

Strategic Recommendations



Make an immediate impact through process transparency, dignified application experiences, and equitable, proactive communication. Show up when, where, and how people need it.



Decouple payment from attendance such that determination follows families and funding follows enrolment. An integrated, top-down path to payment solution will empower family choice and reduce administrative burden.



Align and de-duplicate regulatory processes by leveraging technology and data-sharing methods to boost inter-agency transparency, trust, and efficiency.



Adopt a customer-centric, product mindset during the transition in order to leverage private sector principles that drive faster, more efficient innovation and customer satisfaction.

Guiding principles

1

The future of EC is a collaboration between providers, families, communities, and the new CDEC.

2

Create a departmental culture of compassionate, dignified, equitable, proactive delivery of services that will drive process and decision-making about the experience for everyone.

3

Build a new department that reflects the realities of the diverse families across Colorado, not the way government has functioned in the past.

4

Governance should focus on rewarding desired actions that drive equitable family outcomes, not punishing infractions of unclear and misaligned regulations.