



# Denver Workforce Development Board Local Plan: July 1, 2016 - June 30, 2020

## Introduction

The Denver Workforce Development Board (Denver WDB), authorized by the Workforce Innovation and Opportunity Act (WIOA, Pub. L. No. 113 – 128, July 22, 2014), and certified by the Colorado Workforce Development Council (CWDC) as a local area, serves as a strategic convener to promote and broker aligned relationships between the Mayor and economic development, education, and workforce partners to engage in and implement state-of-the-art talent development solutions tailored to meet the needs of Denver area businesses and job seekers as part of an integrated, holistic, customer-centered, and effective business-driven workforce development system.

During the 2016-2020 2017 program year period Denver Office of Economic Development (OED) will continue to implement a comprehensive One-Stop model that integrates WIOA and TANF programs into a seamless service delivery system and will work to refine specific strategies by focusing on the following fundamental elements:

- **Career Pathways** - creating and providing information to career seekers that explains in demand middle skilled occupations and the training, skills, certifications/credentials needed to attain them.
- **Business Driven** - developing work-based learning experiences across the continuum of work experience, transitional jobs, professional internships, and on-the-job training, and focusing on developing industry led registered apprenticeship programs in nontraditional areas such as IT and advanced manufacturing.
- **Denver Workforce System** - integrating WIOA and TANF employment and training programs through a holistic, customer-centered design that seamlessly aligns services and resources across the community into one comprehensive One-Stop system.
- ~~Denver Preferred Training Provider List~~ **Colorado Eligible Training Providers List (ETPL)** - providing clear and transparent information to prospective students regarding career pathways and the preferred education and training programs by industry/occupation using the state's ETPL.
- **Accessible Services** - providing responsive and culturally sensitive services based on WIOA requirements to all job-seekers, including priority populations.

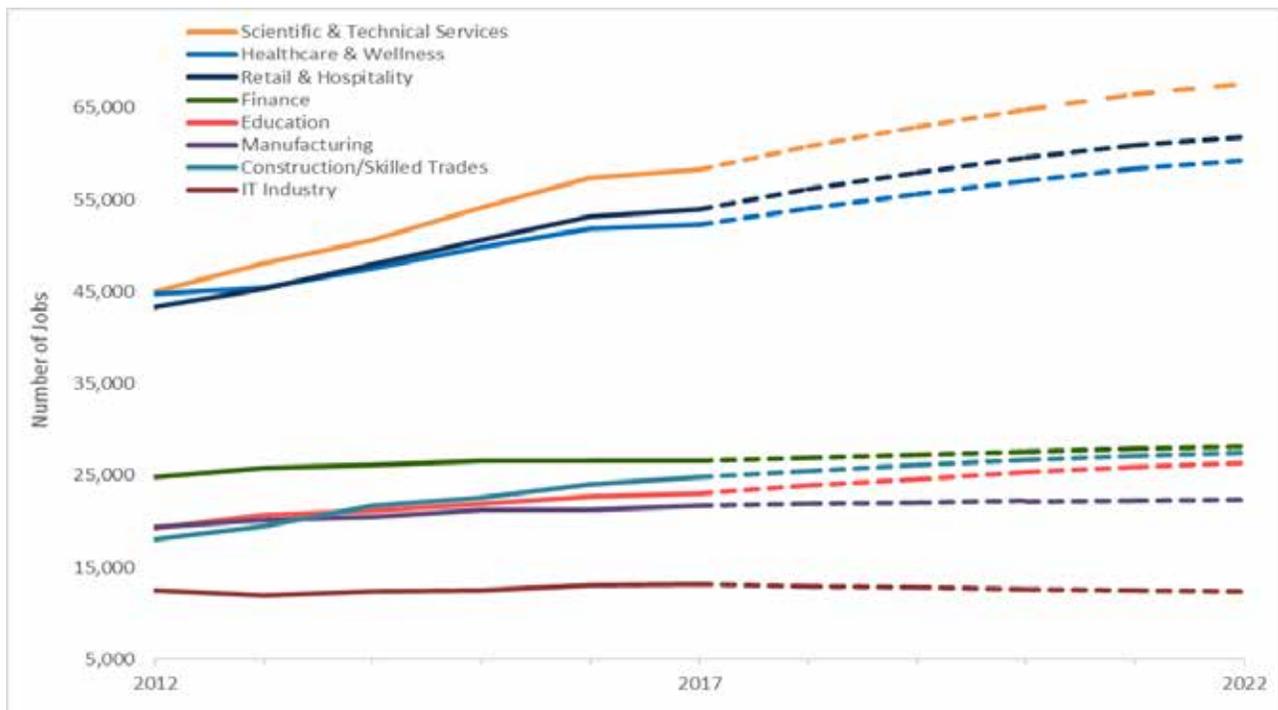
# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

The Denver Local Area Plan was completed initially in the spring of 2016, and modified in 2018, in alignment with the Central Planning Region Plan, the goals and vision of the Denver Workforce Development Board and in accordance with the WIOA regulations. Through this plan, the Denver Local Area will propose innovative methods of training and serving the job seekers and businesses in the Denver County area. This plan will be overseen by the Director and utilized as a guide to evaluate the implementation and efficacy of specific strategies.

1. **Provide an analysis of the economic conditions in the local area including:**
  - a. **Existing and emerging in-demand industry sectors and occupations; and**
  - b. **The employment needs of employers in those industry sectors and occupations;**

With a population of 663,800 707,084, Denver County is the largest within the 7-county Metro Denver Region and has a growth rate that has consistently outpaced the national rate every decade since the 1930s. The region has grown steadily in the past 10 years; Denver is continues to be one of the fastest growing urban-city cities in the United States. With roughly 15,000 net new residents annually, Denver County's population is anticipated to increase to nearly over 750,000 by 2020. Denver currently has an unemployment rate of 3.4 3.2% and historically highest employment of 487,000 546,828 jobs.

**Exhibit 1. Number of Jobs by Key Industries, Denver County, 2012 – 2022**



Source: EMSI 2018.1 Class of Worker (QCEW Employees, Non-QCEW Employees, Self-Employed)

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

**Exhibit 1** above estimates employment activity within Denver County from 2010 to 2020 for OED’s targeted industries of Healthcare & Wellness, Scientific & Technical Services, Information Technology, Finance, Manufacturing, Construction/Skilled Trades, and Retail & Hospitality. These industries have been identified as providing the largest levels of employment as well as projected to have double digit levels of sustainable growth over the next few years.

Denver County has one of the nation’s strongest economies with Scientific & Technical Services the fastest growing and largest employing industry (with a forecasting forecasted a nearly 65% 50% increase in jobs between 2012 and 2022); however, Retail & Hospitality is projected to remain the largest employer based on the number of jobs provided, employing over 85,000 by 2020. It is anticipated that the Retail & Hospitality, Healthcare & Wellness, Education, Information Technology, Manufacturing and Construction/Skilled Trades sectors each will experience strong and steady growth of well over 5,000 jobs; Finance will see growth closer to 5,000 new positions. Employers in these fast-growing sectors will need access to a workforce with diverse skill sets and training.

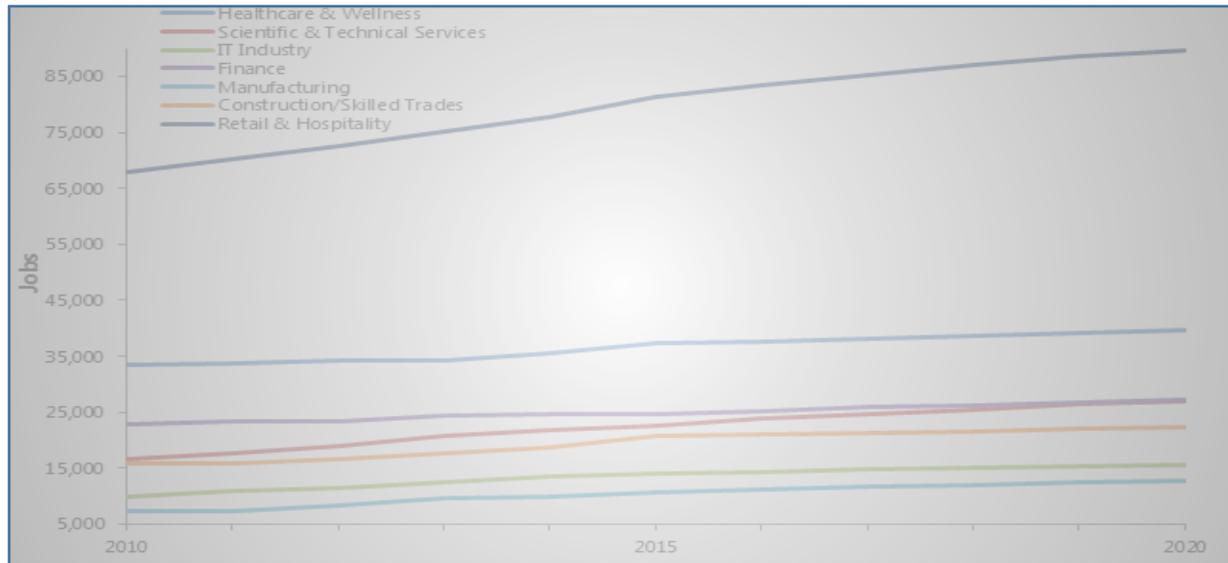
Industry Sector	Number of Jobs		Percent Change
	2012	2022	
Scientific & Technical Services	44,960	67,620	50.40%
Healthcare & Wellness	44,708	59,318	32.68%
Retail & Hospitality	43,298	61,801	42.73%
Finance	24,818	28,147	13.41%
Education	19,317	26,341	36.36%
Manufacturing	19,427	22,334	14.96%
Construction/Skilled Trades	17,994	27,497	52.81%
IT Industry	12,502	12,500	-0.02%

Source: EMSI 2018.1 Class of Worker (QCEW Employees, Non-QCEW Employees, Self-Employed)

Although many positions created in these targeted sectors (construction laborers, cooks, retail salespeople, manufacturing stock handlers and retail stock clerks) will not require a high school diploma or its equivalent, at least a bachelor’s degree is necessary for employment in other sectors (Information Technology, Scientific & Technical Services, Information Technology, and Finance).

**Exhibit 1. Number of Jobs by Key Industries, Denver County, 2010 – 2020**

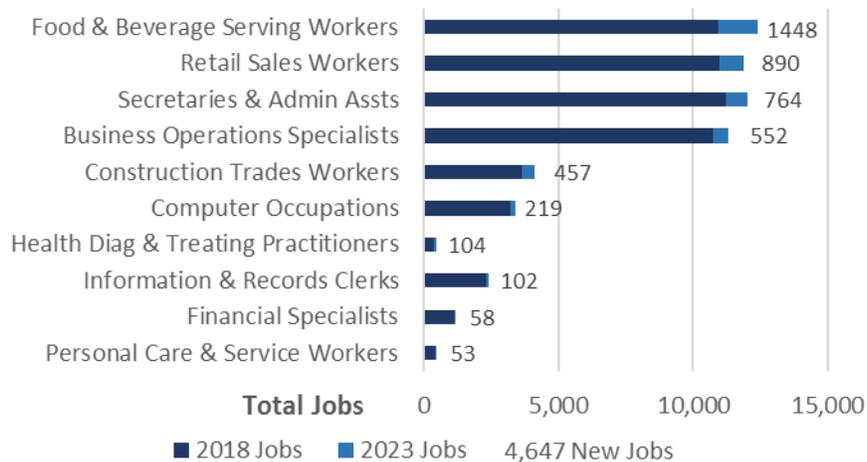
# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020



Source: EMSI 2015.2 Class of Worker (QCEW Employees, Non-QCEW Employees, Self-Employed)

Exhibit 2 provides the updated growth forecast for the top ten high demand occupations. Of these occupations, Retail Salespersons, Janitors & Cleaners and Laborers & Freight Handlers do not require a high school diploma or its equivalent, yet Secretaries & Administrative Assistants, Business Operations Specialists, Customer Service Representatives, Sales Representatives do, and Bookkeeping Clerks and Accountants & Auditors must have at least a bachelor's degree. All require at least a high school diploma or its equivalent; entry level Computer Occupations typically require at least an Associate Degree; Financial and Business Operations Specialists require a Bachelor's.

## Exhibit 2. Job Growth in High Demand Occupations 2018 – 2023



Source: EMSI 2018.1 QCEW, Non-QCEW

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

**Exhibit 2. Job Growth in High Demand Occupations 2015 – 2020**



Source: EMSI 2015.4 Class of Worker

Exhibit 3 provides additional details on required skills, knowledge and wage information on Denver’s projected high-demand occupations.

**Exhibit 3. Requirements of High-Demand Occupations 2018 – 2023**

Occupation	Typical Entry Level Education	Median Hourly Earnings	Primary Skill	Primary Knowledge
Business Operations Specialists	Bachelor’s Degree	\$ 37.41	Problem Solving	Customer & Personal Service
Food & Beverage Serving Workers	High School Diploma	\$ 9.80	Service Orientation	Customer & Personal Service
Computer Occupations	Associates Degree	\$ 25.34	Monitoring	Computers and Electronics
Information & Records Clerks	High School Diploma	\$ 17.59	Writing, Reading, Critical Thinking	Clerical
Retail Sales Workers	High School Diploma	\$ 12.45	Service Orientation	Customer & Personal Service
Financial Specialists	Bachelor’s Degree	\$ 44.82	Mathematics, Critical Thinking	Economics & Accounting
Health Diag & Treating Practitioners	Master’s Degree	\$ 51.95	Reading Comprehension	Psychology
Secretaries & Admin Assts	High School Diploma	\$ 18.83	Reading Comprehension, Active Listening	Clerical
Construction Trades Workers	High School Diploma	\$ 15.62	Active Listening, Coordination	Building Construction
Personal Care/Service Workers	High School Diploma	\$ 11.98	Service Orientation	Customer & Personal Service

Source: EMSI 2018.1 QCEW, Non-QCEW

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

**Exhibit 3. Requirements of High Demand Occupations 2015 – 2020**

Occupation	Typical Entry Level Education	Median Hourly Earnings	Primary Skill	Primary Knowledge
Secretaries & Admin Assts	High school diploma	\$ 18.58	Accounts Payable	Clerical
Business Operations Specialists	High school diploma	\$ 36.23	Quality Assurance	Customer/Personal Service
Retail Salespersons	Less than high school	\$ 11.91	Bilingual	Customer/Personal Service
Accountants & Auditors	Bachelor's degree	\$ 37.36	Accounts Payable	Clerical & Accounting
Janitors & Cleaners	Less than high school	\$ 11.12	HAZMAT	Customer/Personal Service
Customer Service Reps	High school diploma	\$ 16.59	Bilingual	Customer/Personal Service
General & Operations Managers	Bachelor's degree	\$ 55.87	Quality Assurance	Administration/Management
Laborers & Freight Handlers	Less than high school	\$ 11.94	Material Handling	Mathematics
Sales Representatives	High school diploma	\$ 27.29	Customer Relationship Mgmt.	Sales & Marketing
Bookkeeping Clerks	High school diploma	\$ 19.24	Accounts Payable	Clerical

Source: EMSI 2015.4 Class of Worker

2. ***Provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations.***

The career pathway and training focus for Denver in 2016-2020 2016-2017 will continue to look at middle skilled occupations in the sectors listed in Exhibit 1. Some of these occupations include: **Healthcare** - CNA, Medical Lab Technologist, Pharmacy tech; **Manufacturing** - CNC machinist, production technician, assembly technician; **IT** - entry level help desk, junior developer. Denver will work to develop work based learning opportunities along a continuum including: work experience, transitional jobs, internships, apprenticeships and OJT, that result in industry recognized credentials. As a proven strategy, work-based learning will be used for supporting priority populations to pursue careers within these in-demand job sectors. We will also focus on short term career and technical classroom training and boot camps.

3. ***Provide an analysis of the workforce in the local area, including current labor force employment (and unemployment) data, and information on labor market trends, and the educational and skill levels of the workforce in the local area, including individuals with barriers to employment.***

**Exhibit 4** displays 10 of the most employing occupations during 2014 2017 as well as their respective median earnings. Denver's workforce strategies are designed to reduce skills gaps across targeted industries that provide a livable sustainable wage. As such, we are primarily interested in those jobs that can provide a livable median hourly wage of at least \$17 per hour. However, we are cognizant of the fact that not every job seeker has the capability or skills necessary to enter into a middle-skilled or technical position. Therefore, we have included entry level and low skilled occupations with large levels of employment that can offer a pathway for job

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

seekers to advance while receiving a continuum of services from the workforce system to help grow their educational and occupational skill sets.

Business Operations Specialists as well as Food and Beverage Serving Workers are among the largest occupations by number of jobs for Denver County. In **Exhibit 4** below, we show a range of occupations that encompass varying levels of educational attainment from less than High School to a Bachelor's Degree. In **2014 2016**, median household income was **\$54,944 \$64,258** and per capita personal income was **\$35,967 36,606**.

**Exhibit 4. Jobs by Key Industries, Denver County, 2017**



Source: EMSI 2018.1 Class of Worker (QCEW Employees, Non-QCEW Employees, Self-Employed)

**Exhibit 4. Jobs by Key Industries, Denver County, 2010 – 2020**



Source: EMSI 2015.2 Class of Worker (QCEW Employees, Non-QCEW Employees, Self-Employed)

With a population of 663,800, Denver County is the largest within the 7-county Metro Denver Region and has a growth rate that has consistently outpaced the national rate every decade since

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

the 1930s. The region has grown steadily in the past 10 years, and by 2020, Denver County's population is anticipated to increase to nearly 750,000.

Exhibits 5 and 6 show the composition for Denver County by race/ethnicity and gender in 2014 2017. Ethnic and minority population groups represent nearly one-half of Denver's total population, and are growing rapidly. The population is equally split between male and female.

Exhibit 5. 2014 2017 Race/Ethnicity Demographics

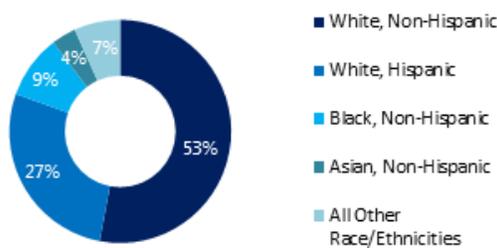
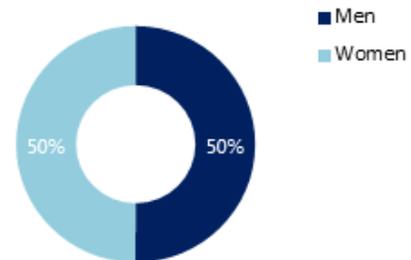


Exhibit 6. 2017 Population by Gender



Source: U.S. Census Bureau, 2014 American Community Survey

Exhibits 7 and 8 show that Denver County has its largest population concentration in the 20 - 39-year-old range (at 37% of the population, this is a 1% increase over 2014's 36%), supplying companies with a large and highly skilled workforce. Denver is a relatively young region with a median age of 34.2 years old. Nearly 90% of Denver County residents age 25 and up have completed at least High School, with 44% 45% holding a Bachelor's Degree or higher.

Exhibit 7. 2017 Population by Age

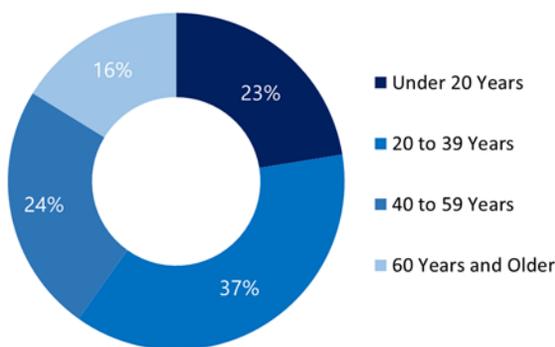
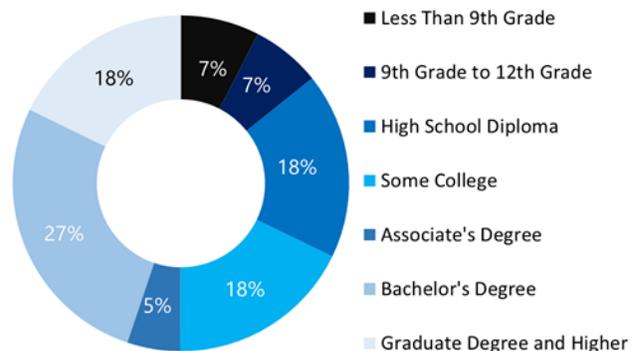


Exhibit 8. 2017 Educational Attainment

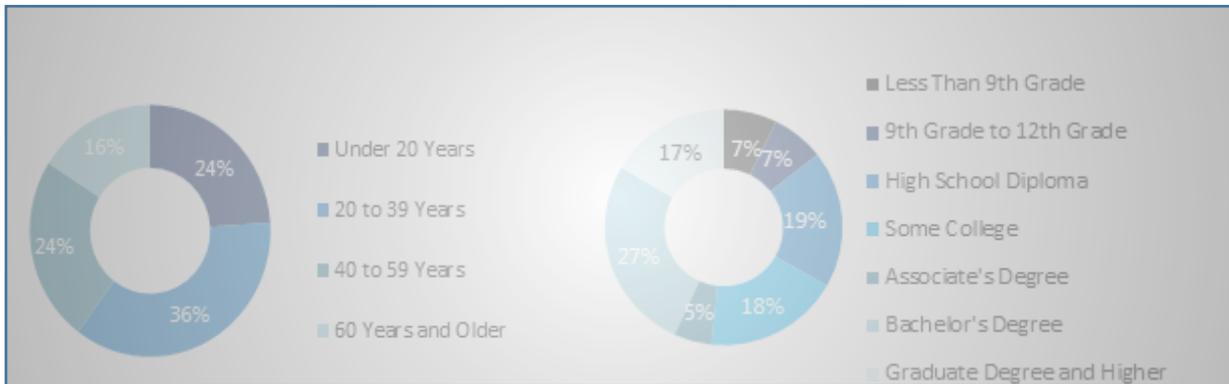


Source: U.S. Census Bureau, 2017 American Community Survey

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

**Exhibit 7. Population by Age**

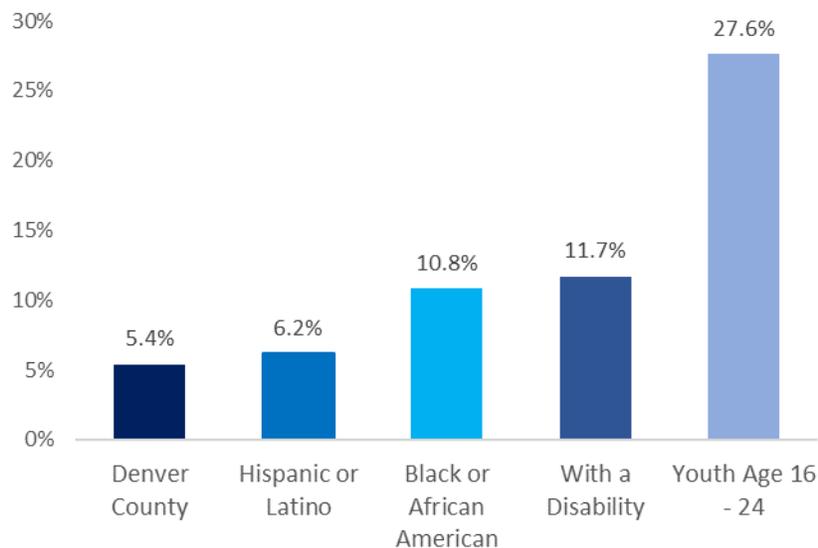
**Exhibit 8. 2014 Educational Attainment**



Source: U.S. Census Bureau, 2014 American Community Survey

It is important to note that throughout the data presented, many disparities exist largely in the attainment of employment and education for both youth and minorities. According to the U.S. Department of Labor's Bureau of Labor Standards, Denver's unemployment rate as of February 2018 was 3.2%. As shown in Exhibit 9, Denver County's overall unemployment rate, as estimated in the most recent U.S. Census American Community Survey is 5.4% ~~is 3.2%~~. However, the unemployment rate for Denver County Youth aged 16-24 is ~~above 27%~~ ~~closer to 26%~~.

**Exhibit 9. Denver County and Selected Populations Unemployment Rates**



Source: CO LMI Gateway; U.S. Census Bureau, 2012-2016 American Community Survey

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

The table below outlines the number of Denver residents, and, when available, Program Year (PY) 2016 WIOA customers, with specific barriers:

Group	WIOA Customers PY16		
	Number	Number	Percent
Older Individuals (over 65)	77,622	147	12%
Low-Income Individuals (18-64)	67,750	1091	89%
Individuals with Disabilities	61,932	189	15%
Veterans	30,957	68	6%
Single Parent Households	25,524	368	30%
Single Mother Households	17,141	N/A	N/A
Older Individuals, low-income	8,383	N/A	N/A
TANF	7,131	186	15%
American Indiana/Alaska Natives/Native Hawaiians	6,609	106	9%
Single Father Households	5,963	N/A	N/A
Youth in Foster Care	964	18	1%
Long-term Unemployed	110	16	1%
Public Assistance Other than TANF	N/A	594	48%
Basic Skills Deficient	N/A	323	26%
Homeless	N/A	302	25%
Limited English	N/A	299	24%
Ex-Offenders	N/A	279	23%
Farmworkers	N/A	N/A	N/A

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates; Connecting Colorado Characteristics Report

The rates for veterans, individuals with disabilities, and low-income individuals is outlined in the table below. The table highlights that Denver's veterans have the lowest unemployment rate of groups with barriers at 7.5%, and a workforce participation rate of 72.8%. Individuals with disabilities participate in Denver's workforce at a much lower rate, only 43.8% and experience relatively high unemployment at 13.2%. Low-income individuals also rate low in workforce participation at 51.0%, and highest in unemployment at 19.9%.

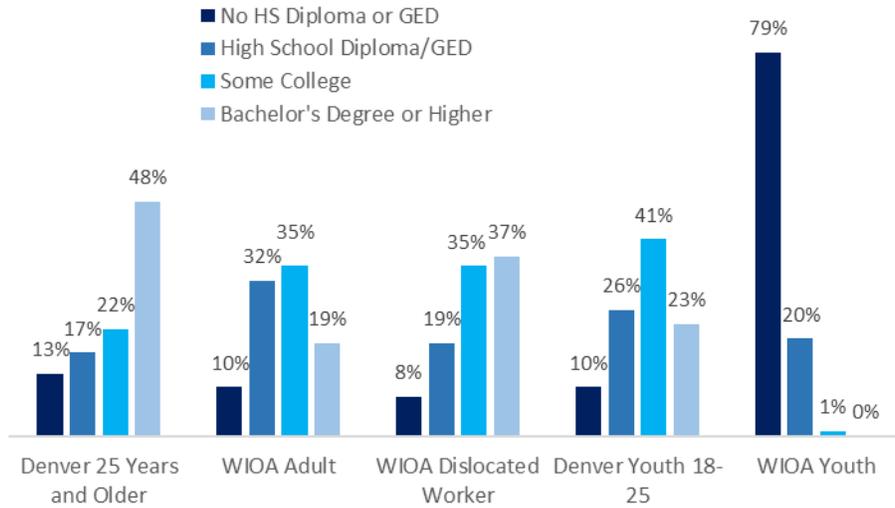
	Unemployment rate	Workforce Participation Rate
Veterans	7.5%	72.8%
Disabled	11.7%	43.8%
Low-Income	19.9%	51.0%

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

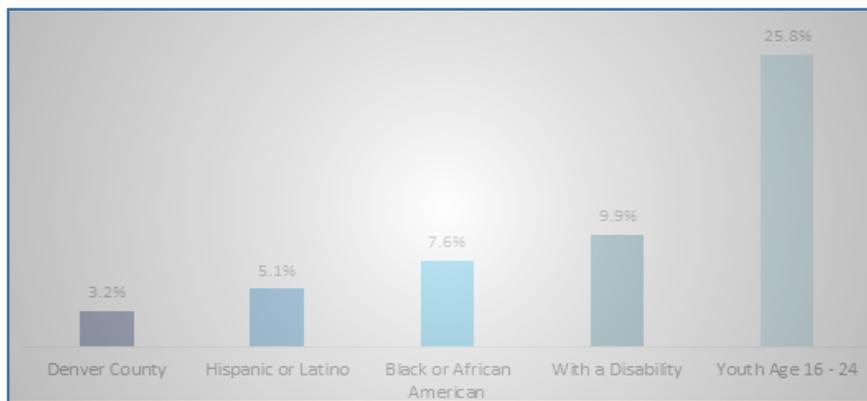
# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Exhibit 10 displays the variance in educational levels across Workforce Development Programs, indicating the disparity among Denver's WIOA Youth.

**Exhibit 10. 2017 Education Attainment by Workforce Development Program**



Source: Connecting Colorado, Self-Attested Education Levels for New Registrations in PY16 and U.S. Census 2016 American Community Survey



Source: CO LMI Gateway; U.S. Census Bureau, 2014 American Community Survey

**Exhibit 10. 2014 Education Attainment by Workforce Development Program**

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020



Source: Connecting Colorado, Self-Attested Education Levels for New Registrations in PY14

4. **Provide an analysis of the workforce development activities (including education and training) in the local area, including an analysis of the strengths and weaknesses of such services, and the capacity to provide such services, to address the identified education and skill needs of the workforce and the employment needs of employers in the local area.**

The Denver metro area workforce development activities consist of the Denver Workforce System Services (DWS), as provider of WIOA Title I Adult, Dislocated Worker and Youth, Wagner-Peyser, and Trade Adjustment Assistance programs, as well as the Denver Workforce Integration Network (DWIN), which incorporates members of the Denver One-Stop System: DWS, other government WIOA partner programs, training programs providers and resource agencies representing such as the VETS Colorado Department of Labor and Employment (CDLE) Jobs for Veterans State Grant (JVSG) programs and services, CDLE Division of Vocational Rehabilitation (DVR), Title I Indian and Native American programs YouthBuild, Perkins, Second Chance Act, Temporary Assistance for Needy Families (TANF), Employment First, Senior Community Service Employment Program (SCSEP) and Adult Education and Family Literacy Act funded programs. Additionally, there are a number of plethora of community and faith based organizations that provide workforce development activities for targeted populations. The Denver metro area is also served by many postsecondary education institutions including: Metro State University of Denver (MSU), Community College of Denver (CCD), and an array of private occupational schools such as Galvanize, Turing School of Software Design, Leaderquest, Emily Griffith Technical College (EGTC), and many more. In addition, Denver will continue work to strengthen its partnerships with the members of DWIN as well as other educational institutions, training providers, and community organizations to complement and inform training options for all customers.

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

The strengths of the postsecondary programs, particularly related to the needs of individuals with barriers, include the availability of Adult Education services which provide high school equivalency preparation and examination as well as career and technical education (CTE) courses. However, many of the area employers believe the CTE courses to be out of date and not in line with the needs of their businesses and industries. Another shortfall we find with workforce education services is the lack of programs that meet the needs of individuals that are very low skilled (those with an educational assessment at or below the 5th grade level). The education and skill training needs for this population are addressed by short term contextualized learning programs that lead to entry level employment opportunities. Denver ~~is currently working with EGTC to pilot a new program that addresses these needs, however, we still need~~ will work to identify more programs in the community that fit this profile.

Another occupational training area that has significant gaps is in Information Technology (IT) training for occupations such as software developer, network administration and cyber security. There is a need for more types of training models including online, boot camps, apprenticeships and short-term training. Many employers identify a significant skills gap in these areas and they have a difficult time filling these positions from local talent pools. Denver will continue to work to fill these gaps through efforts such as the Technology Employment in Colorado Partnership (TEC-P), which is working to develop partnerships with employers in IT and Advanced Manufacturing, as well as work based training models that allow for entry points across all steps of the career pathways.

In addition to IT and Advanced Manufacturing, Denver will focus training resources on the other key industries and economic drivers of the region. These industries include Construction, Healthcare, Professional & Financial Services, and Retail & Hospitality. Denver will partner with employers, training providers, and resource agencies to identify and implement customized workforce solutions for each industry.

- 5. Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) in order to support economic growth and economic self-sufficiency.***

Denver's Workforce Development Board (WDB) is in the process of establishing a strategic plan, which encompasses and supports Denver's economic growth and self-sufficiency of its residents. With the WDB's drafted vision statement – *To be a leading, cutting-edge, integrated workforce solution that fuels sustained economic vitality and individual potential for all clients through innovation and collaboration within Colorado and specifically the Denver metro region* – building a system that is easy to navigate, enriched with resources and relevant to business/industry is paramount. The WDB is interested in looking at data to inform program decisions and delivery,

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

including number of touches or longitudinal study, (benefit) recidivism, and movement along a continuum or career pathway.

The Denver WDB adopted its [2016-2020 Strategic Action Plan](#) on July 8, 2016, which included its vision – *to be the sought-after partnership model of business, workforce, community, educational, and civic leaders that empowers all job-seekers to learn and grow so they can contribute to and fulfill the needs of a vibrant business community* – and mission – *to convene key workforce partners to deliver talent development solutions to Denver area businesses in order to generate employment opportunities for all job seekers and provide Denver citizens with a thriving economy*. The strategic plan outlined a number of goals to be achieved by 2020 for preparing an educated and skilled workforce, including, by not limited to:

- A 5% increase in the number of participants completing workforce development training
- A 5% increase in the number of participants placed in employment
  - A 5% increase in the number of participants placed in employment related to training
  - A 15% increase in the number of individuals with barriers to employment placed in employment
- A 5% increase in the number of participants retained in employment for more than 6 months
- A 5% increase in the starting salary for participants
- A 5% increase in the average six-month earnings of participants
  - A 15% increase in the average six-month earnings of individuals with barriers to employment
- A 5% increase in skill gains and attainment of degrees and/or certificates

The Denver WDB's vision for preparing an educated and skilled workforce includes being active within the community and interacting with job seekers, customers, residents and businesses to better understand their needs. The board's focus will be on identifying industries that have sustainable wage and career opportunities in order to place participants in a position with upward mobility rather than just placing participants in a "job," and connecting job-seekers with the training, work-based learning, in particular, skills, certifications and credentials needed to attain in-demand middle skilled occupations. The goal of this vision is financial independence for participants including the ability for participants to become self-reliant and provide for their families without government assistance. Some of the identified metrics that will assist in evaluating the success of this vision include: training completion, skill gain, employment placement, livable wage, retention, and quality of hire.

6. **Describe the strategies and services that will be utilized to facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs. Specifically:**

# Denver Workforce Development Board Local Plan

## July 1, 2016 - June 30, 2020

- a. *What outreach activities are planned to increase business engagement in your local area?*
- b. *How will the Business Services Team be utilized for this purpose?*
- c. *How will the members (particularly business members) of the LWDB and Youth Council/committee support these efforts?*
- d. *How will sector partnerships be utilized for this purpose?*
- e. *What are your objectives and goals for these activities?*

Denver's Business Services unit team will continue to focus on services that connect local employers to qualified job seekers, including providing direction and support to contracted partners and providers within the Denver Workforce Integration Network (DWIN) - Denver's One-Stop System Operator's business engagement team. Services include job postings, candidate assessments and referrals, hiring events, job fairs, and the on-the-job training/work-based learning programs. The Business Services team will increase business engagement by working directly with the Denver Office of Economic Development's Division of Small Business Opportunity and Business Development recruitment teams to identify the top employers of in-demand occupations and initiating and developing relationships with them to offer customized workforce development services. Furthermore, the team will work with individual employer accounts from in-demand sectors with middle-skill occupations, to offer a new Customized Recruitment service. This service will offer full level recruiting services that will include applicant screening, assessments and training to prepare potential candidates for specific occupations within the business.

For over 10 years, Denver Workforce Services has developed will continue to develop a sector-based strategy strategies that focused on the following area's key industries: Healthcare, IT and Technology, Manufacturing, Professional & Financial Services, Retail and Hospitality and Construction. These partnerships have been vital in identifying specific sector and employer-specific hiring and training needs. In 2016-17, Denver will continue to focus on these in-demand sectors and utilize them to align education and training providers around business needs to develop more relevant and real-time training programs resulting in and a more qualified talent pool.

Denver's WDB is comprised of businesses from these sectors and will continue to offer support as industry leaders by convening advisory boards, providing internships and other activities that support in-demand sector work. Board member recruitment will continue to focus on business in Denver's high-growth key industries.

7. *Discuss the implementation of initiatives designed to meet the needs of employers in the local area that support the local board's strategy, including:*
  - a. *Work-Based Learning Programs: Explain how you will utilize and promote incumbent worker training programs, on-the-job training programs, customized training programs, internships, or other activities for PY16.*

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Denver ~~OED-WD~~ Workforce Services will continue to place high importance on utilizing WIOA funding for work-based learning opportunities. Industry specialists will aggressively pursue on-the-job training, apprenticeship and internship opportunities. The Business Services Team will expand these efforts under WIOA through leveraging our Sector Partnerships in Healthcare, Manufacturing, Information Technology, Construction/Skilled Trades and Retail/Hospitality to help develop these industry-focused customized training options for our employers ~~within the targeted sectors~~ for adults, ~~DWs~~ dislocated workers and youth.

Denver ~~OED-WD~~ Workforce Services will also offer ~~incumbent~~ employed worker training for adults that are earning at or below the Denver OED-WD defined self-sufficient wage of \$21.00 per hour. Eligible ~~incumbent worker~~ participants will receive additional training and/or industry-recognized credentials that lead to advancement in their chosen career field including wage increases and/or promotions. Additional ~~incumbent~~ employed worker training will be provided under the TEC-P grant to individuals working in technology related careers.

***b. Sector Partnerships Participation: Explain how you will utilize the relationships built by your Business Services Team to enhance or expand participation in Sector Partnerships and also expand business services efforts.***

### **Indicate ~~PY16 PY18~~ specific planned objectives and measurable outcomes.**

Business Services (Operator and ~~OED-WD DWS~~) will recruit and engage employers in the targeted sectors and occupations identified in **Exhibits 1 and 2** above. The targeted employers will have a desire to participate in Sector Partnerships and Advisory Councils related to their industries in order to advise the development of career pathways, apprenticeships, curriculum, and work based learning experiences. Employment and training opportunities will be widely promoted to job seekers throughout the Denver area through job postings, job fairs, and customized recruitment events. Additionally, Denver's One-Stop Operator, ResCare Workforce Services, will leverage technology, ~~proprietary software such as ResCare Talent Market in order to simplify the process of filling vacant positions in Denver by using job listings~~, social media, video conferencing and other state-of-the-art technologies to ensure fast, quality matches between employers and job seekers. Denver will use the proven strategy of work-based learning to support placement of priority populations a variety job sectors. To meet the needs of all participants, efforts will be made to develop flexible experiences to address the number of potential learning sites, type of available sites, and length of learning experience.

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

The Denver **PY18** **PY16** planned outcomes are as follows:

Type of Service	Number of Training Services						
	Healthcare	IT	Advanced Manufacturing	Professional & Financial Services	Retail & Hospitality	Construction	Early Childhood Education
Classroom Training	<del>30</del> 20	<del>40</del> 20	20	<del>40</del> 15	<del>40</del> 20	30	
Work-based Learning	20	<del>30</del> 20	<del>40</del> 20	15	<del>40</del> 20	20	10
Apprenticeships	10	<del>25</del> 10			10	10	
Incumbent Employed Worker	5	<del>40</del> 5			5	5	

**c. Sector Partnerships - Status and Objectives:** *In your local area or with partner local areas, what sector partnerships are you engaged in or do you plan to engage in during PY16? Indicate the current status of your partnerships, (active, emerging, or exploring), plus PY16 planned objectives and measurable outcomes.*

**ACTIVE:** The Greater Metro Denver Healthcare (GMDHP) partnership has been established for over 4 years and is led by the Colorado Urban Workforce Alliance (CUWA). Denver has been engaged in this initiative since its inception along with Adams, Arapahoe/Douglas, Boulder, and Jefferson. Denver will continue to support employer efforts to identify key occupations needed across Metro Denver, including job seeker and priority population outreach, training, and employer business engagement for work-based trainings.

**ACTIVE:** The Metro Manufacturing Partnership (MMP) was established almost two years ago with CUWA and Denver leading the planning and development with Adams, Boulder, and Jefferson participating. The group coordinated the employer led initiative and 4 areas of focus were established including: Youth, Workforce Development, Database/Supply Chain, and Legislative/Regulatory. The regions participated in workforce related areas and have established hiring events or critical occupations and communicated information on industry focused programs including: TEC-P, FourFront, National Emergency Grant (NEG), and Colorado Helps Advanced Manufacturing Program (CHAMP). Denver is coordinating efforts in the local post-secondary school system (EGTC, CCD, and MSU) to connect job seekers and priority populations with targeted training, bring hiring employers to the table, and identifying other partner programs.

**EMERGING ACTIVE:** The IT sector initiative is being established through the TEC-P Ready to Work Grant that officially launched in May 2015. This grant incorporates 6 workforce regions and is focused on IT and Advanced Manufacturing (AM). An Advisory Council has been established

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

to support the grant with a greater emphasis on IT since there is already a sector initiative in place for AM. To date, almost a dozen employers, 7 in IT, have committed to support the grant and move forward to establish job seeker and priority population outreach, employer engagement, career pathways, and targeted education and training programs including: Tuliva (developers, PMP, network administrators, data analytics, help desk), Tectonic Group (software development internship), and Optiv (cybersecurity). During 2016-20 ~~2016-17~~ the regions will continue to identify employers and bring together other resources and training providers in targeted occupations. With IT and Advanced Manufacturing combined, PY16 outcomes include 75 enrollments: 10 Incumbent Worker Training, 25 work-based training, and 40 ITA and/or intensive job services.

The TEC-P Advisory Council and the Colorado Technology Association launched the Denver Metro Tech Partnership (DMTP) in Spring 2017. Denver will continue to play an active role in supporting DMTP's efforts related to human capital strategies and career pathways for youth and adults.

**EMERGING ACTIVE:** The Construction/Skilled Trades Training Initiative started in 2015 with a training partnership between the Workforce Investment Now (WIN) program, Colorado Construction Institute (CCI), and OED/WDB. The training program resulted in 13 adult and 6 youth being trained in entry level labor skills. All participants obtained employment in the industry. 2016 will focus on engaging more businesses and will seek to train 50 jobseeker and priority population participants through classroom, work based and apprenticeship programs.

In January 2017, the Denver Metro Construction Sector Partnership (DMCSP) launched with Denver serving as convener. Plans to increase industry participants include development of a new construction careers website and unified messaging to ensure a construction workforce to meet the immediate and long-term needs of the industry.

**EMERGING ACTIVE:** Retail/Hospitality will remain one of the largest employer sectors in Denver as described in Exhibit 1 above. Additionally, this sector provides many opportunities for priority populations with barriers to employment. Denver will explore the development of career pathways in this sector and has submitted a grant proposal to the Chicago Cook County Workforce Partnership, funded through the Walmart Foundation, to provide education and training opportunities in retail-oriented occupations.

Early in PY16, Denver leveraged funds awarded under the Chicago Cook County Workforce Partnership to established the Metro Denver's Retail Sector Partnership (MDRSP). Although the grant funding will expire in PY17, Denver will continue to convene and move the MDRSP forward to develop training, apprenticeships and other work-based learning opportunities, as well as recruitment and retention strategies for employers.

# Denver Workforce Development Board Local Plan

## July 1, 2016 - June 30, 2020

**EXPLORING:** Early Childhood Education has been identified as an in-demand sector, and one that impacts the economic vitality of the city. Denver is exploring the launch of an Early Childhood sector partnership in collaboration with local employers and training partners to address the specific needs of ECE providers.

- d. Career Pathways: Explain how you will utilize information gathered through your Business Services Team to provide a baseline for consideration of new or enhanced Sector Partnerships, and how this information will be used to inform changes to or development of Career Pathways in your Local Area. Indicate specific PY16 planned objectives and measurable outcomes.*

Labor market information and hiring trends gathered through the Business Services team will be used to assist and inform career pathway strategies and work-based learning opportunities. Please refer to PY16 outcomes listed above in Section 7. Denver's participation in the five industry-led sector partnerships will drive continued development of career pathways by identifying the competencies and skills that must be included in classroom and work-based training. These partnerships are critical in keeping career pathway information current and relevant. Furthermore, Denver's Business Services team will compile information from employer customers and partners to identify industries that may be considered in the launch of a new Sector Partnership or when evaluating existing Sector Partnerships.

- 8. Describe how the local board, working with the entities carrying out core programs, will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment, including how the local board will facilitate the development of career pathways and co-enrollment, as appropriate, in core programs, and improve access to activities leading to a recognized postsecondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable):*

Comprehensive service providers throughout the Denver area. The Denver Workforce Integration Network (DWIN) will expand access to a seamless service delivery system to eligible individuals through collaboration and partnership with mandated partner agencies and programs. Such agencies include: TANF, DVR, Department of Education, Colorado Community College System, and the State Unemployment Insurance program. The development of career pathways in key areas industries such as of Healthcare, Manufacturing, Construction, energy, Professional and Financial Services and Retail/Hospitality will be utilized to improve the successful participation in postsecondary and vocational education activities which leading to an industry recognized certificate/certification credentials. Denver plans to include community based organizations (CBOs) with experience serving priority populations in DWIN membership to inform discussions around how to design culturally sensitive and responsive services, including trauma-informed care, to best serve the needs of these populations.

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Denver's workforce development strategies will not only take a sector-based approach but also a strengths-based, customer-centric approach that seeks to "meet job seekers where they are" in terms of work experience, skills and education. Through this model we will broker relationships with employers that will focus on utilizing a variety of entry points for entry-, mid-, and intermediate-level job seekers including: work experience, transitional jobs, internships, apprenticeships and on-the-job training programs. As previously noted, Denver will focus on middle skilled occupations in high demand sectors, as well as on career pathways in areas such as Retail and Hospitality with entry level opportunities for individuals just entering employment or with limited employment history.

***9. Describe the strategy to work with adult education providers funded under Title II of WIOA and Vocational Rehabilitation to align resources available to the local area, to achieve the strategic vision and goals described in question 5.***

Denver will work to strengthen its partnerships with Title II funded Adult Education and Literacy programs in order to provide a comprehensive approach to the delivery of services targeting individuals with basic skills deficiencies. Additionally, Denver has developed a partnership with Emily Griffith Technical College (EGTC) to provide adult education and literacy services through a contextualized learning environment based on in demand industries. EGTC will also provide assistance and tutoring to help customers successfully attain a high school equivalency diploma (HSED); currently EGTC maintains an 85% completion rate for participants in their HSED program. Denver will also contract with Spring Institute for Intercultural Learning to assist refugees with backgrounds in healthcare gain the skills, education and certifications needed to work in their field or occupation in Colorado.

Although Denver no longer contracts with EGTC or Spring Institute for Intercultural Learning (Spring Institute), Denver will continue to partner with these organizations, as with all Title II service providers that have been awarded AEFLA funding through the Colorado Department of Education, including Asian Pacific Development Center, the Community College (CCD) of Denver's Foundational Skills Institute, Emily Griffith Technical College (EGTC), Focus Points Family Resource Center, The Learning Source and Spring Institute.

The partnership between Denver and DVR will be strengthened by ensuring that individuals with disabilities have seamless access to services in our One-Stop Centers. Denver will work with the DVR regional liaison to develop co-location schedules as well as streamlined services, workshops and support. Denver understands that access to workforce services can be improved by building service provider staff knowledge of ADA requirements, especially for individuals with 'hidden' disabilities including behavioral health and developmental disorders, and issues related to trauma. This comprehensive approach will provide wraparound services in order to meet basic needs and

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

place these priority population candidates in high demand educational opportunities with stackable credentials, leading to sustainable wages in the employment area.

As outlined in the WIOA Partner Memoranda of Understanding (MOUs), adult education and DVR services will be accessible at the One-Stop Center through cross-trained staff and coordinated by the One-Stop Operator. Adult education partners and DVR will continue as active members of DWIN; through their services, these partners will contribute to the Denver WDB's vision of empowering all job-seekers to learn and grow and help achieve goals related to increasing employment and wages for individuals with barriers to employment and improving skill gains and attainment of degrees and/or certificates.

**10. Describe the strategies and services that will be utilized to strengthen linkages between the one-stop delivery system and unemployment insurance programs.**

Denver will work with the Unemployment Insurance (UI) office ~~to develop a co-location schedule~~ to ensure UI customers have direct technological access to UI staff as needed. Denver will also work to streamline services so those customers have immediate access to an employment specialist in order to eliminate multiple visits. Denver will ensure that all UI staff have information on workshop schedules, job fairs and other programs and services offered in the center. Denver will also continue to implement UI special initiatives such as the UI Pilot program and the Reemployment Program targeting recently separated veterans.

**11. Describe how the local board will coordinate workforce investment activities carried out in the local area with economic development activities carried out in the planning region, and promote entrepreneurial skills training and microenterprise services.**

Denver Workforce Services is in a prime position to continue to align workforce services strategically with economic development activity since we operate under the Denver Office of Economic Development. Both Workforce and Economic Development Business Services teams collaborate with local businesses to address needs related to capital investment, talent attraction and development, and expansion and growth. Additionally, we partner to work with local chambers, industry and trade associations in the target sectors. Denver Workforce Services also aligns with the Denver Division of Small Business Opportunity to ensure that local small, women- and minority-owned businesses have access to workforce services.

**12. Provide a description of the workforce development system in the local area that identifies the programs that are included in that system. Also describe how you will partner with the required WIOA partners to increase awareness of career pathways and the critical role that workforce development plays in ensuring that all Coloradans have access to educational and career pathways that result in meaningful employment.**

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

In PY16-20 Denver Workforce **Services** will focus on developing an interconnected, integrated workforce development system that includes all required WIOA partners, education and training providers, CBOs and faith based organizations, government agencies and businesses **through the Denver Workforce Integration Network (DWIN)**. Embedded into all of these partnerships is the core value that all services and training must maximize opportunities for entry into meaningful employment with opportunities for advancement through career pathways.

Denver's One-Stop Operator and comprehensive service provider is ResCare Workforce Services (ResCare). ResCare will provide WIOA-Adult, Dislocated Worker and TANF **support** services at Denver's **three two** primary locations: the One-Stop Center at 1200 Federal, **the Eastside center at 3815 Steele**, and the Montbello Office at 4685 Peoria. Denver **OED-WD Workforce Services** staff co-located in the One-Stop Center **and Montbello** will provide Wagner-Peyser and Trade Adjustment Assistance services as necessary. **DWS staff also provide Wagner Peyser services for airport employees and businesses at the specialized center at Denver International Airport**. In addition, Denver and ResCare will work to develop coordinated services, workshops, and support, as well as **cross-training**, co-location schedules **and direct technological access, as applicable** through MOUs with DVR, UI, and Local Veterans Employment Representatives, **and** Disabled Veterans Outreach Program specialists **and other WIOA Partners** at the One-Stop Center.

Denver will build on current and new partnerships to ensure formal contracts and/or MOUs are in place with all required WIOA partners. Denver **will enter into formal contracts with** its One-Stop Operator and **Out of School** Youth **service** provider, **Dynamic Workforce Solutions Denver Public Schools will partner with the following organizations through formal contracts:**

- EGTC to provide contextualized adult education and occupational training,**
- Mi Casa to provide case management and career development within a neighborhood based, integrated service delivery model,**
- Spring Institute to provide English language acquisition, basic skills and occupational training,**
- Work Options for Women to provide food service job training,**
- CCD for Adult Education,**
- Denver Housing Authority for employment and training services funded through the U.S. Department of Housing and Urban Development (HUD), and**
- Denver Public Schools and Goodwill Industries for services for in-school youth,**

Furthermore, Denver will **enter into continue its** MOUs with the AARP Foundation, Community Re-Entry programs, **Educational Opportunity Center** and other training providers and CBOs to solidify relationships with all required WIOA partners. **OED-WD Denver Workforce Services** will also leverage its internal relationship with OED's **Housing and Neighborhoods Development** division, which administers additional HUD-funded employment and training activities.

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Although it is not possible for all required WIOA partners to have a physical presence within the One-Stop Center due to space limitations, Denver will ensure that all One-Stop Operator staff will be appropriately trained to provide information to customers about the programs, services, and activities available through partner programs and provide referral and/or enrollment into the partner programs.

Coordinated and collaborative efforts such as this will help ensure that all Coloradans have access to educational and career pathway resources to aid in obtaining meaningful employment.

### **13. Describe the one-stop delivery system in the local area, in particular:**

- a. Identify the locations of the comprehensive physical one-stop centers (at least one) within your local area; also list the locations of your network of affiliate sites, both physical and electronically linked, such as libraries.**
- b. Identify your key strategies for integrating the core programs (WIOA Title I, II, III, and IV programs), as well as all required partner programs, within the local one-stop system of comprehensive and affiliate offices.**
- c. Describe the roles and resource contributions of each of the one-stop partners.**
- d. Describe how the local board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and through other means; include your intended use of virtual job fairs, the upcoming virtual job shadowing capability, and other innovative strategies and initiatives to streamline and enhance services, as well as increase access.**
- e. Identify the types of assessments and assessment tools that will be utilized within the one-stop delivery system and how these assessments will be coordinated across participating programs to avoid duplication of effort and multiple assessments of customers being served by more than one partner program.**
- f. A description of how entities within the one-stop delivery system, including one-stop operators and the one-stop partners, will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities; and**
- g. A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers, and workers and jobseekers;**
- h. Provide a description of how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for the training services will**

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

*be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local board will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.*

- i. Outreach to Individuals with Barriers to Employment: Describe how you will engage your LWDB and Youth Council/committee to increase the awareness of the services offered to returning veterans, out-of-school youth, individuals with disabilities, long-term unemployed, and other targeted groups? What additional strategies will be utilized to reach out to these groups? What are your objectives and goals for this effort?*

a. Beginning July 2016, Denver will have one main One-Stop location where customers can access comprehensive employment and training services and resources:

- Denver Department of Human Services, Castro Building, 1200 Federal Blvd, Denver, CO 80204

We will maintain partial services including Wagner-Peyser at the following locations:

- Denver Department of Human Services, Montbello Office, 4685 Peoria Street, Denver, CO 80239
- Denver International Airport, 5th floor Jeppesen Terminal, Denver, CO 80249
- ~~Denver Department of Human Services, East Office, 3815 Steele Street, Denver, CO 80205~~

Additional workforce system access points located throughout Denver County will be available through Denver's community partners and vendors including Goodwill Industries, Mi Casa Resource Center, Spring Institute Multicultural Center, Emily Griffith Technical College, Denver Public Schools, and Denver Public Libraries. Targeted neighborhoods include: Northeast Denver, West Denver, Montbello, Globeville, and Elyria-Swansea.

b. Denver's goal, beginning in July 2016, will be to create an integrated, interconnected system of providers including community and faith based organizations, government agencies, education and training providers, as well as business. A vital element of this system will include incorporating WIOA Title I, II, III, and IV programs as well as mandated partners into the system in a streamlined manner that reduces duplication of services across programs. The Denver One-Stop Operator will be charged with convening all of the stakeholders and providing technical assistance, resource sharing and collaborative meetings and workshops in order to align the various partners.

c. Through this networked, interconnected, system of partners we will strive to best serve individuals in our targeted populations. All One-Stop Operator staff will receive training that

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

expands their ability to provide culturally sensitive and responsive services to all priority populations. These trainings may include: “Trauma Informed Care,” “Bridges Out of Poverty,” Motivational Interviewing,” “Mental Health First Aid,” and other training related to serving priority populations, including veterans, mature workers, and individuals who have experienced homelessness, as well as working with different individual learning styles. **Specifically, the WIOA partners will provide:**

The One-Stop Operator coordinates customer access to partner services. Monthly meetings of the partners allow the Denver Workforce Innovation Network (DWIN) to establish collaborative relationships, develop effective procedures and utilize timely communication channels and which allow for collaboration on initiatives

**TITLE I:** Denver’s Comprehensive Service contractor, ResCare, provides WIOA Adult and Dislocated Worker services. Cross-trained staff at the One-Stop Center ensure that customers can access services provided by two local providers of two additional Title I National Programs:

- Mile High Youth Corps provides YouthBuild services
- Denver Indian Center provides Indian and Native American workforce services

Each organization will provide a non-cash contribution to the one-stop system based on the percentage of co-enrolled customers.

**TITLE II:** Adult education and literacy providers will develop the skills of individuals that are basic skills deficient and need career pathways assistance in a contextualized manner. We will additionally look to these partners to assist with English Language Learners. Denver will continue its One-Stop partnerships with organizations receiving Adult Education and Family Literacy Act (AEFLA) funding through the Colorado Department of Education. Customer access to the following AEFLA providers is ensured at the One-Stop Center through cross-trained staff:

- Asian Pacific Development Center
- Community College of Denver - Foundational Skills Institute
- Emily Griffith Technical College
- Focus Points Family Resource Center
- The Learning Source
- Spring Institute for Intercultural Learning

Each AEFLA organization will provide a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**TITLE III:** Wagner-Peyser employment services will be utilized to strengthen customers’ connections to the broader WIOA services and network, as well as education and training and

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Unemployment Insurance programs. Denver staff are available at the One-Stop Center and each affiliate center to provide Wagner-Peyser employment services.

**TITLE IV:** The partnership with DVR will be strengthened in order to provide more support and access to services for individuals with disabilities. DVR resources will be leveraged in order to provide more support for training and employment goals as needed. The main activity to serve individuals with disabilities in WIOA is integrated employment opportunities. Integrated employment opportunities expect the same performance in a work setting of those that have disabilities with others that are not considered individuals with disabilities. Access to DVR services is provided at the One-Stop Center through cross-trained staff. DVR will provide a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**Older Americans Act:** Access to Senior Community Service Employer programs (SCSEP) for mature workers is provided at the One-Stop Center through cross-trained staff. The Denver One-Stop System includes the following SCSEP partners:

- AARP Foundation
- SER Jobs for Progress National

Both SCSEP organizations will provide a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**Carl D. Perkins Career and Technical Education:** Cross-trained staff provide access to two Perkins CTE programs at the One-Stop Center:

- Community College of Denver
- Emily Griffith Technical College

Both will provide a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**Trade Adjustment Assistance:** Denver Workforce Services Staff provides TAA services at the Montbello affiliate center. Cross-trained staff provide access to TAA at the One-Stop Center.

**Jobs for Veterans' Programs:** JVSG staff are collocated in the One-Stop Center, the Montbello affiliate center and at a variety of locations throughout the community and will make a cash contribution based on the number of JVSG staff to support Denver One-Stop System infrastructure costs.

**Community Service Block Grant:** Access to Denver Human Service's CSBG subgrantee service providers is provided at the One-Stop Center through cross-trained staff. DHS will provide

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**HUD Employment & Training:** Denver OED's Neighborhoods division supports a number of community based organizations with HUD funding for employment and training activities. These CBOs attend monthly One-Stop Operator meetings and access to these services is ensured through One-Stop Center cross-trained staff.

**Unemployment Compensation:** Access to UI services is provided at the One-Stop Center through direct technological linkage. The UI Division will support the cost of this technology through direct payment to its vendors and include a portion of the amount as an in-kind contribution to the Denver One-Stop System. The amount will be based on the average percentage of Denver residents included in the number of customers receiving services through UI.

**Second Chance Act:** Cross-trained staff provide access to two Second Chance Act programs at the One-Stop Center through the following subgrantees of Latino Coalition for Community Leadership:

- Denver Works
- Servicios de La Raza

Each organization will provide a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**Temporary Assistance to Needy Families:** Access to Denver Human Services TANF services is provided at the One-Stop Center through cross-trained staff. DHS will provide a non-cash contribution to the One-Stop System based on the percentage of co-enrolled customers.

**Rapid Response Activities:** Denver's Rapid Response coordinator is available through cross-trained staff at the One-Stop Center. Whenever possible, Denver approaches all Rapid Response activities from the perspective that layoffs should be averted through strategies that will retain or save jobs. Denver will work closely with our partners in Denver OED's Business Development team to monitor corporate health of Denver's businesses. Denver will work in coordination with the State Rapid Response Team (SRRT) as outlined in *CDLE PGL WIOA-2017-04 Rapid Response Policy Guidance*, to make immediate contact with a company that has submitted a Worker Adjustment and Retraining Notification (WARN) notice or TAA request to ensure Layoff Aversion strategies or Rapid Response activities, are scheduled without delay. Information will be gathered at all downsizing companies regarding reasons for layoff and if Denver and SRRT can do anything to avert or lessen the layoff. Denver will provide additional layoff aversion

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

strategies designed to reduce the impact through connecting workers at risk of dislocation to a new job with a different employer, with the goal that they experience little or no unemployment.

**d.** Denver's One-Stop Operator will leverage a multitude of software programs and applications designed to ensure that job seekers have 24-hour access to both technical and essential skills online training, which will include social media (Facebook, YouTube Twitter, LinkedIn) and technology (virtual job fairs, podcasts, websites, online learning) as exciting new methods to spread messages about workforce programs and extend services to remote populations. This will allow customers with transportation challenges to access services from home or another preferred location - without having to enter the One-Stop center. However, staff will be available to assist individuals who have challenges accessing technology or who prefer not to utilize a technological system throughout the employment process.

**e.** The types of assessments/tools that will be utilized within the one-stop system include:

- ResCare Academy – Offers 24-hour access to this proprietary online training platform that offers more than 4,000 courses, which can be used for GED preparation and credential-earned training in more than 100 industries.
- O\*NET interest profiler – Aids participants in identifying their interests in relation to the world of work.
- ONET My Next Move – Aids participants in career exploration. Aids Veterans in identifying military to civilian careers.
- TABE – Test of Adult Basic Education Skills – Assesses the skills and knowledge of adult learners.
- Kenexa Prove It – Over 1200 validated skills and behavioral assessments in various industries.
- Digital Literacy – Assesses participant's basic computer skills and provides certification upon successful examination.
- KeyTrain – Helps participants build basic and foundational career readiness skills.
- GCF Learn Free – Free comprehensive online web portal for career, education, and life skills.

**f.** The One-Stop Operator shall ensure that all facilities, technology, and services, partner services, employment placements and outreach materials are compliant with the Americans with Disabilities Act (ADA) and Equal Opportunity (EO) guidelines. Additionally, all Denver funded vendors and the One-Stop Operator will be required to provide annual training to staff on addressing the needs of individuals with disabilities.

**g.** In concert with Denver, the One-Stop Operator and all funded service providers must develop and implement performance management practices to ensure strong program evaluation. These methods should evaluate program effectiveness and performance outcomes to ensure

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

programmatic interventions achieve optimal results that meet local needs. The providers must provide monthly and quarterly reports on programming and the use of funds to Denver. These reports must include enrollment, retention, credential achievement, literacy and numeracy gains, and financial details. In addition, the selected One-Stop Operator and provider network will work with Denver to establish quarterly and annual performance goals and submit quarterly performance reports.

Like all Colorado local workforce regions, Denver uses Connecting Colorado, the case management, data collection and reporting system mandated by the state. This system is integrated and technology-enabled and allows workforce centers and partners to track WIOA Title I Adult, Dislocated Worker and Title III programs and federal performance, as well as many discretionary grants and subgrants. Workforce partners may make use of this system through data sharing agreements with the state or the local workforce regions. Although an integrated system that allows shared data access among all Denver One-Stop Partners does not yet exist, Denver will work with its local, regional and state partners to simplify collection of customer intake data, to share this data across multiple programs, and to identify opportunities to implement additional streamlined systems process improvement strategies when applicable. This will be significant, since Denver works in close partnership with its workforce partners; co-enrollment in multiple programs is becoming more commonplace. Co-enrollment provides the customer with the ideal service plan while allowing the system to utilize its resources in an efficient manner.

The One-Stop Operator and provider network will be responsible for not only the federal performance measures for each program, but also additional outcome goals and metrics to communicate a broader picture of performance to Denver both short-term and long-term. Examples of what such measures may look like are shown below. These additional measures will assist with reducing service gaps within the community and priority populations, increase our understanding of under- and unemployment, and align workforce development programs with other citywide initiatives and efforts. Performance towards these goals, as available, will be published in each annual report.

### Denver One-Stop Operator and Provider(s) Program and Performance Metrics

- Customer Satisfaction — Degree of satisfaction with program services and quality
- System Effectiveness — Success of collaborative and holistic approach to providing program services (non-duplication of services) to customers across multiple funding streams, and required partners
- Cost Per — average cost per figures on each of the following:
  - Participant
  - Metric
  - Outcome

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

- ~~Participation Rates — number of individuals enrolled/co-enrolled in program(s) within the system~~
- ~~Completion Rates — number of individuals who have exited a program(s) within the system~~
- ~~Measurable Job Readiness Gain~~
- ~~Referrals/Enrollments to/in WIOA Rate — referrals of TANF customers to WIOA and subsequent number enrolled~~
- ~~Income Changes Per Participant (Pre/Post) — The variance in wages between the customer's point of entry in the system and their wages at exit~~
- ~~Training Related Placement AND Retention Placement Rates into Middle-Skilled Employment~~
- ~~Placement Rates into Focused Industries Employment~~
- ~~Increase of High School Graduation Rates in Denver — baseline data to be provided~~
- ~~Increase of Enrollment in Postsecondary Opportunities for Denver Youth — to include apprenticeships, community colleges, 4 year colleges, technical schools and programs, occupation and skills training; baseline data to be provided~~
- ~~Recidivism — Participant re-entering the system after receiving services and exiting the program~~
- ~~New services developed and evaluated to meet the specific needs of priority populations~~

Denver will also contract with an outside national program evaluator, Mathematica, in order to develop a comprehensive evaluation of the One-Stop Operator, the service provider network, and the Denver Workforce System. Through a process called rapid cycle learning evaluation, the program evaluation will allow Denver to (1) determine overall effectiveness in meeting program goals and objectives; (2) determine at what level of quality program activities are being implemented; (3) identify strengths and weaknesses in program implementation and program effectiveness through tools such as exit interviews, surveys, observations, recruitment, and research analyses (finding correlations between practices and results). Mathematica will be asked to identify important themes, observations and recommendations that lead to better service access and provision, higher performance outcomes, and better achievement of these outcomes over the duration of this plan.

**h.** Denver will primarily utilize Individual Training Accounts to assist job seekers with training, however, the Denver WDB may elect to provide contracted training services for specific industry, sector partnerships, or career pathways according to the supply and demand of the local area. One such use, for example, could be an innovative transitional job training program through a local CBO with demonstrated capacity to effectively serve participants with multiple barriers to employment. Informed consumer choice would be ensured through the use of the State's eligible training provider list and that of Denver's sub-set training provider list which would be made available to all participants seeking training, as well as all stakeholders.

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

i. The Denver WDB and Youth Committee will utilize a variety of methods to outreach and engage targeted priority populations including veterans, mature workers, out of school youth, individuals with disabilities, basic skills deficient, justice involved, public assistance recipients, homeless, and others. Our methods will include strategic partnerships (collaborating with CBOs with experience engaging with these job-seekers), social media (Facebook, YouTube Twitter, LinkedIn) and technology (virtual job fairs, podcasts, websites, online learning) as a means to spread messages about workforce programs and extend services to remote populations. Denver will also ensure that workforce staff has a presence at CBOs providing services to priority populations in order to make workforce services available to the job-seekers where they are comfortable and already connected to additional services.

**14. Provide a description of how the local board will coordinate education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.**

Denver will continue to coordinate education and workforce activities in relation to secondary/post-secondary education programs through coordinated efforts in career pathway development that includes Colorado Department of Education, Colorado Community College System, Denver Public Schools, EGTC and employer input; as well as collaborative efforts with partners such as Spring Institute to increase English learning acquisition skills for English language learners and the Educational Opportunity Center to enhance program services for first generation college students and low income students.

**15. Provide a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area; in particular identify how the local area will expand services to dislocated workers utilizing all sources of formula and discretionary funds targeted to the dislocated worker population.**

A variety of employment and training related activities from on the job training to occupational skills training to workshops and job readiness classes are available to both the adult and dislocated worker population. Through its contractors and partner agencies, Denver will be in a better position to expand services and leverage resources, which will include ResCare Academy, an online collection of over 4,000 computer-based training courses, to provide dislocated workers with access to comprehensive and portable training. Not only will this provide access to training to more participants, this will result in increased course completions, skill gains, and ultimately, training-related employment placements. In addition, Denver will continue to leverage TEC-P grant activities to expand services to dislocated workers from the information technology sector and provide them with training to address skills gaps.

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

**16. Provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, which description and assessment shall include an identification of successful models of such youth workforce investment activities; in addition, indicate how services to out-of-school youth will be expanded and enhanced to incorporate additional work-based learning opportunities.**

The Denver Workforce Development System is being redesigned based on a holistic, customer-centered approach that seamlessly aligns services and resources across the community into one comprehensive One-Stop System. This redesign will create an opportunity to provide an integrated approach and expansion in the delivery of services to out-of-school and in-school youth populations. This model will also increase the annual number of youth to be served throughout the Denver region. Comparable program models were researched and have been proven effective in other cities such as Los Angeles, Chicago and Baltimore.

In PY16, Denver's out-of-school youth (OSY) provider ~~will be~~ was Dynamic Workforce Solutions (DWFS) and the in-school youth (ISY) provider ~~will be~~ was Denver Public Schools (DPS). Effective PY17, Denver utilized its competitive selection procurement process to chose DPS to provide OSY services also. Through its contracted providers, Denver will structure an effective operation and delivery of youth programs and services through the following:

- Providing objective assessments that focus on academic and occupational skill levels, as well as the service needs and career pathways
- Partnering with K-12 and other stakeholders to reduce dropout rates for In School youth
- Prioritizing services to older and out of school youth, specifically disconnected youth
- Re-engaging disconnected youth through strategic partnerships with highest need secondary schools and postsecondary institutions
- Increasing the number of youth that attain postsecondary degrees/credentials with a priority on high growth industry sectors as defined by Colorado labor market information.
- Partnering with employers, education and other partners to connect youth to work based learning opportunities
- Co-locating youth programs in One Stop Centers to strategically align and target youth services and resources to populations of highest need
- Utilizing technology to increase access and services
- Partnering with local disability-serving agencies and providers as well as health and mental health providers
- Provide ongoing training that enhances staff ability to provide effective services to youth who have been homeless, involved with the juvenile justice system, experienced trauma, runaways, or otherwise at-risk
- Partnering with CBOs to provide culturally sensitive services for homeless, runaway and at-risk youth and young adults where they are already connected

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Denver will also partner with other organizations that will foster the participation of eligible youth and may include connections to:

- Local public housing authorities;
- Local education agencies;
- Local human service agencies;
- WIOA Title II adult education providers;
- Job Corps
- Homeless youth programs
- YouthBuild
- Other area youth initiatives

Additionally, the Denver Workforce Development Board is proposing the Denver Career Pathways for Youth (Denver-CPY) project, a citywide collaborative effort to use summer and year-round employment opportunities to engage Out of School/Disconnected Youth (OSY), as well as In-School Youth (ISY), who are new entrants to the workforce in career pathways for Denver's highest-demand occupations and high-growth industries.

***17. Provide a description of how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under title II in the local area, including a description of how the local board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II.***

The Denver Workforce Development board will coordinate workforce investment activities with the provision of adult education and literacy activities under Title II in the Denver area. Please refer to our responses to question 9 and question 13b specifically. Additionally, Denver will work with the local Adult Education liaison in order to develop an MOU that will include participating in joint committees, boards, and partnerships to facilitate planning and the review of local applications submitted under Title II.

***18. Provide a description of how the local board will coordinate workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area.***

Denver, through its One-Stop Operator, will continue to provide supportive services including transportation assistance and public transportation passes, as well as assistance with books, tools, one-time clothing allowance, eyeglasses, and other approved assistance measures that will ensure the successful completion of training or the attainment and retention of employment. Denver recognizes that many job-seekers from priority populations, TANF families and/or youth will need targeted assistance with and subsidies for child-care services throughout the job-search

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

and retention process. This will be coordinated by the workforce specialist at the One-Stop or **Dynamic Workforce Solutions Youth Services locations**.

**19. Provide a description of plans and strategies for, and assurances concerning, maximizing coordination of services provided by the State employment service under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) and services provided in the local area through the one-stop delivery system, to improve service delivery and avoid duplication of services.**

Denver Wagner-Peyser staff will be co-located at each One-Stop Center in order coordinate service delivery with One-Stop program staff and reduce or eliminate duplication of services.

**20. Identify the administrator/administrative entity responsible for the disbursement of Title I and III funds in the local area, as determined by the chief elected official or the Governor, and the fiscal agent if different.**

Denver's Office of Economic Development, as the fiscal agent, will receive Title I and Title III funds through the Colorado Department of Labor and Employment.

**21. A description of the competitive process to be used to award the sub-grants and contracts in the local area for activities carried out under this title.**

Denver follows all federal, local, and state procurement regulations, policies and processes; all services are announced publicly for bid or proposal and evaluated by a team of staff and board members. Contracts are awarded based on bidder's qualifications.

On November 20, 2015, Denver publicly released a Request for Proposals (RFP) soliciting proposals for three specific service areas: Comprehensive One-Stop Operator and/or Service Providers, Youth Program Service Providers, and Delegate Agencies providing services to targeted populations and/or innovative programs. Denver developed the RFP in collaboration with Denver Human Services (DHS), the Denver Office of Children's Affairs (OCA), and the Colorado Workforce Development Council (CWDC). The RFP indicated the period of performance for awarded contracts would be initially for PY16 (July 1, 2016 – June 30, 2017), with annual renewal options through June 30, 2020, based upon successful contractor performance and funding availability.

Denver received 27 responsive proposals by the submission deadline of January 8, 2016, which were evaluated by a team of 15, composed of Denver OED, DHS, and OCA staff, as well as Denver WDB members and other community partners. The first round evaluation provided review the required responses outlined in the RFPs and included an assessment of the proposers' fiscal capacity and proposed budget by Denver Financial staff. Based on first round scoring, eleven Proposers were invited to interview and provide oral presentations, allowed for under the RFP.

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

As a result of scores after interviews, and as previously indicated in this document, Denver awarded contracts for PY16 to the proposers determined to best demonstrate the ability to effectively deliver and manage services as described within the RFP at the best value. Denver awarded contracts to the following successful bidders to provide the following services:

<u>Bidder</u>	<u>Services</u>
Arbor E&T dba ResCare Workforce Services	Comprehensive Workforce Services / One-Stop Operator
Kaiser Group dba Dynamic Workforce Solutions	Out-of-School Youth Services
Denver Public Schools	In-School Youth Services
Emily Griffith Technical College	Contextualized Adult Education and Occupational Training,
Spring Institute for Intercultural Learning	English Language Acquisition, Basic Skills and Occupational Training,
Work Options for Women	Food Service Job Training,

In addition, based on existing contractual relationships, OED awarded funds through ResCare Workforce Services to Mi Casa Resource Center to provide case management and career development within a neighborhood based, integrated service delivery model and through Denver Public Schools to Goodwill Industries for additional services for in-school youth.

**22. Provide a description of the local levels of performance negotiated with the Governor and chief elected official pursuant to section 116(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers under subtitle B, and the one-stop delivery system, in the local area.**

~~PY16 Performance Goals have not yet been negotiated. Once the PY16 Goals have been finalized, all goals and projected outcomes will be publicly available. The following table outlines Denver's PY15 Performance Goals and Actual Outcomes as of March 31, 2016.~~

<b>Common Measures</b>	<b>PY 2015 Performance Goals</b>	<b>PY 2015 Actual – YTD</b>	<b>% of Performance Goal Met – YTD</b>
<b>Adults:</b>			
Entered Employment Rate	66.8%	79.2%	118.6%
Employment Retention Rate	81.2%	88.9%	109.5%
Average 6-month earnings	\$16,715	\$18,664	111.6%
<b>Dislocated Workers:</b>			
Entered Employment Rate	67.7%	85.2%	125.9%
Employment Retention Rate	83.9%	87.9%	104.7%
Average 6-month earnings	\$20,349	\$21,000	103.2%

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

Common Measures	PY 2015 Performance Goals	PY 2015 Actual - YTD	% of Performance Goal Met - YTD
<b>Youth:</b>			
Placement in Employment of	59.7%	66.1%	110.7%
Attainment of a Degree or	62.0%	49.5%	79.8%
Literacy and Numeracy Gains	41.0%	61.5%	150.1%
<b>Wagner-Peyser:</b>			
Entered Employment Rate	50.0%	66.8%	133.6%
Employment Retention Rate	77.0%	79.4%	103.1%
Average 6 Months Earnings	\$15,000	\$16,629	110.9%

State performance measurements are negotiated annually with the US Departments of Labor (USDOL) and Education. In the spring of 2018 the Colorado Department of Labor and Employment (CDLE) has developed proposed PY16 and PY17 targets for as the applicable performance measurements for PY18 and PY19. These proposed targets are included in the table below, but are subject to change in each program year based on the negotiation process between the state and federal departments. PY18 Performance Goals have not yet been negotiated. Once the PY18 Goals have been finalized, all goals and projected outcomes will be publicly available.

Proposed PY18 and PY19 Performance Measures (Actual PY16 and PY17 Measures)			
<b>Adult:</b>		<b>Dislocated Worker:</b>	
Employed at Second Quarter	74.9%	Employed at Second Quarter	75.6%
Employed at Fourth Quarter	70.4%	Employed at Fourth Quarter	71.5%
Median Earnings at Second Quarter	\$7,388	Median Earnings at Second Quarter	\$8,440
Credential Attainment	51.9%	Credential Attainment	50.0%
<b>Youth:</b>		<b>Wagner-Peyser:</b>	
Employment or Training – Second Quarter	65.0%	Employed at Second Quarter	52.5%
Employment or Training – Fourth Quarter	56.8%	Employed at Fourth Quarter	49.2%
Credential Attainment	57.5%	Median Earnings at Second Quarter	\$4,871

# Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

After CDLE and USDOL finalized statewide performance measurements for PY18, each local workforce region negotiated individual performance measures for PY18 with CDLE. Below are Final PY18 Performance Measures for Denver.

<b>Final Denver PY18 Performance Measures</b>			
<b>Adult:</b>		<b>Dislocated Worker:</b>	
Employed at Second Quarter	79.6%	Employed at Second Quarter	80.3%
Employed at Fourth Quarter	72.6%	Employed at Fourth Quarter	73.2%
Median Earnings at Second Quarter	\$6,210	Median Earnings at Second Quarter	\$8,578
Credential Attainment	60.0%	Credential Attainment	50.0%
<b>Youth:</b>		<b>Wagner-Peyser:</b>	
Employment or Training – Second Quarter	70.7%	Employed at Second Quarter	61.1%
Employment or Training – Fourth Quarter	62.9%	Employed at Fourth Quarter	57.5%
Credential Attainment	52.7%	Median Earnings at Second Quarter	\$5,192

**23. Provide a description of the actions the local board will take toward becoming or remaining a high-performing board, including but not limited to:**

- a. LWDB Roles: Identify the role of your Local Workforce Development Board (LWDB) and Youth Council/committee in supporting Business Services, Sector Partnerships, Career Pathways, and Work-Based Learning. What actions will they be taking to ensure that these areas are a priority for the local area? What actions and commitments will you ask your LWDB or youth council/ committee members (in particular business members) to make to support these initiatives?**

The Denver WDB and Youth Committee will play a vital and strategic role in supporting Business Services, Sector Partnerships, Career Pathways, and Work-Based Learning through the following activities:

- Participation in career pathways panels, workshops, and planning sessions
- Provision of labor market information
- Active participation in sector partnerships and advisory councils
- Facilitation of training, hiring and advancement of priority populations
- Identification of work-based learning opportunities that are flexible in length, location and business type

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

- b. LWDB Participation: Describe how you will market opportunities for participation on your LWDB to businesses in your local area to ensure representation of industry sectors with the greatest labor force demand. Describe how you will maintain a minimum of at least 51% of businesses as active members and participants on your LWDB.***

Opportunities for participation on the Denver WDB will be marketed through targeted recruitment events and activities, employer recognition events, email distribution, chambers of commerce, industry and trade associations, labor organizations, press releases and word of mouth. These efforts will focus on Denver's targeted industry sectors of Healthcare, Manufacturing, Information IT & Technology, Professional & Financial Services, Construction/Skilled Trades and Retail/Hospitality and leverage Denver's participation in sector partnership organizations. Denver WDB members will also be recruited from partner CBOs, including those serving priority populations or Denver's target neighborhoods.

The Denver WDB will also continue to engage in other outreach and recruitment avenues including the Metro Volunteers' BoardMatch event and similar activities, and recommendations and referrals from the Mayor's Office of Boards and Commissions. Both the Mayor's Office of Boards and Commissions and the Denver Workforce Development Board do and will maintain websites with general information for the public and interested employers.

The Denver WDB's goal is to maintain its business membership at 60% and, as such, maintains a list of potential business representatives identified through the marketing and engagement opportunities discussed above. The WDB's Executive Committee reviews Board composition and attendance issues at each of its monthly meetings to ensure ongoing compliance WIOA board composition outlined under WIOA Sec. 107. Although a number of WDB appointments expire on December 31 of the year, the Executive Committee begins reviewing possibilities of reappointment, resignation or recruitment annually in July.

- c. Address what steps your board will take towards achieving the benchmarks outlined in the High Performing Workforce Boards Definition***

The Denver WDB will take the following steps to achieve the benchmarks outlined in the *High Performing Workforce Boards* definition:

1. The local board is made up of diverse and knowledgeable community members.
  - The Denver WDB will take steps to ensure that 100% of new members have attended orientation to increase their knowledge of each WIOA core program within six months of the start of their term.
  - The Denver WDB will continue to recruit its membership to include representatives from its target industry sectors: Healthcare, Manufacturing, IT & Technology,

# Denver Workforce Development Board Local Plan

## July 1, 2016 - June 30, 2020

- Professional & Financial Services, Construction & Skilled Trades and Retail & Hospitality.
2. Local board members actively participate in board meetings and activities supporting the local workforce system.
    - The Denver WDB will continue to encourage its membership to attend a local workforce development system event by providing opportunities for board involvement.
    - The Denver WDB will continue to monitor board member attendance and intervene before a member's attendance drops below the 50% encouraged in Board Bylaws
  3. Local board members serve as liaisons between the community and the local workforce center, exhibiting community engagement through active participation in events or initiatives beyond the workforce system.
    - The Denver WDB Executive Committee will continue to identify opportunities for community engagement and events and encourage board member participation.
  4. The local board accomplishes goals and strategic priorities through data driven, business-led meetings.
    - The Denver WDB will continue to review performance on the metrics identified in its *Strategic Action Plan 2016-20*, and update the plan annually with data demonstrating progress toward the goals and priorities identified.

**24. Describe how you will use the Workforce Investment Works (WIW) website to increase the awareness of the services and successes for each of the service areas: business, re-employment, and youth. How will you ensure that your local area posts a minimum of three success stories per quarter on WIW?**

Denver's WDB will use the WIW website to increase awareness of the services and successes of business, re-employment and youth programs by submitting workforce stories, successes and/or innovations on a quarterly basis. At each monthly meeting, the Denver WDB will review success stories and innovations nominated by Denver staff and partners and choose at least three per quarter to post on the WIW website.

**25. Describe the process used by the local board, consistent with subsection (d), to provide an opportunity for public comment, including comment by representatives of businesses and comment by representatives of labor organizations, and input into the development of the local plan, prior to submission of the plan.**

~~Prior to the date on which the Denver Workforce Development Board submits the local plan on May 2, 2016, the local board shall — (1) make available copies of a proposed local plan to the public through electronic and/or other means, such as public hearings and local news media March 30, 2016 through April 30, 2016; (2) allow members of the public, including representatives of business, representatives of labor organizations, and representatives of education to submit to~~

## Denver Workforce Development Board Local Plan July 1, 2016 - June 30, 2020

~~the local board comments on the proposed local plan; (3) Denver will then review comments on the local plan and make amendments as needed.~~

Prior to the date on which the Denver WDB submits the local plan modification on May 18, 2018, the local board shall (1) make copies of a proposed local plan available to the public at its April 13, 2018, meeting, (2) make electronic copies of a proposed local plan available to the public on the Denver WDB website ([www.denvergov.org/wdb](http://www.denvergov.org/wdb)) between April 17, 2018, and May 1, 2018; (3) allow members of the public, including representatives of business, representatives of labor organizations, and representatives of education to submit to the local board comments on the proposed local plan; (4) Denver will then review comments and amend the local plan modification as needed.

Based on comments received at the April 13, 2018, board meeting, the table *Populations with Barriers to Employment* on page 10 was expanded to include enrollment information on most of the WIOA-identified barriers. Based on comments received from the Office of the Denver Auditor, Denver added (1) a description of how the Denver will coordinate local workforce activities with statewide rapid response activities in Section 13.c., and (2) a discussion on how Denver is transitioning toward an integrated, technology-enabled, intake and case management information system for use by programs carried out under WIOA and One-Stop partners in Section 13.g. No other comments were received.

Based on additional recommendations of the Office of the Denver Auditor, the Denver WDB further modified its local WIOA plan in November 2018 to include final negotiated performance measures and other measures. Prior to the date on which the Denver WDB submits the local plan modification to the Colorado Workforce Development Council, the local board shall (1) make copies of a proposed local plan available to the public at its November 9, 2018, meeting, (2) make electronic copies of a proposed local plan available to the public on the Denver WDB website ([www.denvergov.org/wdb](http://www.denvergov.org/wdb)) between November 12, 2018, and November 26, 2018; (3) allow members of the public, including representatives of business, representatives of labor organizations, and representatives of education to submit to the local board comments on the proposed local plan; (4) Denver will then review comments and amend the local plan modification as needed. No comments were received.

Attachment 1 - PY16-19 FOUR YEAR LOCAL PLAN MODIFICATION

Signature Page

The undersigned below certify that all Plan modifications are accurately presented here to the best of their knowledge. This signature page shall become an Exhibit to the Master Agreement for Workforce Development Programs, indicating submission and approval.

Planning Region: City and County of Denver

Elected Official

Signature: \_\_\_\_\_

Date: \_\_/\_\_/\_\_

Printed Name: Michael B. Hancock

Title: Mayor

Local Workforce Development Board

Chair Signature: \_\_\_\_\_

Date: \_\_/\_\_/\_\_

Printed Name: Maggie Bolden

Local Area Director

Signature:  \_\_\_\_\_

Date: 11/30/18

Printed Name: Tony Anderson

ADDITIONAL SIGNATURES

Signature: \_\_\_\_\_ N/A

Date: \_\_/\_\_/\_\_

Printed Name: Click or tap here to enter text.

Title Click or tap here to enter text.

Signature: \_\_\_\_\_ N/A

Date: \_\_/\_\_/\_\_

Printed Name: Click or tap here to enter text.

Title Click or tap here to enter text.

Signature: \_\_\_\_\_ N/A

Date: \_\_/\_\_/\_\_

Printed Name: Click or tap here to enter text.

Title Click or tap here to enter text.

Signature: \_\_\_\_\_ N/A

Date: \_\_/\_\_/\_\_

Printed Name: Click or tap here to enter text.

Title Click or tap here to enter text.