Meeting Minutes

Date: Friday, April 10, 2020
Location: https://global.gotomeeting.com/join/265643277
Dial In: (224) 501-3412 Access Code: 265-643-277

Attendance

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Board Members</th>
<th>Category &amp; Industry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>1</td>
<td>Robert Andrews, CommunityWorks</td>
<td>Workforce Partner</td>
</tr>
<tr>
<td>Y</td>
<td>2</td>
<td>Corry Avery, Sheet Metal Workers’ Apprenticeship Training Institute</td>
<td>Labor – Training</td>
</tr>
<tr>
<td>Y</td>
<td>3</td>
<td>Maggie Bolden, Palace Construction (CHAIR)</td>
<td>Business - Construction</td>
</tr>
<tr>
<td>P</td>
<td>4</td>
<td>Lynda Campbell, Stonebridge Companies (Sean McBee)</td>
<td>Business – Hospitality</td>
</tr>
<tr>
<td>Y</td>
<td>5</td>
<td>Skip Carlson, Rego Consulting</td>
<td>Business – IT/Prof. Services</td>
</tr>
<tr>
<td>Y</td>
<td>6</td>
<td>Bryan Cook, Associated General Contractors of Colorado</td>
<td>Business – Construction</td>
</tr>
<tr>
<td>P</td>
<td>7</td>
<td>Josh Davies, Center for Work Ethic Development (Chris Carman)</td>
<td>Business – Prof. Services</td>
</tr>
<tr>
<td>Y</td>
<td>8</td>
<td>Joseph Fiorini, CDLE Division of Vocational Rehabilitation</td>
<td>Vocational Rehabilitation</td>
</tr>
<tr>
<td>Y</td>
<td>9</td>
<td>Valerie Greenhagen – Center for Employment Opportunity</td>
<td>Workforce Partner</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>Ahmed Hassan – Amaze PBC</td>
<td>Business – IT/Healthcare</td>
</tr>
<tr>
<td>R</td>
<td>11</td>
<td>Samantha Herlein, Child Care Partners</td>
<td>Business – Early Education</td>
</tr>
<tr>
<td>Y</td>
<td>12</td>
<td>Kelli Kelly, Kiewit</td>
<td>Business – Construction</td>
</tr>
<tr>
<td>Y</td>
<td>13</td>
<td>Elise Lowe- Vaughn, CO Department of Labor &amp; Employment</td>
<td>Workforce Partner</td>
</tr>
<tr>
<td>Y</td>
<td>14</td>
<td>Mark Miller, Pipefitters #208</td>
<td>Labor</td>
</tr>
<tr>
<td>Y</td>
<td>15</td>
<td>Turid Nagel-Casebolt, Denver EDO - Business Development</td>
<td>Economic Development</td>
</tr>
<tr>
<td>Y</td>
<td>16</td>
<td>Fabiana Nardi, Green Hat Web Solutions</td>
<td>Business – IT/Prof. Services</td>
</tr>
<tr>
<td>Y</td>
<td>17</td>
<td>Cedric Pride, Hercules Industries</td>
<td>Business – Manufacturing</td>
</tr>
<tr>
<td>Y</td>
<td>18</td>
<td>Paula Schriefer, Spring Institute for Intercultural Learning</td>
<td>Local Adult Education</td>
</tr>
<tr>
<td>Y</td>
<td>19</td>
<td>Stephanie Van Cleve-DeHerrera, University of Denver</td>
<td>Higher Education – Hospitality</td>
</tr>
<tr>
<td>Y</td>
<td>20</td>
<td>Linda Van Doren – Emily Griffith Technical College</td>
<td>Local Adult Education</td>
</tr>
<tr>
<td>Y</td>
<td>21</td>
<td>Cecil Velázquez, FareHarbor</td>
<td>Business – IT/Hospitality</td>
</tr>
<tr>
<td>Y</td>
<td>22</td>
<td>Dan Weinstein, Aon Hewitt</td>
<td>Business – Prof. Services</td>
</tr>
<tr>
<td>Y</td>
<td>23</td>
<td>Michael Williams, U.S. Immigration &amp; Customs Enforcement</td>
<td>US Government – Youth</td>
</tr>
</tbody>
</table>

Legend: Y=Present; P=Proxy present; R=Regrets/Excused; N=Absent

QUORUM: Yes

Agenda Items

1. **Call to Order, Welcome & Introductions**
   - Due to technical difficulties with the GoToMeeting platform, Denver Workforce Development Board (WDB) Vice Chair Kelli Kelly called the meeting to order at 11:50 a.m.
     - Chris Carman, Center for Work Ethic Development, attended as proxy for Josh Davies. Sean McBee, Stonebridge Companies, attended as proxy for Lynda Campbell.
     - Guests at the meeting included: Trevon Brandhorst, Denver Public Schools (DPS); Lauren Brown, Mi Casa Resource Center; David Edmonds, DPS; Matthew Fredrickson, SHALOM Denver; Cheryl Gallegos, Colorado Department of Corrections; Ryan Goetzl, Denver Indian Center; Sir Green, ResCare Workforce Services; Gerald Hamel, Make a Chess Move; Audrey Kiszla; Brigid McRaith, Mile High Youth Corps; Paris Sherman, ResCare; Arys Subiadur, DPS; Matthew Sweeney, Community College of Denver; Stephanie Syner, Denver Health; and Matthew Thomas, Concorde Career College.
Denver Economic Development & Opportunity (DEDO) and Denver Workforce Services (DWS) staff in attendance included: Tony Anderson, Sarah Bennett, Chris Berthiaume, Deborah Cameron, Teresa Falagrady, John Fraundorfer, Cindy Gaertner, Kathleen Mc Cleary, Todd Nielsen, Liz Ojeda, and Bret Walker.

2. **COVID-19 Impacts & Response – Denver.** Denver EDO and DWS staff provided an overview of impacts of the COVID-19 pandemic on operations and how Denver has responded to ensure services are still available to the community.

- Deborah Cameron, DEDO Chief Business Development Officer, provided an overview of how Denver is responding to the COVID-19 pandemic. As of April 10, 1,076 Denver residents have contracted COVID-19 and 41 have died. Traffic at Denver International Airport (DEN) is down 95%; vehicular traffic volume in Denver has been reduced by 46%.
- Denver has spent $13 million addressing COVID-related issues. Hundreds of city employees have been assigned to the Emergency Operations Center and are engaged in efforts to help residents. The Denvergov.org website provides information on COVID-19 resources and is updated daily.
- The National Western Center (NWC) has been established as a shelter for men experiencing homelessness. The Denver Convention Center has been deployed as an alternative medical care center. Personal protective equipment remains a challenge.
- DEDO is on the frontline in responding to the economic disruption faced by businesses and their employees, through its Small Business Support Program (SBSP). The program will provide an initial total of $4M in small grants or microloans to Denver’s most vulnerable small businesses. To qualify, businesses must have annual revenues less than $2 million, fewer than 25 employees and operate in the City and County of Denver. Initial recipients should be announced by April 17. SBSP partners include Mile High United Way and the Downtown Denver Partnership.
- Mayor Hancock is engaged with a wide range of constituencies. His office will establish the Economic Relief and Recovery Council (ERRC) to guide the city’s economic response to COVID-19. Additionally, the mayor’s office is tracking how other cities are responding and DEDO is working with state and federal partners to monitor legislation and relief funding, including an anticipated increase in U.S. Housing & Urban Development (HUD) Community Development Block Grant (CDBG) allocation for DEDO’s Neighborhoods team.

- Turid Nagel-Casebolt, board member and Denver EDO Director of Business Development, added that the Small Business Emergency Relief Grant scoring process considers Denver’s values and ensures a fair, transparent and equitable method to connect the most vulnerable businesses with SBSP funds.
- Tony Anderson, DWS Director, commended DWS and ResCare Workforce Services on the efficiency and speed with which they shifted to virtual services. DWS is involved in submitting proposals for a number COVID-19 related grants, including an application for the U.S. Department of Labor (USDOL) Pathways Home grant, with the Colorado Department of Labor & Employment (CDLE) and other Colorado workforce regions to provide services to justice-involved adults.
- Bret Walker, DWS Employer Services Manager, reported on DWS’ services for the businesses and workforce affected by the COVID-19 closures. As of April 10, about 8,000 new Denver jobseekers have registered in Connecting Colorado, 31,000 Denver residents have active Unemployment Insurance (UI) Benefit accounts and 26 businesses have issued WARN Notices of layoffs.
- Rapid Response Information Conference Calls provide individuals impacted by layoffs with information about UI benefits and connections to workforce services including career counseling, job search assistance, resume preparation and interview skill workshops. DWS provides eight Rapid Response calls each week and over 135 individuals have participated in since March 16.
- To continue service to employers who are hiring, DWS implemented a virtual job fair through Connecting Colorado. Since March 16, 40 employers and over 600 jobseekers have participated.
- Additionally, DWS has transitioned its *Now Hiring!* customized hiring events to teleconferences. Twenty-two calls have connected over 100 jobseekers to employers, including Amazon, the
Colorado Department of Transportation, Denver Public Schools (DPS), King Soopers, and UPS, with jobs to fill.

- DWS has continued to distribute its *Workforce Wednesday* weekly newsletter. However, Bret has observed a decline in click rates, which may indicate an increase in jobseeker discouragement. Additionally, the most clicked link has changed from the virtual job fair in mid-March to instruction on filing a UI claim on April 1.
- DWS will begin to offer *Workforce Wednesday Webinars*, to assist jobseekers with free training on online job searching, online networking and more. Bret hopes to feature employers to provide their insights to jobseekers in future sessions.

- Paris Sherman, Project Director, and Sir Green, Deputy Project Director, for ResCare Workforce Services (ResCare), discussed their virtual service continuity plan, which has allowed them to serve customers through a variety of platforms including ResCare proprietary systems, Sysco WebEx, Google Voice Messaging System, and Zoom.
- In the first phase, which began at 8:00 AM on March 16, ResCare focused on communications. Five workforce center staff fielded incoming calls Monday through Saturday to answer questions on UI and workforce services. Customer calls have increased from under 150 the first week to close to 400 this week. Workforce center staff also conducted outreach to current WIOA Adult, Dislocated Worker and Colorado Works customers.
- The second phase converted job readiness services to virtual platforms. Services that were readily available online included, *ResCare Academy, Rescue My Résumé,* and *Virtual Job Shadow.* ResCare also transformed its Résumé, Interviewing, and Job Search workshops into webinars. Additionally, the *Intro to Systems* workshop, which teaches jobseekers how to navigate Connecting Colorado, is now available virtually. This is very important, since UI recipients must be work-registered in Connecting Colorado to remain compliant for benefits.
- ResCare is addressing making those program services which traditionally have only been provided in face-to-face settings available virtually. This include case management for Adult, Dislocated Worker, Veterans and TANF customers. TANF orientation is now offered through calls twice a week. WIOA program enrollment will require developing allowable methods to collect signed forms and proof of identification.
- ResCare has been tracking data to assess the success of its virtual services and make improvements, including random customer satisfaction surveys. The interactive communication plan has already gone through six iterations.

### 3. COVID-19 Impacts & Response – Denver WDB Members

- Kelli asked several board members to share how the COVID-19 closures are affecting their operations.
  - Board Member Elise Lowe-Vaughn relayed that as of the first week in April, close to 140,000 individuals had applied for UI benefits through CDLE including over 7,500 who have been laid off. Colorado’s federal workforce funding has dropped by 25% over the past five years due to the state’s low unemployment rate. While formula funding will not increase immediately to reflect the sudden growth in unemployed, Elise anticipated several sources of emergency funding:
    - The CARES Act will provide $345 million in nationwide Dislocated Worker funding. Colorado has applied for two additional Dislocated Worker grants, Disaster Recovery and Employment Recovery, which may bring up to $30 million in relief.
    - CDLE is working with national organizations and the state’s congressional delegation to ensure additional supports are made available to address the increase need for workforce funding.
    - CDLE has issued emergency policy guidance that will suspend administrative and programmatic requirements to facilitate virtual service provision and is preparing waiver requests to the USDOL to better serve customers during the emergency.
- Bryan Cook reported that since Construction has been classified as an essential business, AGC Colorado is helping the industry develop a plan to ensure employee safety. Construction Careers Now
is continuing to provide training.

- Maggie Bolden added that Palace Construction has designated a social distancing monitor on each of its worksites. Palace has not had to lay off any of its employees although some work has slowed due to limits on the number of workers at a jobsite to ensure social distancing.

- Lynda Campbell spoke to the devastating effects COVID-19 has had on the Hospitality industry: Stonebridge has furloughed 75% of its staff, closed a number of hotels, and all restaurants and bars. Some hotels have been contracted out as hospitals in California and New York. She is optimistic that Stonebridge will survive.

- Cedric Pride relayed that Hercules Industries is anticipating a 20% reduction in business and has had to lay off 15% of its workforce to ensure social distancing. The facilities are disinfected constantly and deep cleaned on a biweekly basis. Additional safety measures have been implemented to reduce opportunities for COVID-19 exposure to staff.

- Stephanie Van Cleve-DeHerrera shared that the University of Denver (DU), like most universities across the country, has had to completely shift how it delivers course content to its students. In two weeks DU was able to convert 2,000 courses, including 250 at the Daniels School of Business, to Zoom platforms. The school is also implementing an optional pass/fail grading system to address challenges faced by students. Stephanie further illustrated COVID-19’s impact on the Hospitality industry: in addition to Stonebridge, Sage Hospitality has closed its local hotels and the Brown Palace is closing. As a career coach, she has seen many employers rescind summer internships and graduate job offers. She reported that in an April 3 national poll, only 35% of employers indicated that they plan to offer onsite summer internships, which will be significantly shortened and offered to fewer interns. This is down from 90% in early March. An additional 29% plan to move forward with online internships.

- Paula Schriefer relayed that the immigrant and refugee population has also been hit hard because many work in the Hospitality & Retail sector or at hourly jobs with limited benefits. Additionally, as non-native English speakers, navigating eligibility for UI or other services is a challenge. Spring Institute for Intercultural Learning (Spring) has modified its services to meet its customers’ needs. All classes have shifted to virtual. She acknowledged DWS’ Yohannes Mengistu and the DEN Workforce Center team for their help in switching to virtual English classes. Spring has also been partnering with DPS to deliver student breakfasts and lunches in the East Colfax neighborhood. Additionally, although Spring anticipates a 50% reduction in translation revenue, private donors have contributed support that will allow Spring to provide translation services for the Colorado, Denver and Aurora.

- Valerie Greenhagen reported that the Center for Employment Opportunities is working hard to continue to provide its core services, including its work crews, which are essential services. All staff are working from home but continuing to provide case management as well as develop and implement work crew safety protocols and guidelines. New customer enrollment is a challenge.

4. COVID-19 Impacts & Response – Community Partners. Kelli asked a number of community partners to discuss how they are adapting to the COVID-19 closures.

- Arys Subiadur relayed that DPS has transferred to online learning for the remainder of the year; this has created a great need in ensuring students have the appropriate technology to participate. Additionally, DPS is engaged in addressing student’s food security. David Edmonds discussed the opportunity that staff has to provide WIOA youth with extra supports to keep them engaged through graduation and ready to take on post-secondary education or employment when the time comes. Arys also reported that DPS and DWS are assessing what the 2020 Summer Youth Employment Program will look like and how the program can address overall community impacts.

- Brigid McRaith shared that Mile High Youth Corps’ (MHYC) staff and Corpsmembers have been working remotely. Teleservices have included daily and weekly check-ins to provide social and emotional supports to members who may be feeling isolated. MHYC has also been following up with alumni, many of whom work in Healthcare and are on the front lines of the pandemic. Through a partnership with ARC and the Action Center, Corpsmembers who were working in energy and water
conservation will be redeployed to deliver food to developmentally disabled individuals. Brigid added that 50% of MHYC budget is earned revenue from Corpsmember workgroups, and although cohort start dates have been pushed back, MHYC is still hiring 18- to 24-year-olds for career pathways in construction, land conservation fire mitigation, and healthcare. MHYC is an AmeriCorps and YouthBuild organization and has been engaged in serving the country to address emergency needs since the Great Depression.

- Stephanie Syner provided updates from Denver Health. Denver Health is conducting COVID-19 testing; of approximately 2,300 individuals tested, 337 were positive. Currently, 49 individuals have been admitted as inpatients with COVID-19 – about half of those are in the intensive care unit and 10 are on ventilators. Although these numbers have been declining, the hospital has prepared additional space for treating COVID-19 patients, if needed. Many of Denver’s most vulnerable residents are still working and it is a challenge to communicate the importance of social distancing and access to testing and healthcare to them. Since many outpatient clinics have been closed, Denver Health has continued to provide services through telehealth; this has resulted in staff reassignments and created a financial crunch for the hospital. Additionally, Denver Health has created a website to recruit temporary staff to help during the pandemic. Stephanie encouraged the group to get the word out about completing the census to ensure federal funding for critical programs throughout Denver.

- Matthew Sweeney from the Community College of Denver (CCD) reported that the college moved all classes online effective March 18th through the end of the semester. Hands-on, competency-based and lab classes were canceled and incumbent worker training programs with BNSF Railway and Molson Coors were paused. Commencement has been postponed. CCD is hoping to be able to offer an accelerated term in the fall to facilitate graduations. Matthew also reported that many of Colorado’s manufacturers have realigned to meet the need for essential products created by COVID-19. About 1,800 CCD students have not been attending online classes or are experiencing challenges. Although housing and food access are primary challenges, many students have limited or no internet access. Matthew relayed that one student, the mother of four DPS students, has no access to technology – all five family members have been using her cellphone to connect to virtual classes. The CCD Foundation has established a fund to address students’ financial problems.
  
  o Matthew Thomas commented that Concorde Career College (Concorde) students face similar challenges with internet access and computers. Concorde has been working with PCs for People but would welcome donations. Cindy Gaertner will provide follow up information to the board.
  
  o Cecil Velázquez thanked all the speakers for sharing information with the group and thanked the board for being so active and engaged and encouraged them to continue to serve the community and help respond to the disaster of the COVID-19 pandemic.

5. **Workforce Development Board Business**

- **Approval of Minutes.** Paula Schriefer moved to approve the February 14, 2020, and the March 13, 2020, board meeting minutes without modification; Cecil Velázquez seconded the motion.
  
  ➢ **Action Taken:** All Board members present voted to approve the minutes; the motion passed.

6. **Reminders and Adjournment.**

- Kelli reminded the board that the strategic planning retreat has been scheduled for June 12 at Palace Construction and that committees will meet virtually on May 8.
- The meeting adjourned at approximately 1:30 p.m.

Meeting Handouts:

- 4/10/2020 Board Meeting Agenda
- 2/14/20 Board Meeting Minutes (Draft)
- 3/13/20 Board Meeting Minutes (Draft)
- Workforce Wednesday 4-8-20
- Denver Workforce Virtual Services
- CDLE Response - COVID-19 Emergency - April 7-2020
- Director’s Report 4.7.20
- 4/10/20 Meeting Slide Deck