



**DENVER**  
ECONOMIC DEVELOPMENT  
& OPPORTUNITY



# 2020-21 Workforce Contracts

Presented to Business, Arts, Workforce & Aviation Services Committee

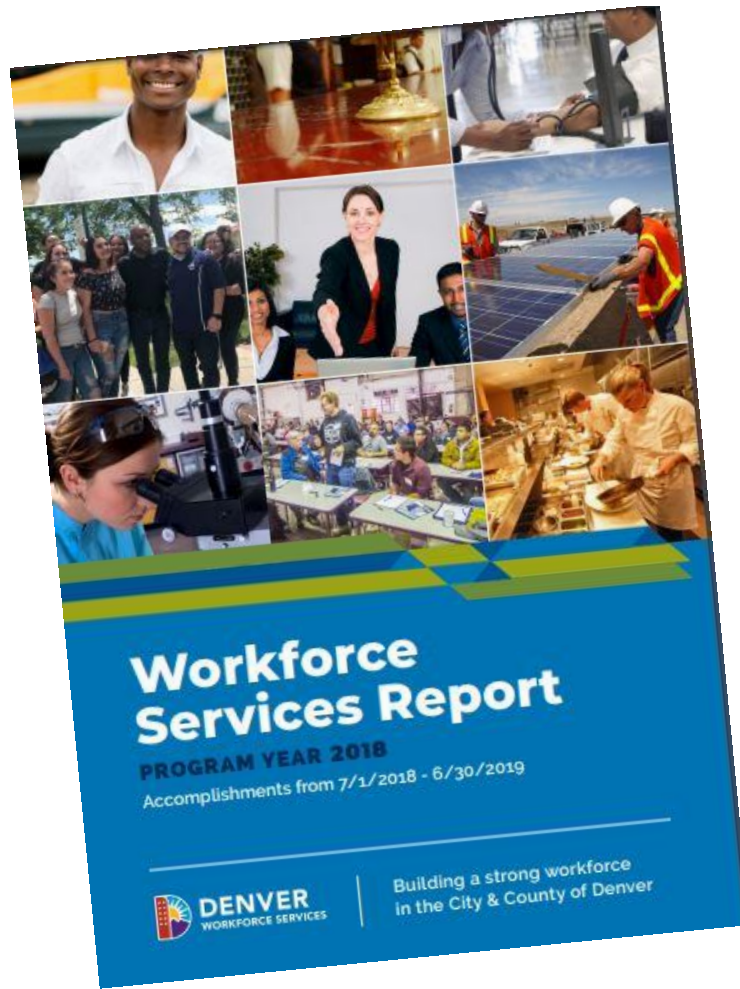
Tony Anderson, Director – Denver Workforce Services

June 3, 2020

# OUR APPROACH



# WHAT WE DO



## CORE Goals

Denver Workforce Services assists employers to **hire, train** and **retain** a quality workforce while providing jobseekers the ability to **access, explore, prepare, learn** and **connect** to employment, training, and workforce development opportunities.

[bit.ly/DEDORports](https://bit.ly/DEDORports)



# OUR CUSTOMERS

## For Jobseekers

**Access** - 3 Workforce Centers, DWIN partner network, virtual tools

**Explore** - Labor market and career pathway information

**Prepare** - Job readiness training, career coaching

**Learn** - Workshops, individual training accounts

**Connect** - Recruitment events, work-based learning

## For Employers

**Hire** - Job postings, applicant referrals, recruitment events

**Train** - On-the-job training, internships, apprenticeships

**Retain** - Upskilling and incumbent worker, consulting

# WHO + WHERE

## OPERATION OF THREE WORKFORCE CENTERS

**Workforce Center at Westside - 1200 Federal Blvd.**  
**Workforce Center at Montbello – 4685 Peoria St.**  
**Workforce Center at DEN – 8500 Pena Blvd., Main Terminal**

## DENVER WORKFORCE DEVELOPMENT BOARD

## DENVER WORKFORCE INTEGRATION NETWORK (DWIN)

Asian Pacific Development Center	Emily Griffith Technical College	AARP
Community College of Denver	Focus Points Family Resource Center	CEO
Division of Voc Rehabilitation	Denver Economic Development & Opportunity	Dept. of Corrections
Denver Human Services	Senior Community Service Employment Program	YouthBuild
Denver Housing Authority	Colorado Veterans Services	Community Works
Denver Indian Center	Colorado Homebuilding Academy	Cross Purpose
CWEE	Denver Opportunity Youth Initiative	Denver Public Library
Focus Points	Metro Caring	Mercy Housing
Jewish Family Services	Hope Communities	Mi Casa
Inner City Health	Latino Coalition for Community Leadership	mPowered
St. Francis Center	Spring Institute for intercultural Learning	Urban Peak
The Learning Source	Work Options for Woment	Zero Dropouts



# ADULT SERVICES

**Eckerd Connects - \$2,500,000**

**Workforce Innovation and Opportunity Act (WIOA)  
services to adults and dislocated workers**

- \* WIOA Adult
- \* WIOA Dislocated Worker
- \* Lives Empowered
- \* Disability Employment Initiative
- \* Reemployment Services and  
Eligibility Assessments (RESEA)
- \* One-Stop Operator (DWIN)



# RFP: COMPREHENSIVE SERVICE PROVIDER

“Denver Economic Development & Opportunity (DEDO), on behalf of the Denver Workforce Development Board (DEDO/OED-WDB), is seeking a Comprehensive Service Provider to serve as both Denver’s One-Stop Operator and Service Provider to employ vision, innovation, accountability, and efficient and effective utilization of resources in workforce development programming.”

▪ RFP Issued	10.16.19	8:00 A.M.	Local Time
▪ Pre-proposal Conference	11.4.19	2:00 P.M	Local Time
▪ Deadline to Submit Additional Questions	11.13.19	5:00 P.M.	Local Time
▪ Response to Written Questions	11.22.19	5:00 P.M	Local Time
▪ Proposal Due Date	12.11.19	2:00 P.M.	Local Time
▪ Proposal Written Evaluations	1.16.20		
▪ Interviews	2.1.20		
▪ Vendor Selection	3.5.20		

# OVERVIEW OF RFP

Proposals were sought to minimally include the following program design elements:

- One-Stop Operator
- Outreach and Recruitment
- Customer Service
- Orientation and Planning
- Programmatic Supports
- Structured Pathway to Employment
- Employer Demand-Driven Model
- Program Oversight
- Fiscal Oversight
- Transitional Planning



# INTRODUCTION TO ECKERD

- Founded by philanthropists Jack and Ruth Eckerd in 1968
- National nonprofit 501(c)(3) organization serving more than 35,000 children, young adults, adults, and families annually
- Invested Board of Directors – Accredited by the Council on Accreditation (COA)
- Fiscally stable with annual budget of \$244M
- Nearly 1,000 full time employees
- Two distinct operating divisions

**1968**

Jack and Ruth Eckerd create Florida's first private boys' outdoor therapy program.



**1978**

Organization continues to grow, as it expands up the east coast and opens doors in New England.



**2012**

Upon its increased presence, Eckerd Connects is awarded the community-based child leader agency contract in Florida.



**2015**

Eckerd Connects begins providing WIOA Youth & Adult services in Georgia through a merger with Paxen Learning.



**2020**

Now spanning across 15 operational states, the organization serves over 35,000 clients annually.



# EXPERIENCE NATIONWIDE

Eckerd Connects operates 142 programs in 15 states

Workforce services comprise \$40M of their annual budget, with 82 contracts, 103 programs, and 135 locations serving 20,000 jobseekers annually

The Eckerd Connects WIOA Service Continuum encompasses the following:

- **One Stop Operations: 10 contracts in SC, MD, LA, KS, and CA**
- **Adult and Dislocated Worker Programs: 11 contracts in GA, SC, NC, PA, IN, and CA**
- **Integrated Service Delivery Programs: 9 contracts in SC, NC, IN, and CA**

## Market Segments

- Juvenile Justice
- Foster Care
- Community Intervention
- Wrap-Around Services
- Workforce Development



# DELIVERY OF SERVICES

**Denver Workforce Services and Eckerd Connects partner to deliver Wagner-Peyser and WIOA services to employers and job seekers:**

## Denver Workforce Services

**32 staff**

**Contractor support and oversight**

**Operation of DEN Workforce Center\***

**Operation of Resource Centers**

**Denver Construction Careers Program\***

**Employer Services**

## Eckerd Connects

**18 staff**

**One Stop Operator**

**WIOA Adult/DW Administrator\***

**Case Management**

**WORKNOW Navigation\***

**Work-Based Learning Program**

**\*Funding Sources – Wagner-Peyser, WIOA, DEN, General Funds, Reemployment Services and Eligibility Assessment (RESEA), Walmart Foundation, Colorado Workforce Development Council, Colorado Department of Labor and Employment, other discretionary grants**

# ECKERD VALUES & APPROACH

**Environment:** We create a positive work environment through comprehensive training.

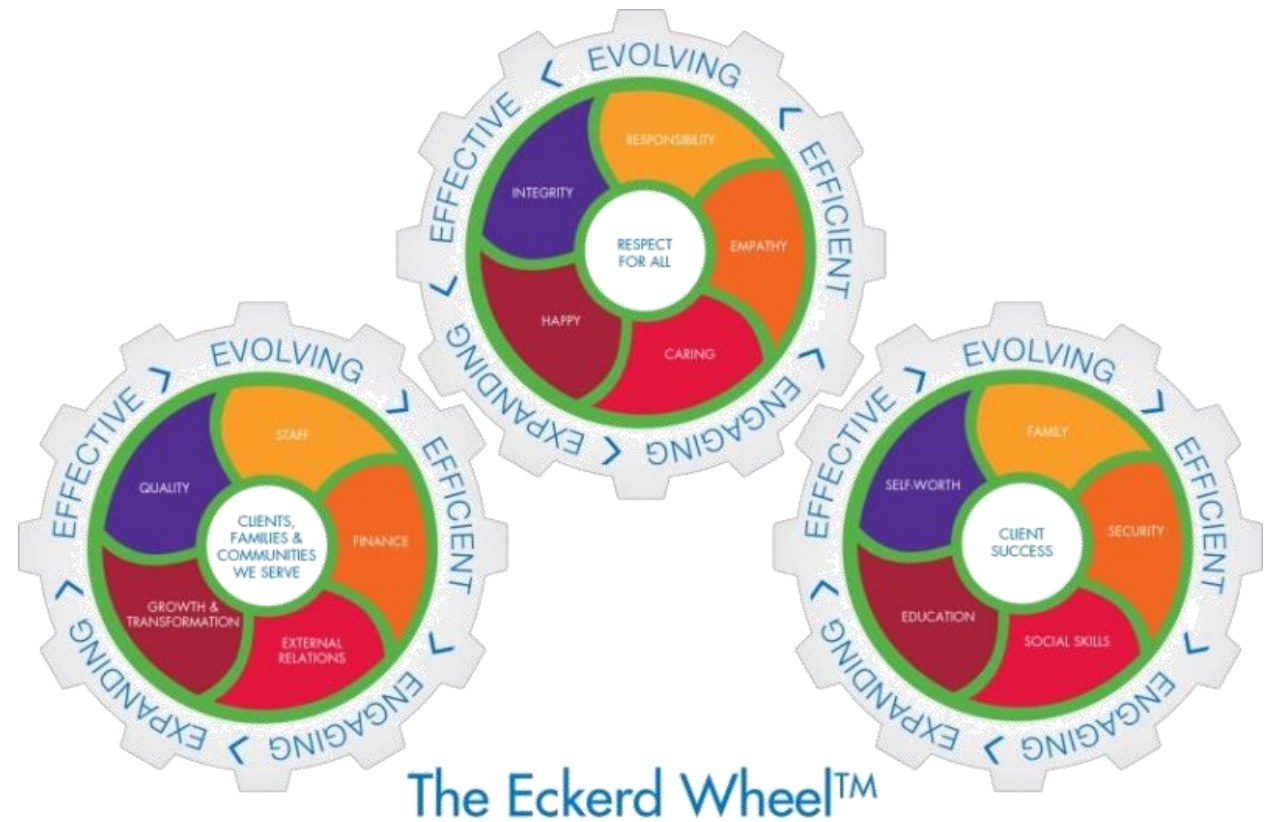
**Focus:** We engage participants from a strength-based perspective.

**Community:** We build community partnerships to maximize services and minimize duplication.

**Relationships:** We build strong and lasting partnerships.

**Accountability:** We ensure fiscal and program accountability.

**Outcomes:** We use a coaching philosophy to achieve superior performance.



# OUT-OF-SCHOOL YOUTH

**\$550,000 - Ability Connection Colorado to serve WIOA out-of-school youth**

- \* Youth with disabilities
- \* Youth in the foster care system
- \* Youth with additional barriers to employment



**\$100,000 - Center for Employment Opportunities to serve WIOA out-of-school youth**

- \* Youth with juvenile conviction as a barrier



**\$115,000 - Urban Peak to provide services to WIOA out-of-school youth**

- \* Youth experiencing homelessness



# IN-SCHOOL YOUTH

**\$300,000 to Denver Public Schools to provide services to WIOA In-School Youth**

- \* Family and Community Engagement (FACE)

**\$645,000 to Denver Public Schools for 2020 Summer Youth Employment Program**

- \* Virtual work readiness training
- \* Ages 14-24
- \* Stipends for participation and completion



DENVER  
PUBLIC  
SCHOOLS

Family and Community  
Engagement

# COVID-19 RESPONSE

## VIRTUAL WORKFORCE CENTERS

Call Center

## RAPID RESPONSE CALLS

7 weekly, started 3/24

Completed to date - 56

Participants - 378

## VIRTUAL JOB FAIR

Ongoing, started 3/23

Employers - 67

Jobseeker Participants - 1,758

## NOW HIRING SERIES

10 weekly, started 3/23

Completed to date - 69

Jobseeker participants - 314

## WORKFORCE WEDNESDAY WEBINARS

Weekly

Completed to date - 9

Number of participants – 91

## CONSIDER CONSTRUCTION

Coming soon

# ON THE HORIZON

## Increase access to and impact of business and workforce services to improve the economic mobility for Denver residents

- Continued development and delivery of virtual services designed to assist in the **COVID-19** recovery, and examine implications for “new normal”
- Expand and enhance programs and services that provide **youth** access to quality education, training and jobs
- Expand and enhance **DEN** service offerings
- Expand and enhance program and service delivery options for **priority populations** (disability, veteran, justice system, age 50+, immigrant/refugee)
- Improve **contractor/vendor support** to increase successful outcomes





# ON THE HORIZON

Strengthen alignment between business needs and community assets to ensure Denver has a productive, educated, competitive and knowledgeable workforce

- Expand the **Denver Construction Careers Program** to track and support workforce development on selected city projects
- Develop key city partnership/project pipeline and coordinate with **WORKNOW** for talent development and placement
- Secure flexible **non-federal** funding
- Develop and implement strategies around the **Future of Work**
- Leverage employer partnerships to expand **work-based learning, apprenticeships,** and job opportunities



# DISCUSSION

