



**COLORADO**

Department of  
Labor and Employment

## Workforce Development Programs

### Regional Services

#### Annual Compliance Monitoring Report

#### Arapahoe Douglas Works! Workforce Center

Period of Review: July 1, 2014 – June 30, 2015

Initial Report Issued: December 31, 2015

# Executive Summary

Each year the Colorado Department of Labor and Employment (CDLE) conducts a review of each workforce region in Colorado. This report summarizes the findings of that review for the Arapahoe Douglas Works! Workforce Center (ADWorks!). This report both identifies and addresses the outcomes of the Program Year 2014 (PY14) annual compliance review, including best practices, compliance issues and action items, recommendations, and information regarding the local workforce region's concerns and technical assistance needs.

From December 07 to December 11, 2015, the Colorado Department of Labor & Employment/ Workforce Development Programs (CDLE) conducted an annual compliance monitoring for the period of July 1, 2014 through June 30, 2015 of programs operated by ADWorks!. This comprehensive review included the Workforce Investment Act (WIA) Title I and Wagner-Peyser Act formula programs, the Trade Adjustment Assistance Act (TAA) program, and discretionary grants and special initiatives.

## Recognitions

- ADWorks! TAA program increased participant completion of training programs by 29.9%
- ADWorks! created new leadership positions to develop apprenticeship, work experience, and OJT opportunities with local businesses in preparation of increased numbers of WIOA participants.
- ADWorks! developed the Senior Community Service Employment Project in partnership with AARP, which identified and targeted older workers for the purpose of upgrading their occupational skill sets, retraining, or refining their job search techniques in order to obtain sustainable wage positions in the local economy.

## Compliance Issues

The review found no compliance issues (see Attachment 2, Compliance Monitoring WIA/TAA Programs).

## Contractual Performance

During PY14, ADWorks! exceeded all performance measures, exceeded planned Adult program participation numbers, and served 89.3% and 92.1% of planned Dislocated Worker and Youth program participants respectively. (See Attachment 3, Information Dashboard).

## Risk Assessment

Governance: Low Risk

Administrative, Program/Grant, and Financial Management Systems: Low Risk

Program Services, Delivery Systems, and Documentation: Low Risk

Performance Accountability: Low Risk

## **Sector Initiatives**

ADWorks! works closely with the Greater Metro Denver Healthcare Partnership, Colorado Urban Workforce Alliance (CUWA), Denver South Economic Development Partnership, and Colorado Advanced Manufacturing Technology to convene business and sector leaders, and support the development of career pathways. ADWorks! identified the bioscience, healthcare, information technology, financial, aerospace, and energy industries as sectors to support through partnerships.

## **Looking Forward**

ADWorks! will continue to develop and participate in sector partnerships and initiatives that involve their targeted industries. ADWorks! will continue to work with educational partners to address the educational and training needs of their sector partners. On-the-Job training (OJT) will be a focus for ADWorks! and will be offered to partners as a way of growing and training participants. Although ADWorks! stated in their PY14 plan that they will continue to increase their focus on OJT opportunities and move away from work experiences for youth participants, due to the implementation of WIOA Law they have worked to develop additional partnerships since March of 2015 to ensure that all components of work based learning are available to both the Youth and Adult participants. ADWorks! provides all components of work based learning to include work experiences OJT, pre-apprenticeship, and apprenticeship opportunities to both Youth and Adult customer bases.

ADWorks! will continue to strategically evaluate the business, industry, and economic needs for skilled workers, and coordinate the training and development of workers. They will continue to support local talent pipelines through targeted training and the development of opportunities with educational providers through their Workforce Development Board (WDB). ADWorks! will continue to support its business partners, sector partnerships, and initiatives by providing information on workforce issues, in-demand industries, and talent gaps in the workforce.

ADWorks! will continue to assess community needs and develop opportunities to address the needs of targeted populations within the community, such as older workers and Veterans. ADWorks! will continue to provide services and opportunities for low-income individuals within the community to help reduce poverty through skill attainment, training, and increased wages. ADWorks! will continue offering job fairs and hiring events to individuals in the community and businesses. ADWorks! will continue offering applicant screening services to business partners and site selection assistance for businesses seeking to relocate to the area.

## **Technical Assistance & Training Needs**

ADWorks! would like to request the following trainings from CDLE:

- Elements of case notes and file documentation
- Quality control regarding TAA programs, rules, and regulations knowledge
- Continued TAA targeted assistance audits in which a program monitor meets with ADWorks! staff for technical inquiries
- Continued assistance with WIOA updates
- Extensive (half-day or full-day) MIS training regarding WIOA updates to MIS codes
- WIOA requirements regarding procurement processes

CDLE will collaborate with ADWorks! to schedule the requested trainings by January 31, 2016.

# Workforce Investment Board

## Local Plan: Sector Partnerships

ADWorks! has committed to leading, convening, and participating in any sector initiative that involves one of their targeted sectors (bioscience, healthcare, information technology, financial, aerospace, and energy) and utilizing its sector partnerships to develop career pathways. ADWorks! utilizes its business partners as a driver to help determine what training and educational opportunities should be developed and implemented in support of established talent pipelines.

ADWorks! utilizes its WDB as a networking tool to reinforce existing partnerships while growing and establishing new partnerships in strategic sectors. The WDB has led the development of the information technology, healthcare, hospitality, and construction sector academies. The WDB also developed a task group, *Opportunity Works*, to research poverty and develop methods for moving individuals in poverty through the talent and employment pipeline into better paying jobs through short-term certifications, skills upgrades, and soft skills training.

ADWorks! works through its WDB to bridge gaps between educational partners and business and industry by identifying critical needs in the job market, and working in collaboration with educational partners to develop curriculum and programs that address job market needs and produce graduates that are ready to contribute in the workplace. ADWorks! has expanded OJT opportunities for youth and transitioned away from work experiences, which has increased the importance of sustaining partnerships between the WDB, ADWorks!, and businesses that support on-the-job training.

## Governance and Administration

The Workforce Development Board (WDB) is awaiting applications from potential board members and approval from the Board of County Commissioners for recently recruited WDB candidates. The WDB is continuing its transition to WIOA standards and is revising its Bylaws, as well as its Memorandums of Understanding. The WDB is in the process of establishing a standing youth committee. ADWorks! understands that the Chair of the Youth Standing Committee must become a member of the WDB if the Chair is not already a member of the board. Recently, the WDB won the National Association of Workforce Boards 2015 WIB Excellence Award for Excellence in the Advancement of a Competitive American Workforce.

## Recognitions

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## Compliance Monitoring WIA / TAA Programs

### **WAGNER PEYSER**

CDLE reviewed fourteen (14) job order records from the PY14 performance period. CDLE did not identify any issues during the review.

### **ADULT**

CDLE reviewed twenty (20) WIA Adult program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

### **DISLOCATED WORKER**

CDLE reviewed nineteen (19) WIA Dislocated Worker (DW) program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

### **YOUTH**

CDLE reviewed eleven (11) WIA Youth program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

Observation: ADWorks! staff used a local Initial Assessment template form to document Comprehensive Assessment services. ADWorks! corrected the issue by changing the title of the form to correspond with the service provided.

### **H1-B**

CDLE reviewed six (6) H1-B IN (incumbent worker) and ten (10) H1-B UI (long-term unemployed) program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

### **Trade Act Assistance (TAA)**

CDLE reviewed thirteen (13) TAA Worker program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

Observation: Case notes in one case file indicated an update regarding an OC service sub-code that was not reflected on the OC service screen. The issue can no longer be corrected because the reporting date has passed.

### **UI Pilot Program**

CDLE reviewed eight (8) UI Pilot program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

### **Hire for Colorado (DW-GL)**

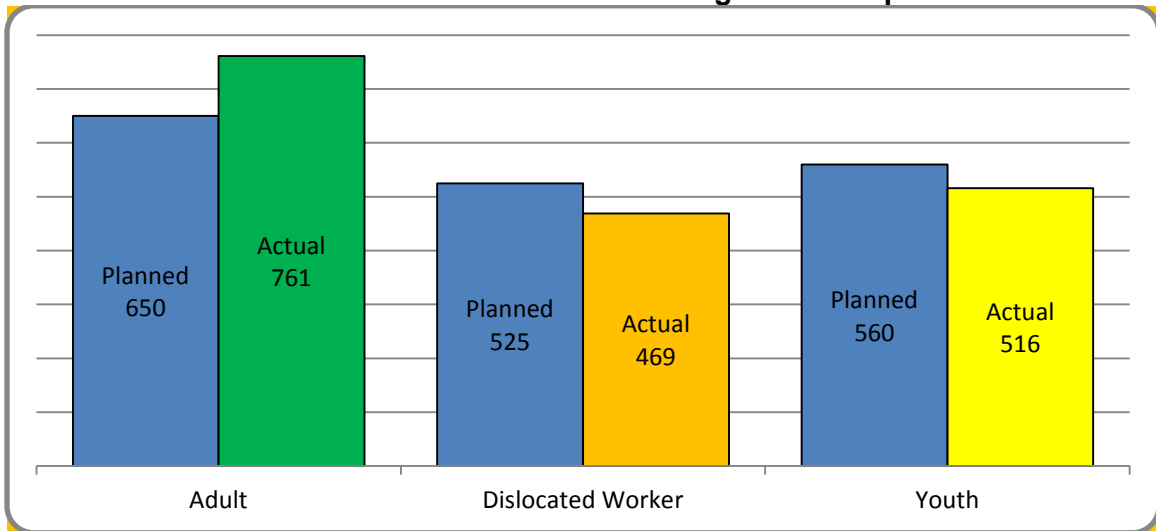
CDLE reviewed six (6) Hire for Colorado program participant files from the PY14 performance period. CDLE did not identify any issues during the review.

# Information Dashboard

## PERFORMANCE OUTCOMES

During PY14, ADWorks! exceeded planned Adult program participation numbers and served 89.3% and 92.1% of planned Dislocated Worker and Youth program participants respectively. ADWorks! exceeded all performance measures for Adult, Dislocated Worker, and Youth programs.

**PY14 Planned versus Actual WIA Program Participation**



Green = Exceeded plan at 100%, Yellow = 99.99% - 90.00%, Orange = 89.99% - 80.00%, Red = 79.99% or below plan

## WIA Performance Measures Outcomes

WIA Adult Performance Measures	Program Year 2013		Program Year 2014		
	Standard	Actual	Standard	Actual	
Entered Employment Rate	77.30%	79.18%	67.10%	82.29%	125%
Six Month Retention Rate	87.90%	88.57%	82.40%	90.43%	108%
Six Month Avg. Earnings	\$17,861.00	\$18,188.18	\$16,286.00	\$20,078.00	126%
<b>Exceeded/High Met/Low Met/Missed</b>	<b>3 0 0 0</b>		<b>3 0 0 0</b>		
WIA DW Performance Measures	Program Year 2013		Program Year 2014		
	Standard	Actual	Standard	Actual	
Entered Employment Rate	82.00%	84.03%	69.21%	85.42%	128%
Six Month Retention Rate	90.70%	91.19%	85.04%	95.22%	113%
Six Month Avg. Earnings	\$ 21,436.00	\$ 23,293.15	\$ 20,018.00	\$24,520.13	137%
<b>Exceeded/High Met/Low Met/Missed</b>	<b>3 0 0 0</b>		<b>3 0 0 0</b>		
WIA Youth Performance Measures	Program Year 2013		Program Year 2014		
	Standard	Actual	Standard	Actual	
Literacy/Numeracy	48.00%	71.88%	41.00%	46.30%	113%
Education Placement	68.00%	70.14%	60.28%	73.16%	124%
Degree/Certificate	69.00%	70.40%	62.00%	77.78%	125%
<b>Exceeded/High Met/Low Met/Missed</b>	<b>3 0 0 0</b>		<b>3 0 0 0</b>		

Green = 100% or greater, Yellow = 99.99% - 90.00%, Orange = 89.99% - 80.00, Red = 79.99% or below negotiated levels

### Local Area Statistics

	November 2013	November 2014	November 2015
National Unemployment Rate <sup>°</sup>	7.0%	5.8%	5.0%
Colorado Unemployment Rate <sup>°</sup>	6.0%	4.3%	3.6% (Preliminary)
Arapahoe Unemployment Rate <sup>°</sup>	5.8%	4.1%	Not Reported
Douglas Unemployment Rate <sup>°</sup>	4.7%	3.4%	Not Reported
	2013	2014	2015
National Average Annual Wage ‡	\$49,808	\$51,364	Not Reported
Colorado Average Annual Wage‡	\$50,873	\$52,724	Not Reported
Arapahoe Average Annual Wage‡	\$58,021	\$60,325	Not Reported
Douglas Average Annual Wage‡	\$55,853	\$58,676	Not Reported

<sup>°</sup> Source: Local Area Unemployment Statistics, Economic Releases, Data, Tables & Calculators by Subject, Bureau of Labor Statistics

‡ Source: Quarterly Census of Employment and Wages, Economic Releases, Data, Tables & Calculators by Subject, Bureau of Labor Statistics

### Local Area Workforce Center(s) Quick Facts

During the monitor period of review: July 1, 2014 – June 30, 2015

#### Workforce Center Activity

Number of Workforce Center Customers	Number of Workforce Center Customer Visits	Average Visits per Customer
23,979	62,210	2.6

Source: Connecting Colorado Workforce Volume Report

#### Local Area Total Program Participation

WIA Adult	WIA Dislocated Worker	WIA Youth	TAA
761	469	516	14

Source: Connecting Colorado Activity Summary

#### Business Services

Employer Locations Served <sup>°</sup>	Employers Served <sup>°</sup>	Number of Job Openings‡
3,080	2,883	67,884

<sup>°</sup>Source: Connecting Colorado Employers Active Report

‡ Source: Connecting Colorado Job and Employer Query