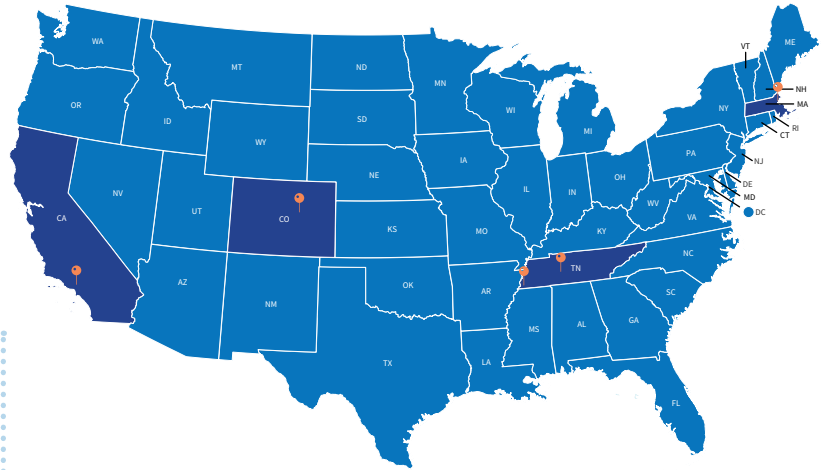





 **5 Teams**

 **5 Cities**



### KEY FOCUS AREAS

-  Youth Engagement & Engagement
-  Shared One-Stop Customer
-  Employer in Center

**CENTENNIAL,  
CO**



**MEMPHIS,  
TN**



**SALEM,  
MA**



**SANTA MARIA,  
CA**



**SPRING HILL,  
TN**



### PARTNERS

Arapahoe/Douglas Workforce Development Board, the Arapahoe/Douglas Works!, Workforce Center, economic developers, real estate developers, local governments, public transit, utilities, and P-20 education.

Workforce Board Member, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, Veterans Employment and Training, Adult Education and Literacy Programs, Vocational Rehabilitation, Economic Development, YouthBuild, Community Organization, Higher Education, Perkins postsecondary vocational education activities, Employment and training programs administered by the SSA, National and Community Service state grants, H-1B TST and RTW Grants

Workforce Board Member, Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, Wagner-Peysner Programs, Adult Education and Literacy Programs, Vocational Rehabilitation, Higher Education

WIOA Title I Programs (Adult, Dislocated Worker, Youth), TANF, Welfare-to-Work, ResCare

Workforce Board Member, Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, Adult Education and Literacy Programs, Economic Development, Community Organization, Higher Education

### CHALLENGES

How might we drive and increase out-of-school young adults to realize the value in accessing Arapahoe/Douglas Works! programming and resources?

1. How might we train customer service representatives to demonstrate customer respect?
2. How might we merge soft skills and technical training to provide a workable candidate for the multitude of jobs open in Memphis?

How might we speed up our response time to meet company needs and move job seekers more efficiently into quality employment?

How might we improve the coordination of all America's Job Center of California (AJCC) partners in supporting employer on-site recruitment efforts?

How might we recruit more Out-of-School Youth for Career Center Services?

### IMPACT

1. CCD methodology is being implemented agency-wide; now part of the work culture and value system
2. State and local partners are also being trained in CCD methodology, which has helped to engage them

1. Database is being replicated by other organizations
2. Partners are communicating directly with each other to share information and resources

1. Team members have a greater comfort level in undertaking research and being proactive with program change
2. Strengthened relationships with business customers
3. North Shore Career Center has become the high-performing leader of quality referrals and placements

1. Development of a virtual AJCC for employers
2. CCD Challenge served as a catalyst and inspiration to take on other challenges and share lessons learned

1. Incorporation of similar activities into existing jail setting
2. Expansion of the program to other counties in the region
3. Reduced recidivism rate