



Arapahoe/Douglas Works!

Human Services Contracts

PROGRAM DASHBOARDS

December 2019



Arapahoe/Douglas
WORKFORCE BOARD
C O L O R A D O

Human Services Programming

PROGRAM

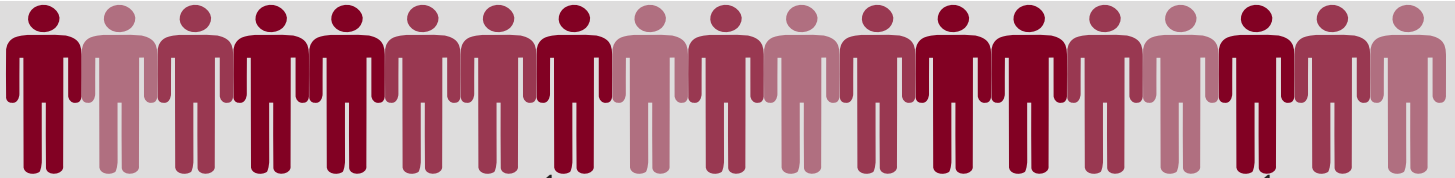
PURPOSE STATEMENT

Temporary Assistance to Needy Families (TANF)/ Colorado Works	Provides intensive case management and job placement services for citizens who are referred by Arapahoe County DHS or Douglas County DHS for TANF/Colorado Works to ensure participants are obtaining employment and achieving number of program hours required.
Supplemental Nutritional Assistance Program (SNAP) Employment and Training	Provides case management and job placement services for adult citizens receiving SNAP benefits deemed work-ready to ensure participants are obtaining employment and achieving number of program hours required.
Colorado Parents to Work (PTW) Program	Provides intensive case management and job placement for non-custodial parents referred from Child Support Enforcement to ensure clients are obtaining employment and paying full child support orders.
Douglas County Human Services Youth Employment Program	Provides case management services to work with TANF eligible at-risk individuals and young parents (15-25 years old) to provide intensive case management, job coaching, job skill training and education, subsidized employment and independent living skills.

Arapahoe/Douglas Works! Colorado Works Program

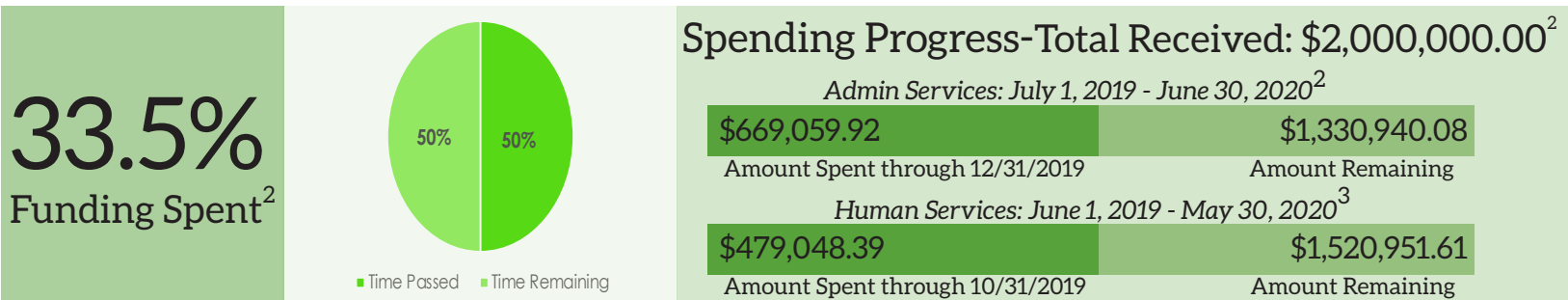
December Report • PY19 (July 1, 2019 - June 30, 2020)

Referral Statistics

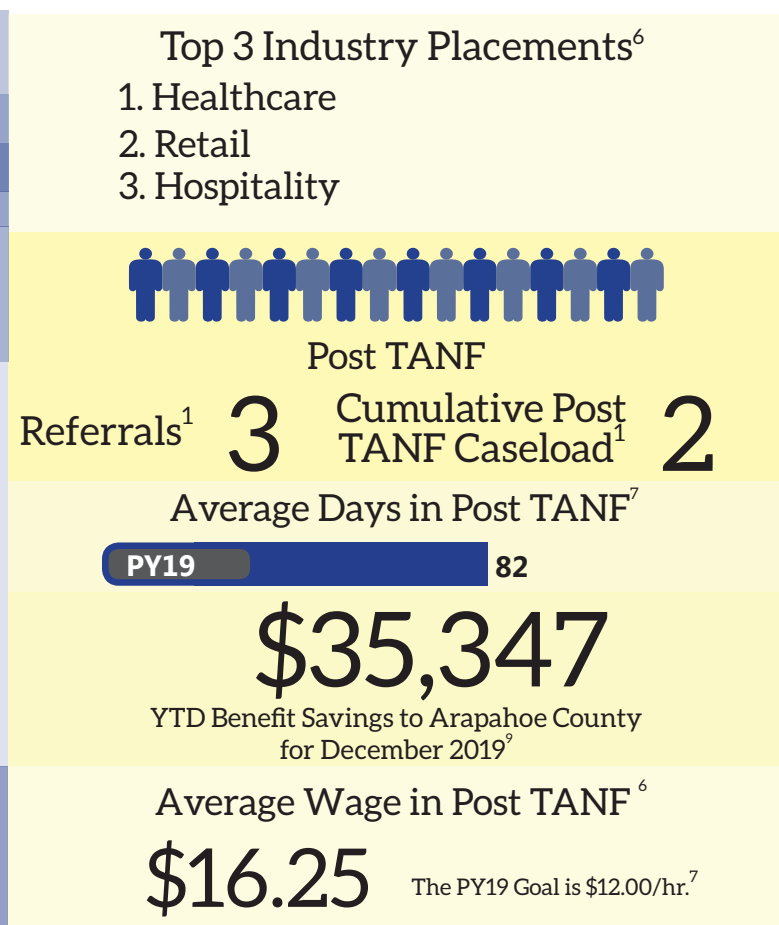
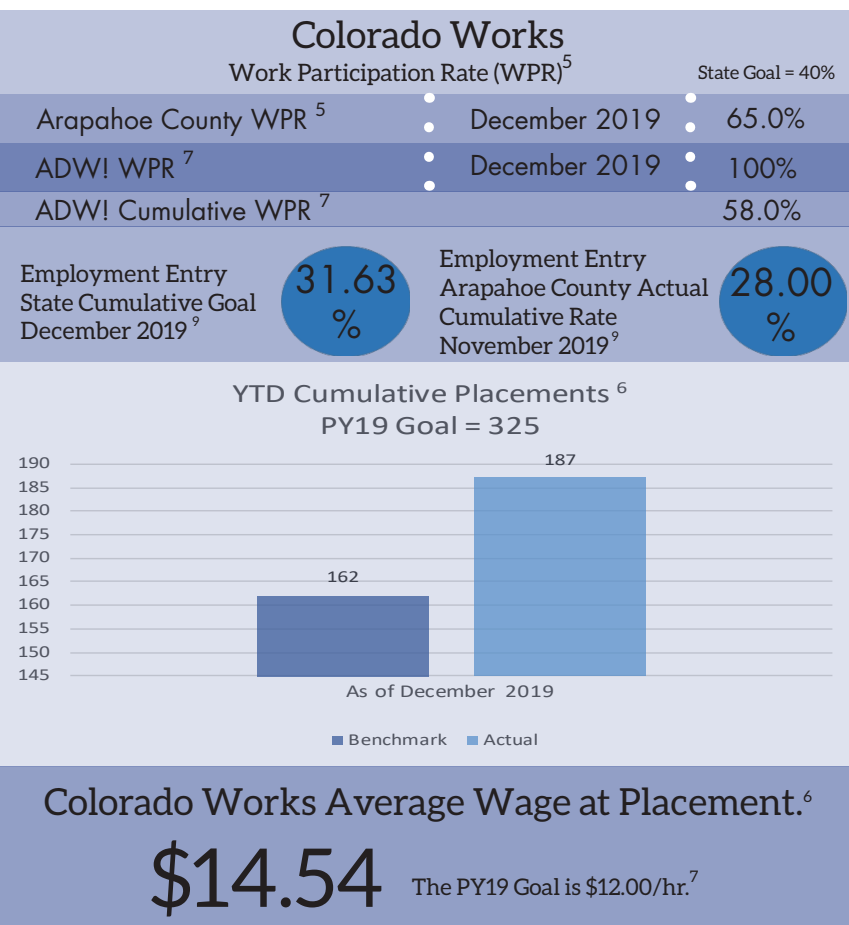


Cumulative TANF Caseload¹/Goal⁷ **1,000/1,200**

Budget



Program Results



Program Highlights⁷

The Colorado Works Program led the state in WPR for December 2019. We also increased our WPR Rate over the last quarter. Arapahoe County was over 50% each month and ADW! hit 68% for November and 100% for December, with a cumulative average of 58%.

Success Stories⁷

Claudia and Ricardo moved to Colorado to be near family and to help care for Claudia's sick mother. They have one son, who recently turned a year old. Claudia previously did contract marketing for several large companies and Ricardo worked in the I.T. Industry. After moving to Colorado, they were fortunate to have stable housing with Claudia's mother. They applied for TANF to assist with their move, as they struggled to find employment. They had some difficulty adjusting to the more limited public transportation options in the Denver area and were also in need of full time child care.

Claudia came to orientation in August 2019, but Ricardo had secured employment. She determined some short-term goals that would allow her to focus her time on finding employment. Specifically, she set a goal of visiting childcare centers and making a decision about providers within 2 weeks of the day she met with her WFS. She also agreed to get care in place for her mother by contacting her mother's providers to coordinate with them. Finally, Claudia agreed to attend resume workshops and to come up with a list of work-from-home options. Her WFS also provided work-from-home options.

Claudia followed through on every action step of her plan. She found a childcare provider and got services set up for her son. She coordinated with her mother's providers to ensure that her mother would be well cared for and safe. Claudia stated that this allowed her to help focus on getting work, because she knew that her family was safe and in good hands. In addition to researching work-from-home opportunities, she attended the resume workshop. She also researched some networking groups that her WFS had recommended for freelance opportunities. Within 2 weeks of orientation, Claudia had taken a few freelance jobs and had begun networking. Within 2 months of orientation, Claudia had found full-time employment. She and Ricardo went over income for TANF, and their case was closed in October 2019. Claudia reported that TANF helped them to successfully transition after their move and they will now be able to move forward independently. Claudia's WFS is referring them to post-TANF to help ensure that their situation is stabilized as they move forward.

Derick C. is a single father of 2 daughters. He applied for the Colorado Works Program after leaving his last job due to frustration and not getting along with management. Derick declared right away that he was not worried about being able to get a job and declared that he had a lot of experience and some interviews set up for the week following orientation.

Derick was attending school and working on getting his degree in education. His ultimate goal is to be a Director of a large daycare center. Derick stated that he needed transportation assistance and that he would be looking into finding something part time so that he could still have time with his kids. Derick spent many hours applying for jobs and working on securing employment.

He landed a part time job as a before and after school Director. Derick will be working 20-25 hours per week and making \$16/hr. Derick reported that the job is going well, but he is still determined to finish his degree in education so that he can land his dream job as a Director over a large daycare center.

Kelly P. came into the TANF Program back on 11/29/2018 and had been having a very tough time finding stable employment due to lack of recent experience and resume and interviewing skills. Kelly had been referred to the STEP Program, as well as, the WIOA Program for intensive job search. Kelly was also issued transportation and interview clothing assistance.

In November 2019, after many months of intensive job search assistance and workshops, Kelly accepted a full-time position with a local healthcare provider as an Account Administrative Representative making \$20.38 per hour. This job is right along Kelly's career pathway and she is very excited to have finally found a great job.

Sources

¹ Monthly Report Card
² ADW! Fiscal Report
³ ACDHS Budget Tracker

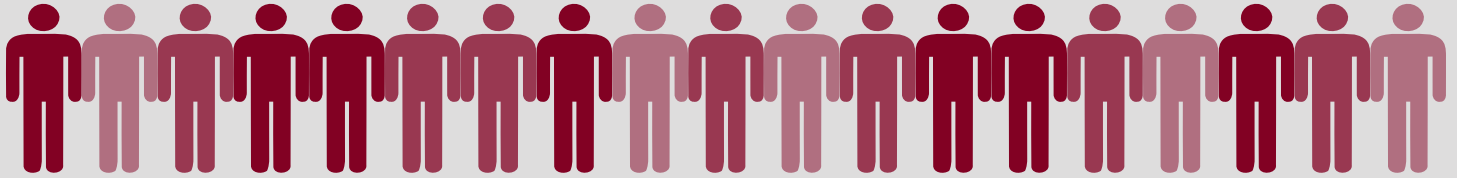
⁴ EDB WPR - WW Monthly Sample
⁵ EDB WPR - All Families - Sample
⁶ Industry Tracking Sheet

⁷ Colorado Works Program Staff
⁸ PY18 Economic Impact Report
⁹ CBMS

Arapahoe/Douglas Works! Employment First Program

December Report • (PY19: July 1, 2019 - June 30, 2020)

Referral Statistics

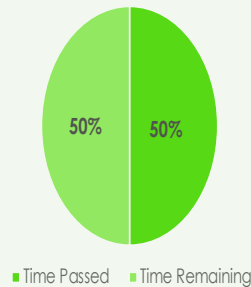


- Voluntary Customers Referred in December⁴ - 519
- Attended Orientation at Altura Plaza in December⁶ - 36

Cumulative Caseload¹/Goal³ **1,587/2,880**

Budget

43.8%
Funding Spent²



Spending Progress-Total Received: \$561,832.90²

Admin Services: July 1, 2019 - June 30, 2020²

\$246,269.18	\$315,563.72
Amount Spent through 12/31/19	Amount Remaining

Human Services Budget Tracker: FY October 1, 2019 - September 30, 2020⁷

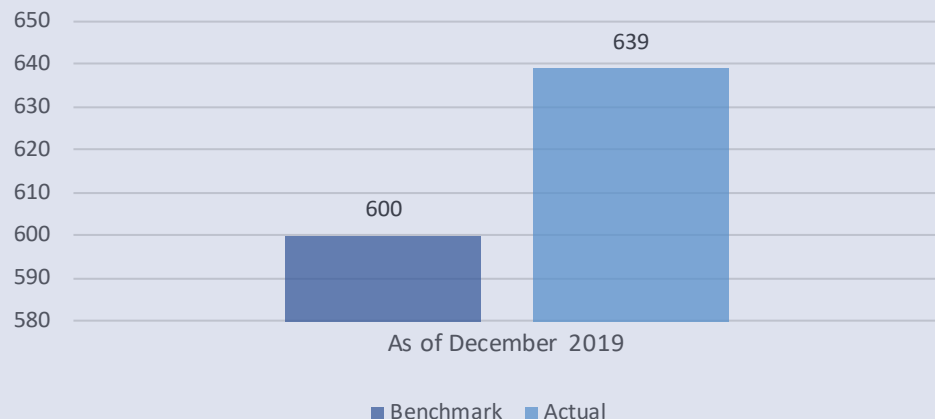
\$183,678.00	\$446,801.00
Amount Spent through 12/31/19	Amount Remaining

Program Results

\$38,931.00
YTD Enhanced Funding Earned⁸

\$16.05
YTD Average Placement Wage⁵
The PY19 Goal is \$12.50/hr.

YTD Cumulative Placements⁵
PY19 Goal = 1200



53% Toward PY19
Placement Goal⁵

YTD Placement data is 1 month behind.

Program Highlights³

The Employment First Program implemented a new case management methodology this quarter called Goal4It. Goal4It is a science-informed approach to achieving economic independence. It activates a customer's motivation and commitment to change while improving a person's likelihood of fully participating in such programs and helps build skills to improve work and family outcomes. Goal4It is unique, because it blends coaching, motivational interviewing, and career counseling.

The Employment First Program transitioned to a voluntary program on October 1st. The new voluntary program allows for participants to receive more intensive case management services. These services include: high quality career counseling and goal setting, job search assistance, and barrier mitigation services. Employment First also offers an array of supportive services that include: automobile repairs, books, clothing for job interviews, clothing required for a job, course registration fees, dental work, childcare and dependent care, transportation (e.g., gas and public transportation fare), legal aid services, medical services, educational testing fees, tools, uniforms, and vision needs.

Program Activities³

Workshops

Employment First offers weekly workshops that cover job search, applications, resumes, interviewing, and so much more. The workshops include: Career Kick Start, Discovering Arapahoe/Douglas Works!, Emotional Intelligence, Job Search for the Experienced Professional, Interviewing Part I, Interviewing Part II, LinkedIn, Networking, Pursue Your Passion, Resume Part I, Resume Part II, Salary Negotiations, and True Colors.



Success Stories³

David P. came to the Employment First orientation as an exempt client and decided to participate with EF as a voluntary participant. David's main goal was to obtain his CDL so that he could obtain employment as a Class A CDL driver. However, he was not able to afford the cost of the training. His Workforce Specialist worked with him in creating an education plan, which was approved. The program provided David funds to pay for CDL class, gas vouchers for transportation assistance, and consistent support and encouragement along the way. David obtained his Class A License and secured employment as a CDL driver making \$24/hr. He was also provided with transportation assistance to get to work as part of retention services.

Sources

¹ Summary Report (combining Active, Sanction, Exemption) (Carry In + New)
² ADW! Fiscal Report

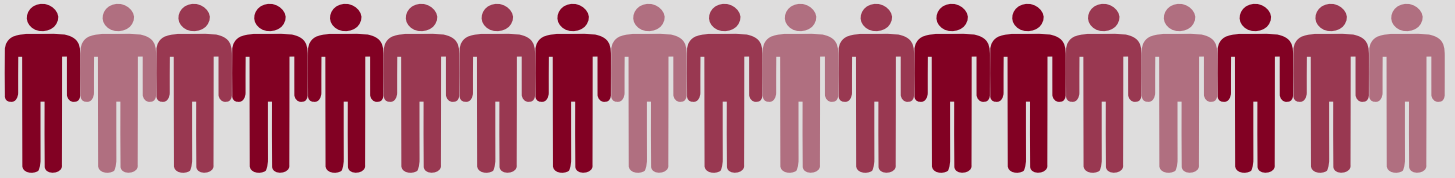
³ Employment First Program Staff
⁴ Summary Report
⁵ Employment Report

⁶ Employment First Sign In Sheets
⁷ Arapahoe County Human Services Budget Tracker
⁸ CBMS

Arapahoe/Douglas Works! Employment First Program

December Report • (Contract Year: July 1, 2019 - June 30, 2020)

Referral Statistics

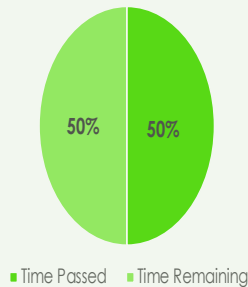


• Customers Referred in December⁴ - 27 • Active Caseload¹ - 42 • Attended Orientation at Castle Rock in December⁶ - 13

Cumulative Caseload¹/Goal³ **329/600**

Budget²

53.6%
Funding Spent



Spending Progress-Total Received: \$76,000.00

\$40,698.41

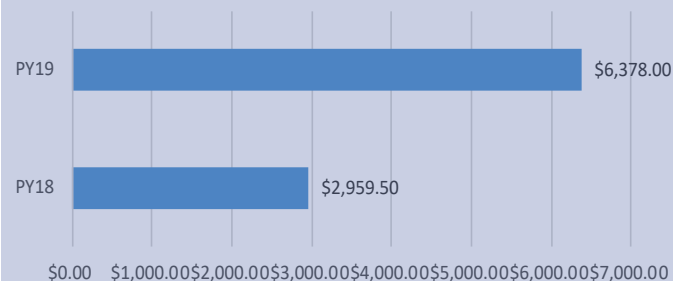
Amount Spent through 12/31/2019

\$35,301.59

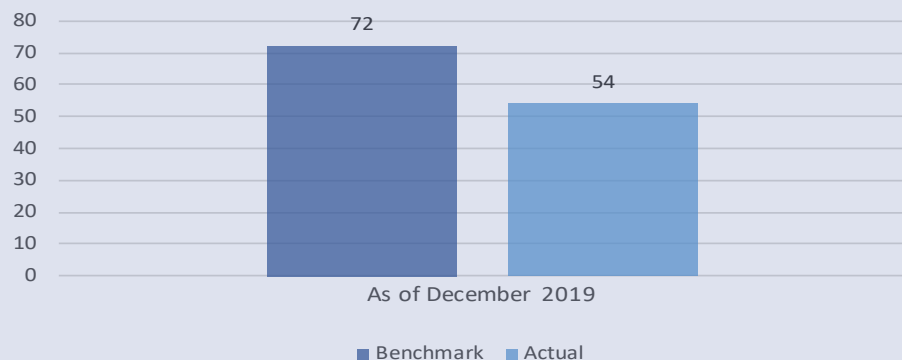
Amount Remaining

Program Results

YTD Enhanced Funding Earned³



YTD Cumulative Placements⁵
PY19 Goal = 150



\$15.00 YTD Average Full-time Placement Wage⁵
The PY19 Goal is \$12.50/hr.

6

Attended Talent Enhancement Workshops in December⁶

Top Industry Placements⁸

1. Warehouse
2. Healthcare
3. Finance

Top Supportive Services Provided⁹

1. Transportation Assistance
2. Books/Supplies
3. GED Tests

Program Highlights³

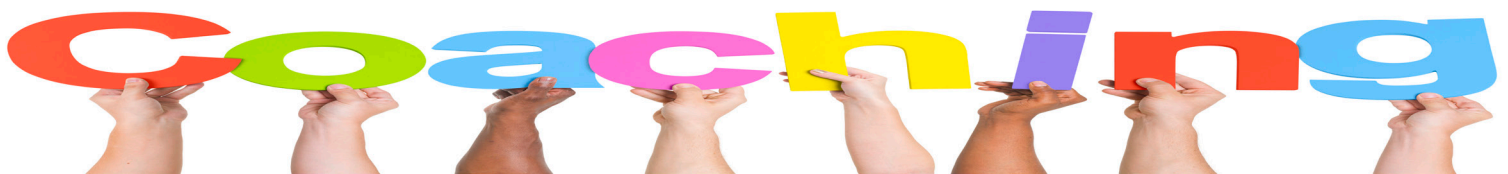
The Employment First Program implemented a new case management methodology this quarter called Goal4It. Goal4It is a science-informed approach to achieving economic independence. It activates a customer's motivation and commitment to change while improving a person's likelihood of fully participating in such programs and helps build skills to improve work and family outcomes. Goal4It is unique, because it blends coaching, motivational interviewing, and career counseling.

The Employment First Program transitioned to a voluntary program on October 1st. The new voluntary program allows for participants to receive more intensive case management services. These services include: high quality career counseling and goal setting, job search assistance, and barrier mitigation services. Employment First also offers an array of supportive services that include: automobile repairs, books, clothing for job interviews, clothing required for a job, course registration fees, dental work, childcare and dependent care, transportation (e.g., gas and public transportation fare), legal aid services, medical services, educational testing fees, tools, uniforms, and vision needs.

Program Activities³

Workshops

Employment First offers weekly workshops that cover job search, applications, resumes, interviewing, and so much more. The workshops include: Career Kick Start, Discovering Arapahoe/Douglas Works!, Emotional Intelligence, Job Search for the Experienced Professional, Interviewing Part I, Interviewing Part II, LinkedIn, Networking, Pursue Your Passion, Resume Part I, Resume Part II, Salary Negotiations, and True Colors.



Success Stories³

Marielena was working part-time to help her with her English language skills, but was not making enough money to meet her basic living expenses. She had dreams of pursuing nursing, because she started a healthcare career in Columbia. Marielena has been attending various types of ESL classes/programs. She also worked with the Arapahoe/Douglas Works! tutor to improve her basic skills, because her TABE scores were too low to enroll into the nursing program. Marielena's TABE scores improved and she worked with her Workforce Specialist to complete all of the paperwork for training and supportive services.

Marielena applied and was accepted into the CNA program, which was financially funded through the Douglas County Employment First program. The owner of the CNA schooling program personally reached out to her Workforce Specialist and stated that she passed the CNA program with "flying colors". Marielena is now studying for the CNA state board exams while her Workforce Specialist continues to provide her with encouragement and material support.

When Pat entered the Employment First Program, his ultimate end goal was to be financially stable, but he was not sure where to start or what to do. He did not finish high school and did not have his GED, which was something he always regretted. Pat was also long-term unemployed. He met with the GED tutor and completed his pre-GED exams. He eventually passed all 4 of his GED exams with "college ready" scores and earned his General Education Diploma. Pat has since made more short and long-term goals and is now working towards a paralegal program where he can begin his career in law. His long-term goal is to become a lawyer and live in his own apartment. He and his Workforce Specialist are currently working together by creating short-term manageable goals to help him on his long term goals. Pat now has more confidence and a better sense of direction in life and has found many resources within A/D Works! to better help him tackle his goals.

Sources

- ¹ Summary Report (combining Active, Sanction, Exemption) (Carry In + New)
- ² ADW! Fiscal Report
- ³ Employment First Program Staff

- ⁴ Summary Report
- ⁵ Employment Report
- ⁶ Employment First Sign In Sheets

- ⁷ CBMS
- ⁸ Employment Log
- ⁹ Supportive Service Log

Parents to Work

December Report • PY19 (July 1, 2019-June 30, 2020)

Referral Statistics



• Customers Referred in December¹ - 7

• December Enrollments² - 3

Cumulative Caseload²/Goal³

159/250

Budget

Spending Progress-Total Received: \$600,000.00³

Admin Service: July 1, 2019 - June 30, 2020⁴

\$236,712.88

Amount Spent through 12/31/19

\$363,287.12

Amount Remaining

Arapahoe County Human Services Budget Tracker¹¹

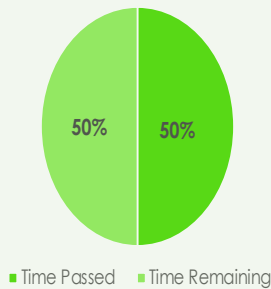
\$192,852.23

Amount Spent through 11/30/19

\$407,147.77

Amount Remaining

39.5%
Funding Spent⁴



Time Passed Time Remaining

\$1,173.30

Average Cost to Serve Each
Parents to Work Participant⁵

\$456.81

Average Cost to Serve Each
General ADW! Customer⁶

Top 3 Supportive Services Provided⁷

1. Post-Secondary Training
2. Transportation Assistance
3. Incentives

Program Results

Retention YTD¹⁰

Actual = 41

Goal = 70



4.3%

Increase of Average
Wage at Placement Since
December of PY18⁴

Average Days Until Placement⁹

PY18

187

PY19

76

YTD Cumulative Placements⁹

PY19 Goal = 125

70
60
50
40
30
20
10
0

60

40

As of December 2019

Benchmark Actual

\$16.45

Average Wage at Placement⁹
The PY19 Goal is \$15.00/hr.¹⁰

Top Industry Placements⁹

- Transportation & Warehousing
- Construction
- Healthcare & Social Assistance

32%

Toward PY19
Placement Goal⁹

Program Highlights¹⁰

We had a successful Coffee with Parents to Work on December 18th. We had about 30 people in attendance, including staff and employers. We were able to hand out 19 King Soopers' gift cards to our customers to help them with holiday dinner. We also did some giveaways for free meals, oil changes, bowling, and skating. We spoke about how to pursue your passion and had the opportunity to learn a little more about each other.

We also had 3 employers in attendance for Coffee with Parents to Work: Estes Trucking, ClayDean, and Mile High Workshop. They each talked about some of the things they look for in a potential employee, as well as, some of the positions they are hiring for. It was a good opportunity for staff to learn more about the things the employers we work with look for and for our customers to network with potential employers.

We welcomed a new member to our team on 12/30/19. Her name is Monika and she comes to us with a background in psychology and experience working with diverse populations with barriers. We are excited to have her.



Success Stories¹⁰

Kenald K. entered the Parents to Work Program with a few hardships. He was having a hard time making child support payments, because he was not in stable employment. As a result of this, he was going into contempt with the court system and his driver's license had been revoked. Kenald had a negative perception of the child support process; his Workforce Specialist referred him to Fatherhood and Relationship classes to provide him with a different view of the system. Kenald became a very important figure in the Father's Voice group; he softened his stance on making child support payments and began the process of trying to get custody of another child. He was provided with a backpack and school supplies for his daughter.

Kenald consistently utilized the resource center for job search. He was hired as a driver earning \$17/hr. Through the program, Kenald made a huge shift; he started as someone who had a hard time paying his child support to being someone who makes those payments consistently. When he meets with his Workforce Specialist for follow-up, he is smiling and very happy. Kenald is on his way to earning his 6 month bonus as a result of him making his full child support payments for the last 6 months.

Sources

¹ CSE Orientation List Spreadsheet

² Connecting Colorado Activity Report

³ Parents to Work MOU

⁴ ADW! Fiscal Report

⁵ Connecting Colorado Caseload Report

⁶ PY18 Economic Impact Report

⁷ Connecting Colorado Class & Services List Report

⁸ Pre and Post Payment Access Database

⁹ Connecting Colorado Client Query

¹⁰ Parents to Work Program Staff

¹¹ Arapahoe County Human Services

Budget Tracker (data is usually a month behind)

Arapahoe/Douglas Works! DCHS Youth Employment Program December Report • PY19 (July 1, 2019-June 30, 2020)

Referral Statistics



- December Referrals¹ - 18
- December Enrollments³ - 4
- Referrals Ineligible in December - 14

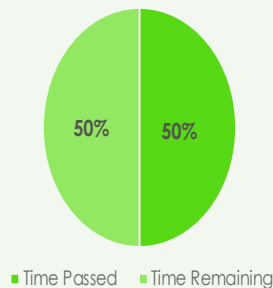
Cumulative Caseload³/Goal¹ **11/25**

Top Referral Sources¹

1. Employment First
2. DC Human Services
3. DC Justice Center

Budget²

39.7%
Funding Spent



Spending Progress-Total Received \$77,000.00

\$30,575.71

Amount Spent through 12/31/2019

\$46,424.29

Amount Remaining

Top Supportive Services Provided³

- Education
- Transportation Assistance

Program Results

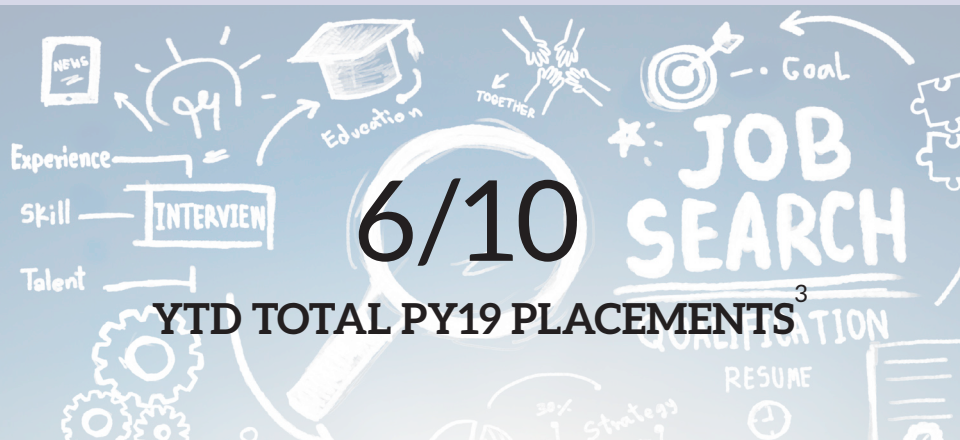


\$13.30

Average wage at placement³
The PY19 Goal is \$15.00/hr.¹

Top Industry Placements³

1. Healthcare & Wellness



Program Highlights¹

Mike Escobedo, a General Manager at Popeyes, mentioned that he would be willing to offer special pay for Douglas County Youth Participants. He said that he wanted to help the disadvantaged youth in Douglas County to level the playing field more, because his wife, Lilian Escobedo, works in Douglas County in the information technology field with teachers and librarians. This organic networking encounter gave a pulse for the food and beverage industry in Douglas County. It shows that there are businesses who see the value in the hard work of the participants and the type of barriers they are facing and they want to provide a collaborative solution.

Arapahoe/Douglas Workforce Center's No-Cost Job Search Workshop has truly strengthened the youth appointments. The three-hour presentation does an in-depth exploration of job readiness skills including: the Master Application, Employability Assessment, Resumes, and Interviewing. The workshop is a benefit to the youth, because Workforce Specialist Flores incorporates the best practices from the adult general population to the youth. DCYEP participants are getting a multi-generational perspective on the job market and are better able to communicate with different generations in the workforce.

Another highlight of December is the strengthened partnerships with the local Colorado tutoring service "Right On Learning," DCYEP participants, and their families. Rany Elissa has been instrumental in helping our youth acquire the proper tutoring skills. He walked us through the process so that we know who needs to be involved in the youth's tutoring plan from instructors and counselors. He has kept Workforce Specialist Flores abreast with the youth's high school math progress. Right On Learning is a wonderful vendor and their flexible schedule leads to them meeting the youth where is convenient for them, even on the weekends. The DCYEP benefits from this schedule and the intensive and holistic services that they provide.



Success Stories¹

Gabriel M. was undergoing the process of Douglas County Truancy Court to finish his GED before the end of November 2019. He was previously unable to finish the final GED exams due to scheduling conflicts with personal endeavors. The timeline that he left the Workforce Specialist with for the testing center closest to his house would have had him miss the deadline to complete the exams before his court date due to inclement weather and the testing site being closed.

Workforce Specialist Flores provided guidance via the phone and email to walk the youth through the various steps for scheduling the GED. We came up with a game plan for him to order the final GED tests on his own schedule, where he would be most alert in the afternoon. Workforce Specialist Flores kept Gabriel's Douglas County School District Case Managers updated on his progress and pristine attendance these prior months.

Gabriel scheduled the remaining GED Final Exams for Reasoning Through Language Arts, Math, and Science prior to December 4, 2019. He notified his Workforce Specialist of passing all of the final GED exams and said the magistrate dismissed his case with a short court appearance. Gabriel took initiative to order the tests, adjust his schedule, and keep accountable to others. He showed successful goal attainment and persistence and he can now focus on getting a position that will lead to becoming a MMA Fighter.

Sources

¹ DC Youth Employment Program Staff

² ADW Fiscal Report

³ Connecting Colorado