Merrill Baumgardner Innovation in Information Technology Award Nomination

1. Award Questions

1. Contact Information of Individual Submitting Nomination

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Full Agency Name : New Mexico Department of Workforce Solutions
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2. Title of the project/initiative *(Please create a title if one does not currently exist)*

New Mexico Department of Workforce Solutions Common Unique Identifier (CUID) Project

3. Provide a brief overview of the project and the significant contribution the named project has made in the field of information technology.

The NMDWS "Common Unique Identifier" or CUID applies to external WIOA citizen-customers across agencies and software applications. NMDWS sought to create a identifier clearinghouse by collecting and analyzing the availability, structure, accuracy, and completeness of partner agency data, which are qualified as the personal identifying information (PII) of individuals, who interact with Unemployment Insurance, Workforce Innovation and Opportunity Act (WIOA) and Employment Services, NM's Higher Education Department (HED), NM's Department of Vocational Rehabilitation (DVR) and NM's Commission for the Blind (CFB) in accordance with WIOA. DWS built automated processes using ODI – Oracle Data Integrator and OEDQ – Oracle Enterprise Data Quality to perform record extraction, comparison, matching, and "CUID" creation in an efficient manner. The DWS automated system compares WIOA Core Program partner data and, then, creates and maintains a Common Unique Identifier or CUID. Once created, the CUID captures and stores data needed to report and communicate the CUID information back to the source systems for incorporation into their reporting datasets. In short, New Mexico has been able to utilize the CUID to facilitate the exchange of information about an individual among the source systems. Finally, NMDWS generates a data validation report to maintain and validate the data quality and communicate to the partner agencies when requested. As the CUID continues to add data, it will mature into a Master Identifier Management system and ensure further integration among all participating New Mexico State agencies' systems.

The significance of the Common Unique Identifier cannot be overstated because it has opened up new avenues for exchanging data about individuals between systems and programs, which provide case managers in all partner agencies with a more complete view of individual customer needs, activities, strengths, and pain points. This also ensures that partner agency staff e.g., case managers, career coaches, and customer service representatives, are not unnecessarily duplicating efforts in terms of documentation, resources, training, wrap-around services and the like. Ultimately, CUID allows limited state resources to provide customers with comprehensive case management, employment services, and wrap-around benefits in a more responsive, accurate, efficient, and cost-effective manner.

4. Describe the series of accomplishments the nominated State Workforce Agency project has made in information technology over multiple years.

New Mexico has been leading state workforce agencies in its IT modernization efforts by not just replacing antiquated systems, but by focusing on improving performance through cutting edge solutions that significantly improve customer service and save workforce funds. Over the past few years we have been at the forefront in implementing predictive analytics and real time cross matches to reduce fraud, we have implemented responsive web design to ensure mobility of our applications for our citizens, we have upgraded our call center operations to cloud telephony utilizing case management tools to be more responsive to our citizens calls and trace the range of interactions they have with this agency. We have designed and develop a range of career tools directed at our youth which utilize labor market information for career exploration.
We have received several recognitions: 2018 U.S. Dept. of Labor Performance Excellence Award in Benefit Payments; 2016 Center for Digital Government Award in Driving Digital Government State Government Category to NMDWS for Improper Payment Prevention Initiative; 2014 Center for Digital Government Award in Digital Government to Citizen Category to NMDWS for its UI Tax and Claims System; and 2014 NASCIO Digital Government for UI Tax and Claims System.

5. Identify how the nominated State Workforce Agency has contributed to the greater workforce development community as well as your state.

NMDWS has ensured that access to our workforce development application is broadly available. We have entered into joint agreements with our sister agencies for use of our Workforce Connection On Line system, we have secured partnerships with higher education institutions and our public schools to promote the use of our internship portal and our career solutions applications, we participated in direct community engagement supporting coding boot camps and annually hiring interns to provide on the job experience. We participate in a range of advisory committees at the local level and ensure we not only connect our community to our services but that we prepare our services to meet their future.

New Mexico has been leading state workforce agencies in IT modernization and improved service delivery efforts, and openly contributed to the greater workforce development community by sharing its methods, resources, approach, technology, and results through a variety of sources including, presenting at National Conferences, i.e., NASWA 2018 UI Integrity and SIDES Summit, New Mexico Technology Council ExperienceIT, Dreamforce 2018. NASWA Technology Committee Conference, and a wide range of other conferences and symposium. The team has also done state to state and agency to agency demonstrations.

6. Provide samples of work including creative materials, videos, graphics, documents, plans, etc. regarding the efforts and results you outlined in questions #3 and #4.
(File limit: 10 | 10 MB limit per file)

Appriss_Safety_NAGLO_Presentation_10-14-17.pdf
Career_Solutions.pdf
Common_Intake_and_Referral_CUID_Roadmap_v1.0.pdf
CUID_-_ODI_EDQ_Review_Process_Use_Case.docx
NASWA_AF_Committee_01252017_Combined.pdf
CUID_ProjectKickOff.pdf
NM_UI_Contact_Center_Beyond_Trailhead.pdf
NM_UIA_PostMod.pdf
Why_I_Work_flyer.pdf

7. Please upload a copy of the email or document with your state agency administrator's approval.
(File limit: 2 | 10 MB limit per file)

StateAdministratorApproval.pdf