

# WIA

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**Workforce Investment Act**

**Annual Report**

**Program Year 2008**

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 south dakota  
department of labor

# South Dakota Workforce Investment Act Annual Report Program Year 2008



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### South Dakota's Workforce Development System History

South Dakota has been designated as a statewide local area with the state board assigned the responsibility to carry out the roles of the local board. This state board, the South Dakota Workforce Development Council (WDC), has been the driving force behind workforce development since it was first formed under the Comprehensive Employment and Training Act (CETA). This distinguished group of key state agency heads, employers and other interested parties has guided the development of today's One-Stop delivery system in our state. The majority of employment and training programs are provided under the umbrella of the South Dakota Department of Labor (SDDOL), which also provides administrative support for the WDC. Under this structure, key employment and training programs such as the Workforce Investment Act (WIA), Wagner-Peyser, Trade Act, Unemployment Insurance, TANF, Adult Education and Literacy (AEL), and Veterans' employment and training programs are tailored to the interests of economic development, vocational technical education, basic education and vocational rehabilitation.

The WDC was formed to maintain the momentum for economic development and vitality by better connecting workforce strategies to economic needs. The 17-member WDC is comprised of private-sector members who represent the state's employers, labor unions, community leaders and representatives of five state agencies including the secretaries of Labor, Education, Human Services, Tourism and State Development, and the executive director of the Board of Regents. The WDC members share a common purpose: to improve the services to employers and their current and future employees by streamlining the delivery of workforce and training services.

The WDC continues to provide planning, coordination, monitoring and policy analysis for the state training system as a whole and to advise the governor on policies, goals and standards for the development and implementation of effective programs.

As a single statewide local area, key policy decisions are made at the state level by the WDC. However, a good deal of local control has been built into the system through the local SDDOL boards. These boards, comprised mostly of business members, have been developed in each SDDOL location. The boards deal with a variety of local workforce issues ranging from alternative schools to overall long-term planning for WIA. A unique blend of stable state agencies and flexible local private non-profit organizations effectively deliver workforce services to our employer and participant customers.

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### Employment Trends in South Dakota

The residents of South Dakota participate in the labor force at a very high rate. The most current annual Current Population Survey figures show South Dakota's labor force participation rate was 73.3 percent in 2008. In other words, more than 73 percent of all residents age 16 years and older were in the labor force, either working or looking for work. This compares to a 2008 national average of 66 percent. North Dakota and Nebraska are the only states to have higher rates. The youth in South Dakota were also comparatively more active participants in the labor force. In 2008, 56.1 percent of South Dakota's youth (age 16-19 years) were in the labor force, compared to the national rate of 40.2 percent. Only three states (Iowa, North Dakota and Wyoming) exceeded South Dakota's percentage of youth participants.

Since labor force participation is very high in South Dakota, a low unemployment rate is not unexpected. In 2008, the average unemployment rate was 3.0 percent, compared to the national rate of 5.8 percent. Although the South Dakota unemployment rate has been quite low for several years, the national recession

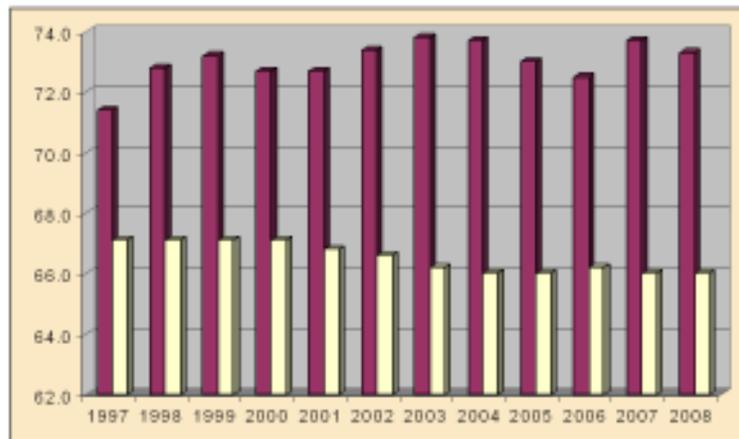


Figure 1. Comparison of South Dakota (magenta) and US (cream) labor participation rates.

has made an impact on South Dakota's economy through worker layoffs and increasing unemployment rates. The National Bureau of Economic Development Research (NBER) determined the nation's recession began in December 2007, but South Dakota's employment levels weathered the nation's economic slide for the first three quarters of 2008. Nationally, the level of employed peaked in November 2007 and has been dropping ever since. However, South Dakota's level of employed did not decline for another 10 months. As the demand for South Dakota products and services decreased nationwide, the employment levels for the last quarter of 2008 fell, offsetting the year's growth.

### Industry Projections\*

The 2006-2016 industry projections indicate job growth for all industry sectors in South Dakota. Table 1 highlights the top industries expected to add the most jobs to our state economy. The combined job growth of the top four industry sectors (healthcare and social assistance; construction; finance and insurance; manufacturing) is expected to account for more than half the projected job growth for the entire state. Different industries within this group top the list when ranked by projected percentage growth, as detailed in Table 2.

### Occupational Projections

Occupations with the highest levels of growth have a strong correlation to the industries which expect a high level of growth. Table 3 details the occupations expected to have the fastest growth rates, many of which are occupations common to the construction, manufacturing and healthcare fields.

The occupational demand corresponding to the expected industrial growth in the state indicates many of the fastest growing occupations will require post-secondary talent development. In addition to growth, a projected estimate of replacement needs is also calculated for each occupation. Replacement need measures the net result of workers moving in and out of occupations. Some become employed in a different occupation as a result of a promotion, a desire to change careers or the loss of an existing job. Others who leave an occupation stop working altogether because they retire, move, become ill or have another reason

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\*The 2006-2016 industry projections were developed prior to the recession and will not be updated until the spring of 2010. The accuracy of industry occupational projections is subject to error, of course, due to the many unknown factors which can affect the economy over the projection period.

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Table 1 - South Dakota industries with highest projected job growth levels

Industry	2006 Number of Jobs	2016 Number of Jobs	Job Growth
Total Nonfarm	399,235	470,070	70,835
Health Care and Social Assistance	51,984	64,829	12,845
Construction	21,832	30,132	8,300
Finance and Insurance	25,899	33,802	7,903
Manufacturing	41,395	49,177	7,782
Accommodation and Food Services	36,022	42,867	6,845
Administrative and Support and Waste Management Services	13,035	18,373	5,338
Retail Trade	49,222	53,842	4,620
Professional, Scientific and Technical Services	9,741	12,846	3,105
Transportation and Warehousing	10,485	12,409	1,924
Other Services (except Public Administration)	15,641	17,415	1,774

Source: Labor Market Information Center, South Dakota Department of Labor, 2008

*(continued from page 3)*

for leaving. Individuals who change employers but remain in the same occupation (the sum of which are often referred to as ‘turnover’) are not included in estimates of replacement needs, because job changes by these individuals have no impact on the number of openings for an occupation. The combined growth and replacement need for workers in an occupation is referred to as the total demand.

**Table 2 - South Dakota industries with highest projected job growth rates**

<b>Industry</b>	<b>2006 Number of Jobs</b>	<b>2016 Number of Jobs</b>	<b>Percent Growth</b>
Total Nonfarm	399,235	470,070	17.7%
Administrative and Support and Waste Management Services	13,035	18,373	41.0%
Construction	21,832	30,132	38.0%
Professional, Scientific and Technical Services	9,741	12,846	31.9%
Finance and Insurance	25,899	33,802	30.5%
Health Care and Social Assistance	51,984	64,829	24.7%
Accommodation and Food Services	36,022	42,867	19.0%
Manufacturing	41,395	49,177	18.8%
Transportation and Warehousing	10,485	12,409	18.4%
Other Services (except Public Administration)	15,641	17,415	11.3%
Retail Trade	49,222	53,842	9.4%

*Source: Labor Market Information Center, South Dakota Department of Labor, 2008*

***(continued from page 4)***

More than 50 high-demand occupations will each require more than 100 workers per year through 2016. The occupations requiring some post-secondary talent development and projected to need the most workers yearly are:

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Table 3 - South Dakota's projected fastest growing occupations, 2006-2016

Occupation	2006 Number of Jobs	2016 Number of Jobs	Percent Growth
Computer Software Engineers, Applications	605	1,015	67.8%
Welding, Soldering and Brazing Machine Setters, Operators and Tenders	350	555	58.6%
Network Systems and Data Communications Analysts	745	1,155	55.0%
Bill and Account Collectors	4,160	6,340	52.4%
Industrial Engineers	315	470	49.2%
Computer Software Engineers, Systems Software	390	565	44.9%
Industrial Machinery Mechanics	840	1,200	42.9%
Helpers (Pipelayers, Plumbers, Pipefitters and Steamfitters)	300	425	41.7%
Dental Hygienists	380	535	40.8%
Customer Service Representatives	8,970	12,610	40.6%
Helpers (Brickmasons, Blockmasons, Stonemasons, Tile and Marble Setters)	260	365	40.4%
Home Health Aides	840	1,170	39.3%
Medical Assistants	845	1,175	39.1%
Roofers	335	465	38.8%
Dental Assistants	735	1,020	38.8%

*Note: Only those occupations with at least 200 jobs in 2006 were included.*

*Source: Labor Market Information Center, South Dakota Department of Labor, 2008*

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- Registered nurses
- Farmers and ranchers
- Carpenters
- Accountants and auditors
- Welders, cutters, solderers and brazers
- Secondary-school teachers, except special and vocational education
- First-line supervisors/managers of retail sales workers
- General and operations managers
- Elementary-school teachers, except special education
- Teacher assistants
- Executive secretaries and administrative assistants
- Electricians
- First-line supervisors/managers of office and administrative support workers
- Cement masons and concrete finishers

Occupations requiring some type of post-secondary talent development are expected to grow at a rate of 15.9 percent, generating more than 68,000 job opportunities from 2006 to 2016. Occupations requiring on-the-job talent development are expected to grow 16.2 percent, generating about 105,000 job opportunities for the same time period. Jobs in these occupations tend to be lower paying and experience a high replacement rate as workers think of these jobs as stepping stones to better-paying jobs. Many of these jobs are taken by younger workers or workers who want part-time jobs.

The projection data presented thus far provide information regarding industrial job growth as well as occupation growth. The openings listed with the local SDDOL offices can be used to indicate the immediate staffing needs of employers. Table 4 shows the occupations with more than 900 openings registered with local offices during Program Year 2008.

Most of these occupations do not require post-secondary talent development; these occupations typically experience higher turnover and thus require a large number of workers to keep them staffed. Please note the large numbers reflected in this list do not accurately reflect the demand for workers. The actual demand for workers is estimated through the production of occupational projections data, which includes estimates of job growth and replacement needs.

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## Meeting the Challenges of Employment Trends in South Dakota

There are two great challenges with respect to preparing workers for future jobs and meeting the demand for workers. One is to provide skilled workers for occupations requiring post-secondary talent development. The second challenge is to ensure an adequate supply of good workers available to fill jobs requiring no post-secondary talent development, but which tend to be entry-level, lower-paying and have higher turnover.

There are basically three factors determining whether an adequate number of workers are available for occupations requiring post-secondary talent development, an important consideration as some of these jobs are critical to the state's economy.

First, there must be enough students enrolled and graduating from post-secondary programs. Second, graduates who must be licensed or certified for their chosen occupations must be able to meet all requirements. Third, enough graduates must remain in the state and take jobs related to their education.

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Table 4 - South Dakota occupations with most openings

Occupation	Number of Openings
Customer Service Representatives	2,788
Retail Salespersons	2,304
Maids and Housekeeping Cleaners	1,686
Landscaping and Groundskeeping Workers	1,447
Construction Laborers	1,350
Cashiers	1,334
Nursing Aides, Orderlies and Attendants	1,260
Waiters and Waitresses	1,224
Janitors and Cleaners, except Maids and Housekeeping Cleaners	1,189
Office Clerks, General	1,169
Combined Food Preparation and Serving Workers, including Fast Food	1,149
Registered Nurses	968

*Note: This list includes jobs with most openings registered with local SDDOL offices.*

*Source: South Dakota Department of Labor, Labor Market Information Center, 2008*

### ***(continued from page 7)***

Because all three factors affect the supply of workers, the number of enrolled students and graduates of educational programs needs to be greater than the projected demand for new workers. In some cases, the enrollment and graduate levels need to be substantially greater.

The Occupational Supply Demand System (OSDS), developed by the Georgia Career Information Center and Georgia State University for the U. S. Department of Labor, provides information and resources that

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assist with the analysis and discussion of supply and demand issues. Information is available for all states, including information on program completers and related occupations.

A different set of factors will determine whether an adequate number of workers are available for occupations that do not require post-secondary talent development. South Dakota's population is relatively slow-growing and getting older, which has a negative impact on the supply of workers, especially younger workers. The supply of young workers is also affected by a growing trend for secondary students to select college after high school instead of employment, regardless of their interests or aptitudes. This trend has a negative impact on the supply of workers for certain types of jobs that do not require post-secondary talent development.

Also related to meeting employment challenges is the fact that some occupations face problems with job turnover. Job turnover represents the labor flow into the labor market and also between businesses. The job turnover picture has two perspectives — job entries and job exits. Research data on South Dakota job turnover shows a fairly high level of job turnover in certain business sectors. Job turnover has both a seasonal pattern and a cyclical pattern. Exits rise during the fall and winter quarters as many businesses reduce staff for the winter and students return to their classes. Entries increase in the spring and early summer as seasonal businesses prepare for their busy time of the year. As with other types of demand, job turnover tends to decrease during business slow-downs, because the opportunity for a better job has diminished. Job turnover is also increased by job mismatches and the number of industries providing entry-level jobs or positions used as stepping stones to better careers.

Thus, it is very important students and other career decision-makers have access to career information and opportunities for valid interest/aptitude assessment. Career information is essential to making informed choices regarding occupations in which they have an interest and for which they have an aptitude. This helps eliminate career-choice mismatches and helps workers progress to their highest potential.

### Workforce 2025

In South Dakota, workforce development is a joint partnership between government, education and business. Together they provide vision, enhance communication and collaboration, and create an attractive education and business environment. By providing a pathway to knowledge and skills, these coordinating entities create and encourage a challenging and entrepreneurial environment for business investment and worker opportunities.

Known as Workforce 2025, an initiative of Governor Michael Rounds, this partnership focuses on ensuring South Dakota has a competent and quality workforce to allow for future economic growth and expansion and to sustain our youth population by establishing meaningful, fulfilling and interesting career opportunities with high-paying, high-growth jobs.

The South Dakota Department of Labor continues to identify ways to enhance the South Dakota workforce through Workforce 2025. In partnership with the Department of Tourism and State Development, Department of Education and the Board of Regents, five innovative programs have been developed to support the mission of Workforce 2025.

**Dakota Roots** was launched in October 2006 as a worker recruitment tool. The goal of this online program is to connect individuals wanting to make South Dakota their home with employment opportunities with the state's leading businesses. Dakota Roots can also help businesses interested in starting up or expanding by providing them services through the Governor's Office of Economic Development. Learn more at [www.DakotaRoots.com](http://www.DakotaRoots.com).

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**Build Dakota** action teams have been meeting with industry leaders since December 2007. Partner agencies have held business forums to assess the immediate workforce needs of four industries: manufacturing, construction trades, financial services and healthcare. Together, they will develop strategies to address identified workforce challenges. Learn more under Build Dakota at [www.Workforce2025.com](http://www.Workforce2025.com).

**Live Dakota** is an effort to retain current South Dakotans in the workforce. The primary goal is to educate Generation Y about the career opportunities available in South Dakota. An advertising and public relations campaign was launched in March 2008 to promote “the good life” in South Dakota. Learn more at [www.LiveDakota.org](http://www.LiveDakota.org).

**Dakota Seeds** is working to create 1,000 new internships and assistantships by the 2010-2011 school year in the fields of science, technology, engineering and mathematics. Students will receive valuable hands-on experience, and businesses can receive financial funding assistance if eligible. Dakota Seeds was launched April 2008. Learn more at [www.DakotaSeeds.com](http://www.DakotaSeeds.com).

**Grow Dakota** is preparing students to enter tomorrow’s workforce. The High School 2025 initiative provides a vision to make the 21<sup>st</sup>-century high school learning experience rigorous and relevant to the real world. The four technical institutes and the Board of Regents offer programs to meet today’s workforce needs and prepare students to enter highly skilled positions. Learn more under Grow Dakota at [www.Workforce2025.com](http://www.Workforce2025.com).

With continued positive job trends on the horizon, an efficient labor market exchange effectively matching worker skills to employer needs is a key component for economic growth. The Workforce 2025 partnership serves as a catalyst for this exchange and for continued economic growth in South Dakota.

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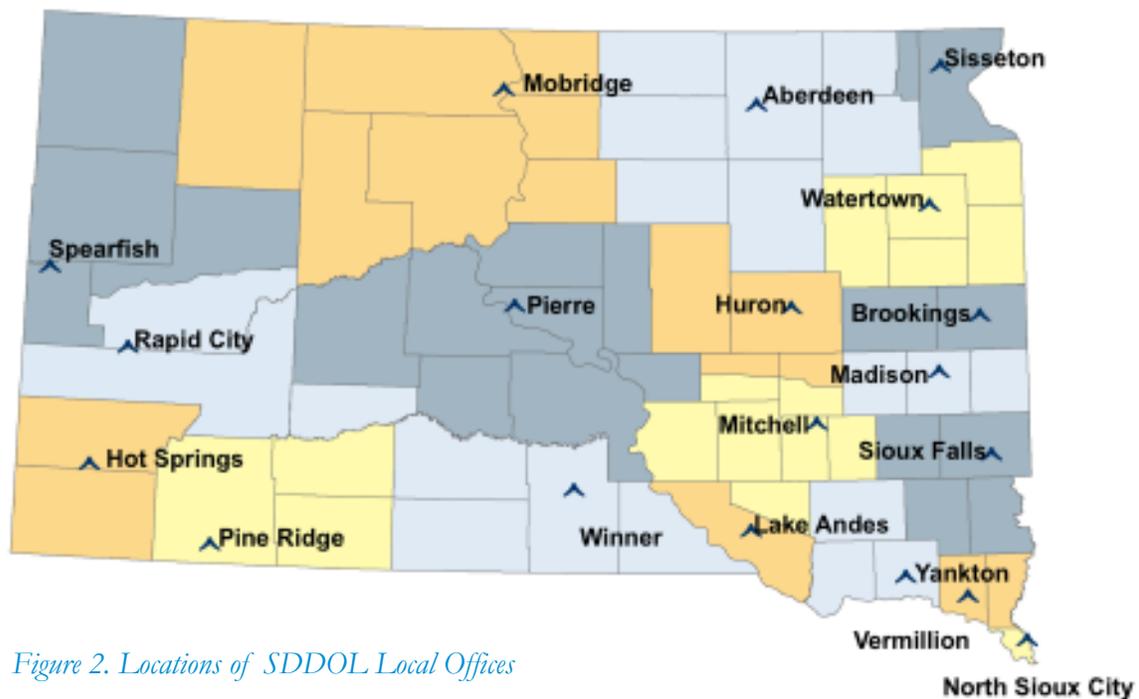
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## Working Together – South Dakota Department of Labor Local Offices

The state, through the SDDOL network of local offices, has developed a customer-oriented system that makes maximum use of current technology to reach the greatest number of customers. Employers and job seekers have direct access through Internet technology, or personal contact with staff, throughout the employment and training process. This system is able to access the expertise and programs of partner entities such as education, rehabilitation, economic development, social services and others as may be appropriate to assist our customers.

South Dakota has excelled in using technology to link related workforce services and bring them to the public. A broad range of information is currently available to customers through Internet access. The general public can self-register for services, access labor market information, use South Dakota’s SDWORKS online job search system, check out approved training providers and their levels of performance, and access resume-writing packages and other valuable tools.

Job seekers have ready access to labor market information, employment opportunities, unemployment insurance, training, employment guidance and counseling, as well as a single point of contact for employment and training information. Each local office has a resource room with employer- and job seeker-oriented material, as well as access to computers and the Internet for job search tips and writing resumes. Also available are Technimedia and other software applications to help build computer literacy skills.



*Figure 2. Locations of SDDOL Local Offices*

For employers, the system is able to offer relevant labor market information, a ready pool of job applicants, a referral and screening system, training programs, and a single point of contact for pertinent employment and training information. The system is able to respond quickly to the needs of the employer community.

Services and activities are promoted and made available to the various segments of the workforce. Youth, adults, dislocated workers, veterans, disabled individuals and older workers all have the opportunity to fully access WIA through the SDDOL local offices. Accommodations are easily made to allow any individual to benefit from appropriate services. The following services are available through SDDOL local offices:

- Adult Education and Literacy
- Adult Training Programs
- Aptitude/Interest/Basic Skill Assessment
- Disability Program Navigator
- Dislocated Worker Retraining
- Foreign Labor Certification
- General Educational Development (GED)
- Job Search Assistance Programs
- Labor Exchange
- Labor Market Information
- Occupational Skill Training
- Older Worker Training
- Resource Room
- Supplemental Nutrition Assistance Program Employment & Training
- Temporary Assistance for Needy Families
- Unemployment Insurance
- Veterans' Employment Programs
- Vocational Rehabilitation
- Youth Training Programs

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### Service Delivery – Business Services

Employers are critical to the success of South Dakota's Career System. Business services are available through the 19 SDDOL local offices and itinerant sites located throughout the state.

Employer services include:

- Computerized job matching
- Training services including basic skills, re-training and skills upgrading
- Welfare-To-Work and Work Opportunity Tax Credits
- Rapid Response
- Clerical skills testing
- Free access to SDDOL local offices to recruit, interview and screen applicants
- Resources on labor and employment law
- Veterans' services
- Foreign Labor Certification

Employers can also access employment services through the Internet at [www.sdjobs.org](http://www.sdjobs.org). Employers can list a job opening, search for applicants, and obtain information about issues related to doing business in South Dakota. By entering this site, a customer is able to access:

- Current and historical labor market information
- Unemployment Insurance (UI) information
- New Hire Reporting
- SDWORKS (job posting system)
- Job Central
- America's Career Kit
- Workers' compensation information
- WIA training provider information
- Foreign Labor Certification
- Labor and employment laws

The local office managers and staff are more focused on marketing the programs and services offered by SDDOL, establishing new business contacts, and maintaining and expanding existing contacts throughout each office's service area. To become better service providers, the SDDOL local offices created customized Business Outreach Plans for their communities and outlying service areas.

By taking a good working system and transforming it into an optimal system, the Business Outreach Plans are providing a higher quality of services to both businesses and the job seekers of South Dakota. Some of the highlights of effective Business Outreach Plans developed for the SDDOL local office system include:

- Developing and strengthening existing partnerships with entities engaged in business development and worker supply.
- Actively listening to the needs of employers.
- Providing businesses with resource rooms at the local offices.
- Assisting businesses in filling their staffing needs.
- Emphasizing customer service on a continuous basis.
- Training the workforce for today's business needs.
- Working closely with business to address youth employment issues.

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These strategies will continue to develop and/or expand as the business communities' needs change. The Business Outreach Plans have re-energized office managers and staff members because the specific details are outlined concisely with a 'road map' of how to accomplish the set goals.

### Service Delivery – Job Seekers

WIA employment and training services are available to our customers through the SDDOL network of local offices. Once job seekers are assessed as needing occupational or skills training, one or more of the following program options may be available to them:

- WIA Adult Training
- WIA Youth Training
- WIA Dislocated Worker
- TAA Assistance
- Veterans' Training
- Temporary Assistance for Needy Families (TANF)
- Adult Education and Literacy

Services offered to job seekers through the SDDOL system include the following:

- Computer access to South Dakota's job bank, Job Central, resume preparation tools and labor market information
- Job referrals
- Veterans' services
- Job search assistance
- Job skills workshops
- Skills testing
- Career counseling
- Connection to educational opportunities
- Vocational assessment
- Job training opportunities

### WIA Youth, Adult and Dislocated Worker Programs

Non-competitive funds are provided to local offices for their job training and education programs designed to assist individuals seeking employment. Individualized services focus on a thorough assessment and development of an employment plan, allowing for customer choice. Funding for competitive projects is used to contract for services offered by approved service providers, school districts and business partners.

#### *Youth Training Programs*

Youth training programs provide services to low-income youth ages 14 through 21. Programs are designed to prepare youth with serious employment barriers. This includes opportunities for assistance in attainment of a high school education with preparation for further education and occupational exploration, and training for employment. WIA effectively teaches youth the skills needed to balance education, work and family.

Each local office receives an allocation to provide the following training options:

**NEXT PAGE: Read about a homeless youth participant who expanded his career dreams.**

*(continued on page 16)*

## The Expansion of Dreams

Last winter, Brent Fuhrmann, 20 years old, came by the SDDOL local office in Aberdeen looking for a job. Brent had been doing part-time farm work for his uncle but winter is a very slow time for farmers and his uncle didn't need him most of the time.

He didn't have a permanent home, mostly sleeping on the couches of friends and family for a few nights at a time. Although he had qualified for food stamps the previous year, he had chosen not to participate. Clearly Brent had been struggling personally and financially for much of his young life.

He met with Employment Specialist Lori Naasz to get information on current job openings and also asked about training as a welder. However, when he learned how much it cost, he said he was completely unable to afford it. Lori then told him about the SDDOL workforce training programs, in particular the Workforce Investment Act (WIA) program and how it might be the right one for him. Brent completed the WIA intake process before he left that day.

Although this was a step in the right direction, Brent had other problems. He didn't have a driver's license and needed auto insurance to get one. It was another expense he couldn't handle. Lori assisted Brent with Rideline Tickets to use in his job search and to attend his blueprint and welding training. Later, when he found work, he could use them to get to his work site.



*Figure 3. Tooling Technician Brent Fuhrmann*

***“... sleeping on the couches of friends and family for a few nights at a time.”***

Now Lori informed Brent he could qualify for a stipend to cover a down payment on a car and the first two months of auto insurance. Brent would have to earn this stipend, however, by completing a number of activities. He had to set up a budget, get auto insurance quotes, narrow his employment interests and research possible careers, complete an interview with an armed forces recruiter and search for work. Lori helped him clarify his financial goals, create an easy-to-maintain envelope budget system and start paying some debts. Soon Brent earned his stipend, his driver's license and his insurance coverage.

In the midst of all these tasks, he faithfully attended his classes in blueprint reading and welding, and kept up his job search. By early spring, he interviewed successfully with Molded Fiber Glass (MFG), which then hired him as a Team Leader at \$11.50 an hour. Less than two weeks later, Brent earned his Welding Certificate from the Aberdeen Area Career Planning Center with the highest score of all participants.

Summer showed further progress. Brent moved to a living space of his own and was promoted to Tooling Technician with a significant raise in pay. His work supervisors said his welding and blueprint training was a large factor in his promotion.

From his private office at work, Brent now has his eye on the pre-engineering course at Northern State University. His employer MFG will cover 80 percent of the costs. His dream is a degree in mechanical engineering, maybe even a master's degree.

Brent's determination and perseverance have overcome many obstacles to a better life. In less than a year, his world expanded and his dreams grew from finding work and a permanent place to sleep to earning a post-graduate degree in an exciting new career.

***“In less than a year, his world expanded and his dreams grew ...”***

(continued from page 13)

- **On-the-Job Training (OJT):** Long-term training by an employer for a participant engaged in productive work to develop knowledge and skills essential to job performance and who intends to remain at the workplace.
- **Work Experience Activities:** Designed for the participant to gain knowledge of demands of the work place and good work habits which can assist the participant in obtaining unsubsidized employment. A training plan is developed for both employer and youth, covering the skills to be learned, the length of the work experience and the wages paid.
- **Occupational Skills Training:** Activity is tailored to meet specific needs of the participant based on aptitude, interests and basic skills. It provides an educational program, which leads to higher wages and high-demand occupations. This activity may be long- or short-term occupational training in a classroom environment with a qualified instructor.

The Department of Corrections receives WIA funding to provide occupational assessments with job preparation and retention skills programs for youth just prior to returning to their home community. This activity is provided on two residential campuses. Prior to youth returning to their home community, they are encouraged to contact their area local office. At the local level, the SDDOL offices have a good working relationship with Juvenile Corrections Agents.

### SDDOL-affiliated Career Learning Centers

South Dakota's Career Learning Centers (CLCs) work closely with SDDOL and its local offices to provide education and training services for youth that meet the needs of local employers. The CLCs enroll participants from a wide range of backgrounds including those who are economically disadvantaged, welfare recipients and high school dropouts. The curriculum in a CLC is individualized, self-paced and open entry/exit. An employability plan is prepared to address each participant's education and job-training needs. Many of the training programs are fee-based and can be covered by WIA funds.

CLC staff also offer counseling based on assessments to clients on such topics as budgeting, alcohol and drug abuse, personal hygiene and self-esteem. Participants who complete CLC programs are ready to enter the workforce as highly motivated and productive employees.

In addition to services supported through WIA, most CLCs provide additional services. These may include writing resumes, offering computer training courses, providing customer training services or providing some type of training for businesses.

The CLCs partner with other organizations and agencies including SDDOL local offices, Social Services, Vocational Rehabilitation, Corrections, local school districts, the state's technical institutes, higher education, court services, Experience Works, AARP, mental health agencies and local businesses.

### Directory of SDDOL-affiliated Career Learning Centers

Career Planning Center 420 S. Roosevelt St. Aberdeen 57402-4730	Cornerstones CLC 1321 N. Main Ave. Mitchell 57301	CLC of the Black Hills 730 E. Watertown St. Rapid City 57701-4178	Southeast Job Link 1200 W. 21st St. Yankton 57078
Cornerstones CLC 33 3rd St. Suite 202 Huron 57350-2406	The Right Turn 124 E. Dakota Pierre 57501-2431	Volunteers of America 1401 W. 51st St. Sioux Falls 57104	

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### *Adult Training Programs*

Adult training programs provide services to persons age 18 and older with a priority of service given to low-income individuals and recipients of public assistance. These programs lead to increased employment, higher earnings, and reduced welfare dependency.

Adult programs include the following:

- **Intensive Services:** Individuals who are unable to obtain suitable employment after receiving core level services may be referred for intensive services. These are activities designed for the individual to learn about the labor market, receive employment guidance and set a plan leading to suitable employment. Allowable activities include: assessment, employment counseling, employment planning, pre-vocational services and case management.
- **Service Provider Training:** This training is from a community-based educational/job skills program designed to provide participants with job specific skills, vocational assessment, career exploration, basic education, job search skills, job retention skills, and life-coping skills.
- **Post-secondary Individualized Skill Training:** This is formal classroom training provided by the approved training providers leading to higher wages and high demand occupations.

Each local SDDOL office receives an allocation to provide On-the-Job Training (OJT), Work Experience Activities and Individualized Skills Training as described in the previous section.

### *Dislocated Worker Programs*

Dislocated Worker Programs provide basic readjustment and retraining services for workers unemployed as the result of a business closure or mass layoff. Rapid Response is conducted by the state, which initiates a plan of action in response to worker dislocations.

Each local SDDOL office has access to WIA funds to provide OJT, Work Experience Activities and Individualized Skills Training as described in the previous section, as well as Rapid Response and Basic Readjustment. The latter is assistance in preparing for job transition and includes assessment, provision of labor market information, employment planning and other work-readiness activities.

### **Service Delivery – Statewide Workforce Investment Activities**

Special project funds are for statewide workforce investment activities authorized in WIA, regardless of whether the funds were allocated through the youth, adult or dislocated worker funding streams. Special project funds are also used for South Dakota Workforce Development Council costs, audits, staff, overhead or other administrative costs.

**NEXT PAGE: Read about a young man making a journey from prison to a career under the sky.**

South Dakota projects include the following:

- **Apprenticeship** – A successful partnership has developed between private-sector business and government through the Apprenticeship Project. Working with the U.S. Department of Labor – Bureau of Apprenticeship and Training, SDDOL has connected with the business community to help provide related instruction for registered apprentices. The state has worked with nine businesses and associations to provide related instruction to 563 individuals. The project has provided related training for industries as diverse as electrical, sheet metal, plumbing, general contracting, meat packing, computer technology and dental.

*(continued on page 20)*

## **A Future in the Wide Open Spaces**

At age 23, Matthew Tornquist had already faced many challenges. His path had led him to serving time in jail. Now out on parole, his probation officer had made it clear Matthew had to find work immediately. Fortunately, he also recommended starting the search at the Hot Springs Local Office of the South Dakota Department of Labor (SDDOL).

The SDDOL staff talked with Matthew and found he was eligible for a workforce training program funded by federal stimulus dollars. He completed the assessments and tests required for enrollment, including the Choices interest assessment. This revealed a strong interest in working outdoors.

Based on this information, SDDOL staff arranged an interview with representatives of the U.S. Forest Service. Soon Matthew was selected as a temporary employee and was out working on range-land management projects. He studied, identified and recorded different trees, grasses and other plants, measured tree growth and updated parcel photographs. Matthew also attended staff meetings and participated in the discussions.

Even after work, Matthew could be found outdoors. He enjoyed various activities such as agate hunting with the Forest Service staff who invited him to join in the fun.

As his temporary job came to a close, one of the Forest Service scientists asked if Matthew could help with some additional projects. Matthew gladly stayed on but wanted to do something more to shape his future.

***“... the Choices assessment ... revealed a strong interest in working outdoors.”***

After consulting with SDDOL staff, arrangements were made for Matthew to continue his workforce training as a student at Western Dakota Technical Institute. He is currently enrolled in a two-year program in Fire Science. According to his proud mother, Matthew has never been so motivated and focused on completing his studies and beginning his career in Fire Science.

By taking a good look at where his life was headed and deciding to change, Matthew has literally turned his life around. With the help of dedicated staff members at SDDOL, he discovered work that satisfies him and uses his skills.



*Figure 4. Matthew Tornquist and USFS Supervisor Mike Erk*

(continued from page 17)

This project is helping address industry's need to remain competitive by investing in the development and continuous upgrade of the skills of its workforce. This in turn will reduce turnover and the cost of training, ensure availability of related technical instruction, reduce absenteeism and result in recognized certifications. SDDOL will continue to work with and encourage other areas to consider apprenticeship trainings in the future.

- **Dakota Corps/Teacher Initiative** – These scholarship programs allow students financial access to an outstanding post-secondary education, while encouraging them to remain in state upon graduation working in critical-need occupations. SDDOL has designated current critical-need occupations as:
  - Teachers of K-12 music, special education or foreign languages
  - Teachers of high school math or science
  - Licensed practical nurse, registered nurse or in other allied health care fields

The total number of scholarships awarded during PY2008 was 222.

- **Regional Training and Education Center (RTEC):** RTEC, in partnership with area schools, local business and SDDOL, designed a structured experience to introduce students to the many opportunities in the manufacturing industry. This project incorporates classroom training with hands-on experiential learning.

### Service Delivery – Supportive Services

The intent of WIA is to assist individuals to overcome barriers to employment. South Dakota recognizes training may not address other issues that can make the road to self-sufficiency difficult. The judicious use of supportive assistance is an integral component of a comprehensive plan of service.

Supportive services may include the following:

- Youth Supportive Services
  - Transportation assistance
  - Healthcare services
  - Child care assistance
  - Training-related clothing
  - Lodging assistance
- Adult and Dislocated Worker Supportive Services
  - Transportation assistance
  - Healthcare services
  - Child care assistance
  - Training-related clothing
  - Lodging assistance
  - Job search allowance
  - Relocation

### Adult Education Programs

The South Dakota Department of Labor is the sponsoring agency for Adult Education and Literacy (AEL) and the GED Testing Program. AEL is an umbrella program for:

- Adult Basic Education
- Adult Secondary Education

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- GED preparation
- English as a Second Language
- Family Literacy

Half the AEL programs are co-located with Career Learning Centers. AEL is designed to substantially raise the educational level of adults, 16 years and older, in their ability to read, write and speak in English, compute, and solve problem at levels of proficiency necessary to function on the job, in the family of the individual and in society.

### *Adult Basic Education (ABE)*

ABE includes instruction provided to adult learners reading at 0-8.9 grade-level equivalent as determined by standardized testing. Services include basic-skills and literacy instruction as well as employability and career-readiness skills, such as education and training in:

- Job readiness
- Basic academic skills
- Life skills
- Parenting skills
- Citizenship
- Job seeking skills
- Job retention activities, including further secondary education and skill training

### *Adult Secondary Education (ASE)*

ASE includes instruction to adult learners functioning at the 9.0 to 12.9 grade-level equivalent as determined by standardized testing. Services include instruction in preparing for the GED test battery (which is a recognized equivalent for a high-school diploma) as well as in employability and career-readiness skills, such as listed for ABE.

### *English as a Second Language (ESL)*

ESL is offered to speakers of other languages looking to improve their English speaking, reading and writing, and math literacy skills. English literacy includes programs of instruction designed to assist adult learners of limited English proficiency achieve competence in the English language. Services include basic-skills and literacy instruction as well as employability and career-readiness skills instruction, such as listed for ABE. Free classes are offered to those adults showing I-9 identification and possessing picture identification. Citizenship classes are offered to all seeking to become U.S citizens. Civics education is included to assist students in understanding and utilizing a variety of systems within western culture.

### *Family Literacy*

Adult Education is a partner with family literacy which embraces the intergenerational links which can interrupt the cycle of illiteracy. By teaching the parents and grandparents how to increase their academic skills, family literacy allows them to be a child's first teacher.

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## Stimulus

The American Recovery and Reinvestment Act, commonly referred to as the Stimulus Program, is intended to provide jobs, promote economic recovery and assist those most affected by the recession. Key features of the Stimulus Program that have been integrated into the state's activities include:

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- Transparency and accountability
- Expedited use of funds
- Emphasis on invigorated service delivery strategies
- Emphasis on services for hard-to-serve populations

It is our expectation the stimulus programs in South Dakota will result in:

- Substantial numbers of customers being served and receiving training
- Investments connected to economic growth
- A dual customer-service focus to include both workers and employers
- Approaches to reach low income and low skilled customers

South Dakota responded quickly to the release of stimulus funds. The first decision was to make all stimulus funds available for the benefit of eligible workers. SDDOL did not include any state administrative costs in its stimulus budget. All funds went to the program and state administrative costs were covered with other appropriate funds.

The immediate focus was on getting the WIA Summer Youth Activities up and running. We had not had a separate summer component for WIA youth for a number of years. This program set an aggressive goal of service to 600 eligible youth. The summer youth program began on May 1, 2009 and our goal was easily met by the end of the month.

The Adult and Dislocated Worker Stimulus Program concentrated on workers receiving unemployment and those laid off as the result of the economic downturn. While South Dakota continues to have one of the nation's lowest unemployment rates, the state more than doubled its unemployment rate in one year and faced a significant impact on its economy and employment opportunities.

A large percentage of the unemployed and dislocated workers were those with very limiting entry-level skills. In any recession, this group of workers is typically the first to be laid off and the last to be called back. Recognizing the need to help these workers re-train and/or move to other careers, we partnered with the state's technical institutes to design appropriate training programs. These efforts emphasized immediate access to training for readily available jobs.

The state continues to experience layoffs and workers are on unemployment insurance for longer periods of time than past years. These workers are facing difficult times and SDDOL has reached out to provide employment and training assistance. Through the use of unemployment insurance, re-employment services and the WIA stimulus programs, workers have an opportunity to change career paths as needed and prepare for suitable employment.

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## South Dakota's WIA Performance Indicators

South Dakota has established operating procedures for data collection and handling to ensure the quality and integrity of the data. The WIA data collection and compilation process is automated. Procedural instructions are provided to staff working with our data collection system.

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State staff members verify and validate performance data prior to federal reporting by checking the accuracy of a sample of computerized records, comparing keyed entries against the original source(s). South Dakota is committed to continuous improvement of its information and data system.

State WIA staff members conduct annual desk audits and/or on-site evaluations of workforce investment activities for each program and for each service provider. A comprehensive and thorough review documents effective practices being used by local offices, identifying training and/or technical assistance needs of staff. Evaluations result in establishing and implementing methods for continuous improvement in the efficiency and effectiveness of the statewide workforce investment system in improving employability for job seekers and competitiveness for employers.

The evaluation process includes a self-evaluation by the service provider. A review by state staff of the administrative, procedural, programmatic and financial aspects of the service provider assesses the extent to which the provider is complying with federal regulations and guidelines. State staff members review program data for verification and validation. Program goals and progress toward meeting and/or exceeding performance standards are reviewed.

State staff members provide an overview of the results/recommendations of the evaluation during an exit meeting with the local program administrator and staff. A written report of deficiencies and a plan for correcting deficiencies is provided within 30 days of the evaluation review. Technical assistance is provided when applicable.

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## Conclusions

Following are statements regarding the cost of workforce investment activities relative to the effect of the activities on the performance of the participants as required in WIA section 136(d)(2)(c):

South Dakota WIA activities have been conducted in a manner that is fully compliant and consistent with our Unified Plan for Workforce Investment. The state's South Dakota Workforce Development Council (WDC) has ensured all funds have been used appropriately and for the stated purpose of WIA for eligible youth, adults, and dislocated workers.

Activities have been designed to meet the individual needs of participants. Customer choice is the key principal to program success. At times, customer choice has prompted a greater mix of services to assist the participant in meeting his/her specific educational and occupational goals. As such, the programs have been quite flexible and creative in helping individuals utilize available WIA tools leading them to successful outcomes consistent with their individual service strategy.

The WDC truly believes WIA funds are an investment that need to be carefully weighed for the greatest return to the participant, the community, the state, and ultimately to the nation. In treating these resources as investment capital, we are careful to be prudent but demanding with our ventures. The state exercises great care in delivering high quality services at the most reasonable cost.

The state expects a high level of motivation from participants and service providers alike. This high level of personal energy working together creates a positive environment. This generates a platform for the delivery of core, intensive and training services that are productive.

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The WDC utilizes its expertise to allocate funds for activities (see Table 5) with the expectation that all customers, both job seekers and employers, will be served. This methodology also capitalizes on the use of the latest technology and use of effective service providers. A review of WIA performance for the program year suggests the state has invested its resources wisely. The return on the WIA investment in South Dakota has been productive for the program and beneficial to participants and the state.

**Table 5 - Cost of Program Activities PY08**

Program Activity		Federal Spending
Local Adults		\$2,107,160
Local Dislocated Workers		1,017,081
Local Youth		2,363,594
Rapid Response (Up to 25%) WIA Section 134(a)(2)(B)		246,642
Statewide Required Activities (Up to 15%) WIA Section 134 (a)(2)(B)		238,434
Statewide Allowable Activities WIA Section 134 (a)(3)	Apprenticeship Initiative	50,000
	DOC/GED	30,852
	Dakota Roots	134,289
	WGU Scholarships	6,770
	PEDCO	50,000
	RTEC	14,389
	Workforce 2025	96,176
Total Federal Spending		\$6,355,387