

Strategic Priorities

Priority #1 Rebuild DETR Staff



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
100%	1	Strengthening recruitment efforts	Javier to delegate	12/29/21-12/31/22	All RC & Tech recruitments posted on indeed.com and social media	
0%	2	Supervisory leadership training academy	Mechelle & Sheena	4/1/22-12/31/22	Mechelle & Sheena will work with Dale & DM's to lead the training. Sheena will schedule a April. meeting to begin discussion.	
100%	3	Mapping out career ladders	Regina	5/1/22-12/31/22	Regina to develop content then share with Mechelle to develop infographic.	
60%	4	Mentoring program/buddy program	Mechelle & Sheena	5/1/22-12/31/22	RC3=mentors RC2=buddies Now defined in WPS	
75%	5	Expanding training opportunities with Dale as Coordinator with budget	Dale	4/1/22-7/1/22	Dale working with LVPita to develop classes.	

Priority #2 Modernize and Innovate



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
75%	1a	Redesign Business Services Team/outreach to business to include free services to business	Ken	12/13/2021-12/31/22	VR Nevada being updated. Expo booth is done. Print Materials being reviewed.	
50%	1b	IJDT/Improving internal utilization by RC/remove silos	Sheena, IDJT & QA	12/13/2021-12/31/22	Desk guide being developed to clarify roles and expectations	
20%	1c	BST/Engagement of Gov's Economic Devp team/Elisa to speak with GOED & Inc. VR	Drazen	4/1/2022-6/30/22		
100%	2	Adapting Work Environment to Changing Market Labor/Client Needs	Drazen/Mechelle	12/13/2021-12/31/22	4x10's, work from home, out of state all being implemented while still meeting client needs.	
100%	3	Get DB 101/include in budget	Drazen/Brett	2022	TIN done, Director and GFO are in support, will be included in budget to FM and Governor.	next legislative session
100%	4	Ask for more staff, internal job developers, transition coordinators	Drazen/Brett	2022	Asking for 2 IDJT & 3 Trans. Coord. in next session. Dir & GFO support.	next legislative session
80%	5	Get loop system for Westbay and Corporate	Mechelle	12/14/2021-12/31/22	Installation at Westbay by September	finalizing contract for new handy-person

Priority #3 Client Centered Design



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
100%	1	Redesign Pre-ETS program/service delivery	Marshal and Shay	4/1/2022-12/31/22	Shay has been hired and they are actively doing training with staff and vendors and job shadowing VR staff.	
100%	2	Rewrite RC evals to emphasize MSGs/Quality vs Quantity	Mechelle & Sheena	12/13/2021-6/30/22	RC1, 2, 3 and supervisor WPS done	
50%	3	Upskilling the IJDT inc. new WPS and procedures for referral	Tammy	12/13/2021-6/30/22	IJDT to receive job devp training from Corbin Redmund from Utah.	
100%	4	Paying for quality placements	Mechelle	12/13/2021-4/30/22	MSA approved, Vendors have this in new agreements.	Bonus will be paid at employment
100%	5	Streamlining P&P with client needs as the motivator for all	Faith	12/12/2021-12/31/22	Done. Roll out on 10/3 & 10/4	NSRC approved in May

Priority #4 Accountability and Transparency



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
100%	1	Quarterly state of VR meetings with all staff (Fireside Chats)	Shoema	Ongoing		
100%	2	<p>Supervisor taking more active role in case management and staff development.</p> <ul style="list-style-type: none"> • Changing role/expectation of supervisors • Sups to breakdown perception of silos • Sups WOS – 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) 	Michelle & Shoema	12/29/21-12/31/22	In progress, will roll out with new WFS	
85%	3	<p>Establishing tools of positive reinforcement</p> <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) 	Mal & Irina	ongoing	SWAG Committee established and active. Working next on employee of the month.	Meetings have begun
50%	4	<p>Improve reporting platform and active utilization.</p> <ul style="list-style-type: none"> • Mandate use of reports • Expansion of usable reports • Tableau contractor for Developing reports/dashboards and public accountability 	Shoita & Jeana	12/29/21-12/31/22	Solicitation closed, eval committee meets July 21.	
10%	5	Monthly report out from staff attending commissions, councils & boards. Devp of agency platform for sharing	Need new steward of this task	ongoing	Had first meeting, need to plan monthly meetings	

Priority #5 Compliance with Federal Regulations



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
100%	1	Finalize Prior Approval procedure and implement	Brett	12/29/21	written & approved by RSA, will be submitted formally and staff trained.	
100%	2	Address/readdress Single Audit findings	Brett & Drazen	12/29/21	done	
100%	3	Monitoring of quarterly Pre-ETS expenditures	Brett & MA4	12/29/21	2nd qtr submitted and working with RSA	
100%	4	Enforce the 8 pt. closure requirements of all cases	Supervisors	12/29/21	included in new WPS and included in Data Integrity Days	

Priority #6 Improving Visibility & Enhanced Branding



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
100%	1	Clear logo with all versions used approved and on SharePoint	Mechelle	12/1/22-3/31/22	Done	
100%	2	Clarify email signatures	Mechelle	12/13/2021-3/31/22	Done	Email signatures have been defined by Director Cafferata
100%	3	Format PowerPoint theme/lobby logo and posters	Mechelle	12/13/2021-6/30/22	PowerPoint theme and lobby logo	PowerPoint theme done, lobby art done
100%	4	Name badges/polo shirts/tv in lobbies	Mechelle	12/13/2021-6/30/22	Javier researching name badges. Reached out to Emire/Julie I. about TV's with video loops for lobbies and quote for polo shirts.	Name badges & shirts have been delivered to staff. TV's have been received. Installed at Corp. and Westbay soon.
75%	5	Indoor/Outdoor signage for buildings	Mechelle	12/13/2021-12/31/22	Reached out to Julie I. 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.	Interior signs in place at Westbay and Corp. Still working on exterior signs.

Priority #7 Improving Performance Indicators



%	#	Strategy	Assigned to	Plan Completion Period	Progress Notes	Challenges
100%	1	Increasing MSG%	Mechelle & Sheena	12/29/21-12/31/22	In new WPS and reinforced at Data Integrity Days	
100%	2	Data validation and staff accountability	Sheena	ongoing		
100%	3	Pay for higher quality closures	Mechelle	12/13/2021-6/30/22	SOW updated	Is in new MSA's approved by BOE
100%	4	Data integrity days-no clients-no email	Sheena	done	First Data Integrity Day is 3/2/22 for all staff	implemented

If you have any questions or comments please contact Deputy Administrator of Programs, Mechelle Merrill

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