



*PY 2003  
Minnesota  
Workforce Investment Act  
Annual Report*



# Table of Contents

Introduction.....	Page 3
Minnesota’s Economic Context.....	Page 4
Minnesota’s One-Stop WorkForce Centers.....	Page 7
Consumer Report System.....	Page 9
Resource Allocation and Effectiveness.....	Page 10
Cost-Effectiveness Analysis/Evaluation.....	Page 12
Adult Program.....	Page 14
Dislocated Worker Program.....	Page 18
Youth Program.....	Page 22
Performance Measures/Customer Satisfaction.....	Page 25
State-Level Performance.....	Page 26
Local Performance.....	Page 31

## Contacts:

Rick Caliguri, Director  
Dislocated Worker Program  
Minnesota Department of Employment & Economic Development  
1st National Bank Building  
332 Minnesota Street, Suite E200  
St. Paul, MN 55101  
Phone: 651-282-9829, TTY: (651) 296-3900  
**Dislocated Worker Website:** <http://www.deed.state.mn.us/dw>

Charlie Robinson, Director of Adult Training and Information Services  
Minnesota Department of Employment & Economic Development  
1st National Bank Building  
332 Minnesota Street, Suite E200  
St. Paul, MN 55101  
Phone: 651-297-1054, TTY: (651) 296-3900  
**WIA Website:** <http://www.deed.state.mn.us/wia>

Kay Tracy, Director  
Office of Community-Based Services  
Minnesota Department of Employment & Economic Development  
1st National Bank Building  
332 Minnesota Street, Suite E200  
St. Paul, MN 55101  
Phone: 651-296-6064, TTY: (651) 296-3900  
**Community-Based Services Website:** <http://www.deed.state.mn.us/youth>

## Introduction

During PY 2003, Minnesota dealt with a fragile economic recovery that saw the slow down of layoffs and lowered unemployment rates but a scarcity of job growth. Jobs were difficult to find. The Unemployment Insurance Benefit exhaustion rate remained high; many laid off individuals were failing to find a job by the time their unemployment benefits ran out.

For individuals without any previous attachment to the labor force, the problem of finding a job was even worse. The WorkForce Center continued to review its programs to ensure that its customers received services that would equip them with the necessary skills to meet the challenges of a tight labor market.

The Minnesota WorkForce Center System provided core, intensive, and training services that met the needs of its job seeking customers and were in keeping with the available resources. Affiliate sites around the state afforded customers the opportunity to link WorkForce Center services at additional community locations. The affiliate sites helped to address issues such as geographic and language barriers.

The Minnesota Department of Employment and Economic Development (DEED) combines employment security functions with economic development initiatives. DEED is responsible for Minnesota's efforts under the Workforce Investment Act (WIA), other state and federal employment and training programs, tourism, and the state's economic development activities. Minnesota recognizes the intimate connection between job growth and business development and growth. In enhancing WorkForce Center activities, mechanisms were developed that allowed business to have their needs met through the one-stop WorkForce Center System.

Customer satisfaction is a key goal for the state's WorkForce Center System. DEED continued its major effort to obtain customer feedback from all of the customer groups. This feedback came from job seekers in the following programs: WIA Title IB, Adults; WIA Title IB, Youth; WIA Title IB, Dislocated Workers; WIA Title III, Wagner-Peyser Job Service; WIA Title IV, Vocational Rehabilitation; WIA Title IV, State Services for the Blind's Workforce Development; State funded Minnesota Youth Program; State funded Dislocated Worker Program; Minnesota Family Investment Program (Minnesota's version of the federal Temporary Assistance for Needy Families program); and the Food Stamp Employment and Training Program.

Additionally, Minnesota emphasized employer surveys to gauge employer satisfaction with the range of services provided by the WorkForce Center System.

During PY 2003, the state began working on the implementation of a one-stop statewide information management system (called WorkForce 1). This system will allow on-line input of data and will provide the opportunity for staff to receive summary reports on demographics of customers, services being provided, and performance.

Minnesota continues to enhance the WIA program by improving the Consumer Report System/WIA Training Program Certification System. This system provides valuable information on training courses including the number of students who graduated, the number of students who received jobs, the wages secured, and job retention.

This report provides a summary of the state's PY 2003 WIA Title IB programs and activities. It gives an overview of Minnesota's economy, the One-Stop System, partnering activities, and the Consumer Report System. The report details how the state allocates its resources and gives some indication as to the benefit that WIA expenditures have had on increasing income of participants. The report provides data describing the various WIA Title IB programs along with information indicating the degree to which the state met its required performance goals.

For more information, visit our website at: [www.deed.state.mn.us](http://www.deed.state.mn.us)

## *Minnesota's Economic Context*

The 1990s were the strongest in Minnesota's economic history. The state experienced its longest economic expansion with the total number of jobs growing each year since 1982. Between 1991 and 2000, the state added 532,000 jobs and by 1998, the state had recorded its lowest annual average unemployment rate ever at 2.5 percent, the lowest in the country at that time. With these labor market conditions, it's no surprise that the state's economy grew more than 20 percent faster than the nation's between 1990 and 1999. In fact, job growth and the demand for workers were so strong that the ubiquitous worker shortages were the top economic concern in the state during the last part of the decade and into 2000. While past employment and training programs were created during times of relatively high unemployment and few job openings, WIA began at a time when worker shortages had replaced job shortages.

### *The Recession and Its Aftermath*

By Program Year 2000, however, the rate of economic growth was slowing and signs of economic downturn began to show; the unemployment rate began to increase as unemployment claims rose and the rate of job growth slowed. The national recession started in March 2001 and Minnesota was not spared from the impact of the recession.

Nationally, the 2001 recession hit three industries particularly hard; these were manufacturing, information technology and air transportation. As a result, unlike the 1990-1991 recession, Minnesota's high concentration of employment in manufacturing meant that our economy experienced job market woes earlier and suffered more job losses than states with a relatively low concentration of manufacturing jobs. Since the beginning of the 2001 recession, the state has lost nearly all of the 46,000 manufacturing jobs added during the 1990s. March 2004 saw the first positive manufacturing job growth since December 2000.

Minnesota's unemployment rate reached 5.2 percent in December 2003, the highest since July 1993, and remained at or above 4.0 percent, its highest level in eight years, since October 2001. Nationally, the unemployment rate has stayed at or above 5.0 percent since September 2001. Through 2003, Minnesota's payroll employment—like that of the nation—has remained at a virtual standstill.

The recession did not have the same impact statewide. Through 2000, the Twin Cities and Southeast Minnesota had the strongest job growth and the tightest labor markets statewide. Since the beginning of 2001, however, the Twin Cities Metro region experienced the greatest job loss and the greatest increase in unemployment statewide, while rural Minnesota saw fewer layoffs, less of a rise in unemployment and fewer job losses than the Twin Cities. In July 2004, unemployment rates were below the state average of 4.2 percent in the Twin Cities, Southwest, and Southeast Minnesota and above the state average in Northeast and Central Minnesota.

The economic turnaround came in April 2004 when the statewide unemployment rate dropped from 4.8 percent in March to 4.2 percent. Since April, it has ticked up a 10th of a percentage point per month as people reenter the job market. Moreover, 26,300 of the 33,400 jobs that Minnesota has gained back since the end of the recession were added during second quarter 2004. Finally, the number of Initial Claims for Unemployment Insurance Benefits—a proxy for the number of layoffs—came in well below

Three industries make up over half of Minnesota's total employment: manufacturing, retail trade, and healthcare and social assistance. The growth of technology-related industries and occupations and global economic pressures has moved the state's industrial employment away from traditional industries such as manufacturing, mining, and agriculture. Overseas wage pressures push Minnesota's economy from low-technology manufacturing and move the state toward sectors with a more sustainable competitive advantage, such as the high technology industry that take advantage of Minnesota's highly educated workforce. With the aging of the workforce and less reliance on raw materials and manufacturing, the services industry, particularly healthcare, grew rapidly in Minnesota.

25,000 (the threshold under which we can expect job growth) during second quarter 2004 for the first time since the recession.

Despite the impact of the recession, Minnesota has a relatively high average annual pay: In 2002, Minnesota’s average annual pay is the 11th -highest in the nation at \$37,458. However, at 2.4 percent, pay growth from 2001 to 2002 was the lowest annual increase since 1993. This placed Minnesota at number 28, tied with one other state.

Workers in the Southwest, Northwest and West Central regions continued to earn the lowest average wages statewide, while workers in the Twin Cities and Southeast Minnesota earned the highest. Generally, rural areas are home to the manufacturing, mining, agricultural industries, and natural resource-based industries with slow growth and moderate wages, while urban Minnesota houses the service and high technology industries. In the longer term, employment is projected to resume faster growth in the metropolitan areas of the state, particularly the Twin Cities Metro and Southeast Minnesota, and remain slow in the rural regions.

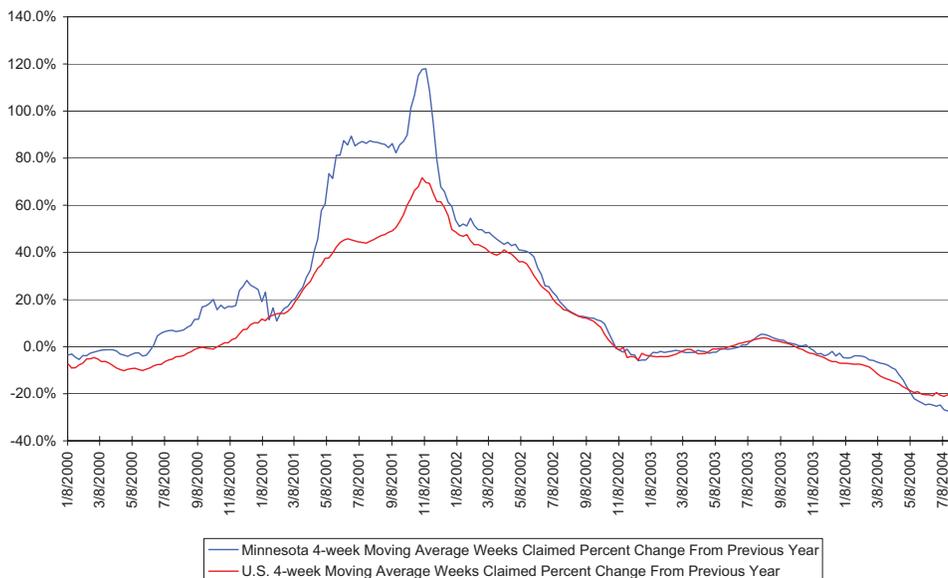
## Jobs

The latest round of the Minnesota Job Vacancy Survey, second quarter 2004, finally brings much welcome news for job seekers. Compared to one year prior, the number of job vacancies increased 28 percent—although there are still twice as many unemployed people as job vacancies statewide. Hiring was up in almost all occupational groups this spring compared to last. Manufacturing, which showed the beginnings of growth in job vacancies during fourth quarter 2003, had its strongest performance to date: production job vacancies were up 71 percent over last year and transportation and material moving job vacancies were up 68 percent in second quarter 2004. Computer and mathematical occupations also continued to strengthen with over 100 percent more job vacancies during second quarter 2004 than one year ago.

There are bright spots for job seekers where pockets of worker shortages still exist. Worker shortages persist in the healthcare industry, which has the largest number of job vacancies for any industry. Data for healthcare practitioners and technical as well as healthcare support occupations indicate that these occupational groups are still experiencing a shortage of qualified, available staff; there are more job vacancies than one year prior.

In the long term, we can expect to see a continuation of “upskilling”: between now and 2010 more and more jobs will require at least a two year college degree with the trend expected to continue indefinitely. The shift in occupational employment patterns that is responsible for this trend reflects structural shifts in industries. Employ-

**U.S. and Minnesota 4-Week Moving Average Weeks Claimed Percent Change From Same Week in Previous Year**



There has been a marked decline in the number of unemployment claims during the first half of 2004. This confirms evidence that layoffs have shifted to a lower level than Minnesota had been experiencing since early 2001 according to the Minnesota Department of Employment and Economic Development’s Labor Market Information Office. This graph compares Minnesota UI claims with national claims from 2000 to 2004.

ment in agriculture, production/repair and operator/fabricator occupations decreased as employment increased in managerial, professional, and technical occupations. Almost every professional, paraprofessional, and technical occupation required some post-secondary training, and many a Bachelor's degree or more. Structural shifts in industries influenced the skills and education and training the workforce needs to succeed.

## *The Workforce*

Minnesota continues to hold its title as the "hardest-working" state in the nation with 75 percent of the adult population participating in the workforce in 2003. While the male labor force participation rate is high, it is the female labor force participation rate, at 69.9 percent, that raises our overall rate to the highest labor force participation rate in the nation. Moreover, the state had the fifth highest percentage of older workers, those between 55 and 64, employed in 2003 and one of the highest workforce participation rates among persons with disabilities.

Increasing diversity is apparent in Minnesota's workforce. Nonwhite populations in Minnesota grew dramatically in the 1990s, evident from Census data. In fact, in 1990, 6.3 percent of the total state population identified themselves as non-white or Hispanic or both. In 2000, 11.8 percent of the state population were nonwhite (either alone or in combination with white) or Hispanic or both. The customers of the Adult Program were even more diverse than the population of the state as a whole, as 30 percent were nonwhite. The influx of immigrants has impacted communities across Minnesota where jobs were available in industries such as food processing; jobs other residents bypass in favor of more attractive jobs. In many cases, this influx resulted in local schools and human service agencies developing and adapting services to meet the language and cultural needs of their new neighbors.

About 28 percent of Minnesota's workforce earned less than \$10 per hour in 2002, and the poverty rate was 6.9 percent in 2002-2003. This means that about 347,323 state residents lived on incomes below the federal poverty line. However, low-wage workers fared better in Minnesota than elsewhere in the nation. The national poverty rate was 12.5 percent and only one state had a lower poverty rate than Minnesota during this period. The vast majority, 82 percent, of Adult Program customers in PY 2000, however, had incomes below the poverty line.

The economic recovery is gaining momentum in Minnesota and around the country. While layoffs have slowed somewhat, unemployment has fallen and job growth is slowly moving in the right direction in Minnesota. Job vacancies are up, but increased competition for these openings may exist in the short term.



## One-Stop WorkForce Centers

The cornerstone of the workforce investment system under WIA is Minnesota's One-Stop service delivery, which unifies employment and training programs into a single, customer-friendly system in local communities. The underlying notion of One-Stop is the coordination of programs, services and governance structures so that the customer has access to a seamless system of workforce development services. Minnesota has been very successful in coordinating programs and services and is now working towards integrating information systems. The first phase of Minnesota's one-stop information management system (Workforce 1) will be implemented in October 2004. This will include all of WIA Title I programs as well as TANF and FSET. Phase II will be completed by October 2005, and will include all of Title IV, Rehabilitation programs. WorkForce I will use a common record and a case management system for job seeker services which will result in efficiencies and better information on job seekers receiving services across multiple programs. All partners are already using the Minnesota Job Bank for listing employer job orders and job seeker resumes.

The WorkForce Center System in Minnesota brings together state, city, county, and private non-profit workforce development services under one roof, providing a seamless and comprehensive system to job seekers. On July 1, 2003, the Minnesota Department of Economic Security merged with the Minnesota Department of Trade and Economic Development. The new department, The Department of Employment and Economic Development, DEED, is now in a position to integrate more of the business services under the umbrella of the one-stops.

Minnesota has established six regional administrators to represent the state's role in integrating workforce and economic development at the local level. The regional administrators are engaging the local Workforce Councils to plan strategically across labor market regions. They are also working to bring local and state economic development resources to the forefront in local communities so all resources can be available to keep and sustain business growth. The Minnesota State College and University System, MnSCU, is working with DEED to mirror the regional administrator's role in assigning regional staff to coordinate training regionally so training is more timely and responsive to the needs of business and workers. Training, economic development and workforce development resources are critical to build sustainable communities and one-stops which really have the information and services to serve all constituents.

It is the vision of the Minnesota WorkForce Center System to be the service provider of choice for all Minnesotans. A goal is for individuals and businesses to access WorkForce Centers or virtual WorkForce Centers with the same ease and confidence as taking a trip to the library. The WorkForce Centers are based on the following values:

### *Seamless Service*

The One-Stop is a partnership combining state, local, county, and private non-profit workforce development-related services under one roof. One-Stops provide a seamless and comprehensive system to job seekers and businesses. The One-Stop System is more than a building but an inter-connected array of services and information which can be accessed at a physical site or at a virtual web-site.

In Minnesota, One-Stop centers are called WorkForce Centers. Core federal partners in the WorkForce Centers include Adult, Dislocated Worker and Youth Programs (WIA Title IB), Job Service, Veterans Services (WIA Title III), Rehabilitation Services and Services for the Blind (WIA Title IV) as well as TANF and FSET. Unemployment Insurance programs can be accessed via internet connections or telephone connections. Adult Education and Literacy program services are available on-site at some WorkForce Centers.

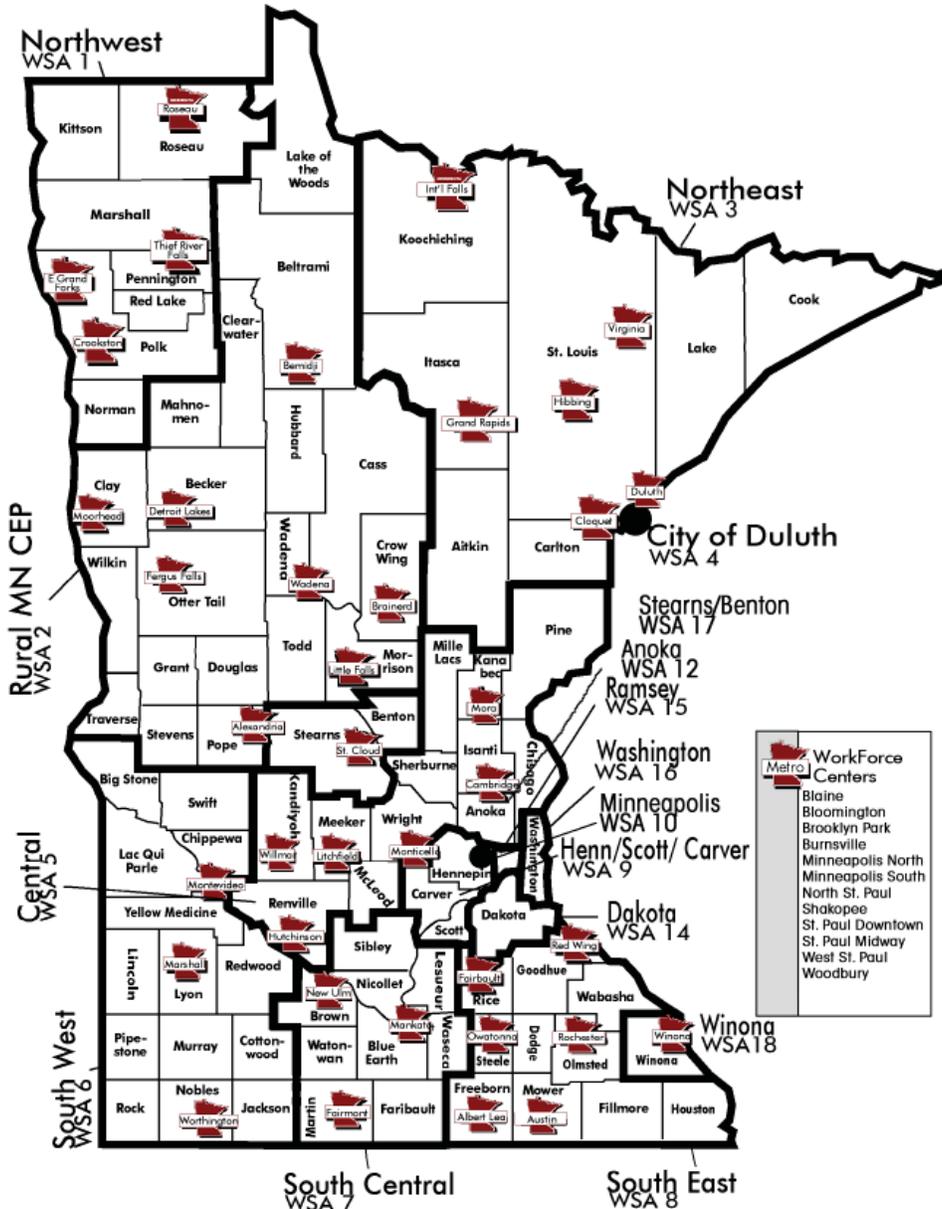
Minnesota's WorkForce Centers are moving towards a greater connection with economic development programs. In some WorkForce Centers, state or local economic development staff are housed in WorkForce Centers for greater coordination of business services. The WorkForce Centers are reaching out and partnering with Chamber of Commerce, business organizations, and community colleges to bring together community resources to provide more efficient and cost effective solutions to business concerns. Minnesota's top priority is to provide seamless services to business as well as job seekers. There should be no wrong door in a community if business is researching resources to meet their needs.

The One-Stop system receives input from its customers; businesses and job seekers, the Governor's Workforce Development Council, local Workforce Councils, Chambers, Job Service Employer Committees, and other local decision makers. Fifty full-service WorkForce Centers are in operation. Connectivity is being enhanced by developing partnerships with public libraries to promote virtual one-stop centers in their community.

- Linking of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation.
- Universal access by businesses and workers with no wrong point of entry into the system.
- Customer choice related to both the methods of access and the information and services provided.
- Accountability focused on results.
- Conservation of resources through, among other things, co-location and consolidation of leases, shared operating costs, common telephone and data systems, and reduced connectivity costs.

The challenge in making One-Stop reach its potential is to ensure state and local boards can plan strategically and coordinate and collaborate with business and economic development, training institutions and other entities to access resources that will help business grow and create viable jobs for workers. WorkForce Centers need the information on business needs to prepare workers for jobs in their communities.

To increase access to the information and services of the WorkForce Center system, Minnesota is actively engaging libraries to partner with one-stops by providing access to internet sites which provide career information, job bank, and other resources available at all One-Stops. This methodology will increase access to services by small communities which do not have access to WorkForce Centers. Workbooks on creative job search strategies will also be available at all public libraries in Minnesota.



## Consumer Report System

The Consumer Report allows consumers, especially WIA Adults and Dislocated Workers, to make more informed choices on available training options by providing program performance results. Minnesota's Consumer Report is available through the ISEEK website ([iseek.org](http://iseek.org)). By logging onto ISEEK any consumer can access and compare information on training program graduates' employment rates, training-related employment rates, retention rates, and average hourly wages. The state continues to enhance the system by improving the quality and display of Consumer Report information.

Minnesota's Consumer Report has entered its first update cycle. As of July 2004, over 40 percent of eligible schools listed on ISEEK applied for WIA certification. By summer's end, the Consumer Report will display performance results for over 3,500 training programs offered at 94 schools in Minnesota. While 8 percent fewer schools listed on ISEEK will participate in the Consumer Report this year (94 schools versus 111 schools last year), about the same number of programs will display performance results and be considered for WIA certification [3,564 programs versus 3,589 programs last year). This year a dozen training providers are participating in the Consumer Report for the first time.

Efforts to expand the number of schools participating in the Consumer Report and increase the use of Consumer Report information were derailed by Minnesota's need to establish a new process for deriving program performance results that met revised data sharing guidance from the U.S. Department of Education. Based on January 2003 guidance, non-educational agencies, like the Minnesota Department of Employment and Economic Development (DEED), can no longer receive raw student data from educational institutions for WIA certification and Consumer Report purposes. DEED requested and was granted a waiver to extend its Consumer Report cycle for six additional months. This change moved Minnesota's annual WIA certification schedule from a calendar year basis to a program year basis (July to June) and allowed DEED time to establish a new process.

In November 2003, DEED signed an Interagency Agreement with the Minnesota Higher Education Services Office (HESO), an existing state educational authority that receives student data for licensing and other federal reporting purposes. An agreement was also signed granting HESO access to Unemployment Insurance wage records for WIA certification and Consumer Report purposes. The Interagency Agreement requires DEED to compensate HESO for costs incurred to establish, operate and maintain a WIA Certification and Consumer Report data base. Under the new process, training providers send graduate records to the HESO, rather than DEED, for incorporation into the data base. WIA certification and Consumer Report performance results are generated from the data base in a manner that prevents individual records from being viewed by anyone other than HESO staff.

Implementing the new process has led to minor delays in forwarding performance results to local WorkForce Councils for their review and has frustrated some training providers. Overall, the new process is operating smoothly and appears to have had only minimal impact on the participation of non-Minnesota State Colleges and Universities (MnSCU) training providers.

DEED anticipates a smoother WIA certification and Consumer Report process next year. Initiatives planned between now and then include: 1) training WorkForce Center staff to use Consumer Report information for helping job seekers, especially Adults and Dislocated Workers, select a program of training; 2) marketing WIA certification and participation in the Consumer Report to training providers to entice more schools' participation; 3) marketing Consumer Report information to secondary and post-secondary career counselors; and 4) exploring whether MnSCU institutions can participate in the HESO process to assure greater consistency in performance result calculations, increased confidence in performance results, and improved efficiency in the process.

While we do not anticipate changing our current WIA certification and Consumer Report process under a "reauthorized" WIA, the criteria used to certify programs may undergo revisions. Soon Minnesota will convene representatives of the state's employment and training community to discuss what certification measures and criteria would be most appropriate for Minnesota.

## Resource Allocation and Effectiveness

The issue of federal WIA resource allocation illustrated in the last three annual reports continues to be a problem for Minnesota. Resources for the WIA Title IB youth and adult programs depend on formulas that rely primarily on unemployment data and are not distributed based on the need for employment and training services for all individuals (both employed and unemployed). This inequitable and unjustifiable distribution of resources obviously leads to inequitable services to the WIA customers. The service that an individual receives is more of a matter as to where the individual lives rather than what the individual needs to become economically and socially self-sufficient. The formulas are “hold-overs” from the Job Training Partnership Act (JTPA), legislation that was targeted to help particular demographic groups. WIA Title IB is intended to provide a set of “core services” for ALL individuals who desire them. The formulas DO NOT take this into account.

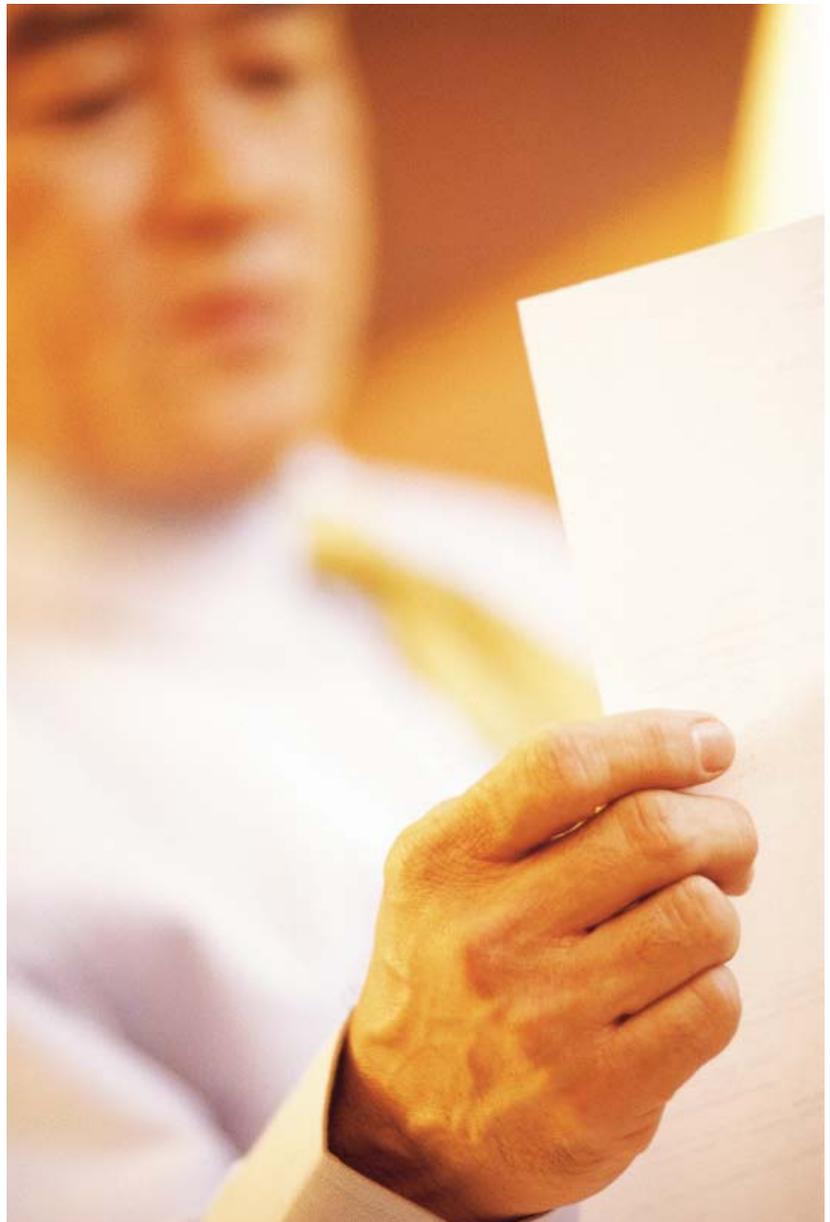
For the adult and youth programs, with many of their customers not attached to the labor force, unemployment data does not measure true need for WIA employment and training services. Unemployment data assumes present labor force participation, something that might not apply for the majority of WIA Adult and Youth customers. Unemployment data alone does not represent an accurate proxy for need that should be used in allocating resources for the WIA Adult and Youth programs.

Further, the way that unemployment data is used (i.e. using the concepts of “excess unemployment” and “Areas of Substantial Unemployment” {ASU}) in the formulas creates “notch problems.” A “notch problem” occurs when those on either side of a single eligibility cutoff point receive significantly different levels of assistance, though they have similar needs.

States with unemployment rates of 4.5 percent or above share in at least one of the formula portions associated with unemployment, while those with unemployment rates of 4.4 percent or lower do not share in either formula portion. There is little difference between states just below the notch and states with 4.5 percent unemployment rates, yet the funding difference is substantial.

Similarly, the ASU element causes states with more than 6.5 percent unemployment rates to receive significantly more money than states with up to 6.4 percent unemployment rates. The 6.5 percent notch prevents states just below this level from receiving funds from this formula portion. As in the previous situation, there is not much difference in economic conditions of areas that have 6.4 percent unemployment as compared to areas with 6.5 percent unemployment.

It is true that WIA’s hold-harmless provision does lessen the impact of the “notch problem.” By maintaining a 90 percent floor and



130 percent ceiling on state allocations, The U.S. Department of Labor formula somewhat “blunts” the effect of the cutoff point for states. States have similar hold-harmless provisions with regard to their localities. However, there is still an inequitable distribution of WIA funds.

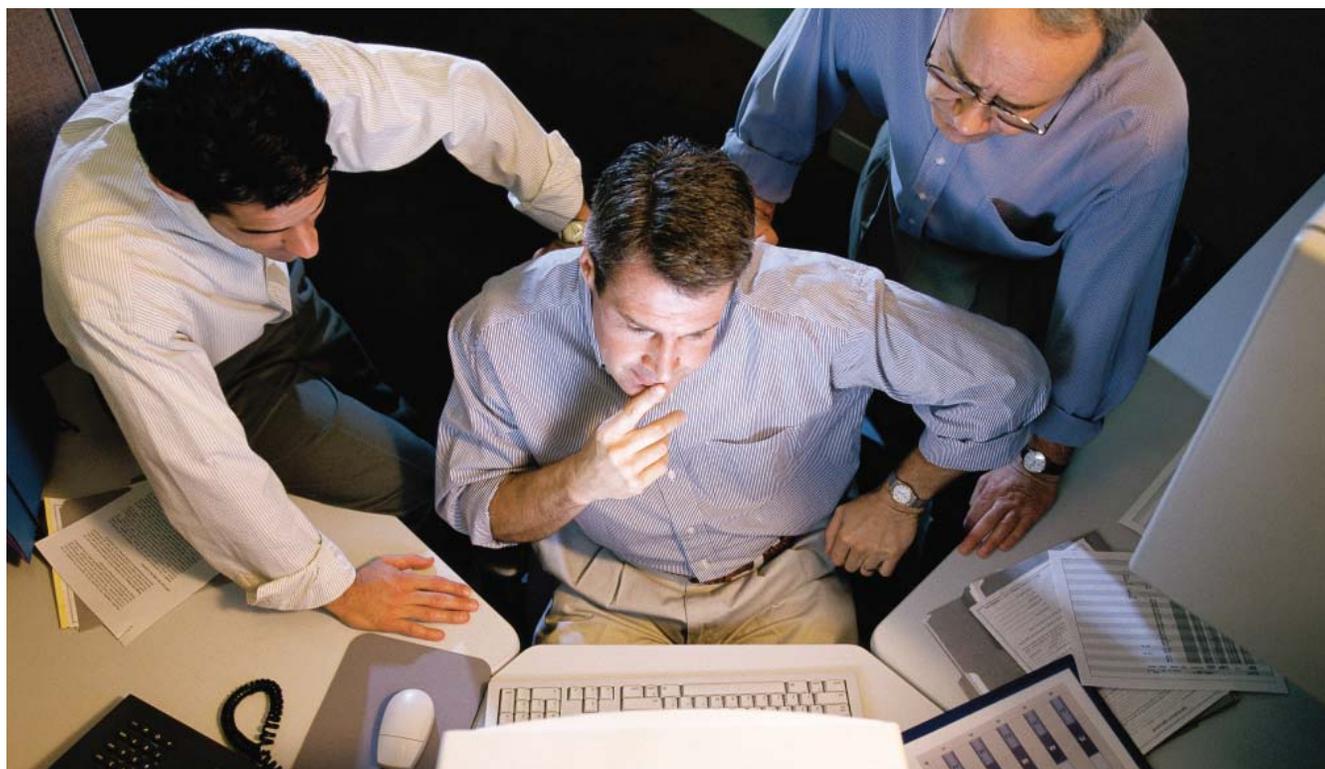
The following data illustrates the point. For the past two years, Minnesota has had approximately two percent of the national labor force and 1.53 percent of the total number of unemployed individuals in the country, yet it has received less than one percent each of WIA Title IB national adult funds, dislocated worker funds and youth funds. This has been obviously a clear resource inequity.

Another allocation formula problem continues within the WIA Title IB youth program. Two thirds of the present formula (i.e. unemployment data) uses information related to adults. The unemployment data does not include most youth for which unemployment is difficult to measure and report. Furthermore, the current allocation formula is based on youth between the ages of 16 and 21, despite the fact the program serves youth between the ages of 14 and 21.

The problems of the federal formula are carried over as Minnesota allocates its funds to its local WorkForce Service Areas. Certain areas do get disproportionate shares even with the hold-harmless provisions in effect. The state assists its localities in working with their resources and in maximizing cooperation and collaboration among the WorkForce Center partners.

A number of congressional leaders who are considering the reauthorization of the WIA have recognized many of the formula problems cited above. The House of Representatives’ version of WIA reauthorization recognizes the universal nature of the program and proposes a significant change in the way funds are allocated among the states.

The General Accounting Office (GAO) has also studied the issue of the WIA allocation formula and has recognized the inequity of the present distribution and the “disconnect” with WIA’s stated purposes. GAO proposed several formula alternatives that Minnesota hopes Congress will consider in the future Senate-House conference committee on WIA reauthorization. Every state, territory, commonwealth deserves its fair share of WIA dollars. This fair share must be based on factors that adequately represent the distribution of WIA’s potential customers as well as meeting the purposes of the Act.



## Cost Effectiveness Analysis

The State of Minnesota is committed to expending its employment and training resources in the most cost-effective way possible. State staff study spending pattern data, service level reports, and outcome information to learn how to best use the limited funds. Minnesota continues to work to develop a Return on Investment (ROI) Model that takes into account the following factors:

- Revenues invested in the program
- Expected increased taxes obtained from individuals who used the program
- Expected decreased public assistance support for individuals who used the program
- Expected decreased unemployment insurance costs for individuals who used the program
- Expected decreased publicly assisted supportive services for individuals who used the program

Minnesota feels that one of the major effects of WIA program participation is the increase of earnings for its clientele. Workforce Service Areas are given pre-program wage information on participants (who give consent to release such information) so that staff can set wage level goals increasing earnings and improving local performance. These goals are set to at least meet negotiated performance standards but are generally established to enhance individual economic and social self-sufficiency.

As part of its evaluation on how well the program is succeeding, Minnesota examines the effect of WIA program participation on wage changes. Program wage changes are compared to the average wage changes for all wage earners in the state. The PY 2003 Annual Report notes the DEED Research and Statistics Office report that the average weekly wage change for all wage earners in the state from the first quarter of 2002 to the 1st quarter of 2003 was \$16 (a 2.2 percent change from \$724/week to \$740/week).

The following data shows a cost/benefit analysis on the effect that PY 2003 WIA program had on wage gains for its adult and youth participants. Each analysis starts by listing the PY 2003 total expenditures by program, the wage gains, and a cost/benefit ratio. The analysis includes an explanation of how the ratio was calculated.

### Adult Programs

Total PY 2003 WIA Title IB Adult Expenditures: \$6,581,113  
Total PY 2003 Annual Adult Net Wage Benefits Per Person: \$8,802.56  
Cost/Benefit Ratio: \$3.76 of Annual Wage Gain for Every \$1.00 of WIA Adult Expenditure (376 percent rate of return)

#### Explanation:

According to the final PY 2003 final report, there was a total six month wage gain for all WIA exiters who were wage earners (N=1,181) of \$5,689,270. Dividing this latter figure first by 1,181 (to get a per-person number) and then by 26 (to get a weekly wage gain), one gets a figure of \$185.28. Subtracting \$16 (average weekly wage gain for all wage earners in the state) from this figure, one gets a figure of \$169.28 (net per-person weekly average wage gain for WIA exiters who were wage earners). Multiplying this figure by 52 (to get a per-person yearly wage), one gets a figure of \$8,802.56.

According to the final PY 2003 fiscal reports, a total of \$6,581,113 of WIA Title IB was spent on 2,811 individuals, a per-capita cost of \$2,341.20. Dividing \$8,802.56 by \$2,341.20, one gets a figure of \$3.76 which is the cost/benefit ratio for this analysis.

## *Youth Programs*

Total WIA Expenditures: \$ 6,598,899  
Total WIA Benefits (Wages+Earnings): \$ 9,183,835  
Cost/Benefit Ratio: \$1.39 for each \$1.00 of Youth Formula Grant funds

### Explanation of the Calculations

In this analysis, only direct benefits to the program participants were considered. These benefits include post-program participant wages plus wages paid to participants during the program in PY 2003. The following shows how post-program participant wages and earnings through program participation were combined to calculate the Total WIA Benefits (Wage+Earnings) figure of \$9,183,835 above, with a result of \$1.39 in benefits for every dollar expended.

Post-Program Participant Wages: \$ 2,584,936

This figure is the estimated annualized earnings of exiters of the PY 2003 WIA Youth Program, for the 12-month period immediately following program exit, adding 2.2 percent for inflation and wage growth during this period. The amount of total WIA monetary benefits shown above does not include actual or estimated wages earned by WIA Youth Program exiters leaving the program after July 1, 2004.

Youth Program Earnings Through Participation: \$ 6,598,899

During their participation in WIA youth programs, youth receive immediate direct benefit from their earnings in work experience opportunities. The above figure represents program earnings in PY 2003. Beyond these direct benefits to the youth, Minnesota benefited from the participation of youth in WIA in ways that are not quantified in this analysis. Year-round youth programs provide structured, well-supervised work experience, educational opportunities and life skills training that establish good work habits and provide specific job skills. Earnings of youth participants are returned to the local economy in the form of increased spending. In addition, other positive results included:

- Students remained in school as a result of participation in WIA youth programs.
- Dropouts returned to school after participating in WIA youth programs.
- Savings were realized due to reduced crime and judicial system costs.
- Juvenile offenders used a portion of their earnings to pay restitution to crime victims.
- There were unquantifiable benefits of increased self-esteem and the development of responsible work habits, citizenship skills and parenting skills.
- There were also savings to the state due to participants being off (or not entering) public assistance.

## *Dislocated Worker Programs*

The Dislocated Worker program serves a unique set of customers. Because these customers are generally seeking new work from a position of losing a high-wage job, wage gains are not common and cost-effectiveness is unusually hard to determine.

For PY 2003, Dislocated Worker customers earned \$23.5 million, a wage replacement rate of 82.4 percent. This exceeds the negotiated federal goal of 80 percent. Starting this year, DEED will compare those numbers with the wage replacement wage of unemployed Minnesotans who do not use program services. In addition, the agency will work to determine appropriate ways of measuring Unemployment Insurance savings as a result of dislocated workers who find a new job earlier.

# Adult Program

## Introduction

The Program Year 2003 WIA Title IB Adult Program was marked with uncertainty as to whether WIA would be reauthorized with changes in funding mechanisms and service delivery. Minnesota refrained from making large scale changes feeling that it would wait until there was a final WIA bill. During Program Year 2003, the Minnesota Adult Program staff monitored developments in Congress concerning WIA reauthorization.

The economy began to improve affording adult program customers some opportunities to become economically and socially self-sufficient. However, the total number of openings still have not reached the level that existed at the end of the Job Training Partnership Act era. As was the case in Program Year 2003, there continued to be decreasing number of layoffs, but a continuing lag in an hiring rate increase. Data showed that productivity increased in the private sector indicating that businesses were putting out more goods with the same level of employment. When the opportunities did present themselves, the wages were less than the locality and customer would have wished.

Minnesota met its PY 2003 Adult Program performance measures. As illustrated in the attached table, Minnesota had the following PY 2003 statewide results:

<u>MEASURE</u>	<u>RESULT</u>	<u>STANDARD</u>
Entered Employment Rate	87.71 percent	70 percent
Employment Retention Rate	89.93 percent	72 percent
Earnings Change in Six Months	\$4,825.50	\$3,000.00
Employment and Credential Rate	75.58 percent	50 percent

With diminished allocations for many localities, local Workforce Councils, with the assistance of staff, had to make decisions on how to prioritize limited funds. The individual prioritization strategies were submitted to the state agency for approval.

Resources have not kept up with the rising cost of doing business. While supporting locally determined priority groups, localities paid close attention as to how they were supporting the “universal customer” with “universal services.” Limited funds had to be stretched to both support activities such as training as well as the resource room. These limited WIA Title IB Adult funds continued to be allocated to the three basic levels of services called for by the Act (i.e. core, intensive, and training) to achieve the best possible employment outcomes for the customers being served. Core services were further divided into two levels: Core I and Core II, with Core I type programs serving the “universal customer” and Core II type programs serving registered individuals needing more staff intensive services. In accordance with the law, intensive services are given to those participants unable to secure jobs with Core services (either Core I and/or Core II services) and training services are given to those registrants unable to secure jobs with intensive services. Budgets are developed by localities based on their analysis on who might be eligible and what kind of programs might be needed for the individuals participating in the program.

In developing the budgets, localities pay careful attention to labor market trends as estimated by DEED’s Labor Market Information Office. For example, the total number of jobs in the state is projected to increase to 3.3 million by the year 2010, growing by 379,000 jobs from 2000 to 2010. The projected 13.1 percent growth over the 10 year period is down from the 23 percent growth experienced during the previous 10 years when employ-

ment expanded by 540,000 jobs (from 1990 to 2000). The comparative figures for the country as a whole are an increase in the job market from 146 million to 168 million jobs, growing by 22 million or 15.1 percent.

The services division, the state's largest economic sector in terms of employees, is expected to continue to drive job growth by adding 232,000 jobs. Services employment growth is expected to account for 60 percent of all job growth. Job growth in the services division will be concentrated in business services, health services, social services, education services, and engineering and management services industries. Specific jobs expected to grow much faster than overall job growth include a number of occupations in the healthcare support occupational group, healthcare practitioners and technicians' occupational group, and the protective services occupational group. However, despite localities' efforts at looking "long-term," there is always a need to provide services so that individuals can obtain a job now. Localities attempt to balance the present need with future trends.

Coordination among program providers continues to be a mainstay of the WIA Adult Program. WIA has mandated coordination among 19 partners, covering many agencies. Many of these agencies are housed in the 50 WorkForce Centers around the state and share the costs of common resources, upkeep and maintenance. These agencies negotiate through cost sharing agreements how such services as the resource room are funded. The resource room is an important component of the WorkForce Center providing access to job listings, labor market information, and job search and readiness tools. The resource room comprises the principal service to the "universal" customer. There is a realization among the partners that the maintenance of such a room is the responsibility of those agencies that populate the Center.

## *Overall Program Purpose*

Minnesota's WIA Title IB Adult Program provides employment and training assistance to adults to increase their employment, earnings, and occupational skills. The program is a key source of funds to support the required core services for the "universal customer." The program is designed to give the "universal customer" and members of locally prioritized groups the ability to attain customer self-sufficiency.

### *Success Story: Rochelle Tso*

As a single parent, Duluth resident Rochelle Tso decided that obtaining her GED was the first step in becoming self-sufficient and reaching her employment goals. Just having a paycheck and meeting her monthly expenses was not enough for her. Rochelle desired a job that she both valued and enjoyed. With a strong desire to provide a better quality of life for her and her child, obtaining a GED was the first step in that plan.



Rochelle worked with Office of Job Training Career Counselor Michelle Jagol to include GED preparation in her career plan. Rochelle then contacted Rita Olness, instructor with the Northeast Minnesota Office of Job Training, and set up times to take practice tests and review material. Although she was apprehensive about some of the subject matter, Rochelle pushed back those fears and set high expectations for herself. She spent hours outside of the classroom completing homework and building her knowledge base. She refused to give in to the mindset of failure. In July she started to test and just a week before her daughter was born in September, Rochelle completed her GED tests successfully and received her diploma. Her dedication and work paid off!

This educational success, however, was not the final goal for Rochelle. Her goal was to further her education. With a newborn baby, she initiated the steps to attend college. With her positive approach and caring heart, a job where she could help others was a natural fit for Rochelle. That led her to the health care industry. Starting in January, Rochelle entered Lake Superior College as a Medical Assistant student. The coursework is demanding, especially with an infant, but Rochelle has not let that stop her. She has a vision of a bright future for her family. Her Career Counselors know that she will see that vision become a reality. In just a short time, Rochelle Tso will be giving back to the community and enriching the lives of her family and those she helps.

## *Services Provided*

The Adult Program provides the following types of services:

- Job Openings Information (and other Core services)
- Classroom Training
- On-the Job Training
- Vocational and Personal Counseling
- Labor Market Information Dissemination
- Assessment
- Supportive Services

## *Supportive Services*

When an individual is in need of supportive services to complete a program under the WIA Title IB Adult program, program operators may, depending on available resources, provide such services. Available supportive services may include the following:

- Transportation
- Family Care
- Health Care
- Housing or rental assistance
- Emergency health insurance
- Emergency financial assistance
- Tools and clothing
- Counseling: personal, financial, and legal
- Needs-based payments

## *Customers*

During PY 2003, the WIA Title IB Adult program served 2,811 individuals statewide (down from 3,052 individuals who were served in PY 2002). This number does NOT include individuals who came to the WorkForce Center for universal Core I services. Estimates of this latter number range from 150,000 to 300,000. Minnesota is exploring ways of identifying the number of “universal” customers and the services they utilize (e.g. possibly by using “swipe” cards), allowing the public to more fully recognize the extent of services provided by WIA.

Minnesota requires that registration for the WIA Title IB adult customer occurs when the customer receives at least two cumulative hours of staff assisted core services. Once registered, the customer can receive appropriate additional Core II types of services as well as intensive services as determined by the Individual Service Strategy (ISS) constructed by the staff and the individual. If the need for occupational or on-the-job training is identified, the customer moves to the training level of services. As required by WIA, WIA-funded training is delivered through the use of certified training providers using the Individual Training Account (ITA)

### *Success Story: Michael*

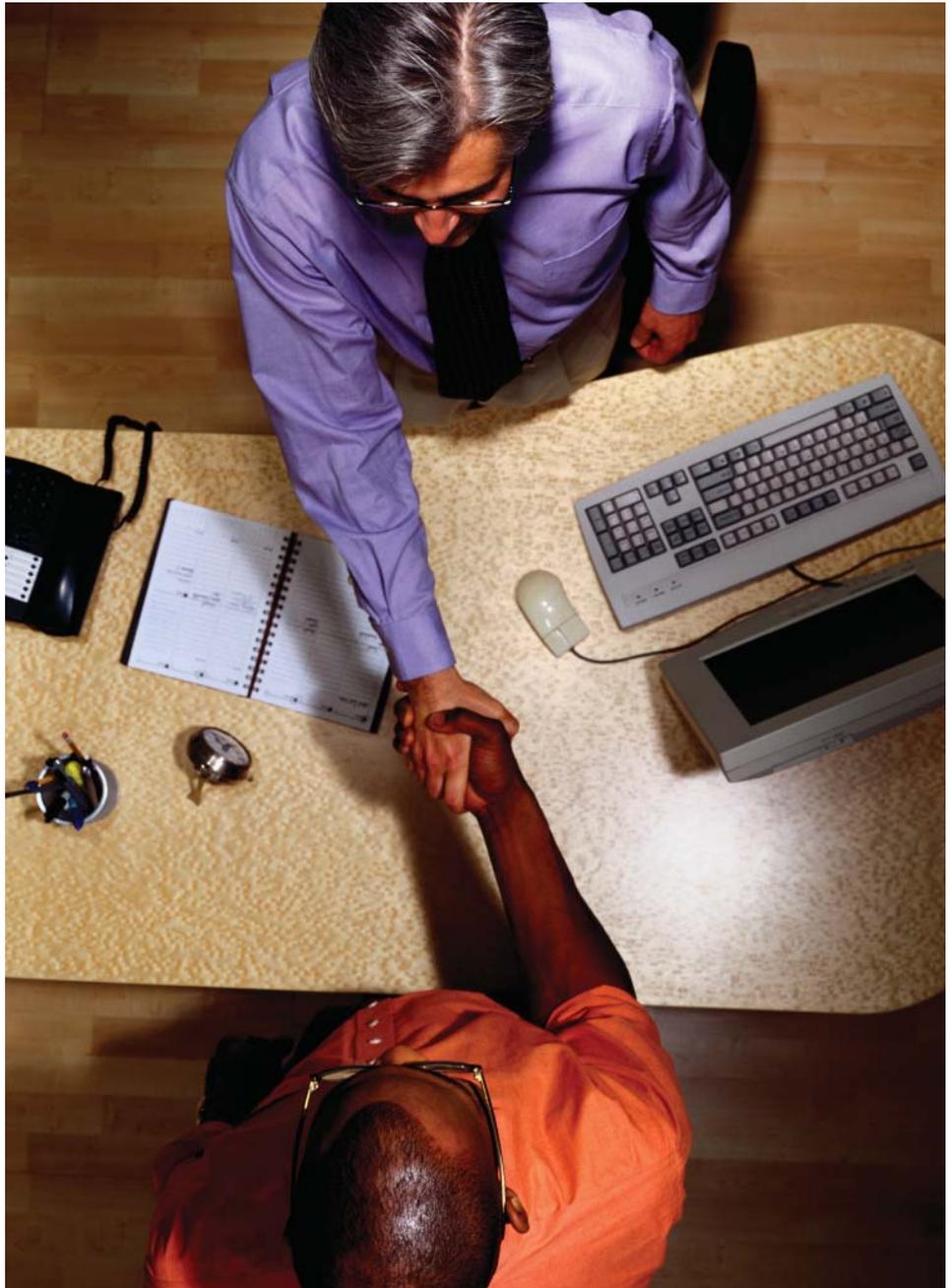
An individual who was able to benefit from an On-the Job (OJT) program under the Adult WIA IB Title was Michael. Having owned and operated a tailoring shop in West Africa, Michael had a great many talents. However, additional skills were crucial for continued employment.

Michael learned how to operate several new machines and how to apply those special skills to the job. The OJT program has enabled Michael to work towards social and economic self-sufficiency. He has received raises as a result of his efforts on the OJT program. Michael continues to work towards a GED and a driver's license and has secured housing.

mechanism (except for on-the-job training and customized training). A number of the local Workforce Service Areas used priority of service in the WIA Title IB Adult program helping to ensure that individuals who needed the most assistance received it. Most were not employed (1,979 out of 2,811: 70.4 percent) many were single parents (955 out of 2,811: 34.0 percent), some were receiving some form of public assistance (677 out of 2,811: 24.1 percent) and some had disabilities which represented a barrier (182 out of 2,811: 6.5 percent). Ten percent (280 out of 2,811) were receiving unemployment insurance benefits.

The data shows that many customers entered the program with limited attachment to the workforce, indicating a need for intensive services with a work readiness focus. The continued influx of individuals with limited English language proficiency indicates a need to enhance linkages to English as a second language and Adult Basic Education programs.

The average wage of adults entering the program was \$9.97 per hour, while the average wage upon exiting was \$10.99 per hour. Additional adult performance outcomes are detailed in the Minnesota outcome performance tables at the end of this report.



### *Strategies for Improvement*

Minnesota plans to continue to enhance its technical assistance system. State staff conduct “Performance Measure” sessions with local staff ensuring that there is an understanding on how performance is measured. State staff disseminate best practices information to members of the employment and training community. Additionally, Minnesota supports professional network meetings at which discussions on how to improve delivery of service are held.

# Dislocated Worker Program

## Purpose

The Dislocated Worker (DW) program helps dislocated workers return to the labor force as soon as possible to positions which offer comparable wage and benefits.

## Customers

Dislocated workers are individuals who (1) have had a long attachment to the labor force; (2) were permanently laid off from their employment or have received a notice of an impending permanent layoff; and (3) are unlikely to return to their former occupation or industry due to a lack of transferable skills or available jobs where they live. They are usually eligible for unemployment compensation but may have already exhausted this entitlement. Self-employed workers, farmers, or displaced homemakers can also be dislocated workers.

Over 2,000 Minnesota dislocated workers received service during Program Year 2003. According to the Rapid Response files, dislocation events were down by 50 percent from the previous year (151 vs. 305). Manufacturing and fabrication represented the largest areas of dislocation, followed in order by these segments: food processing; finance, insurance and investment occupations; health; education; retail; printing; nonprofit; electronics and communications; plastics; and numerous smaller segments.

## Results

Minnesota's Workforce Investment Act (WIA) Dislocated Worker Program had 2,227 workers exit the program in PY 2003. The entered employment rate was 87 percent. After six months, wage replacement was at \$23.5 million – 82 percent of the original wage. The six-month retention rate was 93 percent.

Dislocated Worker Performance Measure	PY 2003 Goal	PY 2003 Outcome
Entered Employment Rate	72.0%	87.1%
Six Month Retention Rate	82.0%	93.1%
Earnings Replacement	80.0%	82.4%
Credential Rate	50.0%	69.4%

## Services and Providers

In its WIA Unified Plan, Minnesota planned to provide workforce development activities for dislocated workers falling into one of three categories: Core Services, Intensive Services, and Training Services.

Program services for dislocated workers are delivered by a network of 16 Workforce Service Areas, three independent providers, and eight other certified service providers. These service providers include:

- Career Management Services
- Arrowhead Economic Opportunity Agency
- Jewish Vocational Service
- Career Solutions
- Quality Career Services
- Employment Action Center (A Division of Resource Inc.)
- St. Paul Labor Studies
- Teamsters Service Bureau
- HIRED
- Teamworks, Inc.
- Goodwill/Easter Seals

Program operators may receive federal Early Readjustment Assistance Grants (ERAGs), which provide immediate but limited funding for services to dislocated workers to fill the gap between the time workers receive layoff notification and full project funding is awarded.

## *Community Impact*

Layoffs – particularly mass layoffs – have an impact that goes beyond the workers and business and on to the entire community. The shock waves can surge through surrounding businesses, local government tax base, schools, families, and community organizations. Because of this, Congress created a Dislocated Worker Program capable of alleviating the pain of a mass layoff or plant closing. The state’s first line of defense is the Rapid Response Team, which tracks all possible dislocations and is particularly useful in mass layoff events.

## *Rapid Response Activities*

The Dislocated Worker Program’s effectiveness, impact, and efficiency benefits from the Rapid Response process. Rapid Response puts into motion a series of coordinated actions to involve all stakeholders, including local partners, in helping newly laid off workers. In addition to general staff, this team includes an Employer Liaison and a Labor Liaison who facilitate their respective organizations’ involvement in the program and educate their constituencies on program purpose and services.

The Rapid Response Team has the following goals for dislocation events:

1. **Timeliness**—The Rapid Response Team gains the cooperation of the employer to achieve early intervention. Early intervention can increase the chance a layoff may be averted or minimized through alternative actions and resources. Promotion of the program with workers, businesses, labor unions, government agencies, and service providers continues to grow.
2. **Convenience and Worker Choice**—Through the use of Employee-Management Committees, workers can choose their service provider for a single mass layoff.

### *Success Stories: Russell and Gene*

Russell became a dislocated worker when the company he had worked at closed their Twin Cities office. At his previous job, he had worked on design and development of software, programming, user manuals, and user training. With no formal post-secondary education, Russell decided to look beyond his former industry – and beyond the Twin Cities area.

The Civil Engineering Program at Lake Superior College in Duluth trains students for employment while also offering improved transfer opportunities. Students learn the skills needed for a career assisting civil engineers and land surveyor, and they also gain a variety of opportunities in all phases of construction, design, and surveying.

With the help of the Dislocated Worker Program, Russell enrolled in this program. He went above and beyond the requirements, was named Student of the Year, and completed his A.A.S. degree in 15 months – three months ahead of schedule. Upon graduating, Russell was interviewed by Gene...who by coincidence had also been a dislocated worker!

Gene had been educated and employed in the civil engineering field. After a layoff, he received an intensive short course in a software program used to design, construct, and operate infrastructure called MicroStation. He had then been hired into a management position at a firm north of the metropolitan area, which is where Russell met him.

Today, Russell is employed and receiving on-the-job training with his new employer at a starting wage of \$14.50/hour with full benefits after a probationary period. Through the assistance of the Dislocated Worker Program, both were able to find work in an expanding firm that offers plenty of future opportunities.

### **Core Services**

- Determination of individuals' eligibility to receive assistance under WIA.
- Outreach, intake and orientation to information and services available through the One-Stop system.
- Assessment of skill levels, aptitudes, abilities, & support service needs.
- Job search, placement assistance, and career counseling.
- Provision of employment statistics.
- Provision of performance information and program cost information of eligible providers of training.
- Provision of information regarding how the local area is performing.
- Provision of information related to supportive services and Unemployment Insurance.
- Follow-up Services.

### **Intensive Services**

- Comprehensive assessment of skill levels and service needs.
- Development of employment plan.
- Group counseling.
- Counseling and career planning.
- Case management for individuals seeking training.
- Short-term pre-vocational services.

### **Training Services**

- Occupational skills training, including training for non-traditional employment.
- On-the-job training.
- Programs combining workplace training with related instruction.
- Skill upgrading and retraining.
- Entrepreneurial training.
- Job readiness training.
- Adult education and literacy activities combined with other training services.
- Customized training.

### **Support Services**

- Transportation.
- Family care.
- Health care.
- Housing or rental assistance.
- Emergency health insurance.
- Emergency financial assistance.
- Tools and clothing.
- Personal, financial and/or legal counseling.
- Other services.

The Department of Employment and Economic Development's Rapid Response Team (RRT) identifies and responds quickly to large layoffs and business closings so projects can be started where workers are in need of services. Upon notification of layoffs and business closings, the RRT immediately begins to work with the company, the community and the affected workers to lessen the impact of dislocation.

The Worker Adjustment Retraining Notification Act (WARN), is a federal law requiring employers to provide notice 60 days in advance of plant closings and mass layoffs.

**More information about Minnesota's Dislocated Worker Programs can be found at:**  
**[www.deed.state.mn.us/dw](http://www.deed.state.mn.us/dw)**

3. **Company-Specific and Worker-Centered Services**—The Employee-Management Committee participates in the planning of program services to ensure tailoring of services to the needs of this particular group of workers. The Rapid Response Team keeps track of information relating to each event and maintains a database of information to improve future and/or related activities.
4. **Coordination and Leveraging of Resources**—Projects provide better opportunities for targeting limited program resources. All available employer, union, community, and Trade Adjustment Act (TAA) resources are leveraged to maximize program effectiveness.
5. **Consistent and Accurate Information**—Rapid Response provides clear and consistent service information appropriate to the circumstances of each event. When appropriate, the Rapid Response Team brings other program information such as the Shared Work Program (to minimize the need of laying off workers) or Business and Community Development programs (to help businesses facing certain barriers).

## *Strategies For Improvement*

In the coming year, state staff will pursue three main strategies to improve the Dislocated Worker Program:

- Fuller integration with Trade and Adjustment Act (TAA) activities. The agency has just recently put DW and TAA activities under one director to help coordinate services to customers who may be eligible for both programs.
- More collaboration with local partners. The agency is examining different models of rapid response that may include greater and earlier participation from Workforce Service Areas.
- Continued tracking of customer satisfaction. Minnesota does more to track the satisfaction of its DW customers – and all WIA customers – than virtually any other state in the nation. Our quarterly customer satisfaction reports based on the American Customer Satisfaction Index will continue to shape our service delivery.



# Youth Programs

The key to Minnesota's successful implementation of youth programs funded under WIA is the availability of excellent services for economically disadvantaged and at-risk youth. Youth receiving services under WIA have significant barriers to employment and require individualized services.

Minnesota's service providers target those who are most in need and develop a mix of services based on an assessment of each youth. Short-term goals are updated and reassessed as the participant moves through the program. Long-term goals relate to educational attainment and placement in employment, education and/or training.

Different populations of youth have different needs. Language and cultural barriers are a factor in designing and providing services. Excellent case management, which is the cornerstone of Minnesota's program structure, holds the key to providing ongoing quality youth services.

## Program Purpose

Local youth program specialists work closely with parents, schools, social services and other agencies to meet the unique needs of at-risk youth who are pregnant or parenting, foster children, youth with disabilities and youth with other barriers to employment. Specialists provide individualized services and develop strategies that address each youth's unique barriers to successfully transitioning to adulthood and self-sufficiency. There is a strong service learning component embedded in all of the youth activities. Youth take an active role in planning community development projects.

Youth services and activities can be summarized under five major themes:

- Focus on neediest youth;
- Comprehensive services based on individual assessment;
- Coordination with local educational agencies;
- Youth connections and access to the WorkForce Center System; and
- Performance accountability and a commitment to improving the quality of services provided.

Local service providers design an Individual Service Strategy (ISS) based on each youth's objective assessment. Youth success in meeting the goals set forth in the ISS equates to program success.

WSAs make the following 10 required youth program elements available:

- Tutoring, study skills training and instruction that leads to the completion of secondary school, including drop-out prevention strategies;
- Alternative secondary school services;
- Summer employment opportunities;
- Paid and unpaid work experiences, internships and job shadowing;
- Occupational skills training;
- Leadership development opportunities;
- Support services;
- Adult mentoring;
- Follow-up services for not less than 12 months after completion of participation; and
- Comprehensive guidance and counseling (direct services or referrals).

Youth Performance Measure	PY 2003 Goal	PY 2003 Outcome
Younger Youth Skill Attainment	78.0%	91.86%
Younger Youth Diploma/ Equivalent Attainment	53.0%	78.09%
Younger Youth Placement & Retention	58.0%	77.12%
Older Youth Placement	65.0%	72.29%
Older Youth Retention	73.0%	84.19%
Older Youth Wage Gain	\$3,000	\$4,151
Older Youth Credential	46.0%	48.45%

Minnesota's Department of Employment and Economic Development/Office of Community-Based Services continues to emphasize local flexibility in designing the mix of youth services, taking into account the needs of community employers. Strong relationships between the partner agencies in the local WorkForce Center system provides ease of access and referral between programs to provide better service for youth participants.

## *Customers*

Services are provided to economically disadvantaged and/or at-risk youth between the ages of 14 and 21 who are:

- A school dropout;
- Basic literacy skills deficient;
- Homeless or runaway;
- Pregnant or parenting;
- An offender; or
- An individual who requires assistance to complete an educational program or to secure or hold employment.

## *Service Providers*

The 16 designated WSAs provide services through a network of public and private nonprofit youth service providers. WSAs offer an array of services as specified in their local plans. Youth service providers are held accountable to the local Youth Council/Workforce Council, which is responsible for strategic planning, program oversight, coordination of resources and selecting youth service providers.

## *Strategies for Improvement*

1. Web-based Regional Labor Market Profiles are available and will be updated twice per year by DEED's Labor Market Information staff. (See [www.deed.state.mn.us/youth](http://www.deed.state.mn.us/youth)). The profiles assist in the assessment of employer needs in the region. Economic profiles also help identify short- and long-term skills needed by youth to secure jobs in the region.
2. WSAs will initiate Youth Summits to enhance service coordination and identify youth needs and service gaps. To support continuous improvement, Youthbuild, YouthWorks/Americorps and Job Corps activities are coordinated at the local level with WIA youth services.
3. WSAs offer Lifeskills Transition Workshops for alternative school students. WSAs also offer independent living skills focus groups directed at youth aging out of the foster care system, or

### *Success Story: Anna Defoe*

Anna Defoe started in the City of Duluth's Women in Construction Training Project when she was 18 years old. She had very limited work experience and very low self-esteem. Anna was so successful that the Women In Construction Project moved her into a leadership position. The program extended her work experience so she could be trained as a crew supervisor and covered the cost



of tools and work clothes. Upon completion of the work experience, Women In Construction was able to hire her full-time. Aside from building homes and supervising crews, Anna has also been involved in other leadership activities: coordinating an outreach program to help get more young women interested in a construction career, serving on the Board of Directors, representing the program at the Kids Plus Conference, and training new employees in tiling. According to her supervisor, "Anna has become the in-house tiling expert."

Anna says she believes the Women In Construction Training Project does great things for women, including women of color, because it gives women opportunities that they wouldn't otherwise have in this field. She also says, "I found my passion. This work experience has turned my life around."

transitioning back into the community after being incarcerated.

4. Minnesota leveraged a federal discretionary grant from the Department of Labor which will focus on improving transition outcomes for youth with disabilities. This is a collaboration with the PACER Center at three pilot sites: the City of Minneapolis, Ramsey County (including the City of St. Paul), and Central Minnesota. A web-based Resource Mapping tool is under development. Youth will be involved in data entry and other activities supporting local resource mapping projects. Parent/family training will be conducted for parents of youth with disabilities.
5. WSAs support and provide opportunities for youth to be involved in the community and in decision-making. WSAs will be looking at new strategies to increase youth involvement on local Youth Councils.
6. Some WSAs are creating “career academies” to address the skill needs of youth seeking to get into technical and medical careers. Participants in these academies typically need increased academic skills, as well as a diploma or GED.
7. Several Youth Councils include opportunities for Faith-Based and community-based leaders to serve on local Workforce Councils and to participate in planning and program development.
8. Representatives from local Chambers of Commerce serve on many Youth Councils which strengthens business/education partnerships. Youth services are promoted through Chamber business members.

**For more information on Youth Services, visit:**  
[www.deed.state.mn.us/youth](http://www.deed.state.mn.us/youth)

### *Success Story: Chandrell Fincher*

Chandrell started participating in WorkForce Center services in the fall of 2001 at the age of 15. After school, she was involved in the work training program at the bike shop. Chandrell learned how to balance education and work training activities along with taking care of family responsibilities. She earned her Employability Skills Certificate for demonstrating 95 percent mastery in attendance/punctuality, team work, cooperation, work quality and work quantity. Because of her ambition and willingness to succeed, she was chosen to participate in the Leadership Adventures program provided by St. John’s University and sponsored by Stearns-Benton Employment and Training Council. She was chosen to be a peer leader for the 2002 Summer Employability Skills Camp training.



Technical High School recognized Chandrell for her outstanding educational efforts in maintaining an excellent grade point average by placing her on the honor roll. She has been chosen to attend the NAACP banquet with her school and participated in the Cultural Awareness and Racial Equity Club at school. She is active in the speech team, the leadership program for students of color, and the women’s group. Her English teacher selected her to receive the Language Arts Community Award for her outstanding citizenship and scholarship in Language Arts. The criteria for this award includes academic success and doing an exceptional job with task management skills. She was paired with First American Bank as her community business partner and was acknowledged at the end of the year Community Awards banquet. In 2003, Chandrell was recommended for the Carleton Liberal Arts Experience summer program.

Chandrell continues to take Tech’s most difficult courses within the medical career pathway. Chandrell’s hope is to become a doctor. Currently, she is a senior at Tech High School and attends night classes at St. Cloud Technical College in basic nursing. She is pursuing a variety of scholarships, so she may attend the University of Georgia.

## Performance Measures

The Workforce Investment Act of 1998 (Public Law 105-220) and supporting regulations at 20 CFR Part 652 have identified seventeen core indicators of performance that State and local entities managing the workforce investment system must meet.

Prior to the start of this WIA Title IB report period, the DEED staff met with the Minnesota Workforce Council Association (MWCA) to review the seventeen WIA mandated performance measures and to discuss and establish local WIA Title IB Adult and Dislocated Worker performance standards for WIA program years four and five for inclusion in the Five Year Unified Plan. The stated MWCA represents a cooperative effort of the sixteen Workforce Service Areas and Councils in Minnesota. Each area Council provides leadership and direction for local workforce development programs, which are tailored to meet the specific needs of their community. As a result of this meeting the MWCA agreed that, as in the past three WIA program years, the 16 local WSAs would maintain the same WIA performance standards as the State. In addition, the MWCA appointed a number of local WSA Directors to work with DEED staff to review all past WIA performance and to establish standards for negotiations with DOL.



The Office of Community-Based Services at DEED negotiates local youth performance measures with WSA's individually each year as a part of the local planning process. Local plans and circumstances are taken into consideration as DEED establishes statewide goals for WIA Youth Programs.

The results in this WIA Annual Report are based on performance goals agreed to between the state and the U.S. Department of Labor.

NOTE: The State and Local Standards are so stated in the appropriate tables on the following pages.

Performance is evaluated by comparing actual outcomes to the negotiated levels, with incentives and sanctions assessed accordingly. Incentives are awarded for surpassing the negotiated levels and sanctions are imposed for falling short. MDEED has established incentive and sanctions policies. These policies can be viewed on line at <http://www.deed.state.mn.us/wia/policy/TitleIB/incentives/index.htm>.

The data reported in the following tables is generated from the Workforce Investment Act Standardized Record Data (WIASRD) file. The WIASRD is a DOL required electronic reporting file that combines data about each clients' activities and outcomes in various programs, so their data from across programs can be reported to the DOL in a single record.

A technical description of the methodology employed in calculating the performance measures can be found in the DOL's Training and Employment Guidance Letter No. 7-99.

**Table A - Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	60.0	75.6	598	5,703	960	62.3%
Employers	60.0	76.1	911	3,664	1,156	78.8%

**Table B - Adult Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	70%	87.7%	1,006
			1,147
Employment Retention Rate	72%	89.9%	1,188
			1,321
Earnings Change in Six Months	\$3,000	\$4,826	\$5,689,270
			1,179
Employment and Credential Rate	50%	75.6%	557
			737

**Table C - Outcomes For Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans	Individuals With Disabilities	Older Individuals
Entered Employment Rate	87.7%	81.0%	84.8%	81.7%
Employment Retention Rate	89.6%	87.5%	88.8%	87.7%
Earnings Change in Six Months	\$5,327	\$3,251	\$4,553	\$3,383
Employment & Credential Rate	70.8%	70.7%	73.9%	63.6%
Earnings Change in Six Months	\$5,327	\$3,251	\$4,553	\$3,383
Employment & Credential Rate	70.8%	70.7%	73.9%	63.6%
Employment & Credential Rate	70.8%	70.7%	73.9%	63.6%
Employment & Credential Rate	70.8%	70.7%	73.9%	63.6%

**Table D - Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services
Entered Employment Rate	86.5%	88.6%
Employment Retention Rate	90.4%	89.5%
Earnings Change in Six Months	\$5,641	\$4,025
Earnings Change in Six Months	\$5,641	\$4,025
Earnings Change in Six Months	\$5,641	\$4,025
Earnings Change in Six Months	\$5,641	\$4,025

**Table E - Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72%	87.1%	1,761
			2,022
Employment Retention Rate	82%	93.1%	1,584
			1,702
Earnings Replacement in Six Months	80%	82.4%	\$23,466,181
			\$28,485,636
Employment and Credential Rate	50%	69.4%	392
			565

**Table F - Outcomes For Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.8%	165	89.1%	106	81.6%	213	0.0%	0
		197		119		261		0
Employment Retention Rate	90.8%	148	91.8%	78	91.4%	201	0.0%	0
		163		85		220		0
Earnings Replacement in Six Months	68.5%	\$2,129,396	77.6%	\$982,563	67.3%	\$2,649,027	0.0%	\$0
		\$3,110,519		\$1,265,884		\$3,935,454		\$0
Employment & Credential Rate	65.1%	41	75.7%	28	65.4%	34	0.0%	0
		63		37		52		0

**Table G - Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	87.3%	493	87.0%	1,268
		565		1,457
Employment Retention Rate	92.7%	467	93.2%	1,117
		504		1,198
Earnings Replacement in Six Months	84.4%	\$6,553,326	81.6%	\$16,912,855
		\$7,762,573		\$20,723,064

**Table H - Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65%	72.3%	240
			332
Employment Retention Rate	73%	84.2%	277
			329
Earnings Change in Six Months	\$3,000	\$4,151	\$1,278,406
			308
Employment and Credential Rate	46%	48.5%	219
			452

**Table I - Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	65.3%	81	0.0%	0	76.0%	38	73.0%	178
		124		0		50		244
Employment Retention Rate	84.5%	93	100.0%	3	74.4%	29	82.2%	194
		110		3		39		236
Earnings Change in Six Months	\$4,193	\$444,424	-\$855	-\$2,566	\$3,036	\$106,257	\$3,857	\$844,639
		106		3		35		219
Employment & Credential Rate	51.9%	81	0.0%	0	58.0%	47	43.0%	135
		156		0		81		314

**Table J - Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	78%	91.9%	3,429
			3,733
Diploma or Equivalent Attainment Rate	53%	78.1%	449
			575
Retention Rate	58%	77.1%	391
			507

**Table K - Outcomes For Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.6%	696	91.0%	1,860	89.9%	724
		777		2,044		805
Diploma or Equivalent Attainment Rate	74.5%	79	82.7%	267	65.9%	87
		106		323		132
Retention Rate	70.0%	70	78.1%	196	72.4%	123
		100		251		170

**Table L - Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults & Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
<b>Adults</b>	79.1%	1,112	\$4,563	\$5,694,399	3.4%	34	\$4,438	\$4,069,349	75.1%	296
		1,406		1,248		1,006		917		394
<b>Dislocated Workers</b>	88.0%	1,634	79.2%	\$23,693,814	2.4%	42	\$7,553	\$12,537,713	75.9%	366
		1,856		\$29,913,196		1,761		1,660		482
<b>Older Youth</b>	73.9%	246	\$3,659	\$1,130,553	2.5%	6	\$2,913	\$664,231		
		333		309		240		228		

**Table M - Participants Served**

	Total Participants Served	Total Exitters
<b>Adults</b>	2,811	1,691
<b>Dislocated Workers</b>	4,304	2,227
<b>Older Youth</b>	893	438
<b>Younger Youth</b>	3,333	1,377

**Table N: Cost of Program Activities**

Program Activity		Total Federal Spending
Local Adults		\$ 6,581,113
Local Dislocated Workers		\$ 5,998,311
Local Youth		\$ 6,598,899
Rapid Response		\$ 2,811,975
Statewide Required Activities		\$ 1,610,000
Statewide Allowable Activities	Administration	\$ 1,033,368
	Provision of Capacity Building and Technical Assistance	\$ 310,000
	Implementation of Innovative Incumbent Worker Training Programs	\$ 346,000
	Local and Regional Economic and Workforce Analysis (LMI)	\$ 244,249
	Other	\$ 224,126
<b>Total of All Federal Spending Listed Above</b>		<b>\$ 25,758,041</b>

Local Area Name  WSA 1	Total Participants Served	Adults	116
		Dislocated	64
		Older Youth	32
		Younger Youth	226
ETA Assigned #:  27045	Total Exiters	Adults	62
		Dislocated	38
		Older Youth	19
		Younger Youth	57

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	82.9%
	Dislocated Workers	72.0%	85.4%
	Older Youth	65.0%	76.9%
Retention Rate	Adults	72.0%	90.9%
	Dislocated Workers	82.0%	92.3%
	Older Youth	65.0%	92.9%
	Younger Youth	58.0%	92.9%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$4,661
	Dislocated Workers	80.0%	105.5%
	Older Youth	\$3,000	\$5,718
Credential/Diploma Rate	Adults	50.0%	66.7%
	Dislocated Workers	50.0%	63.0%
	Older Youth	46.0%	52.9%
	Younger Youth	53.0%	94.1%
Skill Attainment	Younger Youth	78.0%	99.3%

Local Area Name  WSA 2	Total Participants Served	Adults	460
		Dislocated	214
		Older Youth	104
		Younger Youth	613
ETA Assigned #:  27040	Total Exiters	Adults	235
		Dislocated	144
		Older Youth	49
		Younger Youth	262

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	91.5%
	Dislocated Workers	72.0%	86.7%
	Older Youth	65.0%	78.9%
Retention Rate	Adults	72.0%	88.2%
	Dislocated Workers	82.0%	96.6%
	Older Youth	69.5%	79.2%
	Younger Youth	56.1%	84.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$5,905
	Dislocated Workers	80.0%	113.0%
	Older Youth	\$2,261	\$3,440
Credential/Diploma Rate	Adults	50.0%	83.0%
	Dislocated Workers	50.0%	80.0%
	Older Youth	34.2%	75.5%
	Younger Youth	52.0%	87.9%
Skill Attainment	Younger Youth	72.4%	90.6%

Local Area Name  WSA 3	Total Participants Served	Adults	448
		Dislocated	259
		Older Youth	154
		Younger Youth	380
ETA Assigned #:  27035	Total Exiters	Adults	228
		Dislocated	145
		Older Youth	63
		Younger Youth	181

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	85.7%
	Dislocated Workers	72.0%	91.1%
	Older Youth	62.0%	93.3%
Retention Rate	Adults	72.0%	88.2%
	Dislocated Workers	82.0%	94.7%
	Older Youth	62.0%	89.7%
	Younger Youth	50.0%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$5,145
	Dislocated Workers	80.0%	97.0%
	Older Youth	\$2,800	\$5,000
Credential/Diploma Rate	Adults	50.0%	85.9%
	Dislocated Workers	50.0%	95.3%
	Older Youth	45.0%	86.6%
	Younger Youth	50.0%	84.2%
Skill Attainment	Younger Youth	73.0%	100.0%

Local Area Name  WSA 4	Total Participants Served	Adults	83
		Dislocated	76
		Older Youth	43
		Younger Youth	135
ETA Assigned #:  27005	Total Exiters	Adults	51
		Dislocated	29
		Older Youth	8
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	74.2%
	Dislocated Workers	72.0%	96.4%
	Older Youth	60.0%	83.3%
Retention Rate	Adults	72.0%	83.3%
	Dislocated Workers	82.0%	88.2%
	Older Youth	60.0%	100.0%
	Younger Youth	55.0%	62.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$6,423
	Dislocated Workers	80.0%	80.8%
	Older Youth	\$2,000	\$4,445
Credential/Diploma Rate	Adults	50.0%	63.0%
	Dislocated Workers	50.0%	75.0%
	Older Youth	45.0%	62.5%
	Younger Youth	51.0%	66.7%
Skill Attainment	Younger Youth	62.0%	91.9%

Local Area Name  WSA 5	Total Participants Served	Adults	256
		Dislocated	369
		Older Youth	82
		Younger Youth	355
ETA Assigned #:  27105	Total Exiters	Adults	216
		Dislocated	257
		Older Youth	41
		Younger Youth	83

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	79.3%
	Dislocated Workers	72.0%	85.5%
	Older Youth	66.0%	84.6%
Retention Rate	Adults	72.0%	90.0%
	Dislocated Workers	82.0%	91.8%
	Older Youth	76.0%	92.3%
	Younger Youth	58.0%	76.9%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$3,042
	Dislocated Workers	80.0%	77.4%
	Older Youth	\$2,200	\$4,376
Credential/Diploma Rate	Adults	50.0%	60.4%
	Dislocated Workers	50.0%	58.3%
	Older Youth	48.0%	45.5%
	Younger Youth	53.0%	69.4%
Skill Attainment	Younger Youth	68.0%	76.4%

Local Area Name  WSA 6	Total Participants Served	Adults	85
		Dislocated	82
		Older Youth	9
		Younger Youth	158
ETA Assigned #:  27055	Total Exiters	Adults	43
		Dislocated	40
		Older Youth	9
		Younger Youth	91

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	95.0%
	Dislocated Workers	72.0%	89.1%
	Older Youth	55.0%	100.0%
Retention Rate	Adults	72.0%	88.1%
	Dislocated Workers	82.0%	90.7%
	Older Youth	51.0%	100.0%
	Younger Youth	50.0%	85.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$5,251
	Dislocated Workers	80.0%	86.8%
	Older Youth	\$2,300	\$5,957
Credential/Diploma Rate	Adults	50.0%	88.6%
	Dislocated Workers	50.0%	86.7%
	Older Youth	45.0%	88.9%
	Younger Youth	51.0%	83.8%
Skill Attainment	Younger Youth	55.0%	90.7%

Local Area Name  WSA 7	Total Participants Served	Adults	70
		Dislocated	152
		Older Youth	26
		Younger Youth	60
ETA Assigned #:  27030	Total Exiters	Adults	49
		Dislocated	77
		Older Youth	19
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	81.8%
	Dislocated Workers	72.0%	95.5%
	Older Youth	62.0%	66.7%
Retention Rate	Adults	72.0%	92.0%
	Dislocated Workers	82.0%	96.6%
	Older Youth	72.0%	66.7%
	Younger Youth	60.0%	50.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$3,817
	Dislocated Workers	80.0%	91.2%
	Older Youth	\$2,500	\$3,701
Credential/Diploma Rate	Adults	50.0%	35.5%
	Dislocated Workers	50.0%	93.3%
	Older Youth	52.0%	57.9%
	Younger Youth	60.0%	86.7%
Skill Attainment	Younger Youth	70.0%	82.5%

Local Area Name  WSA 8	Total Participants Served	Adults	107
		Dislocated	850
		Older Youth	70
		Younger Youth	234
ETA Assigned #:  27075	Total Exiters	Adults	51
		Dislocated	415
		Older Youth	10
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	66.7%
	Dislocated Workers	72.0%	79.3%
	Older Youth	72.0%	100.0%
Retention Rate	Adults	72.0%	91.3%
	Dislocated Workers	82.0%	90.8%
	Older Youth	52.0%	100.0%
	Younger Youth	46.0%	54.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$5,931
	Dislocated Workers	80.0%	79.5%
	Older Youth	\$3,200	\$6,121
Credential/Diploma Rate	Adults	50.0%	56.5%
	Dislocated Workers	50.0%	45.5%
	Older Youth	30.0%	62.5%
	Younger Youth	52.0%	68.1%
Skill Attainment	Younger Youth	72.0%	100.0%

Local Area Name  WSA 9	Total Participants Served	Adults	356
		Dislocated	833
		Older Youth	20
		Younger Youth	199
ETA Assigned #:  27025	Total Exiters	Adults	193
		Dislocated	472
		Older Youth	10
		Younger Youth	112

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	84.5%
	Dislocated Workers	72.0%	86.4%
	Older Youth	65.0%	62.5%
Retention Rate	Adults	72.0%	90.1%
	Dislocated Workers	82.0%	93.6%
	Older Youth	67.0%	85.7%
	Younger Youth	55.0%	64.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$2,424
	Dislocated Workers	80.0%	79.2%
	Older Youth	\$3,500	\$4,262
Credential/Diploma Rate	Adults	50.0%	58.8%
	Dislocated Workers	50.0%	71.9%
	Older Youth	46.0%	10.0%
	Younger Youth	60.0%	68.4%
Skill Attainment	Younger Youth	60.0%	99.3%

Local Area Name  WSA 10	Total Participants Served	Adults	402
		Dislocated	261
		Older Youth	137
		Younger Youth	648
ETA Assigned #:  27010	Total Exiters	Adults	338
		Dislocated	135
		Older Youth	110
		Younger Youth	334

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	92.7%
	Dislocated Workers	72.0%	95.6%
	Older Youth	60.0%	64.0%
Retention Rate	Adults	72.0%	92.0%
	Dislocated Workers	82.0%	96.6%
	Older Youth	65.0%	77.9%
	Younger Youth	60.0%	71.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$4,647
	Dislocated Workers	80.0%	85.5%
	Older Youth	\$2,400	\$2,823
Credential/Diploma Rate	Adults	50.0%	72.4%
	Dislocated Workers	50.0%	92.1%
	Older Youth	30.0%	19.4%
	Younger Youth	31.0%	54.1%
Skill Attainment	Younger Youth	74.0%	93.4%

Local Area Name  WSA 12	Total Participants Served	Adults	24
		Dislocated	112
		Older Youth	20
		Younger Youth	35
ETA Assigned #:  27085	Total Exiters	Adults	15
		Dislocated	68
		Older Youth	13
		Younger Youth	3

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	100.0%
	Dislocated Workers	72.0%	92.9%
	Older Youth	62.0%	77.8%
Retention Rate	Adults	72.0%	100.0%
	Dislocated Workers	82.0%	94.6%
	Older Youth	62.0%	92.9%
	Younger Youth	54.0%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$4,297
	Dislocated Workers	80.0%	86.7%
	Older Youth	\$2,200	\$5,887
Credential/Diploma Rate	Adults	50.0%	80.0%
	Dislocated Workers	50.0%	50.0%
	Older Youth	45.0%	50.0%
	Younger Youth	51.0%	100.0%
Skill Attainment	Younger Youth	55.0%	97.4%

Local Area Name  WSA 14	Total Participants Served	Adults	85
		Dislocated	186
		Older Youth	89
		Younger Youth	24
ETA Assigned #:  27090	Total Exiters	Adults	51
		Dislocated	108
		Older Youth	39
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	84.3%
	Dislocated Workers	72.0%	94.0%
	Older Youth	55.0%	47.4%
Retention Rate	Adults	72.0%	76.6%
	Dislocated Workers	82.0%	92.5%
	Older Youth	60.0%	100.0%
	Younger Youth	35.0%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$3,117
	Dislocated Workers	80.0%	78.6%
	Older Youth	\$2,400	\$6,492
Credential/Diploma Rate	Adults	50.0%	44.4%
	Dislocated Workers	50.0%	50.0%
	Older Youth	35.0%	27.3%
	Younger Youth	35.0%	0.0%
Skill Attainment	Younger Youth	70.0%	88.9%

Local Area Name  WSA 15	Total Participants Served	Adults	190
		Dislocated	231
		Older Youth	72
		Younger Youth	225
ETA Assigned #:  27115	Total Exiters	Adults	78
		Dislocated	63
		Older Youth	26
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	96.3%
	Dislocated Workers	72.0%	98.8%
	Older Youth	62.0%	68.8%
Retention Rate	Adults	72.0%	91.4%
	Dislocated Workers	82.0%	92.3%
	Older Youth	73.0%	80.0%
	Younger Youth	56.0%	68.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$5,612
	Dislocated Workers	80.0%	82.2%
	Older Youth	\$3,000	\$4,153
Credential/Diploma Rate	Adults	50.0%	93.1%
	Dislocated Workers	50.0%	76.2%
	Older Youth	46.0%	45.8%
	Younger Youth	46.0%	85.4%
Skill Attainment	Younger Youth	71.0%	92.5%

Local Area Name  WSA 16	Total Participants Served	Adults	12
		Dislocated	139
		Older Youth	7
		Younger Youth	16
ETA Assigned #:  27100	Total Exiters	Adults	5
		Dislocated	72
		Older Youth	4
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	100.0%
	Dislocated Workers	72.0%	80.0%
	Older Youth	72.0%	100.0%
Retention Rate	Adults	72.0%	100.0%
	Dislocated Workers	82.0%	92.6%
	Older Youth	70.0%	75.0%
	Younger Youth	60.0%	54.5%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$1,991
	Dislocated Workers	80.0%	73.2%
	Older Youth	\$2,500	(\$987)
Credential/Diploma Rate	Adults	50.0%	100.0%
	Dislocated Workers	50.0%	88.9%
	Older Youth	47.0%	100.0%
	Younger Youth	50.0%	100.0%
Skill Attainment	Younger Youth	75.0%	76.5%

Local Area Name  WSA 17	Total Participants Served	Adults	92
		Dislocated	138
		Older Youth	23
		Younger Youth	8
ETA Assigned #:  27110	Total Exiters	Adults	50
		Dislocated	77
		Older Youth	12
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	96.7%
	Dislocated Workers	72.0%	93.8%
	Older Youth	65.0%	100.0%
Retention Rate	Adults	72.0%	94.2%
	Dislocated Workers	82.0%	96.1%
	Older Youth	65.0%	100.0%
	Younger Youth	55.0%	50.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$8,190
	Dislocated Workers	80.0%	84.7%
	Older Youth	\$2,300	\$11,001
Credential/Diploma Rate	Adults	50.0%	92.6%
	Dislocated Workers	50.0%	78.3%
	Older Youth	45.0%	72.7%
	Younger Youth	52.0%	100.0%
Skill Attainment	Younger Youth	78.0%	68.0%

Local Area Name  WSA 18	Total Participants Served	Adults	25
		Dislocated	33
		Older Youth	5
		Younger Youth	17
ETA Assigned #:  27080	Total Exiters	Adults	26
		Dislocated	17
		Older Youth	6
		Younger Youth	9

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	60.0	75.6
	Employers	60.0	76.1
Entered Employment Rate	Adults	70.0%	90.5%
	Dislocated Workers	72.0%	95.0%
	Older Youth	55.0%	72.7%
Retention Rate	Adults	72.0%	100.0%
	Dislocated Workers	82.0%	91.7%
	Older Youth	65.0%	60.0%
	Younger Youth	48.0%	68.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$2,419
	Dislocated Workers	80.0%	96.7%
	Older Youth	\$3,100	\$3,917
Credential/Diploma Rate	Adults	50.0%	72.0%
	Dislocated Workers	50.0%	92.9%
	Older Youth	50.0%	66.7%
	Younger Youth	50.0%	62.5%
Skill Attainment	Younger Youth	55.0%	90.0%

**This Page Intentionally Blank**



## WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	60	75.6	598	5,703	960	62.3
Employers	60	76.1	911	3,664	1,156	78.8

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71	87.7	1,006
			1,147
Employment Retention Rate	76	89.9	1,188
			1,321
Earnings Change in Six Month	3,000	4,826	5,689,270
			1,179
Employment and Credential Rate	54	75.6	557
			737

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	87.7	213	81	68	84.8	112	81.7	67
		243		84		132		82
Employment Retention Rate	89.6	225	87.5	70	88.8	135	87.7	50
		251		80		152		57
Earnings Change in Six Months	5,327	1,241,179	3,251	234,038	4,553	664,802	2,540	126,983
		233		72		146		50
Employment and Credential Rate	70.8	136	70.7	29	73.9	65	63.6	7
		192		41		88		11

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	86.5	402	88.6	604
		465		682
Employment Retention Rate	90.4	556	89.5	632
		615		706
Earnings Change in Six Months	5,641	3,294,608	4,025	2,394,662
		584		595

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Rate	Count
Entered Employment Rate	75	87.1	1,761
			2,022
Employment Retention Rate	85	93.1	1,584
			1,702
Earnings Replacement in Six Months	84	82.4	23,466,181
			28,485,637
Employment and Credential Rate	50	69.4	392
			565

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Rate	Count	Rate	Count	Rate	Count	Count	Count
Entered Employment Rate	83.8	165	89.1	106	81.6	213	0	0
		197		119		261		1
Employment Retention Rate	90.8	148	91.8	78	91.4	201	0	0
		163		85		220		1
Earnings Replacement Rate	68.5	2,129,396	77.6	982,563	67.3	2,649,027	0	0
		3,110,519		1,265,884		3,935,454		1
Employment And Credential Rate	65.1	41	75.7	28	65.4	34	0	0
		63		37		52		1

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	87.3	493	87
565			1,457	
Employment Retention Rate	92.7	467	93.2	1,117
		504		1,198
Earnings Replacement Rate	84.4	6,553,326	81.6	16,912,855
		7,762,573		20,723,064

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	73	84.2	332
			277
Earnings Change in Six Months	3,000	4,151	1,278,406
			308
Credential Rate	46	48.5	219
			452

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	65.3	81	0	0	76	38	73
124			1		50		244	
Employment Retention Rate	84.5	93	100	3	74.4	29	82.2	194
		110		3		39		236
Earnings Change in Six Months	4,193	444,424	-855	-2,566	3,036	106,257	3,857	844,639
		106		3		35		219
Credential Rate	51.9	81	0	0	58	47	43	135
		156		1		81		314

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	78
			3,733
Diploma or Equivalent Attainment Rate	53	78.1	449
			575
Retention Rate	58	77.1	391
			507

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	89.6	696	91	1,860	89.9	724
		777		2,044		805
Diploma or Equivalent Attainment Rate	74.5	79	82.7	267	65.9	87
		106		323		132
Retention Rate	70	70	78.1	196	72.4	123
		100		251		170

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	79.1	1,112	4,563	5,694,399	3.4	34	4,438	4,069,349	75.1	296
		1,406		1,248		1,006		917		394
Dislocated Workers	88	1,634	79.2	23,693,814	2.4	42	7,553	12,537,713	75.9	366
		1,856		29,913,196		1,761		1,660		482
Older Youth	73.9	246	3,659	1,130,553	2.5	6	2,913	664,231		
		333		309		240		228		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>2,811</b>	<b>1,691</b>
<b>Dislocated Workers</b>	<b>4,304</b>	<b>2,227</b>
<b>Older Youth</b>	<b>893</b>	<b>438</b>
<b>Younger Youth</b>	<b>3,333</b>	<b>1,377</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$6,581,113.00</b>
<b>Local Dislocated Workers</b>		<b>\$5,998,311.00</b>
<b>Local Youth</b>		<b>\$6,598,899.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$2,811,975.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$1,610,000.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Administration	<b>\$1,033,368.00</b>
	Capacity Bldg & Tech Asst	<b>\$310,000.00</b>
	Implement Worker Trng Prog	<b>\$346,000.00</b>
	Local/Reg Econon Wkr Analysis (LMI)	<b>\$244,249.00</b>
	Other	<b>\$224,126.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$25,758,041.00</b>

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Minneapolis Employment & Training Program	<b>Total Participants Served</b>	Adults	402
		Dislocated Workers	261
		Older Youth	137
		Younger Youth	648
	<b>Total Exiters</b>	Adults	338
		Dislocated Workers	135
		Older Youth	110
		Younger Youth	334

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	92.7
	Dislocated Workers	75	95.6
	Older Youth	60	64
Retention Rate	Adults	76	92
	Dislocated Workers	85	96.6
	Older Youth	65	77.9
	Younger Youth	60	71.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	4,647.09
	Dislocated Workers	84	85.5
	Older Youth (\$)	2,400	2,823.1
Credential / Diploma Rate	Adults	54	72.4
	Dislocated Workers	50	92.1
	Older Youth	30	19.4
	Younger Youth	31	54.1
Skill Attainment Rate	Younger Youth	74	93.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Duluth Workforce Council	Total Participants Served	Adults	83
		Dislocated Workers	76
		Older Youth	43
		Younger Youth	135
	Total Exiters	Adults	51
		Dislocated Workers	29
		Older Youth	8
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	74.2
	Dislocated Workers	75	96.4
	Older Youth	60	83.3
Retention Rate	Adults	75	83.3
	Dislocated Workers	85	88.2
	Older Youth	60	100
	Younger Youth	55	62.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	6,423.27
	Dislocated Workers	84	80.8
	Older Youth (\$)	2,000	4,444.75
Credential / Diploma Rate	Adults	54	63
	Dislocated Workers	50	75
	Older Youth	45	62.5
	Younger Youth	51	66.7
Skill Attainment Rate	Younger Youth	62	91.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Hennepin County Training & Employment Assistance	<b>Total Participants Served</b>	Adults	356
		Dislocated Workers	833
		Older Youth	20
		Younger Youth	199
	<b>Total Exiters</b>	Adults	193
		Dislocated Workers	472
		Older Youth	10
		Younger Youth	112

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	84.5
	Dislocated Workers	75	86.4
	Older Youth	65	62.5
Retention Rate	Adults	76	90.1
	Dislocated Workers	85	93.6
	Older Youth	67	85.7
	Younger Youth	55	64.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	2,423.66
	Dislocated Workers	84	79.2
	Older Youth (\$)	3,500	4,262
Credential / Diploma Rate	Adults	54	58.8
	Dislocated Workers	50	71.9
	Older Youth	46	10
	Younger Youth	60	68.4
Skill Attainment Rate	Younger Youth	60	99.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Workforce Council	<b>Total Participants Served</b>	Adults	70
		Dislocated Workers	152
		Older Youth	26
		Younger Youth	60
	<b>Total Exiters</b>	Adults	49
		Dislocated Workers	77
		Older Youth	19
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	81.8
	Dislocated Workers	75	95.5
	Older Youth	62	66.7
Retention Rate	Adults	76	92
	Dislocated Workers	85	96.6
	Older Youth	72	66.7
	Younger Youth	60	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,817.14
	Dislocated Workers	84	91.2
	Older Youth (\$)	2,500	3,701
Credential / Diploma Rate	Adults	54	35.5
	Dislocated Workers	50	93.3
	Older Youth	52	57.9
	Younger Youth	60	86.7
Skill Attainment Rate	Younger Youth	70	82.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Northeast Minnesota Office of Job Training	Total Participants Served	Adults	448
		Dislocated Workers	259
		Older Youth	154
		Younger Youth	380
	Total Exiters	Adults	228
		Dislocated Workers	145
		Older Youth	63
		Younger Youth	181

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	85.7
	Dislocated Workers	75	91.1
	Older Youth	62	93.3
Retention Rate	Adults	76	88.2
	Dislocated Workers	85	94.7
	Older Youth	62	89.7
	Younger Youth	50	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,144.89
	Dislocated Workers	84	97
	Older Youth (\$)	2,800	5,000.43
Credential / Diploma Rate	Adults	54	85.9
	Dislocated Workers	50	95.3
	Older Youth	45	86.6
	Younger Youth	50	84.2
Skill Attainment Rate	Younger Youth	73	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Rural Minnesota CEP, Inc.	Total Participants Served	Adults	460
		Dislocated Workers	214
		Older Youth	104
		Younger Youth	613
	Total Exiters	Adults	235
		Dislocated Workers	144
		Older Youth	49
		Younger Youth	262

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	91.5
	Dislocated Workers	75	86.7
	Older Youth	65	78.9
Retention Rate	Adults	76	88.2
	Dislocated Workers	85	96.6
	Older Youth	69.5	79.2
	Younger Youth	56.1	84
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,904.68
	Dislocated Workers	84	113
	Older Youth (\$)	2,261	3,440.11
Credential / Diploma Rate	Adults	54	83
	Dislocated Workers	50	80
	Older Youth	34.2	75.5
	Younger Youth	52	87.9
Skill Attainment Rate	Younger Youth	72.4	90.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Northwest WIB/Workforce Council	Total Participants Served	Adults	116
		Dislocated Workers	64
		Older Youth	32
		Younger Youth	226
	Total Exiters	Adults	62
		Dislocated Workers	38
		Older Youth	19
		Younger Youth	57

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	82.9
	Dislocated Workers	75	85.4
	Older Youth	65	76.9
Retention Rate	Adults	76	90.9
	Dislocated Workers	85	92.3
	Older Youth	65	92.9
	Younger Youth	58	92.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	4,661.27
	Dislocated Workers	84	105.5
	Older Youth (\$)	3,000	5,717.79
Credential / Diploma Rate	Adults	54	66.7
	Dislocated Workers	50	63
	Older Youth	46	52.9
	Younger Youth	53	94.1
Skill Attainment Rate	Younger Youth	78	99.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Southwest Minnesota WIB	Total Participants Served	Adults	85
		Dislocated Workers	82
		Older Youth	9
		Younger Youth	158
	Total Exiters	Adults	43
		Dislocated Workers	40
		Older Youth	9
		Younger Youth	91

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	95
	Dislocated Workers	75	89.1
	Older Youth	55	100
Retention Rate	Adults	76	88.1
	Dislocated Workers	85	90.7
	Older Youth	51	100
	Younger Youth	50	85
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,250.92
	Dislocated Workers	84	86.8
	Older Youth (\$)	2,300	5,956.67
Credential / Diploma Rate	Adults	54	88.6
	Dislocated Workers	50	86.7
	Older Youth	45	88.9
	Younger Youth	51	83.8
Skill Attainment Rate	Younger Youth	55	90.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Southeast Minnesota WIB	Total Participants Served	Adults	107
		Dislocated Workers	850
		Older Youth	70
		Younger Youth	234
	Total Exiters	Adults	51
		Dislocated Workers	415
		Older Youth	10
		Younger Youth	69

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	66.7
	Dislocated Workers	75	79.3
	Older Youth	72	100
Retention Rate	Adults	76	91.3
	Dislocated Workers	85	90.8
	Older Youth	52	100
	Younger Youth	46	54.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,931.17
	Dislocated Workers	84	79.5
	Older Youth (\$)	3,200	6,120.75
Credential / Diploma Rate	Adults	54	56.5
	Dislocated Workers	50	45.5
	Older Youth	30	62.5
	Younger Youth	52	68.1
Skill Attainment Rate	Younger Youth	72	100
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Winona County Workforce Investment Board	<b>Total Participants Served</b>	Adults	25
		Dislocated Workers	33
		Older Youth	5
		Younger Youth	17
	<b>Total Exiters</b>	Adults	26
		Dislocated Workers	17
		Older Youth	6
		Younger Youth	9

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	90.5
	Dislocated Workers	75	95
	Older Youth	55	72.7
Retention Rate	Adults	76	100
	Dislocated Workers	85	91.7
	Older Youth	65	60
	Younger Youth	48	68.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	2,419.23
	Dislocated Workers	84	96.7
	Older Youth (\$)	3,100	3,917.2
Credential / Diploma Rate	Adults	54	72
	Dislocated Workers	50	92.9
	Older Youth	50	66.7
	Younger Youth	50	62.5
Skill Attainment Rate	Younger Youth	55	90
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Anoka County Workforce Service Area	<b>Total Participants Served</b>	Adults	24
		Dislocated Workers	112
		Older Youth	20
		Younger Youth	35
	<b>Total Exiters</b>	Adults	15
		Dislocated Workers	68
		Older Youth	13
		Younger Youth	3

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	100
	Dislocated Workers	75	92.9
	Older Youth	62	77.8
Retention Rate	Adults	76	100
	Dislocated Workers	85	94.6
	Older Youth	62	92.9
	Younger Youth	54	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	4,297
	Dislocated Workers	84	86.7
	Older Youth (\$)	2,200	5,887.07
Credential / Diploma Rate	Adults	54	80
	Dislocated Workers	50	50
	Older Youth	45	50
	Younger Youth	51	100
Skill Attainment Rate	Younger Youth	55	97.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Dakota County Workforce Services	Total Participants Served	Adults	85
		Dislocated Workers	186
		Older Youth	89
		Younger Youth	24
	Total Exiters	Adults	51
		Dislocated Workers	108
		Older Youth	39
		Younger Youth	1

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	84.3
	Dislocated Workers	75	94
	Older Youth	55	47.4
Retention Rate	Adults	76	76.6
	Dislocated Workers	85	92.5
	Older Youth	60	100
	Younger Youth	35	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,117.14
	Dislocated Workers	84	78.6
	Older Youth (\$)	2,400	6,492
Credential / Diploma Rate	Adults	54	44.4
	Dislocated Workers	50	50
	Older Youth	35	27.3
	Younger Youth	35	0
Skill Attainment Rate	Younger Youth	70	88.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		Exceeded	

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Washington County Workforce Council	Total Participants Served	Adults	12
		Dislocated Workers	139
		Older Youth	7
		Younger Youth	16
	Total Exiters	Adults	5
		Dislocated Workers	72
		Older Youth	4
		Younger Youth	7

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	100
	Dislocated Workers	75	80
	Older Youth	72	100
Retention Rate	Adults	76	100
	Dislocated Workers	85	92.6
	Older Youth	70	75
	Younger Youth	60	54.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	1,990.8
	Dislocated Workers	84	73.2
	Older Youth (\$)	2,500	-986.75
Credential / Diploma Rate	Adults	54	100
	Dislocated Workers	50	88.9
	Older Youth	47	100
	Younger Youth	50	100
Skill Attainment Rate	Younger Youth	75	76.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Minnesota Jobs and Training Services	<b>Total Participants Served</b>	Adults	256
		Dislocated Workers	369
		Older Youth	82
		Younger Youth	355
	<b>Total Exiters</b>	Adults	216
		Dislocated Workers	257
		Older Youth	41
		Younger Youth	83

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	79.3
	Dislocated Workers	75	85.5
	Older Youth	66	84.6
Retention Rate	Adults	76	90
	Dislocated Workers	85	91.8
	Older Youth	76	92.3
	Younger Youth	58	76.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	3,042.46
	Dislocated Workers	84	77.4
	Older Youth (\$)	2,200	4,375.77
Credential / Diploma Rate	Adults	54	60.4
	Dislocated Workers	50	58.3
	Older Youth	48	45.5
	Younger Youth	53	69.4
Skill Attainment Rate	Younger Youth	68	76.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Ramsey County - MN Workforce Investment Board	Total Participants Served	Adults	190
		Dislocated Workers	231
		Older Youth	72
		Younger Youth	225
	Total Exiters	Adults	78
		Dislocated Workers	63
		Older Youth	26
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	96.3
	Dislocated Workers	75	98.8
	Older Youth	62	68.8
Retention Rate	Adults	76	91.4
	Dislocated Workers	85	92.3
	Older Youth	73	80
	Younger Youth	56	68.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	5,611.65
	Dislocated Workers	84	82.2
	Older Youth (\$)	3,000	4,153
Credential / Diploma Rate	Adults	54	93.1
	Dislocated Workers	50	76.2
	Older Youth	46	45.8
	Younger Youth	46	85.4
Skill Attainment Rate	Younger Youth	71	92.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: MN

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Stearns-Benton	Total Participants Served	Adults	92
		Dislocated Workers	138
		Older Youth	23
		Younger Youth	8
	Total Exiters	Adults	50
		Dislocated Workers	77
		Older Youth	12
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	60	75.6
	Employers	60	76.1
Entered Employment Rate	Adults	71	96.7
	Dislocated Workers	75	93.8
	Older Youth	65	100
Retention Rate	Adults	76	94.2
	Dislocated Workers	85	96.1
	Older Youth	65	100
	Younger Youth	55	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	8,189.84
	Dislocated Workers	84	84.7
	Older Youth (\$)	2,300	11,000.6
Credential / Diploma Rate	Adults	54	92.6
	Dislocated Workers	50	78.3
	Older Youth	45	72.7
	Younger Youth	52	100
Skill Attainment Rate	Younger Youth	78	68
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded