



## **Central 70 Workforce Development Program**

### **Quarterly Report Submission (QR #12)**

**Q2 2019:**

**April 2019-June 2019**

*Submitted: August 2019*

## Quarterly Overview

### ***WORKNOW Placement and Support on the Central 70 Project***

In June 2019, 68 Central 70 employees had been placed by or received support from WORKNOW. WORKNOW services are open to anyone, but with strategic outreach, almost 50 percent of those placed and receiving support were from Central 70's targeted local hire zip codes.

### ***Building an Inclusive Workforce Series***

This quarter WORKNOW hosted the first "Building an Inclusive Workforce" series to support recruitment and retention of target populations into the trades. Two national experts from Oregon Tradeswomen and ANEW facilitated a two-day strategic workshop on recruiting and retaining women in construction. 48 community, contractor, and training partner organizations attended, including representatives from Central 70 affiliated contractors, registered apprenticeships, and CDOT.

### ***WORKNOW Office Hours***

WORKNOW continued office hours at the Neighborhood Training Center and the Central 70 Project Office. Office hours at the Project Office began to pick up, with more incumbent workers dropping by to access WORKNOW supportive services.

## Strategic Partnership

**WORKNOW activities are separated into three major categories: 1) Targeted Outreach and Recruitment, 2) Training and Job Readiness, and 3) Placement and Retention.**

This quarter, 217 individuals were enrolled in WORKNOW's intensive services, including training and work readiness, career planning, resource assistance, and employment, in support of the Central 70 Project. This brings the total to 1119 WORKNOW enrollees. This is a 15% increase in enrollment from the previous quarter.

*This report includes all WORKNOW participants and activities. Activities funded partially or entirely by Central 70 are denoted by an asterisk (\*); even WORKNOW participants who have not received services directly funded by Central 70 will be eligible for recruitment on the Project, thus leveraging funds to increase placement, retention, and advancement of workers on infrastructure projects, including Central 70.*

## Q2 2019 (QR #12)

### Key Accomplishments

- *68 Central 70 employees have been placed and/or supported by WORKNOW to date.*
- *69% of WORKNOW enrollees this quarter were people of color.*
- *22% of WORKNOW enrollees this quarter were women.*
- *Average starting wage for WORKNOW members in Q2 2019 was \$19.25/hour.*

## **1. Targeted Outreach and Recruitment**

### WORKNOW Information Sessions\*

WORKNOW and the CORE partners continued hosting weekly information sessions on program activities and support at two primary locations – CDOT’s Neighborhood Training Center and WORKNOW partner Montbello Workforce Center (part of the Denver Workforce Services American Job Center system). These sessions are advertised with all WORKNOW and CORE partners, as well as the Central 70 outreach team members and the Central 70 website. 18 sessions were hosted this quarter for 51 individuals; 90% of attendees went on to enroll in WORKNOW. This quarter, 38% of enrolled member reported hearing about WORKNOW from a friend or family member.

### Additional WORKNOW Community Outreach

Additional WORKNOW services information is provided through: (1) the website [www.work-now.org](http://www.work-now.org), (2) the Facebook page <https://www.facebook.com/WORKNOWColorado>, (3) all ten partner locations in neighborhoods across the Central 70 corridor, and (4) through peer participants who attend neighborhood association meetings, church services, local retailers including barber shops and markets to share information with friends, family members and neighbors on how to apply and access services. CORE partners received program talking points training and marketing toolkits prepared by the Outreach and Recruitment committee in order to facilitate partner referral and intake.

Members of the WORKNOW Outreach and Recruitment committee planned a series of informal info “pop-up” kiosks across metro Denver starting February 2019. This quarter, 4 “pop-up” sessions were supported within the Central 70 priority zip code areas, including Juneteenth (80205), Heal the Hood (80207), Day of Beauty (80239), and DOC-related transitions hiring and community fairs (80011).

## **2. Training and Job Readiness**

### Supportive Services\*

102 unique individuals received supportive services and/or personal protective equipment (PPE) this quarter. This represents 47% of new enrollees. CORE navigators allocated \$10,950 in supportive services to WORKNOW members this quarter. An additional \$3,150 specifically in post-placement support was allocated by retention services provider WorkLife Partnership and included items such as specialized work safety glasses, driver’s license reinstatement support, and dues support. Navigators allocated 72 pairs of boots to members for support securing and retaining employment.

Leveraged funding through Gary Community Investments supported the addition of support services such as gas stipends, grocery stipends, tool stipends, and apprenticeship stipends to individuals in training or recently hired.

Central 70 employees or new hires specifically accessed \$4,100 in general supportive services and \$5,500 in dues or apprenticeship registration fee support (slightly higher than average due to apprenticeship training starting for the school year in July 2019).

### Career Coaching\*

WORKNOW restructured its navigator team to improve consistency and effectiveness of referrals. This grant supports the new position that analyzes overall WORKNOW navigator activities, aligning processes and digitizing forms. This quarter, all of the CORE Partners reported an increase in the referral of WORKNOW members to supportive services.

### Training Referrals

82 individuals were referred to training activities; 73 (89%) completed and received their certificate in this timeframe.

### Training Partner Programs:

#### **Core Craft Skills Overview**

- Construction Careers Now (CCN):\*  
24 individuals completed this 48-hour basic skills boot camp. The CCN recruiters continued holding office hours at the NTC every afternoon from 2pm-5pm.
- Colorado Homebuilding Academy (HBA) and CHIC: OSHA 10  
6 individuals completed an OSHA-10 Certification.
- Colorado Homebuilding Academy (HBA): OSHA 30  
2 individuals completed this OSHA-30 Certification.
- Colorado Homebuilding Academy (HBA): Bootcamp  
8 individuals completed this entry-level construction training course that helps students earn Basic Construction Skills Training, an OSHA-10 Certification, and Connections with Employers.
- Colorado Homebuilding Academy (HBA): Concrete Safety Fundamentals\*  
5 individuals completed the 18-hour Concrete and Safety Fundamentals course.
- LiUNA Local 720: Apprenticeship Bootcamp  
Three individuals completed this course.

#### **Advancement Courses**

- Associated General Contractors (AGC):
  - Intro to Blueprint Reading\* - 9 individuals completed.
  - Estimating\* - 7 individuals completed.
  - Basic Stormwater Management\* - 1 individual completed.
  - Advanced Stormwater Management – 1 individual completed.

#### **Non-certified training**

- Community College of Aurora (CCA): Diesel Mechanic Fundamentals\*

8 individuals (89% of enrollees) completed this 4-week course designed in coordination with Central 70 prime contractors to address the current need for diesel mechanics. Of those 8, 7 (88%) secured industry employment. The class is scheduled again for Q3 2019.

- **FrontLine Construction Solutions:**  
The agreement with FrontLine solutions began in Q4 2018, but officially launched in May 2019 with 16 referrals. FrontLine Construction Solutions offers modules for professional service modules including Project plans & specs, Leadership on a Job Site, Document Control Best Practices, Introduction to Project Contracts, etc. The online model allows incumbent workers to access content on a flexible training schedule.
  
- **Athletics and Beyond: Math Tutoring**  
In the pilot program, Athletics & Beyond's Club Z tutoring services partnered with Colorado Home Building Academy and the Denver Joint Electrical Apprenticeship Training program. Through separate funding, 99 individuals accessed tutoring support during the pilot with the pass rate improving from 71% to 90% after completion of one tutoring session. Due to a successful pilot, the tutoring was expanded to a registered apprenticeship partners this quarter (May 2019).
  
- **Focus Points:**
  - **Contextualized English Class** - Contextual English classes were launched for existing workers in construction in partnership with Central 70 contractor Sturgeon. The course, hosted at Local Union 111 and open to anyone, was offered in a stackable weekly format to overview basic site vocabulary and safety. Curriculum was developed in partnership with employers. The first course only had 6 completers, but all of these individuals retained their employment. Improvements are being made before this course is hosted again.
  - **C70 Project English and Spanish Courses\*** - English and Spanish language courses for C70 prime contractor, Kiewit, were launched to support effective communications across supervisors and employees. This was aimed at increasing retention of apprentices and new employees when language could be a barrier.

### **3. *Placement and Retention***

WORKNOW is now supporting 3 primary projects in the Denver Metro area, including Central 70, the National Western Center, and city of Denver's Elevate Denver Bond projects.

Central 70 hosted 3 contractor Meet-andGreet sessions this quarter, and 11 individuals secured employment (7 secured employment on Central 70). The Kiewit Meridiam Partners (KMP) Civil Rights team also hosted a large-scale hiring event with Kiewit's signatory unions in June 2019 with support of WORKNOW. More than 80 job seekers attended the event.

In addition to large hiring events and general navigator education about Project pathways, KMP and WORKNOW continue using the jointly developed tools and processes included below:

- Position Information Notice Form and structured referral procedures for Central 70 contractors (KMP, Kiewit Infrastructure Co., and subcontractors) and signatory unions to connect directly with WORKNOW participants,
- Central 70 subcontractor training and workforce materials provided at monthly project meetings and contract kick-off meetings.
- Provide information about signatory unions, subcontractors, and upcoming hiring events on the Central 70 jobs website: [c70jobs.codot.gov](http://c70jobs.codot.gov)

67 WORKNOW participants secured new construction employment this quarter, with 19 (28%) of these were on the Central 70 project. Of the hires on Central 70, 14 were craft positions and 5 were in professional services. The average starting wage of the new construction placements was \$19.25, the third straight quarter of increased starting wages.

82 of the 217 (37%) new enrollees entered the program as incumbent workers seeking coaching support and family resource services to support retention; 17 were incumbents working on Central 70, referred to WORKNOW by Central 70 contractors.

89% of the 67 industry employed new workers retained their position for at least 30 days across Q2 2019. Within cohorts that have been enrolled for a minimum of one-year (Q4 2107 and Q1 2018), 82% retained industry employment for more than one-year (84 out of 102).

## **Status of Activities and Deliverables**

- **Community Job Readiness and Workforce Needs Assessment:** Completed in Aug. 2016.
- **Training Sessions/Supportive Services:** Task order #3 was executed with the Community College of Denver on June 14, 2018. Activities under task order #3 include supportive resources, such as transportation and PPE, training for individuals entering and/or advancing in the construction industry, and coaching support.
- **Targeted Outreach and Networking Activities:** CDOT and CWI completed the first round of “Peer Pathway” training materials. Materials are being used by WORKNOW, CDOT, and KMP to inform and educate local residents about construction craft and professional service pathways. Based on success of initial materials, Gary Community Investments has committed to partnering with CDOT for the development of a second round of Peer Pathway materials. (See earlier Quarterly Reports to see how Gary Community Investments has played a crucial role in the creation of WORKNOW.) CWI initiated a second contract to produce five additional civil construction pathway documents including a photo shoot. Design on these additional pathways documents began in Quarter 10. The final product was expected to be complete this quarter, but production was delayed.
- **Workforce Development Website and Smartphone Application:**  
Workforce Development Website: Completed Fall 2017. Direct links to the WORKNOW website have been updated and all quarterly reports are also accessible via the website. The website was updated

in Quarter 9, and continues to be updated regularly to reflect hiring pathways as construction ramps up. The site also has a new shortened url to increase accessibility: [c70jobs.codot.gov](http://c70jobs.codot.gov)

Job App: CDOT proceeded with a license agreement for a trade skills matching app, which will allow contractors to search for and request applications from potential employees based solely on the individuals' previous job experience, training certifications, and skills. KMP received a preview of the app this quarter, and a timeline for a small pilot of Central 70 contractors was developed.

- **Understanding Marijuana & Drug Free Work Zones Brochure:** Completed in Jan. 2018. Digital version attached to Quarterly Report 6.

## Tracking Outcomes

Training programs were officially launched in Q3 2017, and annual goals are being tracked accordingly.

Objectives	Key Metrics	2017 Total	Q1 18	Q2 18	Q3 18	Q4 18	2018 Total	Q1 19	Q2 19	Cumulative
Overall	Number of <b>WORKNOW*</b> Participants	172	143	127	151	120	541	189	217	1119
	Number of <b>WORKNOW*</b> Participants Utilizing Supportive Services <sup>§</sup>	66	78	83	138	91	390	114	102	672
	Number of <b>WorkNow: Central 70†</b> Participants Utilizing Supportive Services <sup>§</sup>	60	29	20	68	40	157	47	46	310
Targeted Outreach and Recruitment	Number of Individuals Attending <b>WorkNow: Central 70†</b> Construction Outreach Sessions	106	215	133	111	70	529	41	51	727
	Number of Individuals Attending <b>WORKNOW*</b> Construction Outreach Sessions	106	215	133	111	70	529	41	51	727
	Number of <b>WORKNOW*</b> Construction Outreach Sessions	7	10	19	20	11	60	17	18	102
Training and Job Readiness	Number of Individuals Enrolled in <b>WorkNow: Central 70†</b> training programs	78	37	11	37	40	125	62	48	313
	Number of Individuals Completing <b>WorkNow: Central 70†</b> training programs (60 Annual Goal)	71	33	11	35	38	117	57	42	287
	Percent of Individuals Completing <b>WorkNow: Central 70†</b> training programs (Annual Only)	91%					94%			
	Number of <b>WorkNow: Central 70†</b> Training/Certificate Courses Offered	8	4	1	3	3	11	4	6	29
	Number of Individuals Enrolled in <b>WORKNOW*</b> training programs	114	91	64	65	106	326	107	82	629
	Number of Individuals Completing <b>WORKNOW*</b> training programs	110	80	62	54	91	287	93	73	563
	Percent of Individuals Completing <b>WORKNOW*</b> training programs (Annual Only)	89%	N/A				88%			
Placement and Retention	Number of <b>WORKNOW*</b> Placements in Construction Industry Jobs, not Central 70 (40 Annual Goal)	99	49	59	52	48	208	41	67	415
	Number of <b>WORKNOW*</b> Placements in Construction Industry OJT trainee/apprenticeships	19	7	10	12	13	42	5	9	75
	Average <b>WORKNOW*</b> Participant Starting Wage	\$15.62	\$16.78	\$16.55	\$18.73	\$17.12		\$19.11	\$19.25	
	Number of <b>WORKNOW*</b> Placements in Jobs on Central 70	N/A	1	2	5	6	14	9	19	42
	Number of <b>WORKNOW*</b> Placements in Central 70 OJT trainee/apprenticeships on Central 70	N/A	N/A	0	0	3	3	1	9	13
	Average Starting Wage for <b>WORKNOW*</b> Individuals Placed on Central 70	N/A	N/A		\$17.83					
	Percentage of <b>WORKNOW*</b> Individuals Retained after 90 days (75% Annual Goal)	N/A	N/A	71%	72%	78%		81%	88%	
Demographic Breakdown of <b>WORKNOW*</b> Participants	Gender: Percentage of Female Participants		20%	19%	24%	23%		22%	22%	
	Veteran: Percentage of Participants who are Vets		6%	9%	11%	10%		11%	9%	
	Race: Percentage of Non-White Participants		64%	77%	66%	69%		69%	66%	
	Education: Percentage of Participants with HS/GED or less		55%	47%	56%	52%		54%	49%	

\* **WORKNOW** Participants are **all** individuals accessing training and/or supportive service resources through the **WORKNOW** construction workforce collaborative, which focuses on helping individuals find and keep good jobs in construction, including but not limited to the Central 70 Project.

† Reference to “**WORKNOW: Central 70**” means **WORKNOW** activities funded fully or in part by this federal grant, inclusive of individuals working on Central 70. The Central 70 Project is both a funding member and key beneficiary of **WORKNOW**. **WORKNOW** participants who have not received services funded by the Central 70 project will still be recruited to work on Central 70, funds from multiple partners is being leveraged to increase overall impact.

§ **WORKNOW** supportive services include transportation support, PPE, and other wrap-around services, such as childcare resources, needed for individuals to access training and/or job opportunities. **WORKNOW: Central 70** funding is used only for those supportive services approved by FHWA.

**Green** = Goal is met or on-track.

**Yellow** = Goal is not on-track to be met

## **Budget Update**

The Community College of Denver (CCD) invoiced CDOT \$82,988.70 under task order #2. Task order #3 was executed on June 14, 2018 to account for additional training and supportive resources that will accompany the start of construction. Task Order #3 has been executed for all activities in the following quarters.

CCD invoiced CDOT \$76,222.44 under task order #3 this quarter. To date, \$181,142.09 has been paid under task order #3, and the remaining balance on this FHWA grant is \$135,577.41.