



**Arapahoe/Douglas Works!  
and  
Colorado Works/TANF Partnership**

# History of Workforce Development and CW/TANF in Arapahoe/Douglas Colorado



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Strategies to ensure that TANF participants (and other low-income individuals with employment barriers) are well-served at one-stop centers and have access to comprehensive employment and training and supportive services that will support their progress toward family economic security?

# Shared Vision and Mission

- **Our Vision**

- Our vision is a best-in-class workforce development organization that is responsive to the dynamic needs of job seekers and business/industry.

- **Our Mission**

- Our mission is to strategically invest in Human Capital which contributes to regional economic vitality.

- **Agency Key Results**

- 100% employability for all those who want to work
- Results that are best-in-class
- Metro-area workforce center of choice
- Exceptional delivery of services
- Provide the highest rate of return on public investment

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# Policy and Operationalizing

- Understanding and empathy for task at hand.
- Awareness and appreciation for the key players: job-seekers and potential job seekers and employers (business/Industry)
- Discussions and strategies that focus on economic security for all in the community
- WDB Taskforce on Poverty Reduction

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Effective approaches that help develop a shared vision for a workforce system that addresses the needs of the diversity of participants that it serves, including employers.

# Focus on the **value of work** in the self sufficiency equation

- What benefits, programs and services can be beneficial to each program's customers?
- Don't be afraid to ask for what you really want and start negotiating from there...
- Bring all the required partners and others to the table when designing WFD Strategies
- Agreement that Workforce Development is not Eligibility/Benefit determination – the roles of staff is critical

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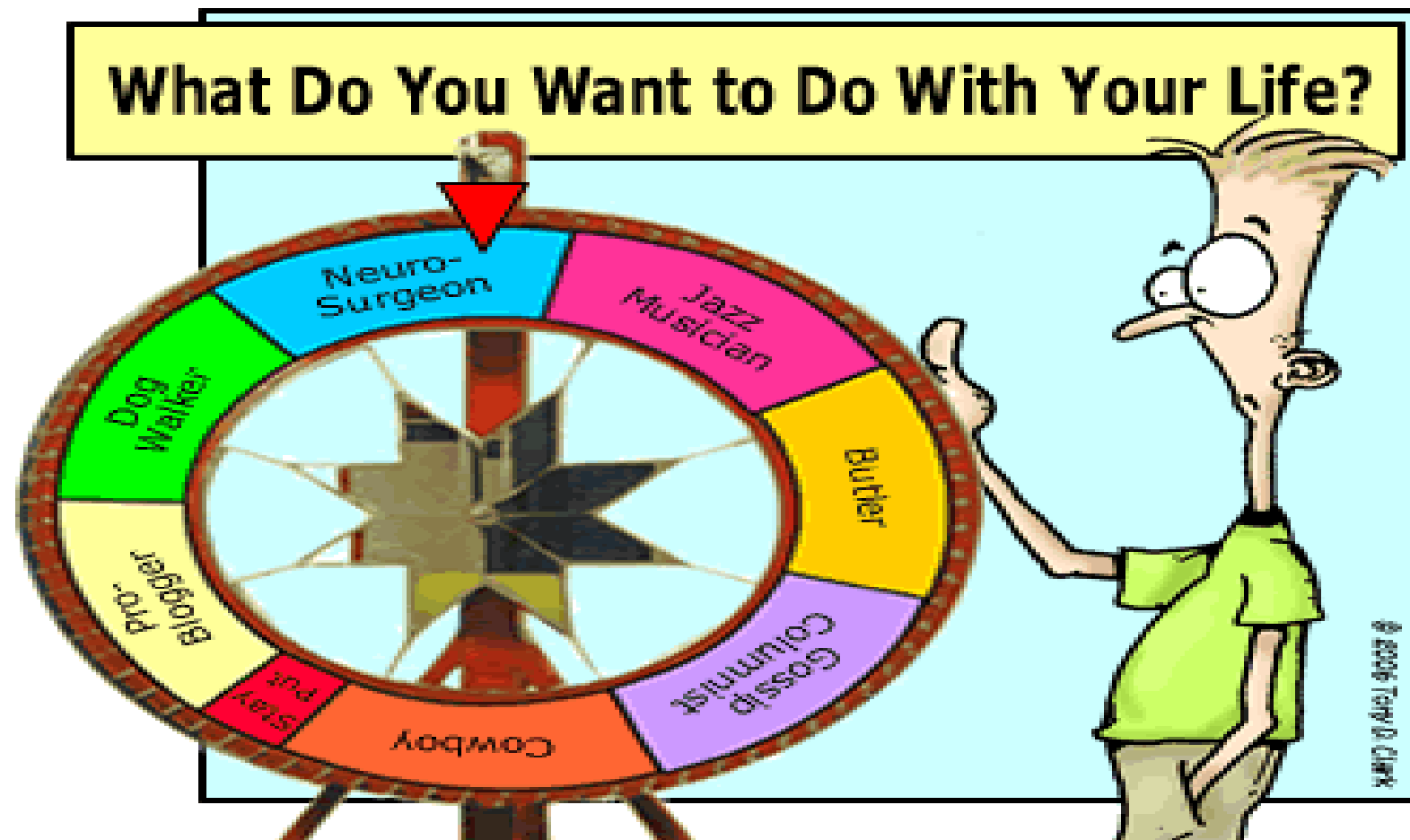
Effective communication channels with stakeholders for engagement and continued collaboration?



# Partnership, Engagement & Communication

- Include key leadership and operational teams in design, development and deployment
- Stress the critical importance of having the local Human Services Director on your WIOA WDB
- Work with State Agencies in tandem to negotiate pilot strategies and possible performance exceptions

**Explore all options in allowable activities for maximum CUSTOMER benefit**





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# Keep the Customer in FOCUS

- Design workforce development programs with targeted customers in mind – Human Centered Design
- Access points for all customers (Low, middle and high skilled pathways)
- Short-term and long-term opportunities (not one size fits all)
- Well trained and knowledgeable staff – (cross training is critical)

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# Steps to Income Improvement

Access to a skilled job is more than rapid attachment to employment



Performance outcomes and results that matter - How do you reach common ground and define success?

## Are Key Outcomes Compatible?

- Is TANF participation rate more important than WIOA job placement/wage at placement?
- Is livable wage the outcome or just a job?
- Is it possible to do both and be good at it?
- Build many pathways to WFD successes for customers
- What about post TANF – job retention, job progression....Career pathways?

# What are your options?





## **Arapahoe/Douglas Targeted Industries**

Aerospace

Aviation

Bioscience

Broadband

Construction

Engineering

Finance & Insurance

Healthcare & Wellness

Hospitality

Information Technology

Manufacturing





Effective financial strategies/partnerships with TANF?

# Resources must be leveraged and braided

- Determine services needed and resources available
- Seriously look at possible duplication and committee to reducing
- The value-adds and outcomes achieved will determine the motivation to partner...
- Competition is a good thing
- Results that matter may need funding investments

# It can't be just about Money

- What does your customer need?



» *“Let’s see what is and what we might build to better serve “our” customer?”*

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How to have difficult, but critical conversations.

# Be Strategic and constantly evolve with the Environment

- Constantly evaluate planned outcomes vs. actual results
- Build Win : Wins for WFD and TANF – but don't forget about the customer
- Demonstrate and present results that matter – use these as validation or pivots for course corrections in WFD service delivery
- Build in consistent and frequent opportunities to communicate in person

## Closing Thoughts:

- All workers are valuable in the economic vitality of the community
- Strategic investments get better personal results and programmatic outcomes
- Always ask “How might we...?”
- When Business and Industry are at the table a more comprehensive and realistic picture of the public assistance and low income workforce is shared and realized

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# Clarification and Additional Questions:



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