize Prior Approval procedure and implement	Drazen & Brett	12/29/2021		
	2	Address/readdress Single Audit findings	Drazen & Brett	12/29/2021		
	3	Monitoring of quarterly Pre-ETS expenditures	MA4 & Brett	12/29/2021		
	4	Enforce the 9 pt. closure requirements of all cases	Supervisors	12/29/2021	Include in the new WPS and have this in the data integrity days	
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Priority 6

Improving Visibility & Enhanced Branding					
Percentage Done	Strategy #		Assignend to	Date assigned	Progress Notes
0%	1	Clear logo with all versions used approved and on SharePoint	Mechelle	12/29/2021	Reached our to Emire to begin the process 12/29/21
	2	Clarify email signatures	Mechelle	12/13/2021	Reached out to Emire to begin the process 12/29/21
	3	Format PowerPoint theme/lobby logo and posters	Mechelle	12/13/2021	Reached out to Julie Irish about PowerPoint theme and lobby logo
	4	Name badges/polo shirts/tv in lobbies	Mechelle	12/13/2021	I've reached out to Javier about name badges. Reached out to Emire/Julie Irish about TV's with video loops for lobbies and quote for polo shirts.
	5	Indoor/Outdoor signage for buildings	Mechelle	12/13/2021	Reached out to Julie Irish about large scale decals to mount on plexi for the lobbies
					Have reached out to Walter about MSA for signage, Walter is asking the building managers if we can upscale our outdoor signage

Priority 7

Improving Peformance Indicators					
Percentage Done	Strategy #		Assignend to	Date assigned	Progress Notes
0%	1	Increasing MSG%	Mechelle & Sheen	12/29/2021	working to change RC WPS's to emphasize MSG's
	2	Data validation and staff accountability	Sheena	12/29/2021	implementation of Data Integrity Days
	3	Pay for higher quality closures	Mechelle	12/13/2021	Working with Walter to update SOW
	4	Data integrity days-no clients-no email	Sheena	12/29/2021	considering last Thursday of the month
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