

Strategy and Status Update

WORKFORCE DEVELOPMENT

Business Development Committee

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1 September 1, 2015



DENVER
OFFICE OF ECONOMIC
DEVELOPMENT

The New Legislation

Denver's Transition

Improving Outcomes

Timeline / Next Steps

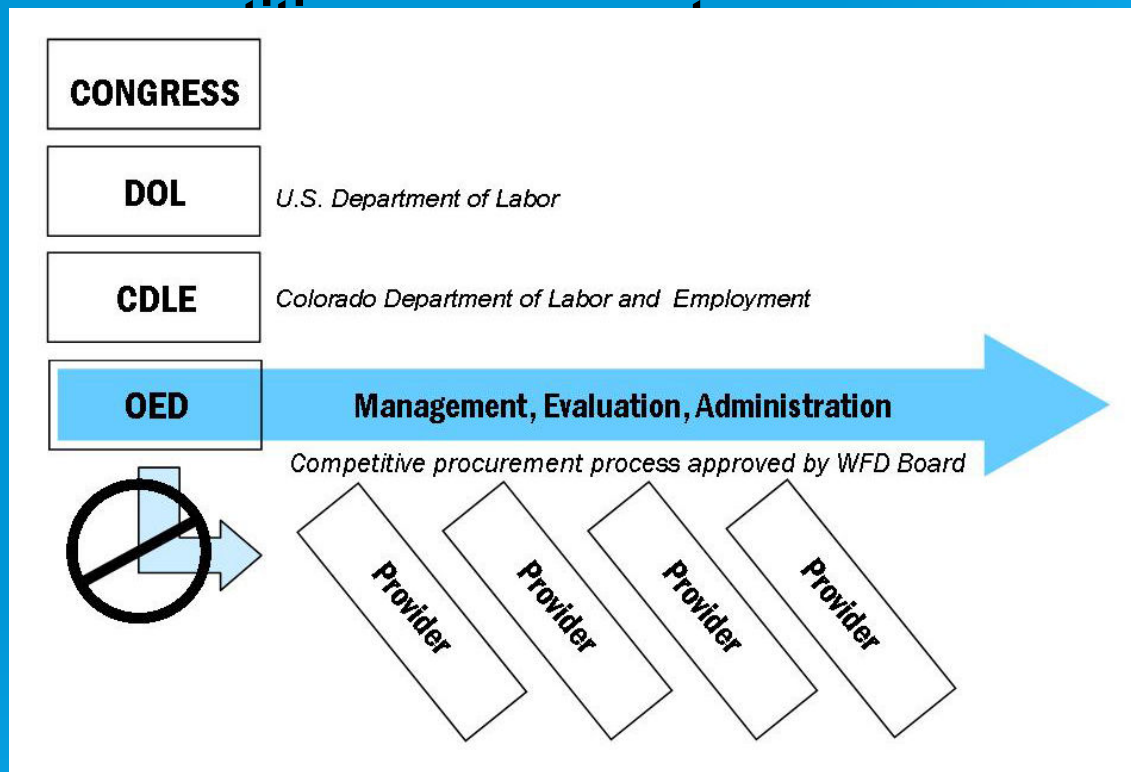
Workforce Innovation and Opportunity Act (WIOA)

- First legislative reform of public workforce system **in 15 years**
- Better enables states and local communities to **seed and propel cross-system approaches** to tackle unemployment, low literacy, and low educational attainment
- **More comprehensive services** that reinforce the “one-stop” workforce delivery system
- Increasing the focus on serving the **most vulnerable workers** (disconnected youth and low-skilled, low-income adults)
- Expanding **education and training** options
- Helping disadvantaged/unemployed adults and youth **earn while they learn**
- More emphasis on accountability and specific **performance outcomes**

³ And, most pertinent to today’s discussion . . .

Workforce Innovation and Opportunity Act (WIOA)

Requires the selection of one-stop (job center) operators through a



OED's 2015-16 Year
Maintaining status quo
for 12 months to:

- Structure the RFP
- Preserve our role in affecting City workforce policy
- Transition impacted employees

Denver's Transition

- **Through a competitive bidding process, we will be contracting out the operation of**

Denver Workforce Centers (One-Stops)
Youth Services
TANF/Colorado Works

- **Reduction of OED's workforce development staff, such as:**
Workforce development specialists and management
Business development representatives
Management analysts

- **A limited number of workforce-related functions will remain at OED, such as:**

Contract oversight	Technical assistance
Fiscal management	Program support

Denver's Transition

✓ **NATIONAL BEST PRACTICE:** Today, a growing trend of metro cities contract out this service delivery; Denver is simply the first in Colorado to do so

✓ **STATE PARTNERS SUPPORTIVE:** CO Dept of Human Services, CO Dept Labor & Employment, and CO Workforce Development Council

✓ **MAXIMIZING LIMITED DOLLARS:** Denver's service delivery model is less competitive than other options, reducing the dollars going directly to customers

✓ **LOCAL + NATIONWIDE RESOURCES:** Other entities have proven to be more effective at delivering this service, leveraging resources; we can pursue a "best in class" approach

6 ✓ **OVERSIGHT AND STRATEGIC ROLE:** Our decision preserves

Cities That Already Contract Workforce Services

Denver's Peer Cities

Austin, TX
Dallas, TX
San Antonio, TX
San Diego, CA
Sacramento, CA
Kansas City, MO
St. Louis, MO
Seattle, WA
Milwaukee, WI
Minneapolis, MN
Ft. Lauderdale, FL
Pittsburgh, PA

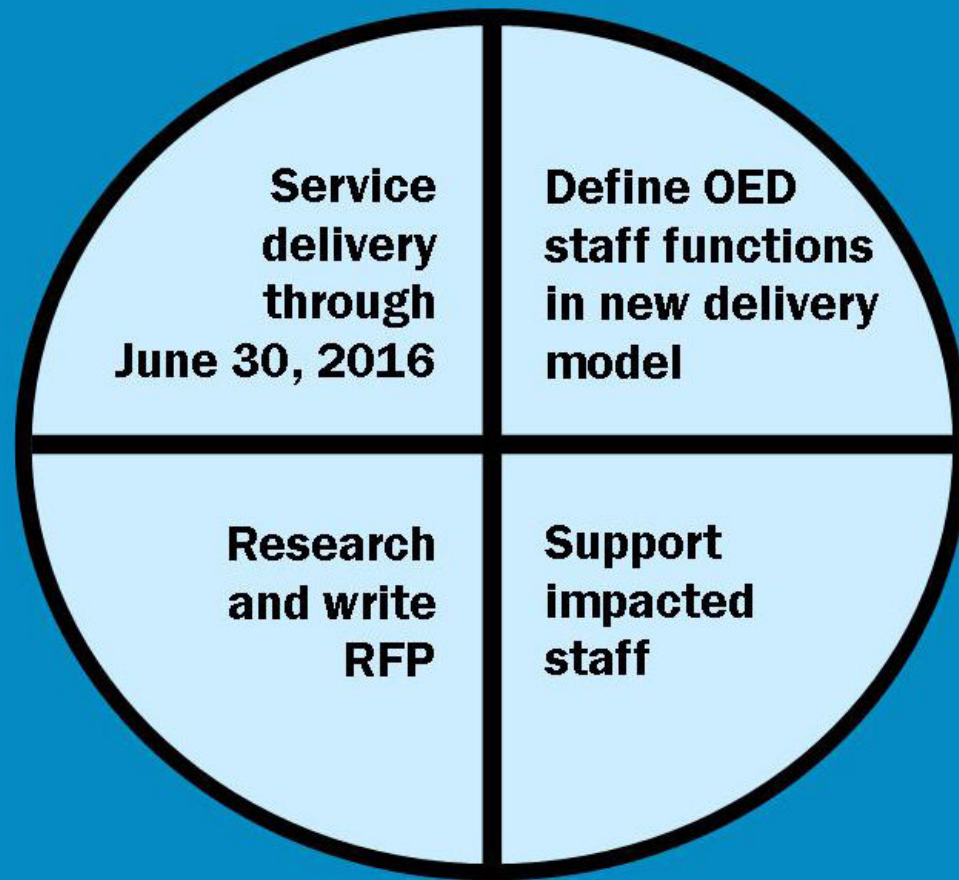
Denver's Aspirational Cities

Los Angeles, CA
Chicago, IL
New York, NY
Detroit, MI
Miami, FL

Improving Outcomes

- **More dollars “on the street”** – tangible, direct service to jobseeker population (including training dollars and subsidies)
- **Leveraging existing nonprofit/private networks, infrastructure**
- **Better outcomes** – *even with comparable delivery costs* – using stronger systems of measurement/evaluation
- **Strengthened focus on emerging customer groups**
 - Long-term unemployed
 - Older workers
 - Disconnected youth
 - Veterans
- **Strengthened focus on higher demand, higher wage occupations**
 - Technology – Manufacturing -- Healthcare

Four Goals



Supporting Impacted Staff

From OED:

- Early notification
- Frequent, two-way communication

From Office of Human Resources:

- Opportunities throughout City
- Monthly workshops, plus one-on-ones
- Career counseling
- Resume reviews
- Interview preparation
- OED open positions recruited in competitive process
- Employee Assistance Program (EAP)

TANF Transition:

Occurring now, in the current fiscal year

Six staff members notified of layoff on July 31

Six were offered other City positions

As of Aug 28, five have accepted these positions

Timeline / Next Steps

July 1, 2015	WIOA went into effect
July 31, 2015	OED informed all Workforce staff of decision to outsource programs
Aug 7, 27 & 31, 2015	First sets of ongoing Q&A distributed
Sept 18, 2015	OHR presents resources to Workforce staff
Q3 and Q4 2015	RFP research and writing
Q4 2015 or Q1 2016	RFP released
Q1 2016	OED's open positions identified
Q1 and Q2 2016	Competitive process for open positions
Q1 or Q2 2016	Proposals due
Q2 2016	Decision on contractor(s)
Q2 2016	Training, program design, roles/responsibilities
July 1, 2016	Contractor(s) formally begin delivery

Q & A