

Economic Impact of Workforce Center Operations

Arapahoe/Douglas Works!
Program Year 2020
(July 1, 2020 – June 30, 2021)

Arapahoe/Douglas Works! Workforce Center
6964 S. Lima Street • Centennial, CO 80112
www.adworks.org

Arapahoe/Douglas Works! is an equal opportunity employer/program. Auxiliary aids and services are available upon requests to individuals with disabilities.

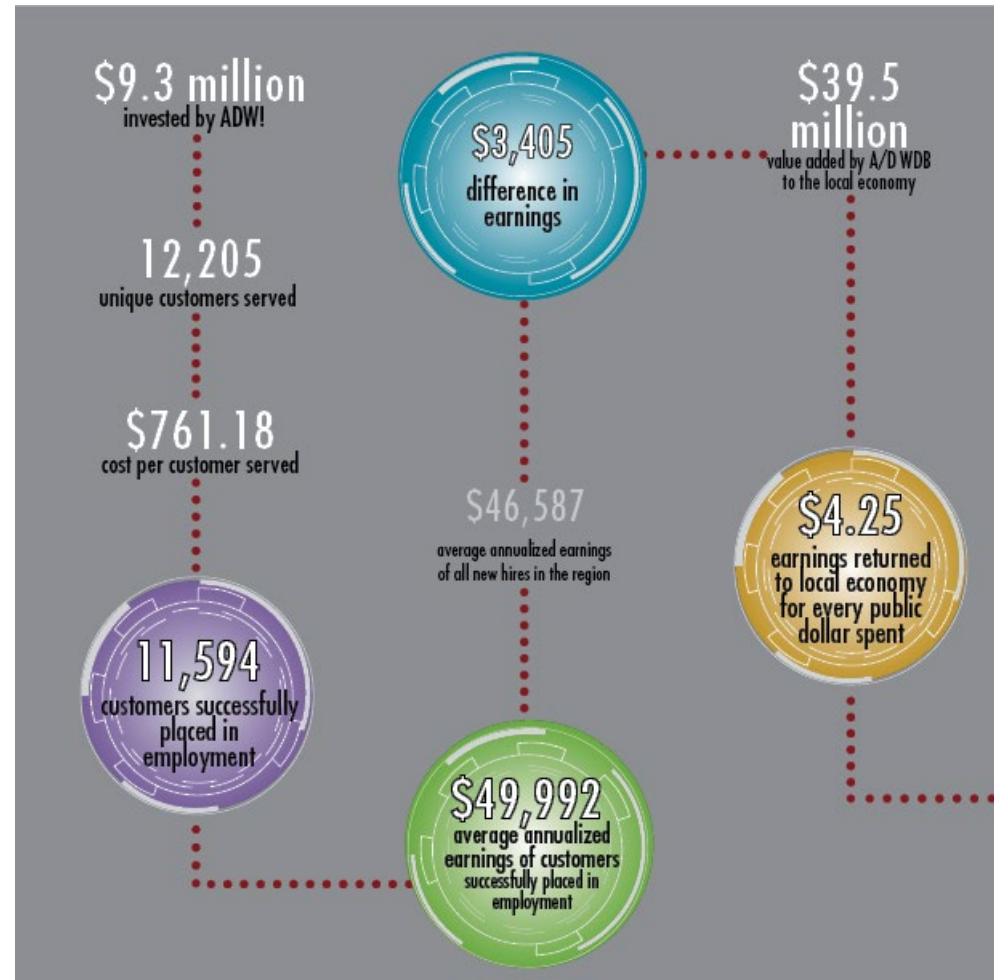


Arapahoe/Douglas Works! The PY20 Story

Workforce Centers like Arapahoe/Douglas Works! are an integral part of any local economy.

The best way to look at our results in the last program year (PY20) is to compare the average earnings of those who found work with the help of Arapahoe/Douglas Works! with the average earnings of all new hires in the region.

The difference is the value added by the services and staff at Arapahoe/ Douglas Works!



The Difference is in the Value Added by Arapahoe/Douglas Works!



The annualized earnings of people using Arapahoe/Douglas Works! to find work between July 1, 2020 and June 30, 2021

\$49,992

People using Arapahoe/Douglas Works! in their job search earned an estimated \$3,405 more per year than all new hires in the region.

The average annual wage of all new hires in the region

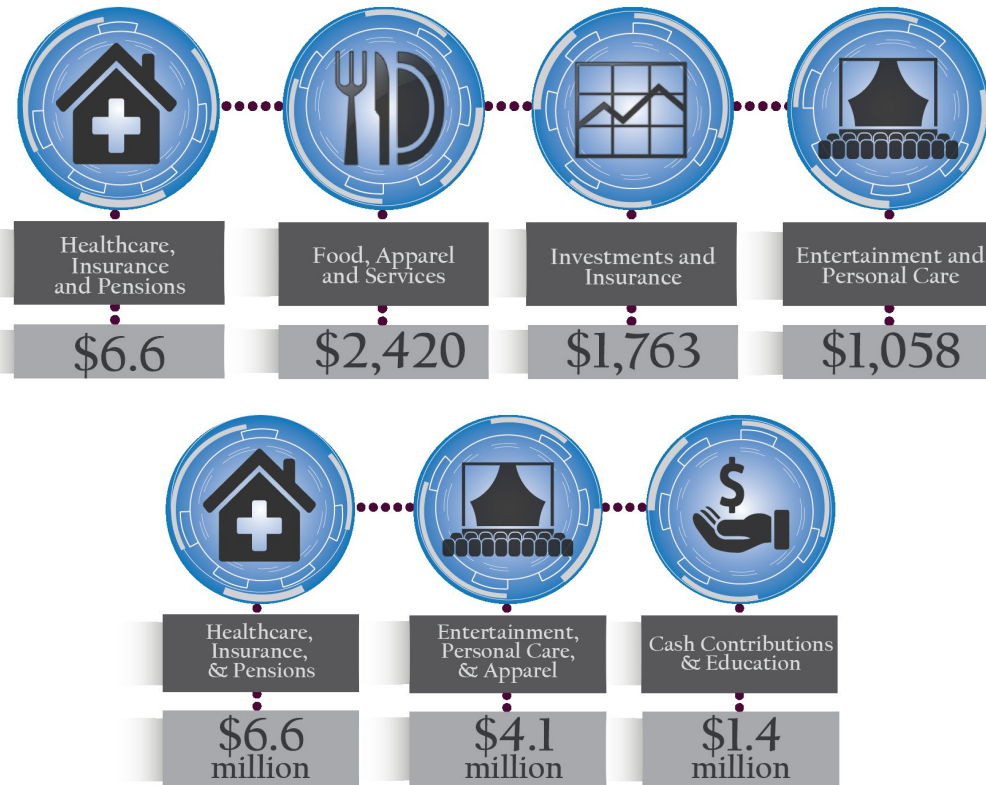
\$46,587

Impact of Difference in Earnings on Consumer Spending

Those who used Arapahoe/Douglas Works! in their job search earned \$3,405 more per year than the average earnings of all new hires in the region.

This added \$39.477 million in new worker earnings attributable to the value of Arapahoe/Douglas Works! services to the regional economy.

According to the U.S. Bureau of Labor Statistics, this is an estimate of how this money was spent on local goods and services.



Responding to the Shutdown

Within the first week of closure, Workforce Specialists were given laptops to connect with Arapahoe/Douglas Works! and their customers through a secure Virtual Private Network (VPN), and virtual technology such as Zoom, Microsoft Teams, and Jabber were added so that contact with customers could be maintained.

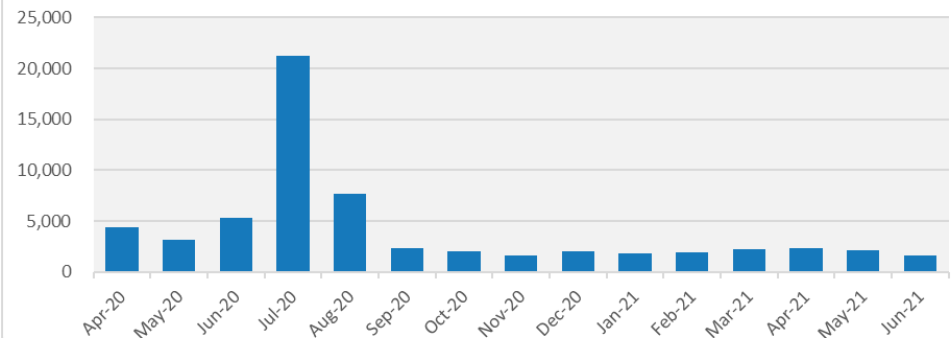
With the massive influx of new unemployment claimants, the state Unemployment Insurance division was overwhelmed with calls. To assist these new claimants in the best way possible, Arapahoe/Douglas Works! staffed a call center, where customers who could not get through to the state Unemployment office could call and get information on unemployment insurance, additional pandemic related information, and assistance in job search. Call volume peaked in July 2020 at just over 21,000 when all Career Services staff were taking calls.

Increased Levels of Pandemic and Unemployment Services Arapahoe/Douglas Works!

Period	Covid (CV) Services	UI Services
1st Quarter 2020 (March only)	320	442
2nd Quarter 2020	3,598	3,379
3rd Quarter 2020	5,264	4,603
4th Quarter 2020	2,136	2,370
1st Quarter 2021	1,972	1,850
2nd Quarter 2021	2,076	2,087

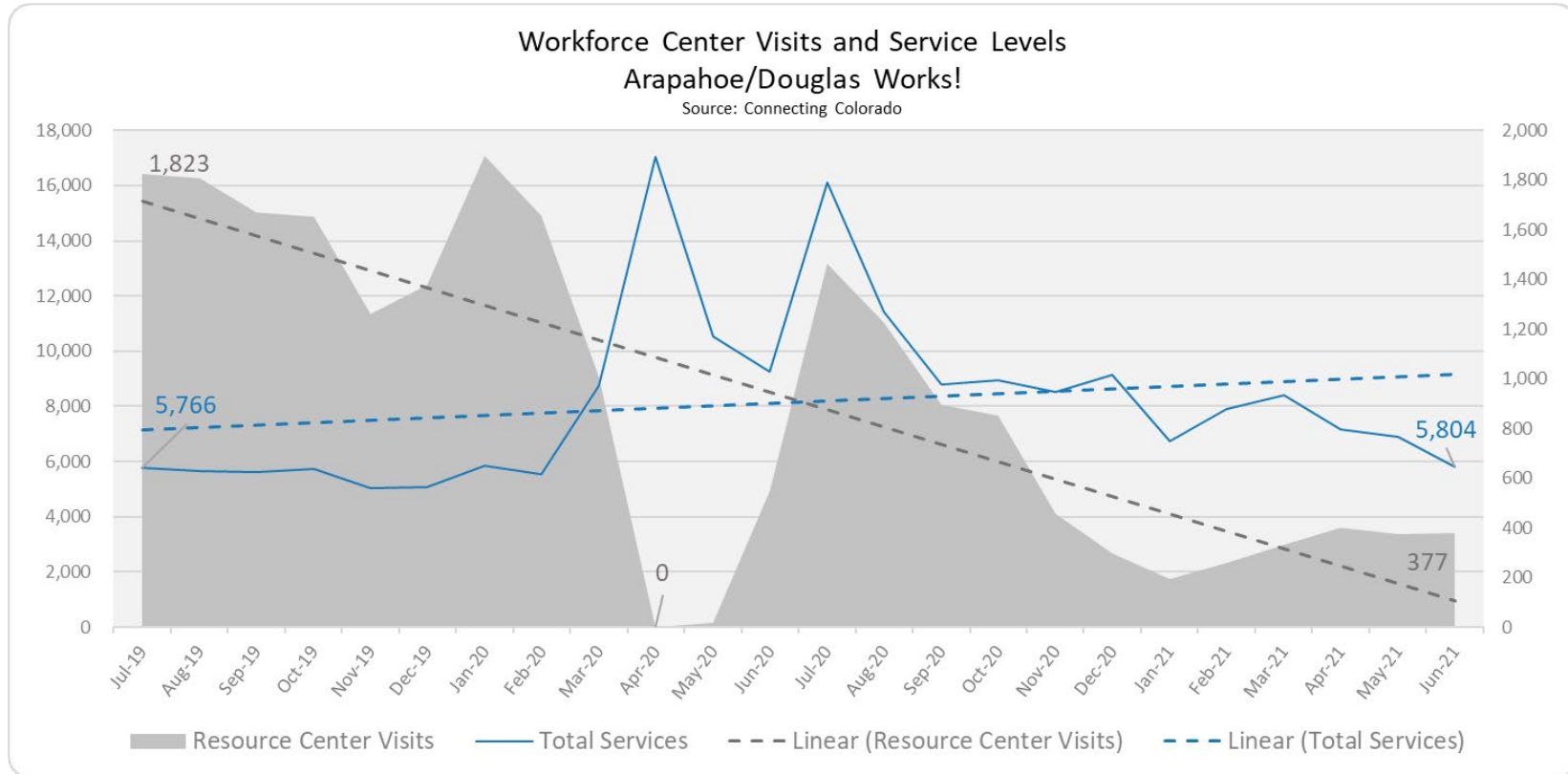
Source: Connecting Colorado

Customer Call Center Volume by Month
Arapahoe/Douglas Works!



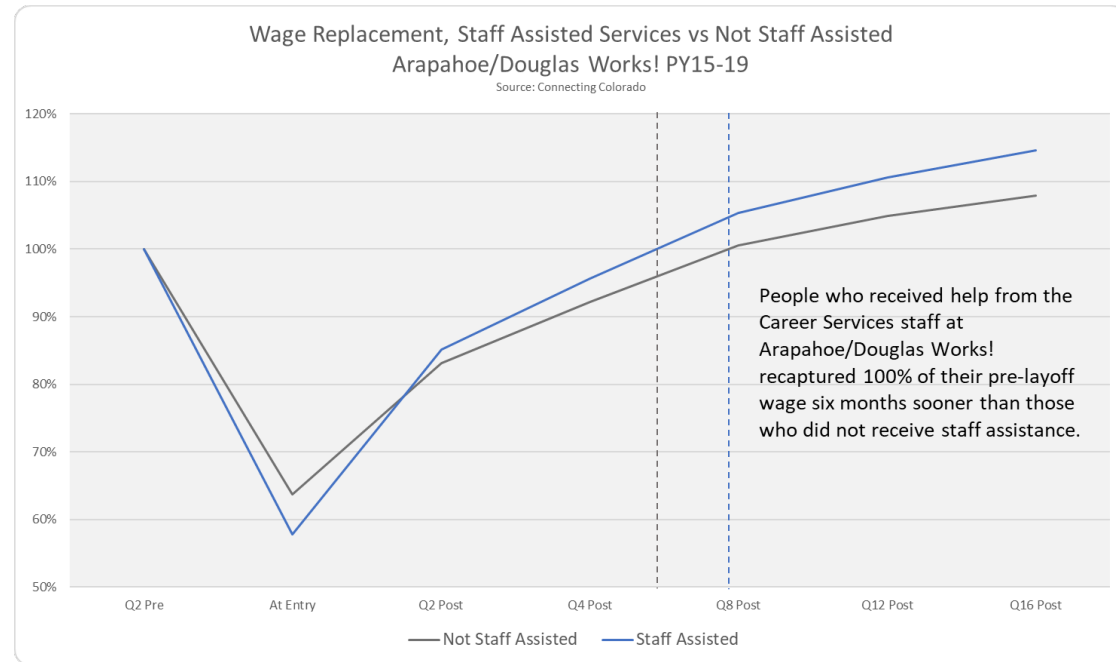
Changes in Customer Behavior

Data allows Arapahoe/Douglas Works! to track changes in customer behavior, and our hybrid service delivery model is designed to accommodate those customers requiring in-person help while providing a full menu of services virtually to those who do not.










Longitudinal Wage Outcomes Career Services

To show program effectiveness over multiple years, longitudinal wage outcomes were tracked for 34,489 people who received assistance from the Arapahoe/Douglas Works! Career Services team, and exited the program between July 1, 2015 and June 30, 2020. These participants recaptured their pre-layoff wage an average of five months sooner than persons who did not receive staff assistance.



Talent Development Programs

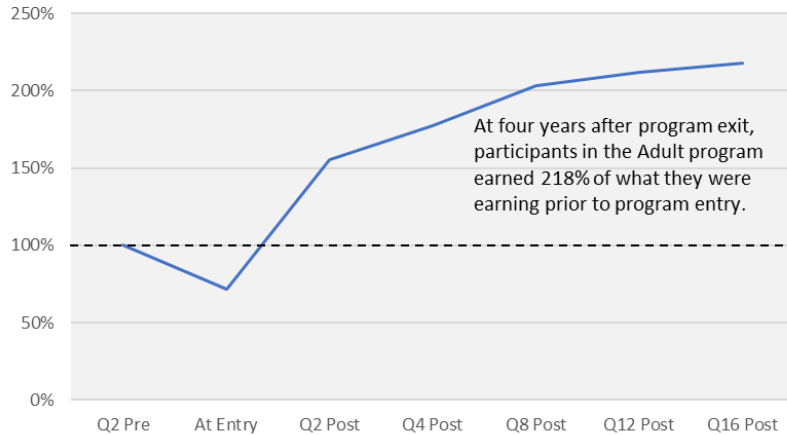
PY20 Results

	 Expended	 Served	 Placed	 Hourly Earnings	 Annual Earnings	 Aggregate New Worker Earnings	 Cost/Benefit Ratio
WIOA Adult	\$801,510	424	142	\$22.72	\$47,258	\$6.7 Million	8.37
WIOA Dislocated Worker	\$917,229	276	64	\$28.64	\$59,571	\$3.8 Million	4.16
WIOA Young Adult	\$666,910	241	90	\$14.70	\$30,576	\$2.8 Million	4.13
	▼	▼	▼	▼	▼	▼	▼
Total	\$2,385,649	941	296	\$22.02	\$45,801	\$13.3	16.66

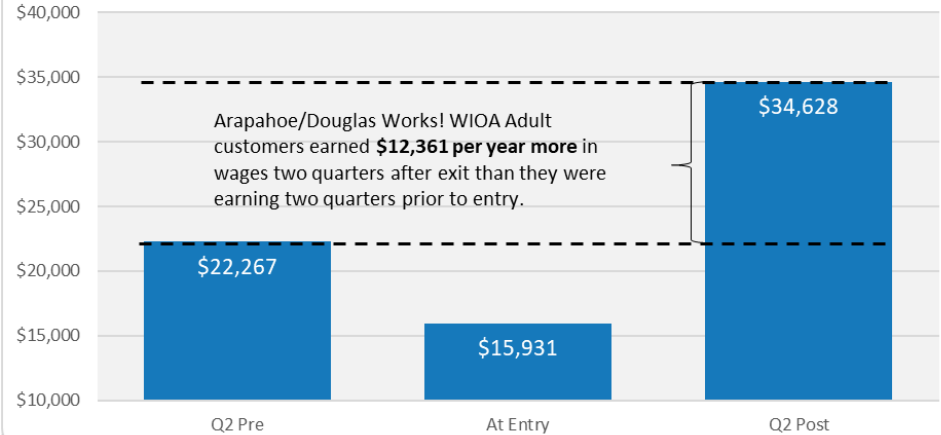
Longitudinal Wage Outcomes

WIOA Adult Program

Wage Replacement, WIOA Adult Program
Arapahoe/Douglas Works! PY15-PY19



Value of Services, WIOA Adult Program
Arapahoe/Douglas Works! PY15-PY19

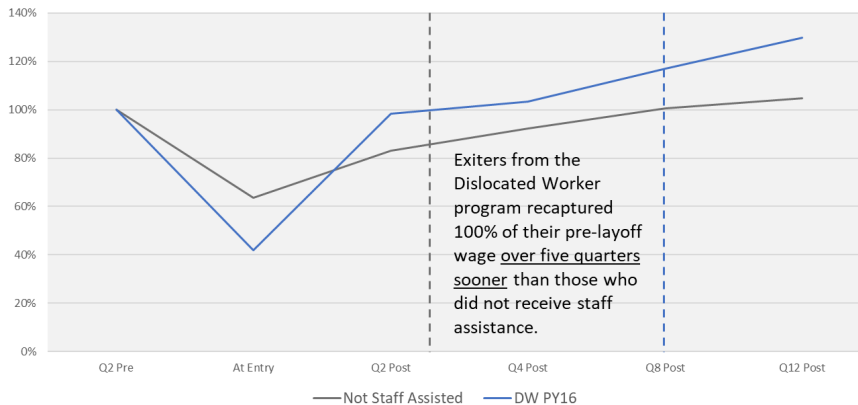


Longitudinal wage data was tracked for 1,327 individuals who exited the Arapahoe/Douglas Works! Adult program between July 1, 2015 and June 30, 2020. Four years after program exit, 314 Adult program participants were earning over double (218%) what they were earning two quarters prior to enrolling with Arapahoe/Douglas Works!

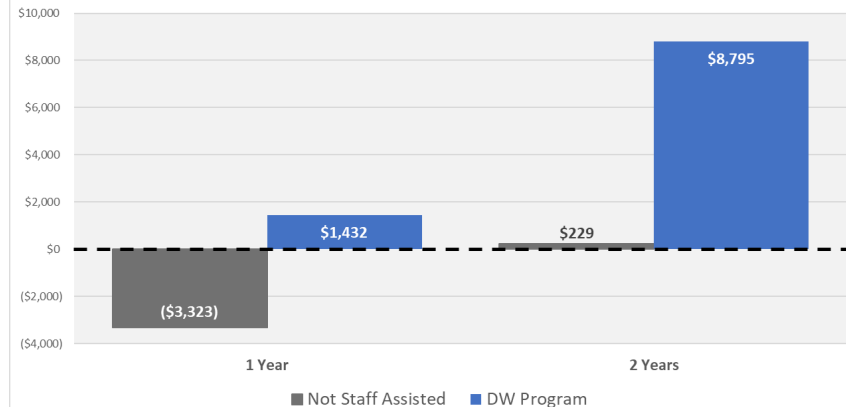
Longitudinal Wage Outcomes

WIOA Dislocated Worker Program

Wage Replacement, Dislocated Workers vs Not Staff Assisted
Arapahoe/Douglas Works! PY16



Comparative Earnings Recapture, Dislocated Workers vs Not Staff Assisted
Arapahoe/Douglas Works!

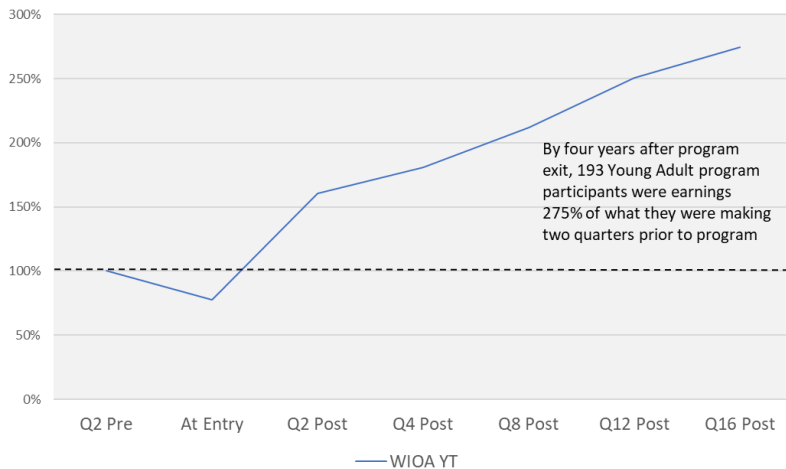


Longitudinal wage data was tracked for 886 individuals who exited the Arapahoe/Douglas Works! Dislocated Worker program between July 1, 2015 and June 30, 2020. By two years post-exit, persons who had been served through the Dislocated Worker program at Arapahoe/ Douglas Works! were earning more than \$8,500 more annually than they were earning prior to losing their old job.

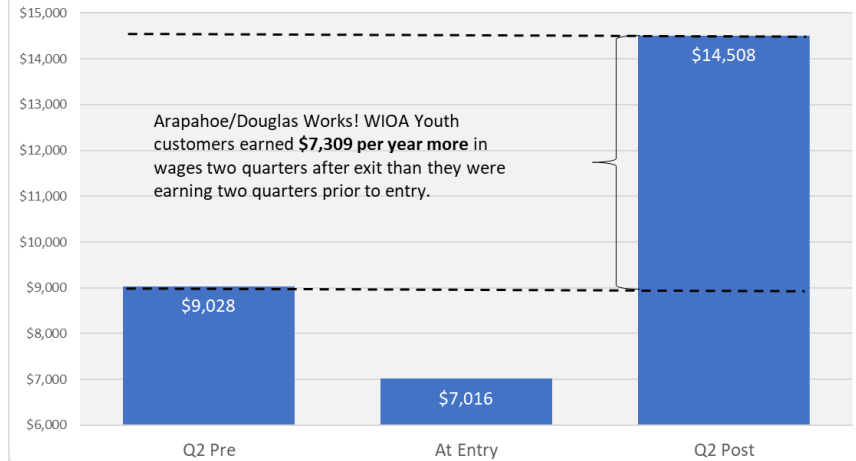
Longitudinal Wage Outcomes

WIOA Young Adult Program

Wage Replacement, WIOA Youth Program, PY15 - PY19
Arapahoe/Douglas Works!









Value of Services, WIOA Youth Program
Arapahoe/Douglas Works! PY15-PY19



Longitudinal wage data was tracked for 630 individuals who exited the Arapahoe/Douglas Works! Young Adult program between July 1, 2015 and June 30, 2020. The Young Adult program is designed to work with young people aged 16 – 24, help them establish an understanding of their skills and areas of interest, and expose them to entry level positions that lead to lucrative career pathways in key regional industries.

Talent Enhancement Programs

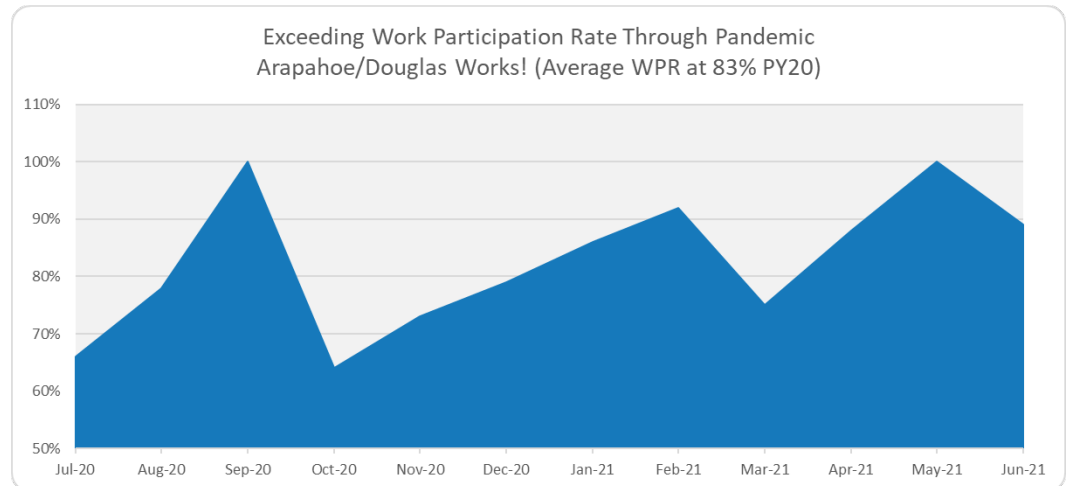
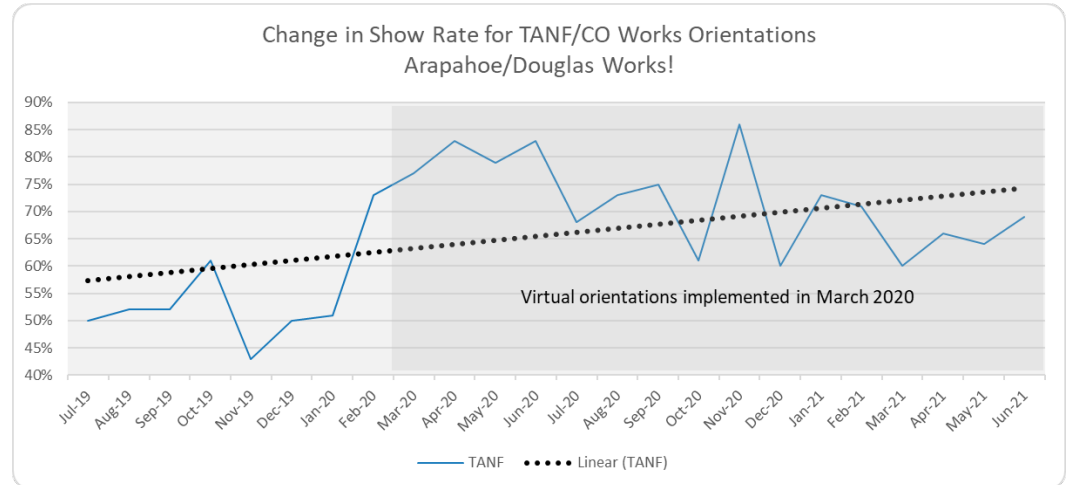
PY20 Results

	 Served	 Placed	 Annual Earnings	 Aggregate Earnings	 Estimated Annual Taxpayer Savings	 Cost/Benefit Ratio
Employment First	1,217	188	\$40,872	\$7,683,936	\$286,512	12.67
TANF/ Colorado Works	1,486	343	\$33,301	\$11,422,174	\$2,090,928	0.87
Parents to Work!	197	81	\$36,837	\$2,983,797	N/A	7.02
	▼	▼	▼	▼	▼	▼
Total	2,900	612	\$111,010	\$22,089,907	\$2,377,440	20.56

TANF/Colorado Works

PY20 Colorado Works Program Results:

- Served 1,486 participants
- Placed 343 at an average of \$16.01 per hour
- Average time to placement: 135 days
- Exceeded work participation rate goal by 66% on average
- Virtual orientations increased 'show rate' from 55% pre-pandemic, to 72% between March and June 2020

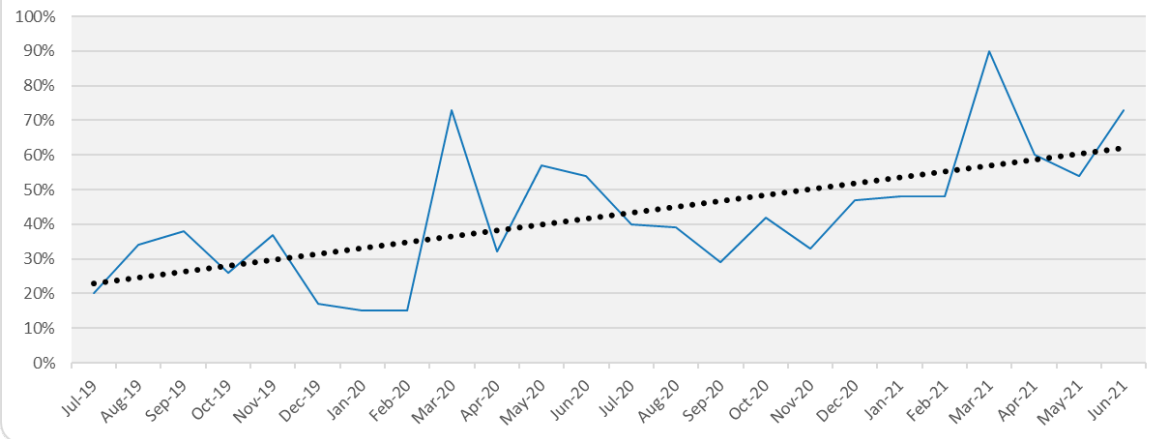


Employment First

In PY20, the EF programs in Arapahoe and Douglas counties placed a total of 188 people at an average wage of \$19.65 per hour. This added an aggregate \$7.7 million in new worker earnings to the local economy, and saved an estimated \$286,512 in tax dollars.

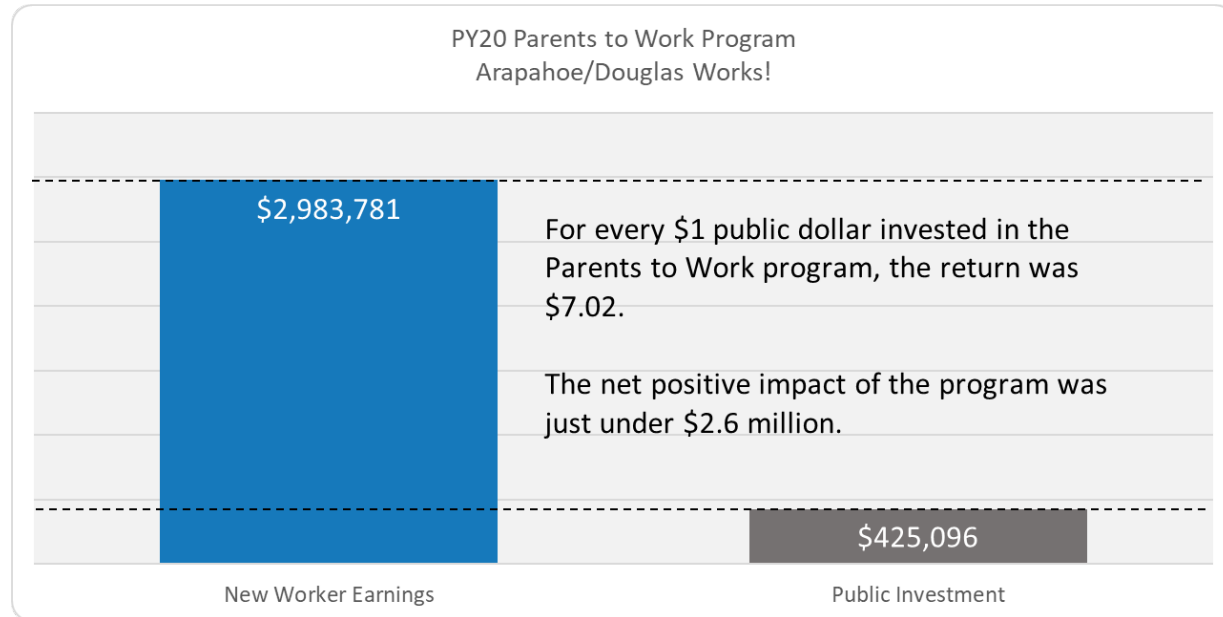
When virtual orientations were implemented, the 'show rate' went from a pre-pandemic 25% to 51%.

Change in Show Rate for Employment First Orientations
After Implementation of Virtual Platform, Arapahoe/Douglas Works!



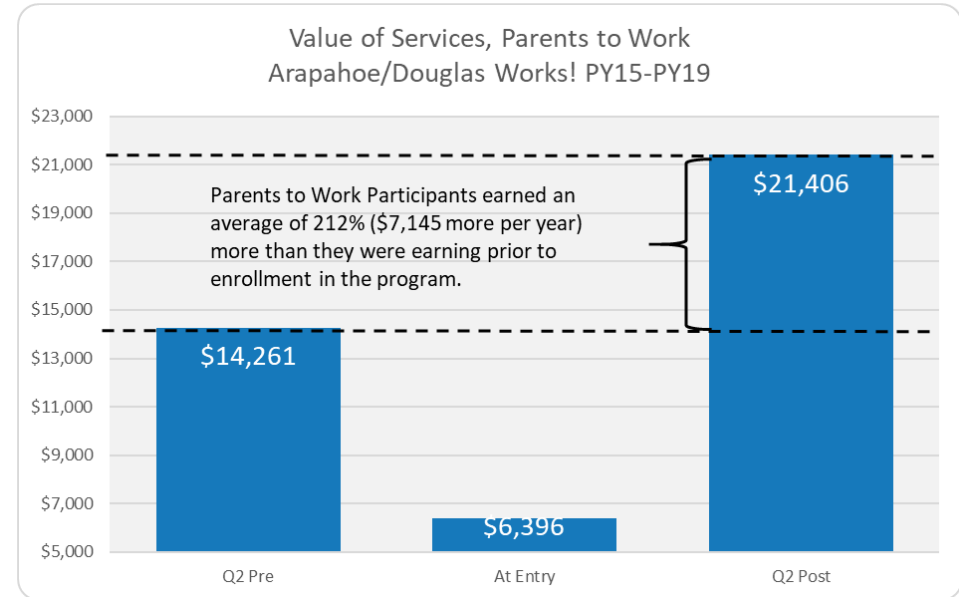
Parents to Work

In PY20, the Parents to Work program served 197 parents, and placed 81 in employment at an average wage of \$17.71 per hour. The average time to placement was 71 days.



Longitudinal Wage Outcomes

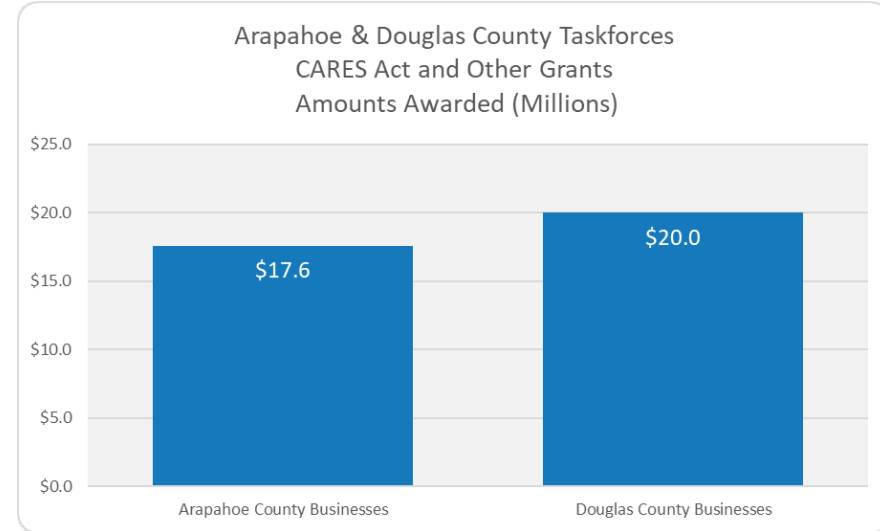
Longitudinal wage data was tracked for 403 Parents to Work exiters who had earnings at the second quarter post-exit. between July 1, 2015 and June 30, 2020. Over this timeframe, participants saw significant salary gains as a result of program participation, and in a program evaluation conducted by the Center for Policy Research participating parents paid 5.7 child support payments in a 12-month period, compared to only 4 payments for non-participants.



Helping Business at the Speed of Business

The Arapahoe County Business Recovery Taskforce was awarded funding through the Arapahoe County CARES Act to assist local businesses during the COVID-19 pandemic. The Board and Business Services staff were instrumental during the pandemic, in the release of over \$17.6 million in business-relief to 869 small businesses in the region.

Through the Douglas County Taskforce, the Business Services team at Arapahoe/Douglas Works! assisted with over 700 business grant applications, that awarded approximately \$20 million in CARES small business grant assistance to businesses in Douglas County.



Economic Impact of the Arapahoe/Douglas Works! Business Services Team

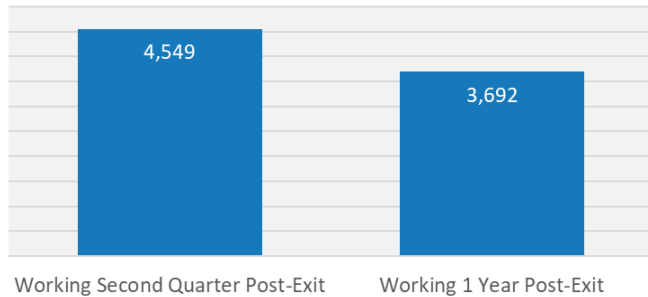
The best way to assess the economic impact of the business services team is to apply the current equation used by the Society of Human Resources Management (SHRM). This equation allows us to reasonably estimate the cost of an unfilled position for any given company:

$$\frac{\text{Annual Revenue}}{\text{Number of Employees}} / \text{Working Days in Year} = \text{Daily Cost}$$

We applied this equation to greater metro Denver, and found that the average daily cost of an unfilled position is \$1,141 per day or \$23,874 per month.

Economic Impact of the Arapahoe/Douglas Works! Business Services Team

Number Who Received Staff Assisted Services
Arapahoe/Douglas Works! PY20



Business Services supports all programming at Arapahoe/Douglas Works! with job referrals, job development, and hiring events. This bar chart, sourced from Connecting Colorado, shows the number of persons who had earnings at the 2nd and 4th quarters after exit in PY20. The fourth quarter figure is used below to provide a more conservative estimate of impact.

The estimated impact of the Business Services Team in PY20 was \$7.15 million

Using the SHRM equation above, we can reasonably estimate the Arapahoe/Douglas Works! Business Services team's economic impact regional businesses in PY20 as follows:

- An average of 308 people exited per month with jobs ($3,692/12$).
- $308 \times \$23,874$ gives us an estimated monthly impact of the business services team of \$7,146,567 in recaptured revenue.

Apprenticeships

Colorado was recently awarded \$10 million for the Innovation, Diversity, and Equity in Apprenticeship (IDEA) Grant, which calls for the development of 1,250 new registered apprenticeships throughout the state between 2022 and 2024. Arapahoe/Douglas Works! is fiscal agent for this effort, which is being operated under the auspices of the Colorado Urban Workforce Alliance (CUWA), which is housed at Arapahoe/Douglas Works!

Arapahoe/Douglas Works! is working with the Colorado Office of Future Work, which oversees the state's apprenticeship programming, as well as CUWA, to ensure that enough apprenticeship data is entered in Connecting Colorado to be able to report longitudinal wage outcomes in subsequent economic impact reports. Since the longitudinal wage data for program exiters lags four quarters, data for these will be available in future reports

Apprenticeships, PY20 Arapahoe/Douglas Works	
Occupational Family	Number
Construction & Extraction	50
Healthcare Support	12
Healthcare Professional/Technical	6
Architecture & Engineering	3
Production	3
Farming, Fishing & Forestry	2
Education, Training & Library	1
Personal Service	1
Total Number Apprenticeships	78
Source: Connecting Colorado Client Query	

Workforce Resources Moving Forward



Retrain Arapahoe

Grant for
Arapahoe County
residents to gain
credentials and
Business to
upskill
employees



TECP

A regional
program to
connect
Colorado's
hidden tech
talent market
with
Information
Technology and
Advanced
Manufacturing



IDEA

Grant to expand
Innovation,
Diversity, and
Equity in
Registered
Apprenticeships
throughout
Colorado



Colorado Works

Participants
receive help
becoming self-
sufficient by
strengthening
their family's
economic and
social stability.



WIOA

Enables workers
to obtain good
jobs by
providing them
with job search
assistance and
training
opportunities