

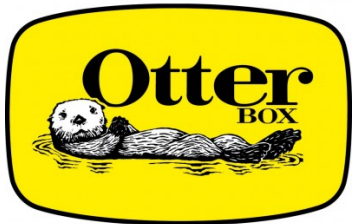
# Road Testing: Strengthening the Implementation and Integration of Program Changes



# About Larimer County

---

- Larimer County is in Northern Colorado, encompasses 2,640 square miles, and has an estimated population of 333,577.
- We're home of Colorado State University (CSU) and Rocky Mountain National Park.
- We're known for innovative manufacturing, craft beer and outdoor adventure.



# About the Larimer County Workforce Center

---

- The Workforce Center provides all Temporary Assistance for Needy Families (TANF) related program services with emphasis on employment.
- County caseload averages 650 per month.
- Have been working with Mathematica and key partners for two years to implement evidence-based practices *into our every day work.*



# How we got here

---

- Funding to the Workforce Center for TANF services decreased 43% over past two years.
- Needed to rework processes, create efficiencies, and incorporate technology to manage workload and services.
- Exposed to new ideas and ways of thinking from our work with Mathematica.
- In partnership with TuaPath, began developing and implementing a new **online goal-achievement tool** titled Your Path to Success (YPTS).



# Your Path to Success (YPTS): What is it?

---

- A technology built upon insights from behavioral science and related fields regarding the successful use of goal-oriented skills.
- Identifies five major life areas and provides scaffolding with pre-existing “action steps” and customers are able to design personalized goals.
- The technology absorbs the cognitive burden and reduces barriers faced by clients by breaking complex tasks into smaller, more attainable action steps, and encourages the user toward goal achievement.

# Your Path to Success (YPTS): What is it? (continued)

---

- Reduces staff responsibilities by automating data input and client notifications.
- An accessible, 24/7, two-way facing technology that can be easily accessed on a mobile device.







# Your Path to Success!

## Family Stability

- Housing
- Dependent Care
- Transportation

## Well-Being

- Personal Well-Being
- Family Well-Being
- Social Support

## Financial Health & Legal

- Financial Health
- Legal

## Work that Works for Me

- Education/Training
- Technology Skills
- Job Search Skills
- Exploration

## Supporting My Goals

- Organization and Planning
- How I react to things
- Getting Things Done

Other Services:



**GET CONNECTED NOW!**

post your résumé, apply for a specific job or do a self-directed job search

> Click here to learn more



# Your Path to Success: Home Page

# Road Testing

---

- Used road testing as an intentional, strategic method for implementing, refining, and scaling the YPTS.
- Have completed a series of three road tests. Each road test has been designed to support point-in-time development and refinement.





# Road Test #1

---

- Conducted an initial “Prototype Test” with a select number of participants to collect feedback (from coaches and customers) about what worked well and what could be improved regarding basic functionality, usability, and the overall user experience.



Road Test #1 operated for 5 weeks: June 27 – August 5, 2016

# Road Test #2

---

- Gathered feedback from coaches and customers about the implementation, functionality, and user experience following enhancements and expanded content as a result of Road Test #1
- Road Test #2 explored:
  - **How are coaches using YPTS during in-person meetings with customers?**
  - **How and when are customers using YPTS outside of the Workforce Center setting?**
  - **In what ways does YPTS affect coaches' administrative responsibilities?**
  - **In what ways does YPTS affect customers' access to services and supports?**

Road Test #2 operated for 6 weeks: January 17 – February 24, 2017

# Road Test #3

---

- Created a compelling reason for both coach and customer to use Your Path to Success with the focus on implementing the online Monthly Time Sheet (MTS). The MTS documents the work activities required for the Work Participation Rate (WPR).
- Road Test #3 explored:
  - **Does the MTS functionality in YPTS make it easier for customers to submit their required monthly timesheet in a timely manner?**
  - **Does the MTS functionality in YPTS reduce staff administrative burden associated with timely MTS submission compliance and verification?**
- Initiated random drawing/incentive for a Kindle and five \$50 pre-paid debit cards for customers that submitted an online MTS and voluntarily completed a feedback survey.

## Road Test #3 - (continued)

---


### What Happened:

- 381 customers initiated an online MTS – 327 customers successfully completed.
- Of the 327 successful MTS submitters, 123 customers provided 153 responses.
- 67% reported the online MTS was easier to use; 9% reported it was harder.
- 70% reported the online MTS would make them more likely to complete and submit on time.
- 60% of the caseload transitioned to the online MTS in the month of May.

Road Test #3 operated for four weeks: April 2017

# We applied our learnings in the following ways

---

- Road tests work well in an evolutionary process; they build upon each other and strengthen the process/product.
- Road tests are discrete experiences that manage change fatigue for staff and customers.
- Allow for intentional inclusion and engagement of staff and customers, build “buy-in”.
- Planning for Road Test #4 is underway...to be continued! 



# Road Testing: Strengthening the Implementation and Integration of Program Changes

---

Contact me:

Dena Jardine  
Associate Director  
Larimer County Workforce Center  
djardine@larimer.org  
970.498.6623

The Larimer County Workforce Center  
200 West Oak Street, Suite 5000  
Fort Collins, CO 80521  
larimerworkforce.org