



Colorado Department of Labor and Employment

Skilled Worker Outreach, Recruitment, and Key Training Act - WORK Act (HB15-1276, HB17-1357, HB18-1316, HB20-1395)

Annual Report to the Legislature - October 2020

Date Range covered: July 1, 2019 - June 30, 2020

A. Background

On May 26, 2015, the Skilled Worker Outreach, Recruitment, and Key Training Act (House Bill 1276), also known as the WORK Act, was signed into law by the Governor. The purpose of the WORK Act is to increase awareness of, enrollment in, and completion of skilled worker training programs to expand Colorado's skilled workforce. Partnering with business and industry to determine critical workforce needs, the program awards matching grants to eligible applicants to engage in outreach and recruitment efforts, provide skilled worker training, or a combination of the two. Eligible applicants include any government or non-government entity that offers or plans to offer a skilled worker training program and has partnered with industry. A training program must be an accredited educational training program, occupational education training program, apprenticeship, or similar training program; it does not include funding for bachelor's or higher degrees. In 2017, House Bill 1357 raised the annual spending cap and extended the performance period through June 30, 2019. HB 18-1316, effective July 1, 2018, extended the WORK Act through June 30, 2021. HB20-1395 repealed the WORK Act, effective September 30, 2021.

B. Grant Awards

The Act requires the Colorado Department of Labor and Employment (CDLE) to administer the program, and creates a grant review committee to review proposals and make recommendations to the Executive Committee for awarding matching grants. Per HB 18-1316, the state Workforce Development Council appoints members to serve on the review committee, and the Executive Council will determine the awards. The projects offered by the grantees vary in structure, duration and outcomes. The programs range from one-week hands-on "101" classes to 30-day boot camps, 8-week trainings, and four-year apprenticeships.

C. Data interpretation: Enrollment, completion and employment targets are based on previous experience with WORK Act funds or by comparing program results prior to receiving WORK Act funds. Included below are data based on the targets found in Attachment 1. Each data point stands alone and the percentage is determined by the goal set in the grant agreement, not in relation to any other target.

Cycle 4

On December 28, 2018, five grantees were awarded \$1,253,652 through June 30, 2020. Grantees were reimbursed \$1,124,151.16 and 13,091 individuals were actively recruited to the training programs through June 30, 2020. All awardees are previous WORK Act grantees and plan to expand their efforts to new communities or populations, partner with other grantees to leverage marketing and/or adapt curriculum and completion requirements to meet industry needs this cycle. Data through June 30, 2020 are reported on Attachment 1.

1. **Construction Careers Now (CCN)**

Grantee: Associated General Contractors (AGC)

Project Description: CCN is a pre-apprenticeship program and four-week boot camp that provides hands-on experience to understand construction industry basics and improve general skills. An embedded job fair takes place in the fourth week and completers receive OSHA certification.

Amount Awarded: \$248,200

Amount Reimbursed: \$248,160.76 (100% of grant)

Individuals Enrolled: 495 (118% of target)

Individuals Completing Program: 345 (123% of target)

Program Completers Employed: 172 (95% of target)

2. **Culinary Quick Start Program (CQS)**

Grantee: Emily Griffith Technical College

Project Description: CQS is a 4-week training program with an embedded job fair. The 20 hour per week training includes classroom and hands-on hard and soft skills. Participants earn an industry recognized certificate. An embedded Hiring Fair, targeted to trainee's interests along with industry needs, is held in the final week of class.

Amount Awarded: \$460,339

Amount Reimbursed: \$415,789.69 (90% of grant)

Individuals Enrolled: 300 (37% of target)

Individuals Completing Program: 218 (30% of target)

Program Completers Employed: 97 (17% of target)

3. **BankWork\$**

Grantee: Goodwill Industries of Denver

Project Description: BankWork\$ is an eight week program that utilizes a nationwide industry curriculum to prepare trainees with skills for entry level jobs such as: tellers, customer service representatives and personal bankers. A hiring fair is provided as part of graduation day and completers receive industry recognized certificates.

Amount Awarded: \$112,918

Amount Reimbursed: \$99,794.35 (88% of grant)

Individuals Enrolled: 107 (54% of target)

Individuals Completing Program: 66 (44% of target)

Program Completers Employed: 59 (53% of target)

4. **Personal Care Provider**

Grantee: Western Colorado Area Health Education Center

Project Description: A one-week 40-hour program for Personal Care Providers who earn stackable certificates including: First Aid, Blood Borne Pathogens, Qualified Medication Administration Personnel (QMAP), Automated External Defibrillator (AED) and CPR. A job shadow at partner healthcare facilities is included. New to this cycle is an opportunity to continue training through a year-long United States Department of Labor (USDOL) Registered Apprenticeship (RA).

Amount Awarded: \$150,000

Amount Reimbursed: \$116,142.62 (77% of grant)

Individuals Enrolled: 426 (221% of target)

Individuals Completing Program: 302 (219% of target)

Program Completers Employed: 133 (166% of target)
Registered Apprentices Enrolled: 46 (not counted above)

5. **WOW**

Grantee: Work Options for Women (WOW)

Project Description: WOW offers six-week core culinary training for people with barriers to employment, including justice system involvement. The curriculum offers three certificates including an industry recognized prep cook certification which affords program completers the skills to enter a career pathway.

Amount Awarded: \$282,195

Amount Reimbursed: \$244,263.74 (87% of grant)

Individuals Enrolled: 220 (83% of target)

Individuals Completing Program: 110 (54% of target)

Program Completers Employed: 91 (48% of target)

Cycle 5

On September 2, 2019, eight grantees were awarded \$3,160,859 to conduct activities through May 31, 2021. Following the guidance of HB18-1316, to the extent possible, two-thirds of funding was awarded to fiscal agents that were given WORK Act grants in a prior fiscal year and one-third to fiscal agents that had not received a WORK Act grant previously. Three new grantees were awarded \$754,576 or 24% of the total award. Prior to the COVID-19 pandemic, 3,086 participants had been actively recruited by five grantees. Three Cycle 4 grantees completed spending and activities on June 30, 2020. They will begin spending and activities with the Cycle 5 award on July 1, 2020. Data through June 30, 2020 are reported on Attachment 1.

1. **Construction Careers Now (CCN)**

Grantee: Associated General Contractors (AGC)

Project Description: (Program description provided on page one). Grantee will begin Cycle 5 activities and spending on July 1, 2020. Cycle funding and activities for Cycle 4 ended June 30, 2020.

Amount Awarded: \$435,000

2. **Culinary Quick Start Program (CQS)**

Grantee: Emily Griffith Technical College

Project Description: (Program description provided on page two). Grantee will begin Cycle 5 activities and spending on July 1, 2020. Cycle funding and activities for Cycle 4 ended June 30, 2020.

Amount Awarded: \$701,974

3. **Careers in Construction (CIC)**

Grantee: The Housing and Building Association of Colorado Springs and the Pikes Peak Region

Project Description: The CIC program utilizes the construction industry-recognized Pre-Apprenticeship Certificate Training (PACT) in high schools. This competency-based curriculum includes classroom and hands-on training. Trainees earn stackable certificates for satisfactory completion.

Amount Awarded: \$772,863.27

Amount Reimbursed: \$243,726 (31% of grant)

Individuals Enrolled: 12 (2% of target)

Individuals Completing Program: 405 (203% of target)

Program Completers Employed: 69 (46% of target)

4. Financial Services Training Program

Grantee: Mi Casa Resource Center

Project Description: This four-week training program prepares completers for employment in the financial service industry or related fields where technical skills mastered are used.

Amount Awarded: \$165,354

Amount Reimbursed: \$0 (0% of grant)

Individuals Enrolled: 11 (8% of target)

Individuals Completing Program: 9 (8% of target)

Program Completers Employed: 2 (3% of target)

5. Master's Apprentice Program

Grantee: Master's Apprentice (MA)

Project Description: MA offers a seven-week pre-apprenticeship, including hands-on training, in the building trades that provides basic occupational skills for trainees to enter a registered apprenticeship.

Amount Awarded: \$278,750

Amount Reimbursed: \$97,365.28 (35% of grant)

Individuals Enrolled: 46 (26% of target)

Individuals Completing Program: 36 (26% of target)

Program Completers Employed: 28 (22% of target)

6. Medical Assistant Training Program

Grantee: National Institute for Medical Assistant Advancement, Inc.

Project Description: Eight month training program includes an externship at a healthcare facility, completion of program courses, and the opportunity to sit for the nationally recognized credentialing exam.

Amount Awarded: \$272,788.32

Amount Reimbursed: \$134,154.33 (49% of grant)

Individuals Enrolled: 12 (18% of target)

Individuals Completing Program: 0 (0% of target)

Program Completers Employed: 0 (0% of target)

7. TEACH Colorado

Grantee: Teach.org. Inc.

Project Description: Alternative Teacher Training Program allows individuals to be employed by a local school district as full-time teachers while completing their training program. Upon completion of the program, participants can earn a professional teaching license in the grade/subject area for which they were trained.

Amount Awarded: \$316,434

Amount Reimbursed: \$138,304 (43% of grant)

Individuals Enrolled: 0 (0% of target)

Individuals Completing Program: 0 (0% of target)

Program Completers Employed: 0 (0% of target)

8. WOW

Grantee: Work Options for Women

Project Description: (Program description provided on page two). Grantee will begin Cycle 5 activities and spending on July 1, 2020. Cycle funding and activities for Cycle 4 ended June 30, 2020.

Amount Awarded: \$217,696

D. COVID-19 Impact and Response

On March 17, 2020, active outreach, recruiting, in-person training, and hiring fairs stopped due to a statewide, “Safer at Home” mandate in response to COVID-19. WORK Act grantees quickly pivoted and redesigned strategies. Recruiters adjusted to use virtual tools for outreach and program orientation. Marketing tactics were modified to use appropriate venues. Instructors redesigned instruction for hybrid and/or solely virtual classrooms. As spring turned to summer, most Cycle 4 and 5 programs acknowledged that they were going to fall short of their targets for the first two quarters of 2020.

The pandemic revealed a significant need for workers in the healthcare industry to address the rise of COVID-19. Due to the demand for healthcare workers and the fact that the Western Colorado Area Health Education Center, a Cycle 4 grantee on the Western slope, was exceeding their targets (see page 2) and offering a one week training that leads into an apprenticeship, it was a clear that an extension of funds and time would be of great benefit to the state.

1. Personal Care Provider

Grantee: Western Colorado Area Health Education Center

Project Description: For program description see page two

Amount Awarded: \$69,000 (April 27- November 30, 2020)

Amount Reimbursed: \$22,757.38 (33% of grant)

Individuals Enrolled: 206 (163% of target)

Individuals Completing Program: 154 (140% of target)

Program Completers Employed: 36 (72% of completers)

Registered Apprentices Enrolled: 29 (target not specified)

E. How Grant Funds Are Being Used

Across all grant cycles of the WORK Act, program grantees utilize the funds for a wide variety of activities to support their outreach and recruitment efforts. The use of funds is summarized below:

- **Outreach and Recruitment:** Hired recruiters/career counselors, program branding, video production, media (TV, radio, newspapers, social media, ads on public transportation), print materials, tracking tools and processes, website development or improvement, event collateral, and recruiting events
- **Training:** Classroom and online instruction, instructional materials and other resources
- **Infrastructure:** Data processing, accounting personnel and processes, management, cell phones, laptops, mileage, and printing

F. Program Administration

- CDLE employs a grant coordinator (.7 FTE) and a grant administrator (.5 FTE) to support the grant review committee and administer the program.

- The WORK Act team conducted on site program visits, met with stakeholders (grant administrators, recruiters, partners, instructors, trainees and recruits, and fiscal staff); observed career fairs, classes, and data tracking systems, attended hiring events and graduations; and provided technical assistance.
- Monitoring for 4 (of 5) Cycle 4 grantees was completed before COVID-19 closed the campus of the fifth program. There were no significant findings. As the remaining program is also a Cycle 5 grantee, staff determined monitoring would take place early during Cycle 5

G. Populations

WORK Act programs serve a variety of populations including, but not limited to: unemployed, underemployed, underrepresented, women, veterans, re-entry citizens, young adults, single parents on public assistance, incumbent and displaced workers, career changers, and people of color.

H. Success Stories

A large majority of the Master’s Apprentice cohort were justice-involved at some point in their past. One student, Richard, was no different. He had a rough history but he approached his future as a new beginning. He was a very quiet student who kept to himself and sat in the back of the classroom. As many who have been in the justice system, Richard struggled with self-confidence and worried he would not find a good job, for a good length of time. He had a mindset that he could succeed but might have to be a success at a lesser career or job than what companies had to offer. He was offered and accepted a position with RK Mechanical at one of the highest starting wages of any of his classmates, \$19/hr. He couldn’t have been more shocked and excited.

Anjelina is a young LatinX mother who came to Mi Casa Resource Center ready for a change. She had been working for a temp agency in health care for a number of years but was tired of the long shifts and lack of benefits. Anjelina dug right into the training and was so excited to begin a new career in the financial services sector. She worked hard after graduating from the training and got the final interview at Westerra Credit Union. Unfortunately, between receiving a verbal offer from the Branch Manager and receiving her offer letter from Human Resources, Westerra had a temporary hiring freeze as they had to close several branches due to COVID-19. It was the end of March, and everything ground to a halt. Anjelina continued working at the temp agency for 30 hours per week without benefits. The work was busy, but she worried about getting sick with coronavirus and bringing that home to her family. Anjelina said, “Even though my dream was on pause, I didn’t give up on the hope of being a banker. I knew things were going to work out for me; I just didn’t know if this job would be the one for me. I decided to wait and be patient because it seemed like the right place for me.” On June 10, the Branch Manager who had come to speak in class to the cohort back in February called Anjelina. The hiring freeze was ending, and Westerra wanted her to join the team. Anjelina shared that “even though it was hard to wait, I didn’t give up hope.” Anjelina will begin her new position as a Member Services Representative on July 6. Anjelina will be working full-time with benefits. Her wage is \$1/hour more than she was making before with so many opportunities for professional growth ahead of her.

Christian C., the first student placed this school year at Liberty Doors & Windows is still employed and thriving. Liberty Doors & Windows is a full-service supplier of high quality architectural commercial and residential doors, trim, and hardware. The company president was so impressed by Christian’s work that he asked the Careers in Construction Colorado team to find two more students that he could have work in the office and door shop.

Attachment 1

Summary of Cycle 4 Grant Outcomes
March 6, 2019 – June 30, 2020

Grantee and Industry(ies) Grant Duration	Award Amount	°Participants Recruited	Program Enrollees: Previous Cycle Enrollment/ Current/Target	Program Completers: Previous Cycle Completion/ Current/Target	Completers Employed/ Target
1. Associated General Contractors of Colorado Infrastructure Engineering, 3/6/2019 - 6/30/2020	\$248,200	1,122	671/495/420	496/345/280	172/182
2. Emily Griffith Technical College Tourism and Outdoor Recreation, 3/6/2019 - 6/30/2020	\$460,339	6,944	759/300/810	445/218/729	97/583
3. Goodwill Industries of Denver* Finance, 6/5/2019 - 6/30/2020	\$112,918	1,184	192/107/200	137/66/150	59/112
4. Western Colorado Area Health Education Center* Health and Wellness, 3/6/2019 - 6/30/2020	\$150,000	2,230	211/426/193	182/302/138	133/80
5. Work Options for Women* Tourism and Outdoor Recreation, 4/15/2019 - 6/30/2020	\$282,195	1,611	269/220/264	207/110/203	91/188
Total for all Grantees/Target		13,091	2,102/1,548/1,887	1,467/1,041/1,500	552/1145
Total Amount Awarded	\$1,253,652				
Total Reimbursed	\$1,124,151				

Footnotes:

°Active recruitment takes effort on the part of the potential participant; passive recruitment efforts are significantly higher

*These grantees were funded in Cycle 3 and Cycle 4. Each grantee began their Cycle 4 efforts at different times, so the timing of cycles is not equivalent.

Other Notes:

- The projects offered by the grantees are not equivalent. Programs vary from a one-week, hands-on 101 class to 30-day boot camps and apprenticeships
- Some projects were on going before the WORK Act funding was received, and some have additional programming offered simultaneously
- COVID-1 "Safer at Home" impacted spring 2020 efforts

Attachment 1

Summary of Cycle 5 Grant Outcomes
October 25, 2019 – May 31, 2021 (Data through June 30, 2020)

Grantee and Industry(ies) Grant Duration	Award Amount	°Participants Recruited	Program Enrollees: Previous Cycle Enrollment Current/Target	Program Completers: Previous Cycle Completion Current/Target	Completers Employed/ Target
1. Associated General Contractors of Colorado* Infrastructure Engineering, 12/15/2019 - 5/31/2021	\$435,000	0	495/0/385	345/0/275	0/151
2. Emily Griffith Technical College* Tourism and Outdoor Recreation, 2/3/2020 - 5/31/2021	\$701,974	0	300/0/525	218/0/473	0/420
3. The Housing and Building Association of Colorado Springs and the Pikes Peak Region Infrastructure Engineering, 11/7/2019 - 5/31/2021	\$772,863.27	681	320/12/700	171/405/200	69/150
4. Mi Casa Resource Center Financial Services, 12/20/19 - 5/31/2021	\$165,354	1010	57/11/132	48/9/112	2/78
5. The Master’s Apprentice Infrastructure Engineering, 10/28/2019 - 5/31/2021	\$278,750	611	319/46/175	107/36/140	28/126
6. National Institute for Medical Assistant Advancement, Inc.^ Health and Wellness, 10/25/2019 - 5/31/2021	\$272,788.32	239	56/12/65	30/0/53	0/44
7. TEACH.org, Inc.^ Education, 12/20/2019 - 5/31/2021	\$316,434	545	550/0/605	326/0/359	0/605
8. Work Options for Women* Tourism and Outdoor Recreation, 12/26/2019 - 5/31/2021	\$217,696	0	220/0/202	207/0/164	0/123
Total for all Grantees/Target		3,086	2,317/81/2,789	1355/450/1,776	99/1697
Total Amount Awarded	\$3,160,859.59				
Total Reimbursed	\$590,246				

Footnotes:

°Active recruitment takes effort on the part of the potential participant; passive recruitment efforts are significantly higher

*Grantees funded in Cycle 4 and Cycle 5. Cycle 5 efforts begin July 1, 2020; Cycle 4 work ended June 30, 2020.

^Grantees offer semester or year long programs that may not align with reporting dates.

Attachment 1

COVID- 19 Impact and Response

Grantee and Industry(ies) Grant Duration	Award Amount	°Participants Recruited	Program Enrollees: Previous Cycle Enrollment/ Current/Target	Program Completers: Previous Cycle Completion/ Current/Target	Completers Employed/ Target
1. Western Colorado Area Health Education Center Health and Wellness*, 4/27/2020 - 11/31/2020	\$69,000	284	426/206/126	302/154/110	36/50
Total for grantee		284	426/206/126	302/154/110	36/50
Total Amount Awarded*	\$69,000				
Total Reimbursed	\$22,757.38				

Footnotes:

°Active recruitment takes effort on the part of the potential participant; passive recruitment efforts are significantly higher

*Grantee was funded in Cycle 4. Extension of funds and time was offered to meet additional industry needs during the pandemic. Period of extension is an abbreviated length of time.