



**Central 70 Workforce Development Program**

**Quarterly Report Submission #7**

**January 2018-March 2018**

*Submitted: April 2018*

## Quarterly Overview

### *Development of Collaborative Workforce Model: Official launch of WORKNOW brand*

**WORKNOW**, the construction workforce collaborative platform that was developed to address priorities identified by stakeholders at CDOT's Construction Workforce Round Tables, officially launched at a community pancake breakfast on Feb. 24. More information can be found at [www.work-now.org](http://www.work-now.org).

WORKNOW helps place, retain, and advance workers on Central 70 and other regional infrastructure projects. The **Colorado Resource Partners (CORE)**, a workforce collaborative that includes ten resource organizations and eleven technical training partners, provides WORKNOW services. This quarter, CORE added two resource organizations and two technical training partners.

WORKNOW exists to coordinate community-centered hiring on infrastructure projects, improve access for local residents, and provide project contractors with a pipeline of local workers in craft and professional service positions. This quarter, WORKNOW has partnered closely with the Central 70 project team and Developer team to determine project-specific recruitment, referral, and placement strategies that ease access to Central 70 positions for local individuals interested in entering or advancing in the construction industry.

### *Neighborhood Training Center*

This quarter, training and resource activities continued at the Neighborhood Training Center (NTC) located in Elyria-Swansea, a community adjacent to I-70 that is impacted most by the project. WORKNOW navigators host weekly information sessions at the NTC, allowing community members to drop in and learn about WORKNOW resources and upcoming opportunities on Central 70.

## 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, 143 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.

## Quarter #7 Key Accomplishments

- *WORKNOW, the collaborative construction workforce platform that was developed to meet recruitment and hiring needs on Central 70, officially launched this quarter.*
- *This quarter, 39 WORKNOW participants secured new industry employment with an average starting wage of \$16.78/hour.*
- *With construction anticipated to begin in Summer 2018, planning for targeted outreach and hiring events with local unions and Central 70 subcontractors took precedence this 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.*

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

### WORKNOW Information Sessions\*

Formal WORKNOW information sessions launched Jan. 29, 2018 with weekly Monday sessions hosted at the NTC, as well as Wednesday evenings at the Community College of Denver.

### Workforce Round Table\*

Central 70 hosted another Workforce Round Table on Feb. 2 to introduce the final WORKNOW concept to key stakeholder prior to the brand's official launch. Seventy-six individuals attended, representing all aspects of construction workforce stakeholders.

### Community Open House Breakfast\*

To launch full-scale program enrollment, the WORKNOW collaborative hosted a community open house breakfast on Feb. 24. The family-friendly open house welcomed 197 attendees—one hundred forty-four pancake plates served and 23 faces painted. Sixty-seven individuals completed WORKNOW interest forms; four enrolled on spot and received boots—as a follow up, 40 of the 67 interested individuals have enrolled and accessed PPE or were referred to training. A photo of WORKNOW partners at this event is included in the Appendix of this report on page 8.

### Welding Information Session\*

On Feb. 8, Central 70 hosted a Welding Information Session. Four individuals attended the session. Two local JATC programs (Sheetmetal and Pipefitting) and the Community College of Denver sent representatives to discuss how welders are needed in construction. This session included a hands-on demonstration using a virtual welder.

### Additional WORKNOW Community Outreach

Additional WORKNOW services information is provided through: 1) the website [www.work-now.org](http://www.work-now.org), 2) all ten partner locations in neighborhoods across the Central 70 corridor, and 3) 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.

### Veteran Affairs Outreach\*

In this quarter 6% of WORKNOW participants reported Veteran Status (See Tracking Outcomes Section on page 6 of this report). To improve services to local veterans, WORKNOW and CDOT staff have coordinated a meeting with Colorado Department of Labor and Employment Veteran Workforce Improvement Program (V-WIP) to distribute program information and accelerate referral process for Veterans' case managers across the metro Denver region (who also coordinate statewide network to provide training and employment connections for veterans). This meeting is scheduled to take place next quarter.

## 2. *Training and Job Readiness*

### Supportive Services\*

Seventy-eight of the 143 (55%) WORKNOW enrollees accessed supportive service resources including bus passes or personal protective equipment (PPE). The most utilized resource was work boots; sixty-three of the 78 (81%) individuals receiving supportive services requested and received industry boots. Twenty-four of the 78 (17%) individuals receiving supportive services accessed transit assistance, including bus passes and bus tickets.

Starting in late March, leveraged funding through Gary Community Investments supported the addition of support services such as gas stipends, grocery stipends and tool stipends as well (tool support restricted to newly employed individuals with an employer requested tool list).

### Career Coaching

One hundred and three of the 143 (72%) WORKNOW participants accessed an intensive career planning session with a WORKNOW coach. These sessions include resume review, interview prep and training counsel depending on participant interest or need. Sessions resulted in the completion of a personalized plan of advancement, or POA, to help participant set short and long-term training and employment career goals.

### Training Referrals

Ninety-one of the 143 WORKNOW enrollees (64%) were referred to begin training with local partners. Eighty of the 91 (88%) referred completed their training within this timeframe.

### Training Partner Programs:

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

- Construction Careers Now (CCN):\* Twenty-seven individuals completed this 48-hour basic skills boot camp. The CCN recruiters continued holding office hours at the NTC on Tuesdays and Thursdays. CDOT and WORKNOW will continue coordinating with the CCN recruiters to improve recruitment and retention of local residents.

#### **Basic Industry Skills**

- Colorado Construction Association (CCA):

##### *Heavy Equipment Training*

Twenty-four individuals completed Heavy Equipment Training. This quarter, classes focused on skid steer and excavator training. While Central 70 did not fund these classes, they were held at the NTC.

##### *Flagging*

Eleven individuals completed the CCA one-day flagging certification class.

#### **Concrete Safety Fundamentals**

- Colorado Homebuilding Academy (HBA): Six individuals completed the 18-hour Concrete and Safety Fundamentals course.

#### **Weatherization Fundamentals**

- LiUNA (Laborer's JATC): Four individuals completed a two-week weatherization training with the local laborer's JATC. They were then given an OJT position with Energy Resource Center, a contractor who is completing housing upgrades for homes one block north and one block south of I-70. These housing improvements are part of the Central 70 ROD agreement. Utilizing the WORKNOW partnership, the mitigation efforts were able to adopt a workforce component.

## **Welding Fundamentals**

- Community College of Denver: Eight individuals completed a day-long session customized to civil structure welding.

### *Saturday Core Skills Class*

WORKNOW partners launched a Saturday core skills class to allow working individuals to access resume and interview assistance, as well as classes on specific topics such as orientation to registered apprenticeship. Activities are scheduled monthly, based on participant interest. Eight individuals attended a construction resume prep class at the NTC in March.

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

CDOT and Kiewit Meridiam Partners (KMP), the Central 70 developer, are currently working toward Notice to Proceed 2, expected to be met Summer 2018.

KMP and WORKNOW developed the following tools to address upcoming hiring activity on Central 70. Hiring efforts are expected to launch in May of 2018 and NTP2 is estimated to be in July 2018.

- Position posting form and referral procedures
- Identification of general project wide recruitment strategies including project wide job fair kick off, and weekly sub spotlight “meet-and-greet” opportunities at the NTC for all WORKNOW partner graduates and community members
- Development of sub-contractor training and resource information materials
- Anticipated hiring schedule for remainder of 2018

This quarter included the first Central 70 hire through WORKNOW referrals—the project office receptionist. However, the bulk of WORKNOW hiring activity for the quarter represented hiring on projects across the metro region.

Hiring of WORKNOW individuals currently happens through several mechanisms including—direct contractor requests to CWI and Denver Workforce Services, a hiring fair following each Construction Careers Now course, and employer requests to partner training providers.

Thirty-nine WORKNOW participants secured new industry employment this quarter. An additional six individuals secured non-industry employment, predominantly in warehousing. Of the 143 new enrollees, 27 individuals (19%) entered into WORKNOW as incumbents employed in the industry and seeking upskilling resources. Seventy-nine of the newly enrolled participants are currently in skills development and training, including 12 that started a Construction Careers Now course in late March and 15 in a six-month Mile High Youth Corp YouthBuild pre-apprenticeship program.

Positions hired included equipment operators, drivers, flaggers, office admins, and electrical apprentices. The average starting wage this quarter was \$16.78.

## **Status of Activities and Deliverables**

- **Community Job Readiness and Workforce Needs Assessment:** Completed in Aug. 2016.

- **Training Sessions/Supportive Services:** In this quarter, we completed work on task order #2. Due to the expansion of partners and training needs task order #3 was initiated with the Community College of Denver this quarter. Task order #3 adds additional funding opportunities for training partners who graduated participants with Task Order #2 funding and expands to new training providers as well. Task Order #3 continues pointing trainees toward existing training programs through the partners described above. The focus area for this task order is on supportive resources, such as transportation and PPE, training for individuals entering and/or advancing in the construction industry, and coaching support. Outreach sessions via WORKNOW will continue, but with Central 70 construction expected to start in the next two quarters, this task order emphasizes training and supporting those individuals who have already attended Central 70-hosted Outreach Sessions.
- **Targeted Outreach and Networking Activities:** CDOT and CWI completed the first round of “Peer Pathway” training materials. Materials are being used 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. CWI initiated a second contract to produce five additional civil construction pathway documents including a photo shoot. CWI is currently identifying five-to-seven individuals for RNR to interview for creation of materials.
- **Workforce Development Website and Smartphone Application:**  
Workforce Development Website: Completed Fall 2017 ([codot.gov/projects/i70east/job-opportunities](http://codot.gov/projects/i70east/job-opportunities))  
Direct links to the WORKNOW website have be updated.

Job App: In the interim, CDOT is using LCPtracker software for the payroll and OJT tracking during the project. LCPtracker is in the development phase for a workforce manager application that will allow WORKNOW coaches to track completed trainings and certifications. CDOT is also starting conversations with HBA, a training partner with IT expertise, to develop an app that would integrate this LCPtracker data in a way that can be used by job seekers and employers to facilitate hiring ease.

- **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, and annual goals are being tracked accordingly.

Objectives	Key Metrics	2017 Total	Jan 18-Mar 18 Q1	2018 Total	Overall Tracking
Overall	Number of <b>WorkNow*</b> Participants	152	143	143	295
	Number of <b>WorkNow: Central 70†</b> Participants ( <b>80 Annual Goal</b> )	99	50		
	Number of <b>WorkNow*</b> Participants Utilizing Supportive Services <sup>§</sup>	66	78	78	144
	Number of <b>WorkNow: Central 70†</b> Participants Utilizing Supportive Services <sup>§</sup>	60	29		
Targeted Outreach and Recruitment	Number of Individuals Attending <b>WorkNow: Central 70†</b> Construction Outreach Sessions	106	215		
	Number of Individuals Attending <b>WorkNow*</b> Construction Outreach Sessions	106	215		
	Number of <b>WorkNow*</b> Construction Outreach Sessions	7	10		
Training and Job Readiness	Number of Individuals Enrolled in <b>WorkNow: Central 70†</b> training programs	78	37	37	
	Number of Individuals Completing <b>WorkNow: Central 70†</b> training programs ( <b>60 Annual Goal</b> )	71	33	33	
	Percent of Individuals Completing <b>WorkNow: Central 70†</b> training programs (Annual Only)	91%			
	Number of <b>WorkNow: Central 70†</b> Training/Certificate Courses Offered	8	4	4	
	Number of Individuals Enrolled in <b>WorkNow*</b> training programs	114	91	91	205
	Number of Individuals Completing <b>WorkNow*</b> training programs	102	80	80	182
	Percent of Individuals Completing <b>WorkNow*</b> training programs (Annual Only)	89%	N/A	N/A	89%
Placement and Retention	Number of <b>WorkNow*</b> Placements in Construction Industry Jobs, not Central 70 ( <b>40 Annual Goal</b> )	58	43	43	101
	Number of <b>WorkNow*</b> Placements in Construction Industry OJT trainee/apprenticeships	8	4		
	Average <b>WorkNow*</b> Participant Starting Wage	\$15.62	\$16.78		
	Number of <b>WorkNow*</b> Placements in Jobs on Central 70	N/A	N/A		
	Number of <b>WorkNow*</b> Placements in Central 70 OJT trainee/apprenticeships on	N/A	N/A		
	Average Starting Wage for <b>WorkNow*</b> Individuals Placed on Central 70	N/A	N/A		
	Percentage of <b>WorkNow*</b> Individuals Retained after 90 days ( <b>75% Annual Goal</b> )	N/A	N/A		
Demographic Breakdown of <b>WorkNow: Central 70†</b> Participants	Gender: Percentage of Female Participants	19.8%	20%		
	Veteran: Percentage of Participants who are Vets	6.8%	6%		
	Race: Percentage of Non-White Participants	68.5%	64%		
	Education: Percentage of Participants with HS/GED or less	36.5%	55%		

\* **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 child care 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 completed work on task order #2, which is funded by the awarded OJT Supportive Services grant in the amount of \$177,75.95. As detailed above, Task Order #3 has been executed for activities in the following quarters. To date, CWI has invoiced CDOT \$82,988.70 under task order #2. The remaining balance on this FHWA grant is \$317,011.30

**Appendix:**

Photo of WORKKNOW partners taken at the Feb. 24 kick-off pancake breakfast.

