

Transcript | 50 States, 50 Breakthroughs: Projects Reshaping Government Across the U.S.

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Cori Zarek: Hello, everyone! Welcome to the 50 States, 50 Breakthroughs panel event hosted by Apolitical in partnership with the National Academy of Public Administration.

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Cori Zarek: and Humans of Public Service. We will get started in just a minute. We've got folks jumping into the Zoom. We'll let everyone get settled. While we are waiting to get started, it'd be great to hear from all of you where you're joining us from. So do post in the chat your organization, your location, where in the world are you tuning in from? We'll get started in just a minute.

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Cori Zarek: Hello, Washington, D.C. Hello, Maryland, my people! I'm joining you from Washington, D.C. We've got Florida, we've got Philly.

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Cori Zarek: British Columbia, Atlanta, Toronto... Alright, Alabama, yes. Calgary! Denver... St. Louis, New Jersey.

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00:01:12.110 --> 00:01:15.390

Cori Zarek: Oh, all kinds of Canadians, awesome. Hi. Hi, hi.

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00:01:18.630 --> 00:01:20.019

Cori Zarek: More Calgary.

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00:01:23.470 --> 00:01:26.160

Cori Zarek: It's a sunny day in Atlanta, glad to hear it.

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00:01:26.340 --> 00:01:37.840

Cori Zarek: We need some of that up here. Still melting snow in Washington, where I live. Guam? Ugh, so early in Guam. Thanks so much for getting up to be with us today. Hello, Texas.

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00:01:38.380 --> 00:01:52.449

Cori Zarek: We're waiting just another minute to get started. As folks come in. Please do let us know where you're joining from. We've got lots of, location-based sharing. Feel free to also share your public service organization. Which part of government are you in?

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00:01:52.680 --> 00:01:54.359

Cori Zarek: What are you working on these days?

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00:01:57.250 --> 00:02:16.270

Cori Zarek: Okay, well, we'll keep the sharing going, and again, welcome to the 50 States, 50 Breakthroughs event hosted by APolitical in partnership with the National Academy of Public Administration and Humans of Public Service. My name is Corey Zarek, I'm Vice President of North America here at APolitical, and I am a former public servant from U.S. federal government.

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Cori Zarek: For those of you who may be joining for the first time, welcome.

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Cori Zarek: APolitical is the world's largest network of public servants, used by half a million public servants and policymakers across 170 countries.

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Cori Zarek: We are a strategic partner to governments, helping prepare the workforces for the future. We achieve this by upskilling government workforces through short online courses focused on government priorities.

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Cori Zarek: Building innovative tools designed for and with governments, hosting events like these, where we get to bring experts to share their experiences and highlight replic...

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Cori Zarek: highlight replicable, scalable practices. We're gonna hear a lot about those types of practices today from the 50 Innovations in 50 states list we published yesterday, and we're here to highlight. Let me get a few technical notes out of the way before we dive in. This event is recorded for on-demand viewing on the apolitical website, so no need to record it yourself. Contact details for privacy concerns are in the apolitical homepage footer on our website.

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00:03:13.640 --> 00:03:18.429

Cori Zarek: And closed captions are available and can be toggled on or off in your screen settings.

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Cori Zarek: So today, we are proud to share with you the 50 states, 50 Breakthroughs list. AP Political and our partners, the National Academy of Public Administration and Humans of Public Service, have spent months,

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Cori Zarek: culling through incredible projects and submissions, and creating a list that highlights 50 remarkable projects, 50 plus, from across the country that are delivering tangible, meaningful improvements in how government serves people, in how government uses data and technology, how government builds capability and gets results under real constraints. We've got one project from every U.S. state, as well as territories, including Puerto Rico, Washington, D.C, and Guam.

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Cori Zarek: And our list, includes these projects showcasing how they transform government and communities nationwide in some way.

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Cori Zarek: We created this list because, all too often, headlines focus only on what's not working in government. We all know that well. But every day, we see something else happening.

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Cori Zarek: Teams building smarter systems, improving services, and making progress that's both effective and principled. So from digital transformation and citizen engagement, to quantum computing and AI,

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00:04:24.190 --> 00:04:36.180

Cori Zarek: From disaster response and resilience to energy and infrastructure, creativity and innovation is happening in every corner of public service across the United States, and we want to celebrate it with our global networks.

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Cori Zarek: With this list, we hope to achieve two goals. First, to shine a light on the work that's already succeeding, so it gets recognized, resourced, and studied. And second, to make it easier to learn from each other, across state lines, city boundaries, national borders, and our departments and our disciplines.

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Cori Zarek: So this list exists because of the teams, like you all, who shared your work, because of our partners and our expert reviewers who helped us identify these projects that are making an impact, and the wider community of public servants who keep raising the bar on what's possible. Thank you for trusting us with your stories, and for making the time to be here.

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Cori Zarek: So to everyone on the list, congratulations! This is recognition for work that's hard to do and easy to underestimate, and we are proud to be featuring you.

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Cori Zarek: We hope you feel celebrated because you've earned it. And we also want to shout out the dozens and dozens of additional projects submitted for our consideration that are noteworthy and important. To every public servant, thank you for what you do on all our behalf.

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Cori Zarek: In today's panel event, you'll hear directly from public servants who have led these breakthroughs on what enabled progress, what got in the way, and what they do differently.

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Cori Zarek: As you listen, I'd invite you to consider a few questions. One, what about these projects is transferable in your own context? Two, what conditions made this work possible? And three, what's one step you could take in the next 90 days to emulate an important aspect of these projects?

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Cori Zarek: We hope you'll take a look at the list, read it, share it, and use it to start conversations in your own teams and departments. The link is in the chat right now.

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Cori Zarek: Okay, well, we are fortunate to have, some brilliant speakers joining us today. We've got 3 folks whose projects are featured on the 50 States 50 Breakthroughs list. Manali Mohanty, the Senior Digital Service Expert in the Colorado Digital Service.

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Cori Zarek: Nathan Rankin, the Director of the Office of Education and Workforce Statistics at the Alabama Department of Workforce.

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Cori Zarek: And Isabelle McDevitt, Executive Director of Community Wellness and Recovery for the City of Philadelphia. Welcome, and congratulations!

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Cori Zarek: To learn more about today's speakers, you can visit the Resources tab and select Speakers.

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Cori Zarek: And before we launch into today's panel, and I introduce our other colleagues on the screen, I thought we'd start with a quick icebreaker question, just to get us warmed up. So...

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Cori Zarek: We'll start with Manali, Nathan, and Isabel. Who is your public service hero? I'll give you just a quick moment to think. And this question's for all of you, too. Who is your public service hero? Give it a think and drop it into the chat. We'd love to know.

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Cori Zarek: Okay, Manali, you're up. Tell us who your public service hero is.

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Manali Mohanty: This was easy. I come from India originally, and I was raised in a family of Gandhians, so I would say Matma Gandhi.

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Cori Zarek: That is a solid choice, no one can argue that. Nice. Alright, Isabelle, you're up.

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Isabel McDevitt: Thank you. I'm gonna go more local to the city of Philadelphia. We have a real icon for human services, Estelle Richmond, who's worked at this local, state, and federal level, pioneering new ideas.

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Cori Zarek: Fantastic, love a local hero. Nathan, how about you?

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Nathaniel Rankin: Well, in the labor, area, it, it really is Francis Perkins, the female, Secretary of labor.

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Cori Zarek: Perfectly timed, Betsy dropped it into the chat just now. Love that mind meld. Wonderful. Brian and James Christian?

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Cori Zarek: I'm gonna introduce you in a sec, but... Public Service Hero, Brian?

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Brian Whittaker: You know what, this name's been popping up a whole lot. I've got a 4-year-old and a 2-year-old, so, Mae Jemison, right? She was the, first Black, female astronaut, so... I'll go with her.

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Cori Zarek: Excellent, excellent choice. And James Christian, how about you?

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James-Christian Blockwood: Yeah, I'm probably gonna go very local and say my father, who served in the U.S. military and continues to serve as a federal civil servant today.

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Cori Zarek: Amazing. I love that. Well, thank you to your father for all of his service, and to all the great folks you shared. Seeing some more pop into the chat, keep them coming. Give it a think. Who's your public service hero? Okay, well, I'd like to take a moment to now introduce the two colleagues who, I haven't had a chance to bring to the front. Brian Whitaker, who is the founder of Humans of Public Service, and before founding the award-winning platform.

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Cori Zarek: that shared the stories of more than 200 public servants, Brian held leadership positions in the General Services Administration, the Consumer Financial Protection Bureau, and the Federal Deposit Insurance Corporation.

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Cori Zarek: three federal agencies here in the U.S. that prioritize the use of technology to improve public services. So thanks for being here, Brian, and you'll hear more from Brian in just a few minutes.

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Cori Zarek: I'm also very thrilled to introduce our partner, James Christian Blackwood, who is CEO of the National Academy of Public Administration, and another great partner for apolitical.

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Cori Zarek: Prior to stepping into his current role at the Academy, where he helps leaders build more effective, efficient, accountable, and transparent organizations, James Christian served as Executive Vice President at the Partnership for Public Service, another incredible org that supports public servants in the U.S.

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Cori Zarek: He is a former career member of the Senior Executive Service in U.S. government, and James Christian will be, sharing some thoughts

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Cori Zarek: with us today in some keynote remarks. So, James Christian, I'll hand it over to you. Thank you for being here, and thank you for your partnership.

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James-Christian Blockwood: Thank you so much, and thank you for the kind introduction, and it's just very heartwarming to start with seeing where everyone is joining us from. This really has a lot of reach from across the country and beyond, for that matter.

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James-Christian Blockwood: You know, we're gathered right now at a defining moment for public service in America.

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James-Christian Blockwood: Across the country, public servants are facing extraordinary pressures, tight budgets, workforce shortages, rapid technological change, and rising expectations for the people that they serve.

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James-Christian Blockwood: There's also change, uncertainty, and a very different environment than people are used to happening right now. And this is especially true when it comes to the federal government.

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James-Christian Blockwood: And yet, at the very same time.

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James-Christian Blockwood: Something remarkable is happening. In state governments across all 50 states, public servants are not retreating from complexity, they're meeting with creativity, courage, and results.

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James-Christian Blockwood: That spirit is captured in the 50 states, 50 breakthroughs. And before I say anything else, you know, let me start and offer a heartfelt thank you to AP Political for leading this recognition.

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James-Christian Blockwood: AP Political has been a global force for elevating public servants, connecting innovators across borders, and ensuring that great government work is seen, shared, and learned from. We're deeply grateful for your leadership in this regard, and we're thankful for your partnership.

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James-Christian Blockwood: And I also want to thank, Humans for... Humans of Public Service for partnering alongside us.

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James-Christian Blockwood: Obviously, your work reminds us that innovation is not abstract. It is human. Behind every new system, policy, or service is a public servant who cares deeply about the people that they serve. And those stories matter, and you help ensure they're told.

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James-Christian Blockwood: And so no matter how innovative we get and how far technological advances may take us, there will always be a human element. At least there always should be, and you help us to remember that.

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James-Christian Blockwood: At the National Academy of Public Administration, we're honored to partner in this effort.

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James-Christian Blockwood: We've been around as a nonpartisan, congressionally chartered organization for nearly 60 years, and we've been working across administrations, as well as with states and other partners to really advance the effectiveness, efficiency, transparency, and accountability of government at all

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James-Christian Blockwood: levels. And this is just one of the ways in which we do that, and we're happy to partner on it. But what makes this kind of moment so powerful is really when you think about where the innovation is happening.

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James-Christian Blockwood: Too often, we focus on the federal level. That's where you get a lot of the news, and you hear a lot of the debate and conversation. But states are on the front lines of service delivery.

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James-Christian Blockwood: And they're showing us what's possible when leadership, data, and public purpose come together.

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James-Christian Blockwood: Across the breakthroughs that we're recognizing, we see states reimagining the public workforce, not just to fill jobs, but to build pathways. In Alabama, for example, we see the nation's first statewide skill-based talent marketplace.

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James-Christian Blockwood: Alabama's aligning education, training, and employment in a way that opens doors for people and strengthens the economy at the same time.

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James-Christian Blockwood: We also see states modernizing digital services so that government works the way people actually live their lives. In Minnesota, we see the creation of a single, streamlined way for residents to apply for multiple public assistance programs at once.

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James-Christian Blockwood: That, in and of itself, is an incredible feat and very innovative. And that's not just for efficiency, that's for dignity and accessibility and trust that our system really thrives on and is needed in government.

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James-Christian Blockwood: And elsewhere, we see safer sidewalks, enhanced real-time language translation, use of geospatial data to strengthen emergency response, and all of these other innovations, all which come with increasing reliance and use on data and technology.

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James-Christian Blockwood: And we also see states grappling thoughtfully with that data and with those emerging technologies. Across the country, public servants are asking the hard questions about

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James-Christian Blockwood: How is data shared? How is artificial intelligence being used responsibly? And how human agency remains central in an increasingly digital world.

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James-Christian Blockwood: These are not theoretical debates, they are practical governance decisions, and they're being made every day, and they're being made in a lot of the breakthroughs that you'll hear about, or that if you see the list, will be able to read about.

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James-Christian Blockwood: And perhaps most importantly, we see a pattern across all these breakthroughs.

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James-Christian Blockwood: None of this work happens in isolation. States are partnering across agencies, with their respective local governments, nonprofits, the private sector, and with each other. And innovation here is not about silos, it's about systems. These breakthroughs remind us that innovation in government is a collective endeavor.

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James-Christian Blockwood: It's about solving real problems for real people. It's about public servants who test new ideas, learn from experience, and stay focused on outcomes. And even when the work is hard and the spotlight is small, it's about learning and sharing with others.

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James-Christian Blockwood: recognition initiatives like 50 States, 50 Breakthroughs matter because they create shared awareness. It's also how we'll keep the United States atop the world's most innovative countries.

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James-Christian Blockwood: They allow states to learn from one another, they reduce duplication, and they accelerate progress by turning individual success into collective momentum.

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James-Christian Blockwood: It is especially important to celebrate the success together.

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James-Christian Blockwood: The Academy this year launched an initiative celebrating the American public servant. We believe now is the best time to spotlight and uplift the work, and tell the incredible stories of public servants. And so today is exactly one of those type of celebrations, but it's also a call for...

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James-Christian Blockwood: A celebration of public servants who

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James-Christian Blockwood: whose work is being recognized, who are building more effective, efficient, transparent, accountable governments, and this call is for all public servants, continuing to push yourself, your organizations, and the services you deliver to the edge. The future of public administration will be shaped not by any single breakthrough.

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James-Christian Blockwood: But by our willingness to learn, collaborate, and lead together.

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James-Christian Blockwood: And by you, all of you, the individual public servants that know what you do is key to keeping us as a prosperous nation. So, on behalf of the National Academy of Public Administration, thanks to Apolitical and Humans Public Service, and really, thanks to all of the public servants out there that are being featured here, and the ones that may not be featured here, but are doing equally important

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James-Christian Blockwood: work.

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James-Christian Blockwood: Thank you.

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James-Christian Blockwood: You are showing what is possible when public service rises to the melon.

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James-Christian Blockwood: So I look forward to learning more from the discussion, and again, truly remarkable breakthroughs, and excited and really honored to be a part of it.

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Brian Whittaker: Amazing.

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Brian Whittaker: So, I'll go ahead and get started here. First, I want to say hello, everyone. I'm really honored and moved to be a part of this event today. It's the topic, you know, innovation for the people. It's the reach, being in company of public servants from across the globe.

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Brian Whittaker: And it's getting to celebrate humans who are showing how they made innovation possible in their states. So first, I want to thank Apolitical for leading this work, and your global reach, just to recognize the important work of serving the people.

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Brian Whittaker: Thank you, NAPA, for your tenure and your dedication to supporting those who serve, decade after decade. Now.

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Brian Whittaker: enough about... enough about me, enough about how I'm feeling, and my excitement about this event. Let's actually hear from some of the amazing public servants that, you know.

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Brian Whittaker: offered up their time to really share their experiences, what they did, and what they learned. So, let's go ahead and get started. The first question that we have here, give us a quick overview. What specific problem were you solving?

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Brian Whittaker: Who's affected, and what did you build or change to fix it?

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Brian Whittaker: Nathan, let's start with you.

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Nathaniel Rankin: Sure. So, the Alabama Talent Triad is, what's... what's now come to be known as a talent marketplace. It's built on the idea that, it's not, the creden... the

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Nathaniel Rankin: Credentials that you have that actually

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Nathaniel Rankin: state what you can do in the workplace. It's the skills that those credentials represent, and thus the skills that are also represented by

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Nathaniel Rankin: previous experiences you've had, whether in formal training, formal work, or at home, just learning how to do something, and then being able to use it in your career. We kind of started this journey because Alabama has historically had

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Nathaniel Rankin: a very low unemployment rate, and we started to look at other metrics to evaluate Alabama's workforce. And so we looked at the labor force participation rate, and our leadership saw a connection between

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00:19:21.950 --> 00:19:30.280

Nathaniel Rankin: Labor force participation and the credentials and skills that, allow somebody to move into... into work.

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Nathaniel Rankin: And we put it all together and created a three-part solution that's a learning and employment record that lets you keep track of all of those skills that you've earned throughout your life.

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00:19:41.670 --> 00:19:51.459

Nathaniel Rankin: A skills-based job description generator for employers to come into the system and start to list their job openings in that same language.

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Nathaniel Rankin: And then a credential registry for, education and training providers to also enter the conversation, using that same language to be able to advertise and kind of transact within the marketplace, everyone using the same competency-based language.

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Nathaniel Rankin: To show people their opportunities, in the workforce.

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Brian Whittaker: Amazing. Thanks for that, Nathan. Can we hear a bit from Isabelle as well?

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Isabel McDevitt: Thank you so much, Brian, and thank you so much for having me. So, I'm Isabel McDevitt, and I have the privilege of working for Mayor Sherelle Parker, who's the 100th mayor of Philadelphia, and the first female mayor. And I say that to say is that our project, the Riverview Wellness Village.

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Isabel McDevitt: is really a product of, leadership and vision to address, challenges that are focused, or that every community struggles with around homelessness.

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Isabel McDevitt: untreated behavioral health and substance use disorder. Here in Philadelphia, we have some unique challenges, related to one of our neighborhoods called Kensington, and so early on in Mayor Parker's,

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Isabel McDevitt: tenor, she, you know, really wanted to take on what hasn't been working

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Isabel McDevitt: And really bring new focus and attention, not only to making that community safer, and really to address some of the concerns of an open-air drug market from an enforcement perspective, but also to build out housing and behavioral health capacity in order to create opportunities for people who have been affected by homelessness and substance use disorder. So our project, Riverview Wellness Village, is really

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Isabel McDevitt: a unique approach to building out, housing coupled with.

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Isabel McDevitt: Foundations of health, including primary care, recovery services, and behavioral health and mental health.

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Isabel McDevitt: All in one campus, to break down barriers and silos in order to allow people to come together. It is a true public-private partnership. We've leveraged city assets and city dollars, but also brought in the private sector to actually execute on the vision.

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Isabel McDevitt: So, excited to talk more with you today.

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Brian Whittaker: Wow, thank you for this overview, and you know, I'm holding back all of my follow-up questions. I want to make sure we set a good baseline of what each of these projects are, but we're gonna dig a little bit deeper. So, next up, Manali, could you tell us a little bit about your project?

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Manali Mohanty: Sure, thanks for having me here tonight, today. So, Colorado has a very complicated energy ecosystem. There's dozens of utility companies and various income-qualified assistance and affordability programs, and hundreds of local, state, and federal incentives for energy-efficient home and vehicle upgrades. So, essentially what we did was build Colorado energy

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Manali Mohanty: Energy Savings Navigator, which is a screener that helps Coloradans determine their likely eligibility for these hundreds of programs in 10 minutes or less. And since we've launched in August, we've directed hundreds of people to programs that prevent disconnection, lower energy bills, weatherize their homes, and save thousands of dollars on upgrades, like installing a heat pump.

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Brian Whittaker: That's incredible. Now, let's stick with you, Manali.

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Brian Whittaker: What did you need to do to win people over? How did you get buy-in to go ahead with your project?

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00:23:26.570 --> 00:23:51.519

Manali Mohanty: That's a great question. So to start off, we needed to get all our internal stakeholders from two different agencies, plus the governor's office, governor Paulus' office, on the same page, and then keep them there. So, we needed alignment on who was the user, and what problems we were trying to solve, which is, you know, this, where do we start? This is so huge. So to do this, we started off

128

00:23:51.520 --> 00:24:16.069

Manali Mohanty: by speaking with Coloradans about their experience with finding and applying for energy affordability assistance and incentives. And then we shared these findings from our user research with our stakeholders. We conducted workshops, and we looked at various scenarios and user archetypes, and we co-created possible solutions. And at the end, our user research was key to bringing the voices of Colorado

129

00:24:16.070 --> 00:24:41.050

Manali Mohanty: to the table and ensuring their needs were met. Another group that we needed buy-in from were our external stakeholders, the utility partners. So as I mentioned, Colorado's ecosystem, the utility ecosystem is very complex. It's probably one of the most complex utility ecosystems in the country. So there's dozens of municipal-run utilities, there's co-op utilities.

130

00:24:41.050 --> 00:25:01.579

Manali Mohanty: which are not-for-profit, plus there's investor-owned utilities, which are for-profit. So we, did presentations at conferences, such as RMUE, which is the Rocky Mountain Utility Exchange, where we shared our research findings and proposed solutions. And,

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00:25:01.650 --> 00:25:23.789

Manali Mohanty: This approach really resonated strongly, with the municipal utilities. Many of whom have since reached out to us to ask for their programs to be included in our screener. And what this has done is help bring this project to more rural communities, communities that are harder to reach and just difficult to communicate with about these programs.

132

00:25:25.240 --> 00:25:40.740

Brian Whittaker: That's interesting. It sounds like you have a very complex ecosystem that you were working with, and rather than formally hosting all of them in one space, you went to where everyone was going and communicated your priorities and initiatives at that conference. I love that.

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00:25:40.880 --> 00:25:45.330

Brian Whittaker: Before we move on, are there... what were some of the challenges that you faced?

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00:25:47.730 --> 00:26:11.410

Manali Mohanty: To begin with, a key challenge, as there is to many initiatives such as ours, is funding. So, we were able to be resourceful about that. We partnered with our sponsor and a key internal stakeholder, which is the state's Public Utilities Commission, to unlock grant funding to meet our goals. We also had, in order to speak with folks, the Coloradans.

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00:26:11.410 --> 00:26:36.370

Manali Mohanty: We wanted to make sure that they were compensated for their time, but the state has very strict procurement rules, so this required research participants to fill out tax forms, and then this would mean that it slowed down the incentive process, as well as it was a blocker for participants who wanted anonymity for their personal safety. So, again, here, we were very resourceful.

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00:26:36.370 --> 00:26:49.990

Manali Mohanty: different fund with a different team to get gift card incentives. And we also utilized, trusted state contractors and their contracts to then help pay, for... provide these incentives to research participants.

137

00:26:50.890 --> 00:26:57.940

Brian Whittaker: Amazing. Compensation for, you know, the user's time and the citizen's time is critical. Thank you for doing that.

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00:26:58.200 --> 00:27:07.739

Brian Whittaker: Isabelle, let's go back to you. Could you tell us a little bit about what it took to get some buy-in, for this new initiative, and some of those challenges that you faced?

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00:27:08.360 --> 00:27:13.300

Isabel McDevitt: Yeah, absolutely. Well, I'm sure many, many on the call have, have

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00:27:13.430 --> 00:27:23.510

Isabel McDevitt: in their communities, you know, tried to address some of these challenges, and you understand with multiple stakeholders, it is very, very,

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00:27:24.820 --> 00:27:36.950

Isabel McDevitt: can be challenging to site facilities, you know, not my backyard, and all of those issues. But in this case, I think what was really, really important to build buy-in is...

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00:27:36.950 --> 00:27:46.589

Isabel McDevitt: Not only did the mayor have a strong vision based on, you know, her experience, but also there was... we were able to look at data and really identify.

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00:27:46.590 --> 00:28:08.300

Isabel McDevitt: what we needed to do, to really address the unmet needs of many people in our community struggling with homelessness and substance use disorder. We were able to not only identify the numbers, but also to identify our bed capacity, across a housing continuum and a substance use disorder treatment continuum, and say, look, we're missing what

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00:28:08.450 --> 00:28:27.869

Isabel McDevitt: we believe is an important part of that continuum, which is the recovery house bed, and that's what we've built at Riverview Wellness Village. We were also able to demonstrate, you know, a model that would have return on investment, not just financially, but in terms of, better outcomes for our residents.

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00:28:27.870 --> 00:28:49.300

Isabel McDevitt: So, by co-locating primary care, by co-locating recovery services, and leveraging our private partners, and other funding streams that they bring to the table, you know, in order to do that, we were gonna not only have better financial outcomes, but better outcomes for our residents. So we were really able to tell a story that could bring along our partners.

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00:28:49.300 --> 00:29:11.840

Isabel McDevitt: I should note that, you know, our project is not the only work that's happening across our wellness ecosystem in Philadelphia. So, we also really wanted to get buy-in from our private and public partners from other departments that have been doing this work for decades. So, our hospital system, our treatment providers, our internal Office of Homeless Services and Department of Behavioral Health.

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00:29:11.840 --> 00:29:20.870

Isabel McDevitt: And so there's a lot of communication there. But really being able to point to the need and the impacts of the project were key.

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00:29:21.080 --> 00:29:33.750

Isabel McDevitt: So, you know, I think, you know, the last thing I'll say is being able to communicate with the broader public, not just in the neighborhoods affected, but also as it relates to these issues.

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00:29:33.830 --> 00:29:49.390

Isabel McDevitt: I... many of us, myself included, have had friends and family members affected by these issues, and so when you can really humanize these challenges, and also bring real solutions, that really goes a long way in terms of creating buy-in.

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00:29:50.260 --> 00:30:09.259

Brian Whittaker: I love that. A few of the things that I heard, data-driven storytelling really brought some people to the table, right? Coalition building and honoring those who've been working in this space for a long time, learning from them and bring them into the initiative, and also just humanizing it, making it relatable, right? Sort of adding that

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00:30:09.260 --> 00:30:12.940

Brian Whittaker: human element or that face to the challenge, I think, really helps as well.

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00:30:13.110 --> 00:30:13.790

Brian Whittaker: Okay.

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00:30:14.310 --> 00:30:16.349

Brian Whittaker: Some of the challenges that you faced?

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00:30:16.690 --> 00:30:19.120

Isabel McDevitt: Yeah. So, so...

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00:30:19.360 --> 00:30:30.809

Isabel McDevitt: talk about the challenges and frame them as, opportunities and solutions. So, you know, one of the challenges, obviously, is building out, you know, new capacity. We...

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00:30:30.810 --> 00:30:53.860

Isabel McDevitt: completed our project in record time, and when I tell you from idea to actually bringing in our first resident, we completed, a complicated renovation within 90 days to make it occupiable for the residents that we have here. So, it was a challenge to bring together multiple city departments.

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00:30:54.040 --> 00:31:03.809

Isabel McDevitt: To execute within, you know, within, all of the city, rules to, to build, you know, or renovate a facility.

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00:31:03.810 --> 00:31:21.269

Isabel McDevitt: You know, the physical plant challenges of that, the procurement challenges of that, but because we had such a strong vision and such a strong mandate, we were able to complete that first phase of construction, you know, in order to bring residents into our project.

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00:31:21.270 --> 00:31:40.250

Isabel McDevitt: We've also, you know, obviously funding... funding is, a need everywhere. And in our case, we were very, grateful that our city council really did support the initial investment. But we've also been creative in finding funding through our opioid settlement dollars.

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00:31:40.270 --> 00:31:59.499

Isabel McDevitt: Which is a huge challenge, obviously, to address these issues. We do leverage city dollars, we leverage Medicaid dollars, state dollars, but where we've been able to meet, the challenge around additional funding is by leveraging opioid settlement dollars for this project and other projects related to our wellness ecosystem.

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00:31:59.500 --> 00:32:09.300

Isabel McDevitt: So those are just two things that we brought together. And then the last thing I'll say, on the ground within our project, you know, we've... we've asked our service providers

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00:32:09.300 --> 00:32:18.809

Isabel McDevitt: to basically create one model. And so the... the inner... the inner workings of care coordination and making it, you know.

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00:32:18.810 --> 00:32:35.570

Isabel McDevitt: the outcome of our services stronger than the sum of its parts, really has required, a lot of navigation with our service providers, which can be challenging, but we're already seeing some really great, innovations from that effort.

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00:32:36.760 --> 00:32:47.190

Brian Whittaker: That's incredible. I mean, from the service design components of bringing everything together in one centralized space, navigating policy to find additional funding, and...

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00:32:47.340 --> 00:32:55.109

Brian Whittaker: wrapping up a renovation in 90 days, I think we could have a whole separate webinar on this discussion, but

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00:32:55.260 --> 00:32:56.170

Brian Whittaker: That's...

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00:32:56.440 --> 00:33:11.159

Brian Whittaker: That's impactful and really great to hear. Nathan, could you tell us a little bit about, your process and, you know, bring all this talent data together? What did it take to get people invested in this, and what were some of the challenges that you had to overcome?

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00:33:12.160 --> 00:33:26.019

Nathaniel Rankin: Absolutely. The, the data piece was, something we wrestled with for a long time, because there is not a good, kind of, region-specific data set for,

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00:33:26.200 --> 00:33:36.350

Nathaniel Rankin: kind of comprehensive competency, ontology, and so we really had to create that ontology, in-house. We had to convene,

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00:33:36.880 --> 00:33:48.490

Nathaniel Rankin: All of the stakeholders from across business and industry, education, and tried to include the interests of workers, learner earners.

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00:33:48.540 --> 00:33:58.449

Nathaniel Rankin: As best we could, without any kind of central representing organization, you know, how do you engage the populace?

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00:33:58.560 --> 00:33:59.929

Nathaniel Rankin: So...

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00:34:00.550 --> 00:34:20.550

Nathaniel Rankin: We reached out into the community and kind of gathered up as much brainpower as we could to kind of sit down and have quarterly meetings to do this work of describing every occupation on our in-demand list, which we had to redo the data-driven process for, and kind of

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00:34:21.380 --> 00:34:31.609

Nathaniel Rankin: Listed all those out and developed a new competency model for the state to do it, and then began the work of kind of translating that data into the,

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00:34:31.850 --> 00:34:38.580

Nathaniel Rankin: The credential world, and then, again, into the world of employment for job descriptions.

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00:34:38.780 --> 00:34:52.769

Nathaniel Rankin: And the tagging and relational data there was something that we really had to learn, kind of, from the ground up. The national standards that have been developed over the past several years.

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00:34:52.770 --> 00:35:06.459

Nathaniel Rankin: Have been fantastic for giving us some affirmation that we've done something right, that we've enabled key pieces of interoperability so that other states

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00:35:06.590 --> 00:35:22.619

Nathaniel Rankin: will be able to work with our system and have, individuals from all across the country, be able to kind of transact in this marketplace. Another difficulty was, just finding,

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00:35:22.910 --> 00:35:40.849

Nathaniel Rankin: finding people to come participate. Nobody wants to join a job board that doesn't have jobs on it, and nobody wants to advertise their job postings on a job board that doesn't have applicants. So, balancing all of the interests of our three groups of stakeholders.

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00:35:40.890 --> 00:35:43.890

Nathaniel Rankin: It took a lot of time to get used to.

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00:35:45.400 --> 00:35:50.300

Brian Whittaker: Wow, that's, definitely a compelling challenge to overcome and face.

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00:35:50.550 --> 00:35:53.040

Brian Whittaker: Could you tell us a little bit about your lessons learned?

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00:35:54.240 --> 00:36:05.320

Nathaniel Rankin: Definitely. Lessons learned, are mostly on the value of what someone says. We've learned, a great

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00:36:05.950 --> 00:36:08.620

Nathaniel Rankin: A great lesson in, trusting.

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00:36:08.900 --> 00:36:25.769

Nathaniel Rankin: But validating skills. We trust the individual as the expert of what they say they know how to do. And, you know, just like on a resume, you can put all of your skills on a resume, and our role in that is to

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00:36:25.770 --> 00:36:38.160

Nathaniel Rankin: give some sort of validation for those skills, instead of, leaving it up to the open marketplace. So, the way that we've been able to organize data to

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00:36:38.250 --> 00:36:51.250

Nathaniel Rankin: showed people what they actually do know how to do based on their experiences, and letting them describe it for themselves, has been fantastic. We've also had to lean on the,

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00:36:52.030 --> 00:37:07.870

Nathaniel Rankin: the folks at other state agencies, not just Department of Workforce, but, you know, every state has higher education coordinating boards, maybe community college systems, they do all sorts of workforce training all throughout the,

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00:37:08.280 --> 00:37:17.410

Nathaniel Rankin: the state ecosystem, and kind of convening all of those people, because they... they have a lot of energy, and maybe don't have,

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00:37:17.540 --> 00:37:22.769

Nathaniel Rankin: The... the coordination to bring... bring a big project like this

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00:37:22.940 --> 00:37:38.109

Nathaniel Rankin: To the forefront, so it's been a lesson in figuring out how to work with other agencies and kind of cultivate the participation from folks who, really see promise in systems like this.

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00:37:39.290 --> 00:37:41.080

Brian Whittaker: Alright, thank you, Nathan.

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00:37:41.850 --> 00:37:47.069

Brian Whittaker: Isabel, could you tell us a little bit about you know.

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00:37:47.270 --> 00:37:54.719

Brian Whittaker: What you learned in this project that you think other governments or other states could take on and adapt or implement?

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00:37:58.830 --> 00:38:15.980

Isabel McDevitt: Sorry, couldn't get off mute for a second. Yeah, absolutely. I mean, as I've said, I mean, I think every community struggles with similar issues, and there's a lot of great work happening, you know, both in the private sector and the public sector, and

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00:38:15.980 --> 00:38:18.890

Isabel McDevitt: You know, in many cases,

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00:38:19.010 --> 00:38:43.519

Isabel McDevitt: you know, my experience has been in a number of different, you know, communities is, you know, the government is only the funder, and, you know, maybe the policymaker, maybe providing some systems work. But in this, you know, one lesson learned is I think, you know, there are opportunities for government to be the innovator, and also, you know, bringing resources to the table, particularly in our case, like, around

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00:38:43.520 --> 00:38:46.489

Isabel McDevitt: you know, leveraging actual city assets

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00:38:46.490 --> 00:38:51.240

Isabel McDevitt: but then kind of creating a public-private model.

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00:38:51.260 --> 00:39:06.349

Isabel McDevitt: You know, to be more... more involved in the execution of some of these more innovative concepts around integrating services, as well as, you know, kind of supporting,

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00:39:06.530 --> 00:39:14.839

Isabel McDevitt: Projects that, that, you know, don't fit into one particular government agency or one particular funding stream.

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00:39:14.840 --> 00:39:35.050

Isabel McDevitt: So I definitely think, you know, the lesson learned is that it is possible, you know, to get, to get, you know, sort of outside of the box, from a government perspective. But the work is still hard. So, I don't want to gloss over that, as well, and I think, you know, when we talk about.

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00:39:36.030 --> 00:39:57.039

Isabel McDevitt: you know, sort of some of the things that we want to keep learning from is actually really documenting where we, where we have success, right? So this can really, truly become a model, but then also where we continue to kind of need to think more creatively around solutions, both on the on-the-ground level and then in terms of longer-term sustainability.

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00:39:58.260 --> 00:39:58.880

Brian Whittaker: Okay.

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00:39:59.190 --> 00:40:05.480

Brian Whittaker: Yeah, I feel like documenting so others can pick up and use it is critical, so... I like that.

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00:40:05.680 --> 00:40:13.560

Brian Whittaker: Manali, if there was one thing you wish you knew at the start of this project that others could learn from, what would that be?

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00:40:16.230 --> 00:40:40.450

Manali Mohanty: So, so much of our work was, informed by human-centered design, and, just recognizing the importance of, place-specific research, such as understanding the culture and unique physical characteristics across Colorado, or the legislative environment, understanding what and where it's going to be deployed.

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00:40:40.450 --> 00:41:05.289

Manali Mohanty: and who it's going to be deployed for is key to success. And really, our screener was built off of, we white-labeled an existing tool, but to maximize the impact of something, even if the underlying technology is white-labeled, you need some amount of tweaking, and that is valuable.

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00:41:05.290 --> 00:41:29.199

Manali Mohanty: that needs to be informed by user research. The other thing that we, you know, are currently grappling with is the long-term ownership and accountability for the sustainability of this screener. And that's an open question, so the team's considering many options for a successful handoff, including cost of maintenance and upkeep of the tool.

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00:41:29.200 --> 00:41:36.450

Manali Mohanty: While the state leadership is looking into a home for the tool to be funded and owned in the long term.

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00:41:39.550 --> 00:41:40.790

Brian Whittaker: Sounds like, you know.

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00:41:41.120 --> 00:41:49.300

Brian Whittaker: A great piece of advice is beginning with the end in mind, right? Thinking through that sustainability piece, how do you smooth the hand off so the work can keep continuing?

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00:41:49.700 --> 00:41:58.020

Brian Whittaker: Okay, that's great. Thank you, Manali. So, I'm gonna ask a question to the entire group, but I think I'll pick the order of responses, so...

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00:41:58.170 --> 00:42:07.350

Brian Whittaker: What is one aspect of the project that you're specifically proud of, and how did it contribute to the project's success? I think we'll...

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00:42:07.530 --> 00:42:09.600

Brian Whittaker: start with Nathan.

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00:42:11.210 --> 00:42:18.300

Nathaniel Rankin: I am, particularly proud of the way that we've been able to,

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00:42:18.620 --> 00:42:26.909

Nathaniel Rankin: To bring people together to talk about, their different spheres of the way they see the world.

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00:42:27.030 --> 00:42:37.409

Nathaniel Rankin: With this emphasis on using a common language, that... that's evident in the data, but with the relationships that we've built.

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00:42:37.560 --> 00:42:39.989

Nathaniel Rankin: We've... we've got the opportunity to...

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00:42:40.190 --> 00:42:48.550

Nathaniel Rankin: Bring together, representatives from business and industry, and connect them with folks from education, and have them, kind of.

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00:42:48.660 --> 00:42:59.640

Nathaniel Rankin: have conversations where one can say, oh, I experienced that too, we talk about it this way, has been great for kind of building the bridges between

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00:42:59.740 --> 00:43:11.260

Nathaniel Rankin: the way that government works, and the way that people see government. I think it's doing a lot to... to help people understand the...

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00:43:11.260 --> 00:43:19.979

Nathaniel Rankin: the goals that we have as far as Alabama's workforce, but then tying it back to the person at the end of the

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00:43:20.260 --> 00:43:32.659

Nathaniel Rankin: at the end of the process, who comes out with a workforce credential that they can use to advance towards a family sustaining wage, or with, you know, new skills that they

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00:43:32.760 --> 00:43:42.919

Nathaniel Rankin: use and foster that into their own journey. So it's about, kind of, helping everyone see the same thing from their different perspectives.

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00:43:43.600 --> 00:43:45.259

Nathaniel Rankin: Coming together on that.

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00:43:46.050 --> 00:43:46.990

Brian Whittaker: Very cool.

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00:43:47.170 --> 00:44:03.730

Brian Whittaker: exciting to... I bet it was exciting for so many folks to see government engage in this way, and just see the realities of, hey, making sure you're credentialed to get you a role that can sustain... that can pay you and help you sustain your family. That's huge. Thank you, Nathan.

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00:44:04.150 --> 00:44:05.799

Brian Whittaker: Isabelle, what about you next?

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00:44:08.280 --> 00:44:23.779

Isabel McDevitt: So, I talked about, you know, our goals and the model at a high level, but truly, it's all about the people that we are trying to support and empower and help, you know, transform their lives from

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00:44:23.780 --> 00:44:35.009

Isabel McDevitt: You know, before they come to us, and then when they graduate. So we, we accepted our first resident at Riverview Wellness Village, on January 27th, 2025.

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00:44:35.050 --> 00:44:42.530

Isabel McDevitt: And so now, we have just reached a year, and it is a year-long program. So we're starting to see, you know, the folks from our first

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00:44:42.590 --> 00:45:06.199

Isabel McDevitt: month, you know, get to that stage where they're transitioning into... back into the community with permanent housing and employment. And there's one gentleman in particular who, really stands out. He has been involved in helping, you know, with... with the food service operation here. And we recently just brought in a new food service vendor and a brand new commercial kitchen.

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00:45:06.200 --> 00:45:13.340

Isabel McDevitt: To... to do a lot more than we were able to do initially when we just had a more of a temporary kitchen space.

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00:45:13.410 --> 00:45:17.560

Isabel McDevitt: And not only did he get a job with that, with that vendor,

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00:45:18.410 --> 00:45:27.570

Isabel McDevitt: his whole body language and demeanor is different. And, you know, it really is about one person at a time, and I know that that sounds really cheesy, but

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00:45:27.570 --> 00:45:44.459

Isabel McDevitt: All of these projects and innovations are about improving lives, and so to really see that in real time, and understanding that, you know, to be able to have the stability of housing, the stability of healthcare, the stability of recovery services, and employment all in one place.

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00:45:44.460 --> 00:45:49.870

Isabel McDevitt: You know, it really... it really feels very gratifying to see that in real time.

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00:45:53.060 --> 00:45:54.600

Brian Whittaker: That's so inspiring.

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00:45:55.300 --> 00:46:02.750

Brian Whittaker: And yeah, to your point, being able to see the... the real impact that it has on someone's life, I'm sure that's,

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00:46:03.330 --> 00:46:07.499

Brian Whittaker: you know, such a rewarding experience. Thank you for sharing this project.

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00:46:07.990 --> 00:46:10.379

Brian Whittaker: Manali, lessons learned.

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00:46:11.690 --> 00:46:18.690

Manali Mohanty: I think, did you... lessons learned, or impact?

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00:46:18.690 --> 00:46:22.110

Brian Whittaker: Apologies, impact. Okay. What is one aspect of the.

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00:46:22.110 --> 00:46:25.780

Manali Mohanty: Yes, absolutely, yeah, yeah, absolutely.

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00:46:26.350 --> 00:46:38.790

Manali Mohanty: I would say that, as I mentioned earlier, our approach to human-centered design really helped drive our thinking to move this project forward, and we...

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00:46:39.190 --> 00:47:03.980

Manali Mohanty: we really made an immense effort to speak to as many Coloradans, or a diverse group of Coloradans. So accessibility was very important to us, so we conducted

interviews not only in English, but also in Spanish language, and in many cases, this meant going to community events, so partnering with our partners on the ground.

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00:47:03.980 --> 00:47:27.050

Manali Mohanty: to attend some of the workshops and events in these communities that are underserved, so that we could speak to some Coloradans in person that we wouldn't normally be able to access. And the result of that was dozens of videos and stories and insights from people throughout the state, from not just the metropolitan area, but from rural areas.

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00:47:27.050 --> 00:47:51.590

Manali Mohanty: which I mentioned earlier, have their own unique characteristics and also complexities, about their energy needs and perception of the screener, because we continue to speak to them as we build and iterate on this. So, rather than making decisions in a vacuum, this community input has driven where we want to take this valuable tool in the future. And we found that.

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00:47:51.590 --> 00:48:00.649

Manali Mohanty: sharing these video, audio, directly from our end users to stakeholders really helped build empathy and alignment, and

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00:48:00.770 --> 00:48:19.260

Manali Mohanty: And that's been kind of the cornerstone of our project. The other thing I would add is that we white-labeled a solution, kept costs really low, we were nimble, resourceful, and we've created a solution that is replicable by other states. So at this time, there's at least one other state that's looking to replicate our work.

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00:48:20.590 --> 00:48:27.559

Brian Whittaker: I love that, and it actually dovetails nicely into a question that we received in the Q&A.

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00:48:27.860 --> 00:48:42.409

Brian Whittaker: But let me... let me respond to that first. I... what I heard and what I really appreciated was, like, the place-based research that you mentioned, and, you know, bringing

in folks that spoke other languages, and going to the communities and where they were to hear from them, so...

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00:48:42.410 --> 00:48:51.690

Brian Whittaker: Definitely think that's a great practice. Now, I think this is probably the last question we'll be able to ask and hear from the entire group, ideally.

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00:48:51.720 --> 00:49:00.729

Brian Whittaker: Do you think it would be easy... do you think your project would be easily replicated in other communities and places? And I'd love to hear why.

256

00:49:00.890 --> 00:49:08.069

Brian Whittaker: So, is it yes, why, or no, why? Do you think it would be easily replicated in other communities and places? So...

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00:49:08.290 --> 00:49:09.769

Brian Whittaker: Manali, what do you think?

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00:49:11.580 --> 00:49:36.180

Manali Mohanty: I think... I don't know about easily, because it depends so much on context, and that's important to keep in mind. The context within which we were operating were unique to Colorado, and that's different for every state. But I do think that in terms of technology, what we did was we built off of... we partnered with a non-profit partner.

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00:49:36.180 --> 00:49:56.999

Manali Mohanty: that had an existing screener tool, and we built off of that. And then we partnered with Rewiring America to use the data from their API to basically build our screener. So we built really strong partnerships, and we piggybacked on existing solutions, which really helped

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00:49:57.000 --> 00:50:21.920

Manali Mohanty: stay nimble, and also keep our costs very, very much within budget. And I think that that's something that can be replicated. Also, the other thing that can be replicated

is, is talking to the user, talking to folks, you know, getting out there and hearing what they have to say, because, you know, what we really believe is that the user has the answer. So.

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00:50:21.920 --> 00:50:27.600

Manali Mohanty: method and a framework that we advocate for, and we definitely believe can be easily replicated.

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00:50:28.290 --> 00:50:37.370

Brian Whittaker: I love it. Talk to the users, build on, you know, existing platforms, and partner, right? Don't start from scratch if you can avoid it.

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00:50:37.870 --> 00:50:40.100

Brian Whittaker: Alright, Nathan, what do you think?

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00:50:41.340 --> 00:50:54.200

Nathaniel Rankin: I think a talent marketplace is absolutely replicable. Now, with the data standards that have come out, the interoperability pieces that folks are coming up with.

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00:50:54.200 --> 00:51:05.340

Nathaniel Rankin: I talk with, states all over the... all over the country, and I... I'm well aware of, similar systems that are popping up in

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00:51:05.350 --> 00:51:21.870

Nathaniel Rankin: the European Union, there's the opportunity for states, to... to begin to develop systems that, use a common... common language to interoperate between,

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00:51:21.960 --> 00:51:35.669

Nathaniel Rankin: you know, the interests of, learners and earners, education training providers, and employers. We've seen some, smaller, more localized, type

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00:51:35.810 --> 00:51:49.080

Nathaniel Rankin: learning talent marketplaces, come out of, universities or other workforce development boards. Those are really cool, projects, and I like seeing the,

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00:51:49.140 --> 00:52:06.650

Nathaniel Rankin: kind of federated nature of those, as long as they can all work together. As far as setting them up, there's tons of options for doing that. There are vendors who are willing to give you kind of the turnkey solution, and then you can develop things in-house and

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00:52:06.780 --> 00:52:18.820

Nathaniel Rankin: build a... build a dataset and start issuing credentials to your... your constituency, whoever that is. So it's def... definitely replicable, and that's the idea for us to come up with a,

271

00:52:18.940 --> 00:52:22.430

Nathaniel Rankin: a big... Big interoperable tool.

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00:52:22.720 --> 00:52:25.640

Nathaniel Rankin: Talent marketplace that kind of spans borders.

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00:52:26.500 --> 00:52:33.640

Brian Whittaker: Strong yes from Nathan. I like that, sir. It seems like everybody has a... well, states have a variety of options to pursue this if they want it.

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00:52:33.980 --> 00:52:35.749

Brian Whittaker: Alright, Isabel, bring us home.

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00:52:36.120 --> 00:52:51.379

Isabel McDevitt: My answer is also yes, but I will say that, I mean, while I think it's... it is true that communities struggle with these issues, homelessness, behavioral health needs, access to healthcare.

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00:52:51.430 --> 00:52:58.609

Isabel McDevitt: I could... I will say that I think the process of, hitting, you know, hitting those issues head-on.

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00:52:58.730 --> 00:53:18.380

Isabel McDevitt: the approach of, you know, government taking a leadership role as a convener, as a champion, as a driver to think differently and to use data to figure out exactly how to do that, to involve the private sector, I think all of that is replicable, but

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00:53:18.380 --> 00:53:25.860

Isabel McDevitt: I do think that the actual outcome of what gets designed needs to be customized to the community itself.

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00:53:25.900 --> 00:53:43.660

Isabel McDevitt: You know, their, their local, their local needs, their local population, but the concept of integrating housing with all the foundations of health, you know, is, is definitely something that, can be, can be replicated regardless of location and population.

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00:53:45.370 --> 00:53:46.450

Brian Whittaker: Incredible.

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00:53:46.770 --> 00:53:54.390

Brian Whittaker: Before I hand it back over to Corey, I just want to thank you all for sharing your best practices, you know, taking the chance and innovating.

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00:53:54.500 --> 00:54:00.819

Brian Whittaker: The workforce across our states, the wellness of our constituents, and the energy to power

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00:54:00.980 --> 00:54:12.539

Brian Whittaker: you know, everything that we're doing at any given moment in our state is critical work. So, thank you all so much. This was a great, great panel. I learned a lot, and over to you, Corey.

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00:54:12.810 --> 00:54:20.090

Cori Zarek: Thanks, Brian. Thanks for guiding a fantastic discussion and, really pulling out some insights from our colleagues here.

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00:54:20.090 --> 00:54:43.169

Cori Zarek: I love that last thread about replicability. It was something that we really looked for, all of us, as we were assessing the different projects that came our way, because we think it is so important to share and learn from one another. You know, I mentioned at the top, apolitical is the world's largest network of public servants. We have loads of spaces where folks are sharing these practices, encouraging the replication and scale.

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00:54:43.170 --> 00:55:07.729

Cori Zarek: in their work, and I think the thing I'd add to my colleagues here and to all of you is when we know our projects are replicable, let's be sure we're sharing as much as we can with each other, so that folks can find them, copy them, and put them into great practice for the impact in their own communities. A good place to start is our government innovation community. Today's topic was really looking at

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00:55:07.730 --> 00:55:32.520

Cori Zarek: creative and innovative practices in government, and the government innovation community has hundreds and hundreds of public servants from all around the world who are asking how folks have figured out a hard problem they're stuck with, and sharing great practices like these here today and throughout the 50 Innovations list. So, I hope to see you there. I hope to see you sharing your own practices and case

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00:55:32.520 --> 00:55:57.010

Cori Zarek: studies and challenges, and roadblocks, so that we can continue to help each other through them. So, thank you again, Brian, for guiding this conversation. Really appreciate that. And thank you to Manali, Isabel, and Nathan, and your teams, and your colleagues, and all of your governments who you represent, and all of the local community members who were critical partners in your projects as well. It was great to hear more about them today.

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00:55:57.160 --> 00:56:11.720

Cori Zarek: And thanks, James Christian, for inspiring remarks at the top, for all the work that NAPA does to support public servants, at every level of government. And so, really appreciate your partnership, as well as Humans of Public Service, Brian.

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00:56:12.100 --> 00:56:25.609

Cori Zarek: Okay, the team's gonna put up a quick poll, to find out how all of our attendees were feeling about today's event. It will help us keep improving our content. We really appreciate your responses. Take a quick minute and let us know how we did.

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00:56:27.000 --> 00:56:40.299

Cori Zarek: On the scale of 1 to 10, you're ranking your agreement with this statement. This event was a valuable use of my time. 1 means you didn't think it was. We don't love a 1. 10 means we knocked it out of the park. We love a 10, but give us your honest assessment.

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00:56:42.220 --> 00:56:56.010

Cori Zarek: And then, in case you missed it earlier, my colleague is going to share the link to the 50 States, 50 Breakthroughs list in the chat, so you can learn more about Manali, Nathan, and Isabella's transformative work there, as well as innovative projects from all across the rest of the United States.

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00:56:58.880 --> 00:57:23.120

Cori Zarek: Okay, well, that is all we have time for today. We hope you found it inspiring, and we want to say a huge thank you to our speakers, to everyone who made today happen, and to you, the attendees, for taking time out of your busy days. Keep an eye out for an email coming your way with today's recording, and your link to the 50 States, 50 Breakthroughs list, and you can find all of our apolitical events coming up on the apolitical site.

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00:57:23.120 --> 00:57:34.250

Cori Zarek: We've got all kinds of great stuff on the horizon, and hope to see you at a future event very soon. Otherwise, we'll look for you in the government innovation community. Thanks again, have a great day. Bye, everyone.