

One-Stop Delivery System Certification Report

Local Area:	City & County of Denver
Current Program Year:	2019
Program Year Data used in Review:	2017, 2018 and 2019
Certification Effective from:	July 1, 2020 to June 30, 2023

Introduction: Overview of Process and Persons/Entities Involved

The Denver Workforce Development Board (Denver WDB), through its Governance & Oversight (G&O) Committee with the assistance of Denver WDB Liaison Cindy Gaertner, conducted a review of the Denver One-Stop System (Denver) during June and July 2020 as required by the Colorado Workforce Development Council's Policy Guidance Letter (PGL) [WIOA-2020-04 One-Stop Certification Requirements](#) and Denver Economic Development & Opportunity's Policy Series [2020-DWS-13 WIOA Criteria for the Certification of the One-Stop Center](#).

In its review, the G&O Committee reviewed Denver's [2017 Program Year \(PY17\) Local Plan Annual Report](#), [PY18 Local Plan Annual Report](#), [PY19 Local Plan Midyear Report](#) and [draft PY19 Local Plan End of Year Report](#), as well as Denver's [PY16-19 WIOA Local Plan 2018 Modification](#) and [PY20-23 Draft WIOA Local Plan](#). Connecting Colorado data and Fiscal Updates that had been provided by DEDO Fiscal Administrators Barbara Callison and Laddie Somorin to the Denver WDB on a quarterly basis were also considered in preparing this review.

In addition, the G&O Committee reviewed [performance accountability data](#) provided by the CWDC on the Title II partner provider system funded through the Adult Education and Family Literacy Act (AEFLA).

Section I: Physical and Programmatic Accessibility

A. List of physical locations

At the time of this review, Denver Workforce Services (DWS) provides WIOA Adult, Dislocated Worker and Wagner-Peyser services at the One-Stop and Affiliate Center locations listed below.

1. Westside (Comprehensive One-Stop Center at Castro Human Services Building)
1200 Federal Boulevard
Denver, CO 80204
2. Montbello (Affiliate Center at Arie P. Taylor Building)
4685 Peoria Street, Suite 251
Denver, CO 80239

3. DEN (Affiliate Center at Denver International Airport)
8500 Peña Boulevard
5th Floor Jeppesen Terminal
Denver, CO 80249

Out-of-School Youth services are provided by Youth Services contracted providers. No WIOA services other than the 14-youth elements are provided through these programs, so each location is considered a specialized center at the following locations

1. Ability Connections Colorado, 801 Yosemite Street, Denver, CO 80230
2. Center for Employment Opportunities, 3532 Franklin Street, Suite S Denver, CO 80205
3. Urban Peak, 2100 Stout Street, Denver, CO, 80205

In addition, services for in-school youth are provided by Denver Public Schools (DPS) at its Center for Family Opportunity hubs located at a number of DPS high schools. No WIOA services other than the 14-youth elements are provided through this program, so each location is considered a specialized center:

1. Abraham Lincoln High School, 2285 S Federal Blvd., Denver, CO 80219
2. Dr. Martin Luther King, Jr. Early College, 19535 E 46th Ave., Denver, CO 80249
3. John F. Kennedy High School, 2855 S Lamar St., Denver, CO 80227
4. Manual High School, 1700 E 28th Ave., Denver, CO 80205
5. North High School, 2960 Speer Blvd, Denver, CO 80211
6. South High School, 1700 E Louisiana Ave, Denver, CO 80210

Certification of the Denver One-Stop System does not have to include an assessment of the physical and programmatic accessibility of specialized workforce centers

B. Accessibility Report on each location

The Colorado Department of Labor and Employment (CDLE) and the Disability Employment Initiative (DEI) Grant engaged the services of Meeting the Challenge, Inc. (MTC), to assist in the completion evaluations of programmatic accessibility outlined under the Americans with Disabilities Act (ADA) for Colorado Workforce Centers, including Denver's. The [Program Accessibility Report](#) was provided to Denver on July 29, 2020. It found that Denver Workforce Services demonstrated a positive attitude about providing inclusive programs for everyone in the community, expressed a willingness to go out of their way to ensure that people with disabilities are not denied opportunities to participate in workforce programs, and possessed a solid foundation for meeting the accommodation and accessibility needs of people with disabilities through its culture of exceptional customer service.

However, the report noted that Denver staff was not always thoroughly informed about the specific requirements of title II of the ADA and identified gaps in knowledge and understanding of the ADA that present potential for unintended discrimination against people with disabilities. The report made a number of recommendations:

1. The adoption or dissemination of additional policies or guidance documents covering ADA issues, such as service animals, other power-driven mobility devices, and auxiliary aids and services, which may already be in place as City policies.

2. Completion of the CDLE Programmatic Accessibility online course by all Denver Workforce Services staff members.
3. An audit of the DWS website for accessibility to people of all abilities.
4. Verification that the City and County of Denver has completed a thorough audit of physical accessibility of all workforce center facilities and included any findings to their transition plan. If an audit has not been completed, Denver Workforce Services should begin the auditing process to develop a transition plan.

In February of 2017, the Denver Office of Disability Rights (DODR) contracted with Meeting the Challenge, Inc., to conduct an audit of the City and County of Denver's Facilities to the requirements for physical and programmatic accessibility outlined under the ADA to ensure that services, programs and activities, when viewed in their entirety, are accessible to people with disabilities. Please see the attached Exhibit A, a letter from Aisha Rousseau, Ph.D., CRC, Director, DODR, which provides a summary of this audit's results. DODR had scheduled an audit for 2020, but this had to be cancelled due to COVID-19 closures; it will be rescheduled when facilities reopen. In the fourth quarter of 2017, Denver International Airport (DEN) conducted an audit of DEN's physical and programmatic accessibility and developed a transition plan to improve accessibility. Exhibit B, a letter from Oliver Zornoza, Interim ADA coordinator at Denver International Airport which provides information on compliance of Denver's Affiliate Center at DEN.

Section II: Effectiveness

Based on review of the following areas, the Denver One-Stop System has met or exceeded the standards outlined in PGL-WIOA 2020-04. Denver met the outcomes defined in its PY19 grant agreements and expenditure authorizations, exceeding the thresholds in most areas related to negotiated performance targets. Denver demonstrates coordination of goal setting across programs and throughout its contracted partners. Denver participates in initiatives and discretionary grants and meets the expected outcomes for these activities, as well. As demonstrated in its PY16-20 WIOA Local Plan (PY18 Modification) and draft PY20-23 WIOA Local Plan, DWS has developed strategies based upon the local area served by the Denver One-Stop System. In addition, Connecting Colorado data reflects overall employer satisfaction and financial data indicates that expenditure rates exceed the minimum requirements to maintain compliance. Additional details, specific indicators and standards are discussed below.

A. Performance Accountability

As of the end of PY19, Denver had not met all the enrollment outcomes defined in PY19 WIOA grant agreements and expenditure authorizations. It is important to note that the COVID-19 closures significantly impacted all enrollment except Employment Services. These closures began near the end of the third quarter – 75% into the program year. The enrollment numbers for Adult, Dislocated Worker and Youth programs below reflect sufficient customer for 75% of the program year. This impacted performance in the number of customers from priority populations served, as well as work-based learning and apprenticeship enrollments. Without the reduction in enrollments due to the COVID-19

closures, it is likely that Denver would have met performance measures related to Priority Populations and Work-Based Learning. Although Denver fell short on Adult, Dislocated Worker and Youth enrollment, Employment Services numbers more than make up for the deficit at over 44,000 (223% of target) and indicate where Denver's service focus shifted to meet the needs of jobseekers impacted by the COVID-19 closures.

Adult	PY19 Actual	PY19 Target	% of Target
Total Participants	246	335	73.43%
Carry In Participants	100	160	62.50%
New Participants	146	175	83.43%
Targeted Populations	215	302	71.19%
New Participants in WBL	30	50	60.00%
% New Participants in WBL	21%	29%	71.92%
Apprenticeships	26	25	104.00%

Dislocated Worker	PY19 Actual	PY19 Target	% of Target
Total Participants	109	125	87.20%
Carry In Participants	27	75	36.00%
New Participants	82	50	164.00%
Targeted Populations	33	38	86.84%
New Participants in WBL	5	15	33.33%
% New Participants in WBL	6%	30%	20.33%
Apprenticeships	3	8	37.50%

Youth	PY19 Actual	PY19 Target	% of Target
Total Participants	181	290	62.41%
Carry In Participants	49	50	98.00%
New Participants	132	240	55.00%
Targeted Populations	138	261	52.87%

Wagner-Peyser Employment Services	Q3 Actual	Q3 Target	% of Target
Total Participants	44,616	20,000	223.08%

Throughout PY17, PY18 and PY19, Denver has monitored its performance and taken steps when necessary to address performance issues. Although participation in Work-Based Learning and Apprenticeships was low throughout PY19, it is important to note that, due in part to the area's low unemployment rate for the first seven months of the program year, jobseekers were not interested in these opportunities, and after the COVID-19 closures, work-based learning opportunities were not practical.

B. Local Performance Measures

1. Denver Workforce Services: DWS performance over three program years (PY17, PY18 and PY19) was reviewed based on Connecting Colorado Activity Summary, Adult Priority, Characteristics and WIOA Quarterly Performance Reports. With the enrollment exception noted above, Denver has met most local performance measures within the 90% allowable variance over the past three years and improved on those it has missed

ADULT: Over the past three program years, Denver has exceeded or met the WIOA Adult performance metrics within the 90% allowable variance, with the exception of PY17 Median Earnings at 2nd Quarter after Exit. Although the 2nd Quarter Earnings in PY17 was only 63.25% of the target, Denver improved performance on this metric by 44 percentage points to 108.10% of the target in PY19. Denver has also improved performance on all metrics since PY17.

Adult	PY17			PY18			PY19			Change PY17-PY19
	Actual	Target	% of Target	Actual	Target	% of Target	Actual	Target	% of Target	
Total	558	464	120.26%	475	515	92.23%	246	335	73.43%	-39%
Targeted Populations	422	255	165.49%	404	263	153.61%	215	302	71.19%	-49%
% Targeted Populations	76%	55%	137.61%	85%	51%	166.55%	87%	90%	96.95%	16%
% Employed at 2nd Quarter	70.67%	74.90%	94.35%	75.56%	79.60%	94.92%	72.24%	79.60%	90.75%	2%
% Employed at 4th Quarter	68.17%	70.40%	96.83%	70.55%	72.60%	97.18%	71.66%	72.60%	98.71%	5%
Median Earnings at 2nd Quarter	\$4,673	\$7,388	63.25%	\$6,963	\$6,210	112.13%	\$6,713	\$6,210	108.10%	44%
Credential Attainment	43.55%	51.90%	83.91%	64.59%	60.00%	107.65%	60.12%	60.00%	100.20%	38%

Dislocated Worker: Over the past three program years, Denver has exceeded or met the WIOA Dislocated Worker performance metrics within the 90% allowable variance. Performance has been strong across all Dislocated Worker measures and Denver has improved performance on all metrics since PY17, most notably performance toward the 2nd Quarter Earnings goal was increase by 26 points between PY17 and PY19.

Dislocated Worker	PY17			PY18			PY19			Change PY17-PY19
	Actual	Target	% of Target	Actual	Target	% of Target	Actual	Target	% of Target	
Total	197	128	153.91%	122	128	95.31%	109	125	87.20%	-43%
Targeted Populations	77	70	110.00%	34	70	48.57%	33	38	86.84%	-21%
% Targeted Populations	39%	55%	71.47%	28%	55%	50.96%	30%	30%	99.59%	39%
% Employed at 2nd Quarter	75.00%	75.60%	99.21%	76.51%	80.30%	95.28%	79.79%	80.30%	99.36%	6%

Dislocated Worker	PY17			PY18			PY19			Change PY17-PY19
	Actual	Target	% of Target	Actual	Target	% of Target	Actual	Target	% of Target	
% Employed at 4th Quarter	69.64%	71.50%	97.40%	76.80%	73.20%	104.92%	74.24%	73.20%	101.42%	7%
Median Earnings at 2nd Quarter	\$8,209	\$8,440	97.26%	\$9,223	\$8,578	107.52%	\$10,503	\$8,578	122.44%	26%
Credential Attainment	56.79%	50.00%	113.58%	71.43%	50.00%	142.86%	57.69%	50.00%	115.38%	2%

Youth: Denver has exceeded or met the WIOA Youth performance metrics within the 90% allowable variance over the past three program years, with the exception of the Percentage of Youth Employed or Engaged in Training in the Second Quarter after Exit; however, 2nd Quarter Employment/Training improved by 12 points between PY17 and PY19. 4th Quarter Employment/Training is the only measure that has not improved since PY17, but performance in PY19 continued to exceed the goal by over 4 points.

Youth	PY17			PY18			PY19			Change PY17-PY19
	Actual	Target	% of Target	Actual	Target	% of Target	Actual	Target	% of Target	
Total Customers	414	446	92.83%	436	446	97.76%	181	290	62.41%	-33%
Targeted Populations	328	340	96.47%	344	358	96.09%	138	261	52.87%	-45%
% Targeted Populations	79%	76%	103.93%	79%	80%	98.29%	76%	80%	94.98%	-9%
% Employed or in Training - 2nd Quarter	62.17%	65.00%	95.65%	61.59%	70.70%	87.11%	69.74%	70.70%	98.64%	12%
% Employed or in Training - 4th Quarter	68.92%	56.80%	121.34%	69.06%	62.90%	109.79%	65.64%	62.90%	104.36%	-5%
Median Earnings at 2nd Quarter	\$3,101	N/A	N/A	\$3,349	\$0	N/A	\$3,607	\$0	N/A	16%
Credential Attainment	44.03%	57.50%	76.57%	72.46%	52.70%	137.50%	63.87%	52.70%	121.20%	45%

Wagner-Peyser Employment Services: With the exception of PY17 Customers Served, which significantly improved in both PY18 and PY19, Denver has exceeded most of its Wagner-Peyser jobseeker performance measures and met other measures well within the 90% variance. It has, however, failed to meet targets related to Employers Served all three years and Job Openings received in PY18. It is important to note that these metrics have carried in and are not federal performance measures. Federal performance measures have not yet been identified by the state.

Employment Services	PY17			PY18			PY19			Change PY17-PY19
	Actual	Target	% of Target	Actual	Target	% of Target	Actual	Target	% of Target	
Total Customers	24,740	30,000	82.47%	29,261	22,500	130.05%	44,616	20,000	223.08%	171%
% Employed at 2nd Quarter	61.89%	52.50%	117.89%	64.01%	61.10%	104.76%	60.07%	61.10%	98.31%	-3%
% Employed at 4th Quarter*	61.39%	49.20%	124.78%	62.98%	57.50%	109.53%	63.30%	57.50%	110.09%	3%

Employment Services	PY17			PY18			PY19			Change PY17-PY19
	Actual	Target	% of Target	Actual	Target	% of Target	Actual	Target	% of Target	
Median Earnings at 2nd Quarter	\$4,859	\$4,871	99.75%	\$5,681	\$5,192	109.42%	\$5,663	\$5,192	109.07%	17%
Total Employers Served	2,456	2,750	89.31%	1,899	2,750	69.05%	1,651	3,325	49.65%	-33%
Total Job Openings Received	141,402	149,000	94.90%	127,077	149,000	85.29%	124,615	125,000	99.69%	5%

2. **Denver’s AEFLA Provider Network:** Organizations providing Adult Education & Family Literacy Act (AEFLA) services within Denver county in PY17, PY18, and PY19 include Asian Pacific Development Center, Community College of Denver, Emily Griffith Technical College, Focus Points Family Resource Center, Spring Institute for Intercultural Learning, and The Learning Source. Performance accountability data for Denver’s AEFLA providers, as supplied provided by CWDC, indicates that the network did not meet the federally determine state performance outcomes goal for Measurable Skill Gain (MSG) of 35.00%, in PY17 and PY18, however neither did the majority of providers across Colorado. MSG outcomes include high school equivalency diploma attainment, post-secondary entrance and educational functioning level gain. The table below demonstrates that the Denver AEFLA Provider Network had aggregated MSG outcomes greater than the Statewide MSG rate for PY17 and PY18 and exhibited greater improvement from PY17 to PY18 than the statewide rate. Only six of the 23 Colorado AEFLA providers met or exceeded the federal MSG target of 35% in PY18 and 10 were within 10% of the goal; none of Denver’s six AEFLA providers met the target and two were within 10% of the goal. Denver’s AEFLA providers served 2,473 individuals in PY18 (29% of the state total). This represents an increase of 3.65% over the 2,386 (28% of the state total) served in PY17.

	Measurable Skill Gain Rate			Participants Served		
	PY17	PY18	Change	2017-18	2018-19	Change
Denver	31.3%	31.5%	100.70%	2386	2473	103.65%
			0.70%			3.65%
Statewide	30.8%	30.9%	100.32%	8460	8493	100.39%
			0.32%			0.39%

C. Sector Partnerships

In the 2018 Modification of its PY16-20 WIOA Local Plan and its PY20-23 WIOA Local Plan, Denver identified six key industries anticipated to see significant growth over the next 5 years: Construction & Skilled Trades, Early Childhood Education, Healthcare, Information Technology (IT), Manufacturing, and Retail & Hospitality. Based on review of its Annual and Midyear reports and Denver successfully coordinates goal setting across programs, develops strategies based on the information learned through these partnerships to leverage workforce services to address the employment and training needs of these

industries through participation and coordination with regional sector partnerships and similar activities.

1. DWS staff convene the Denver Metro Construction Sector Partnership (MDCSP) on a monthly basis. Denver has played a lead role as an active participant in the planning, developing and launching this regional partnership in January 2017. the DMCS. DWS staff, as well as Denver Construction Career Program, coordinate with the DMCS and its members to recruit participants for pre-apprenticeship, local trade apprenticeships, workforce for industry employers and utilization of apprentices on public construction and improvement projects including the Central 70 Expansion, National Western Center and the Great Hall Expansion at Denver International Airport. DWS also facilitates connections between Construction industry employers, jobseekers and training and service providers through regular job and resource fairs.
2. DWS and Denver's Early Childhood Council co-convene the Metro Denver Early Childhood Sector Partnership, which includes representatives from Denver-area Early Childhood service providers and CCD and Metropolitan State University of Denver (MSU Denver). Its members are focused on goals addressing three areas: Workforce qualifications and career pathways, Regulation, policy and compliance, and identification of funding and supports to improve early childhood services throughout the metro area.
3. The Greater Metro Denver Healthcare (GMDHP) partnership has been established for over 7 years and is convened by Denver staff. Denver has been engaged in this initiative since its inception along with Adams, Arapahoe/Douglas, Boulder, and Jefferson counties. Denver has continued to support employer efforts to identify and promote key occupations needed across metro Denver, including job seeker and priority population outreach, training, and employer business engagement for expanding work-based and apprenticeship opportunities.
4. Tech Talent Denver has evolved from the TEC-P Advisory Council that was established to support the TEC-P Ready to Work Grant, for which Denver was fiscal lead. When the grant ended in 2018, Denver worked with the Colorado Technology Association to establish a regional IT industry sector partnership. Denver has convened this group over the past three years. Its goals include creation of summer youth internships, promotion of the Tech Talent Denver tool, and increase engagement in Tech Talent Denver by education programs.
5. The Metro Denver Manufacturing Sector Partnership (MDMSP) was identified in Denver's PY16-19 WIOA Local Plan. Denver staff participate in partnership meetings which are convened by Jefferson County Economic Development Corporation and Tri-County Workforce Development Board staff, engages in regional initiatives to achieve the MDMSP goals including increased partnership with area schools and technical colleges, identify barriers to manufacturing career pathways and development of a manufacturing pre-apprenticeship program.
6. Denver has convened the Metro Denver Retail Partnership (MDRP) since it was established in September 2017 as part of a grant received from the Chicago Cook

County Workforce Partnership to provide education and training opportunities in retail-oriented occupations. The MDRP meets monthly to assist in coordinating training and services to address the workforce needs of the retail, hospitality, accommodations sector. Additionally, through support from Lives Empowered Initiative funding, Denver staff provide technical assistance to Colorado workforce regions that are establishing I.

D. Career Pathways

Denver staff is structured in a manner that focuses on career pathways in Denver’s target industries and ensures WIOA resources support training for occupations within those industries. The team is made up of Employer Services staff that focus in each of Denver’s targeted industries, participate in sector partnerships in order to ensure career pathways meet the demands of industry employers, and identify new career pathways needed by other employer customers. Over the past three years, Denver reports connecting almost 2000 individuals with occupational classroom and work-based learning opportunities; 97.7% of this training was for occupations in a targeted growth industry. Over the period of review, Denver continued to coordinate with CWDC to develop an interconnected, integrated workforce development system with opportunities for advancement through career pathways. Additionally, Denver maintained its relationships with the required WIOA partners to integrate services and increase awareness and development of career pathways and career ladders within DEDO’s targeted industries through One-Stop Partner convenings, presentations at targeted neighborhood events, and in response to COVID-19 social distancing, hosting regular conference calls highlighting careers in Construction, Healthcare and IT.

E. Enrollment Objectives for Targeted Populations:

At the end of PY19, Denver was significantly below enrollment objectives for targeted populations for all WIOA programs as illustrated in the following table containing data from the Connecting Colorado WIOA Adult Priority and Characteristics Reports. However, Denver only recorded two new enrollments between March 31 and June 30 due to the COVID-19 pandemic. Based on progress toward the PY19 goals, it is possible that Denver would have reached targets, had closures not had such an impact on enrollments. Although most PY17 and PY18 goals were either exceeded or met within the 90% variance, Denver did miss the PY18 Dislocated Worker target.

Targeted Populations (Number of Customers)	PY17 Actual	PY17 Target	% of Target	PY18 Actual	PY18 Target	% of Target	PY19 Actual	PY19 Target	% of Target
WIOA Adult	451	255	176.1%	404	263	153.6%	215	302	71.2%
Dislocated Worker	77	70	110.0%	34	70	48.6%	33	38	86.8%
WIOA Youth	328	340	96.5%	344	358	96.1%	138	261	52.9%

Priority population enrollment can also be reviewed as a percentage of total enrollments. This table below illustrates that Denver has been trying to set a realistic target for Dislocated Worker priority population enrollment for the past three years and was on target in PY19 with the 30% enrollment goal. It is also important to note that the percentage of

priority populations enrolled in WIOA Adult program has increased over the past three years, the focus of service to individuals with barriers to employment.

Targeted Populations (Percent of Customers)	PY17 % Actual	PY17 Target	% of Target	PY18 Actual	PY18 Target	% of Target	PY19 Actual	PY19 Target	% of Target
WIOA Adult	81%	55%	137.5%	85%	51%	166.8%	87%	90%	97.1%
Dislocated Worker	39%	55%	71.1%	28%	55%	50.7%	30%	30%	100.9%
WIOA Youth	79%	76%	104.2%	79%	80%	98.6%	76%	90%	84.7%

F. Alignment of services with area’s needs

A review of the Denver PY16-20 WIOA Local Plan (2018 Modification) and the PY20-23 WIOA Local Plan and the Annual Reports, indicates that the Denver One-Stop system has aligned Denver’s services, as well as those of its community partners, with the needs of Denver’s jobseekers and employers, focusing on its targeted industries, the training and service needs of its most vulnerable citizens, and working to connect priority populations with growth industries. Over the course of the past three years, Denver has not only adapted its services with the needs of the region but has also customized its services to the needs specific target neighborhoods including Westwood, Sun Valley, Montbello and Globeville.

According to Connecting Colorado Business Services Performance and Employer WIOA Performance Reports, Denver’s Business Services Staff provided 1025 employers with 1299 staff-assisted services in PY19; in PY18, 1051 employers with 1075 staff-assisted services and in PY17, 561 employers with 1226 services. An increase of 83% of employers. In addition to the increase in employers, Denver has also more than doubled the number of employer satisfaction surveys sent over the past three program years. The average rating provided in the 229 responses for PY19 is a solid 4.7 on a scale of 1 – 5, where 1 is bad and 5 good. As illustrated in the table below, most PY19’s ratings reflect improvement over the previous two year’s ratings.

Business Surveys	PY17	PY18	PY19	Difference
Number of Surveys Sent	241	335	507	110%
Number of Responses	229	327	498	117%
Average Rating - All Responses	4.5	4.6	4.7	6%
Average Rating - Facility Access	4.0	5.0	4.9	23%
Average Rating - Business Education	4.8	N/A	5.0	5%
Average Rating - Hiring Event	4.7	3.9	4.3	-9%
Average Rating - Job Fair Brick/Mortar	4.4	4.5	4.5	2%
Average Rating - Youth Fair	3.4	N/A	N/A	N/A
Average Rating - Rapid Response	5.0	N/A	5.0	0%
Average Rating - Screening	5.0	5.0	N/A	N/A

G. Fiscal responsibility

Expenditure rate must exceed the minimum requirement to maintain compliance. Denver has not had an issue expending WIOA funds within the minimum requirements over the past three years. A recent fiscal monitoring conducted by CDLE resulted in no corrective actions, although it did identify a number of observations.

H. Service hours

Denver's One-Stop and Affiliate Center are open to the public from 8:00 AM to 5:00 PM, although workforce center staff have been observed continuing to work with job seeking customers after 5:00 PM. Throughout the three years reviewed, Denver and its WIOA, Adult, Dislocated Worker and Youth service providers offered alternative-hours schedules that included evenings and weekends at broadened service locations at community centers, recreation centers, public libraries and community-based organizations. In response to the COVID-19 closures, Denver immediately pivoted to providing its full range of virtual services to ensure it could meet the needs of the tens of thousands of jobseekers who suddenly found themselves unemployed.

Section III: Continuous Improvement

A. Progress on annual performance plan

Based on review of Denver's three end of year reports, the One-Stop System achieved the outcomes specified in the plan. Most of the performance outcomes included in the Denver PY16-20 WIOA Local Plan (2018 Modification) related to sector partnerships, career pathways and enrollment outcomes have been discussed above. Based on Class List Reports, Denver is meeting most of its targets on one set of performance goals, classroom and work-based learning, which has not yet been discussed.

Target Industry Training	Individuals Served							
	Classroom Training		Work-based Learning		Apprenticeships		Youth	
	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Construction	30	14	20	7	5	1	5	8
Early Childhood Education			10	7				7
Healthcare	20	74	20	39	5	10	5	25
IT	20	23	20	4	5		5	2
Manufacturing	20	5	20	1				1
Professional & Financial Services	15	86	15	7		1		5
Retail & Hospitality	20	222	20	31	5	24	5	5
Other		15		1				8
Total Unique Individuals	125	439	125	96	20	36	20	53

Although Denver had lower work-based learning participation than targeted in PY19, this was due to the COVID-19 closures and the reluctance of both jobseekers and employers to participate in this activity for health and safety reasons. At 76% of the target, it is most

likely that Denver would have achieved this goal, had not in-person services been disrupted at the end of the third quarter of the program year.

Section IV: Integration of Available Services

A. Service Coordination Agreements

Denver entered into 23 Contractual Agreements or Memoranda of Understanding (MOUs) with the required WIOA One-Stop System partners, all of which address co-enrollment and include referral procedures. Previously, Denver had only 20 contracts and MOUs in place with One-Stop System Partners in PY16; this demonstrates that the level of integration has improved in the past three years.

Below is a list of the One-Stop System Partners with which Denver had an active MOU or contract in PY19:

REQUIRED PARTNER	2018-20 PARTNER
A. Adult Program	ResCare Workforce Services
B. Dislocated Worker Program	ResCare Workforce Services
C. Youth Program	Ability Connection Colorado
C. Youth Program	Center for Employment Opportunity
C. Youth Program	Denver Public Schools
C. Youth Program	Urban Peak
D. Adult Education & Family Literacy	Asian Pacific Development Center
D. Adult Education & Family Literacy	Community College of Denver
D. Adult Education & Family Literacy	Emily Griffith Technical College
D. Adult Education & Family Literacy	Focus Points
D. Adult Education & Family Literacy	The Learning Source
D. Adult Education & Family Literacy	Spring Institute
E. Wagner-Peyser Program	Denver Workforce Services
F. Vocational Rehabilitation	Colorado Department of Labor & Employment (CDLE), Division of Vocational Rehabilitation
G. Unemployment Insurance	CDLE Division of Unemployment Insurance
H. Veterans Programs	CDLE Jobs for Veterans State Grant
I. Trade Adjustment Assistance	Denver Workforce Services
J. Job Corps	OPTIONAL
K. YouthBuild	Mile High Youth Corps
L. Perkins Act Programs	Community College of Denver
L. Perkins Act Programs	Emily Griffith Technical College
M. Colorado Works/Temporary Assistance to Needy Families	Denver Department of Human Services

REQUIRED PARTNER	2018-20 PARTNER
N. Older Americans Act Programs/Senior Community Service Employment Programs	American Association of Retired Persons Foundation
N. Older Americans Act Programs/Senior Community Service Employment Programs	SER-Jobs for Progress National
O. Department of Corrections/ Second Chance Act Programs	Latino Coalition for Community Leadership ant its Grantee CommunityWorks
O. Department of Corrections/ Second Chance Act Programs	Latino Coalition for Community Leadership ant its Grantee Servicios de La Raza
P. Housing and Urban Development Funded Programs for Employment and Training	DEDO Neighborhood Stabilization
Q. Community Services Block Grant Funded Programs for Employment and Training	Denver Department of Human Services
R. Migrant and Seasonal Farm Workers	These services are not provided within Denver
S. Native American Programs	Denver Indian Center, Inc.

Additionally, Denver’s One-Stop Operator, ResCare Workforce Services has convened a monthly meeting of the One-Stop Partners, as well as other community-based and educational partners to align resources and services. The Denver Workforce Integration Network (DWIN) meets at partner locations to encourage participation and engagement. Over the past three years, ResCare has also distributed information throughout this network in the DWIN Weekly Update newsletter which includes information on career pathways, upcoming job fairs, recruitment/hiring events, and training opportunities.

Section V: Local Criteria

As outlined in DEDO Policy Series 2020-DWS-13 *WIOA Criteria for the Certification of the One-Stop Center* the Denver WDB has elected to adopt the assessment criteria in CDLE’s PGL-WIOA-2020-04 *One-Stop Certification Requirements* without additional criteria beyond the items outlined in that policy.

Section VI: Summary of Action Items to Address

- A. Physical and programmatic accessibility outlined under the ADA. (Sec I.B, page 4)

Observation:

Per CDLE’s PGL-WIOA-2020-04 *One-Stop Certification Requirements* and DEDO Policy Series 2020-DWS-13 *WIOA Criteria for the Certification of the One-Stop Center*, compliance is demonstrated by an inspection, audit, or review conducted within the last 3 years. While a review of Denver’s programmatic accessibility was conducted this year, it appears that an audit of Denver’s physical accessibility has not been conducted since February of 2017. Additionally, the *Programmatic Accessibility Report* identified a number of observations and

recommendations to improve the programmatic accessibility of Denver’s workforce centers and website.

Recommendation:

Denver should work with the Denver Office of Disability Rights (DODR) to ensure an audit of the physical accessibility of all workforce centers is conducted as soon as possible. Additionally, Denver will review the recommendations from the *Programmatic Accessibility Report* and develop a plan to increase the programmatic accessibility of its operations.

Response (including plan to resolve observation):

Denver acknowledges this observation and will work with DODR with regards to completing an audit of physical accessibility. Denver understands that an audit of physical accessibility had been scheduled but had to be delayed due to the COVID-19 pandemic. Although such an audit may not be possible until closures are no longer required due to the pandemic, Denver will take steps to ensure an audit of physical accessibility is conducted within PY20.

Additionally, Denver has already begun to develop a plan to increase programmatic accessibility based on the recommendations provided in the Meeting the Challenge Report. The recommended policies are already in place and the majority of DWS staff has completed the recommended training. Recently, additional assistive technology was installed in the Montbello Workforce Center.

Section VII: Recommendation to Board

Based on the information reviewed in this report and the responses provided to the observation, the Denver WDB’s Governance & Oversight Committee recommends that the Denver Workforce Development Board Certify the Denver One-Stop System through June 30, 2023.

Section VIII: Board Certification Determination

After this review was presented via email to the Denver WDB’s Executive Committee on August 14, 2020, the Executive Committee voted unanimously to certify the Denver One-Stop System through June 30, 2023.



August 10, 2020

Ms. Maggie Bolden
Chair, Denver Workforce Development Board
201 W. Colfax Avenue, Dept 208
Denver, Colorado 80202

Dear Ms. Bolden,

The Denver Division of Disability Rights (DDDR) contracted with Meeting the Challenge, Inc. to conduct an audit of compliance of the City and County of Denver's (Denver) facilities to the requirements for physical and programmatic accessibility outlined under the Americans with Disabilities Act (ADA) to ensure that services, programs and activities, when viewed in their entirety, are accessible to people with disabilities.

This audit, which was conducted February 2017, identified barriers to access for the two Denver facilities at which Denver Workforce Services provides One-Stop Workforce System services to its customers:

1. Denver Workforce Services at the Richard T. Castro Building
Address: 1200 Federal Boulevard, Denver, CO 80204
2. Denver Workforce Services at the Arie P. Taylor Building
Address: 4685 Peoria Street, Suite 251, Denver, CO 80239

The majority of the identified barriers were specific to restrooms, common service areas, and some exterior to interior paths of travel. Our division is currently in the process of developing a city-wide transition plan that will address barrier removal to ensure full and safe access for all individuals. We understand the important work that the Denver Workforce Services provides and are committed to listing the Richard Castro and Arie P. Taylor Buildings as priorities within the transition plan.

Please feel free to contact me at Aisha.Rousseau@denvergov.org if you have additional questions.

Sincerely,

Dr. Aisha Rousseau

Aisha Rousseau, Ph.D., CRC
Director, Division of Disability Rights