

Minnesota's Workforce Investment Act Title IB Submitted December 20, 2001



Annual Report

Program Year 2000

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Readers should be aware that the narrative sections of this report reflect program activities during Program Year 2000, which is the period of July 1, 2000 through June 30, 2001. Most performance outcomes in the State and WSA Performance sections of this report are based on the period October 1, 1999 through September 30, 2000. This three-quarter lag is needed to use wage and employment information from employers' payroll tax records. However, with outcomes for which the lag is not necessary, the results shown are based on PY 2000. Outcomes based on PY 2000 data include the Youth Diploma Rate, the Youth Skills Attainment Rate, Participation Levels (Table M), and the Total Participants Served and Total Exiters sections of each individual WSA table. A technical description of the methodology employed in calculating the performance measures can be found in the U.S. Department of Labor's Training and Employment Guidance Letter No. 7-99.

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Date Submitted: December 3, 2001



STATE OF MINNESOTA

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November 28, 2001

The Honorable Elaine Chao
Secretary
United States Department of Labor
200 Constitution Avenue Northwest
Washington, D.C. 20210

Dear Secretary Chao:

In April 2000, I signed the Minnesota State Unified Plan under the Workforce Investment Act (WIA) of 1998. I now present the Annual Report for Program Year 2000, which details and measures the progress in the WIA Title IB Adult, Dislocated Worker and Youth services for Minnesota job seekers and employers.

Workforce development is an important challenge in maintaining Minnesota's global competitiveness and ongoing economic prosperity, and WIA is a fundamental tool as we coordinate and consolidate employment programs and services across agencies. The principles of WIA — streamlining services, empowering individuals, universal access, increased accountability, a strong role for local and private sector stakeholders, state and local flexibility and improving youth programs — match my strategies to meet the needs of Minnesota's incumbent workers, emerging workers and employers.

WIA is intended to improve coordination among organizations engaged in workforce development activities and to enhance employment services. This objective builds on Minnesota's One-Stop WorkForce Center system, which has developed over the last decade as one of the nation's premier innovative employment and training service delivery systems.

Although we have made much progress, Minnesota continues to transform the workforce development system so fragmentation and duplication are replaced by comprehensive, integrated and individualized services. We look forward to continuing to work with you and our other federal partners to continue to improve services to Minnesota's job seekers and employers.

Sincerely,

Jesse Ventura
Governor

c: Commissioner Earl Wilson
Minnesota Department of Economic Security

Empowering individuals in several ways. First, eligible adults have financial power to use Individual Training Accounts (ITAs) at qualified institutions. These ITAs supplement financial aid already available through other sources or, if no other financial aid is available, they may pay for all the costs of training. Second, individuals are empowered with greater levels of information and guidance, through a system of consumer reports providing key information on the performance outcomes of training and education providers. Third, individuals are empowered through the advice, guidance, and support available through the One-Stop system, and its partners activities.

Universal access. Any individual has access to the One-Stop system and to core employment-related services. Information about job vacancies, career options, student financial aid, relevant employment trends, and instruction on how to conduct a job search, write a resume, or interview with an employer is available to any job seeker in Minnesota, or anyone who wants to advance his or her career.

Increased accountability. The goal of WIA is to increase employment, retention, and earnings of participants, and in doing so, improve the ability of the Minnesota's workforce to sustain economic growth, enhance productivity and competitiveness, and reduce welfare dependency. Consistent with this goal, the Workforce Investment Act identifies core indicators of performance that State and local entities managing the workforce investment system must meet. And participants, with their ITAs, have the opportunity to make training choices based on program outcomes. To survive in the market, employment and training providers must make performance accountability and customer satisfaction a priority.

Streamlining services through better integration at the street level in the One-Stop delivery system. Programs and providers co-locate, coordinate and integrate activities and information, so that the system as a whole is coherent and accessible for individuals and businesses alike.

Strong role for local workforce investment boards and the private sector

with local, business-led boards acting as "boards of directors," focused on strategic planning, policy development and oversight of the local workforce investment system. Business and labor have a direct stake in the quality of the workforce investment system. Their active involvement is critical to the provision of essential data on what skills are in demand, what jobs are available, what career fields are expanding, and the identification and development of

programs that best meet Minnesota's employer needs. Highly successful private industry councils

under JTPA exhibited these characteristics. Now, Under WIA, this has become the norm.

Improved youth programs linked more closely to local labor market needs and community youth programs and services, and with strong connections between academic and occupational learning. Youth programs include activities that promote youth development and citizenship, such as leadership development through voluntary community service opportunities; adult mentoring and follow-up; and targeted opportunities for youth living in high poverty areas.

State and local flexibility. States and localities have increased flexibility, with significant authority reserved for the Governor and chief local elected officials, to build on existing reforms in order to implement innovative and comprehensive workforce investment systems tailored to meet the particular needs of local and regional labor markets.

WIA embodies seven key principles.

Program Year 2000 (PY 2000) was the first year of the implementation of the Workforce Investment Act (WIA) in Minnesota. As is the nature of launching new initiatives, there were many opportunities and challenges to meet. This report focuses on Title IB of WIA, which includes the Adult, Dislocated Worker and Youth components of the Act.

Introduction

Building a new system

WIA offers new employment and training programming approaches including changes in ways to measure performance for continuous improvement, localized program design, customer choice, and coordinating services within the One-Stop Service delivery system.

Along with these approaches comes the challenge of changing the service delivery system, both its culture and operation mode, to continue the outstanding tradition of Minnesota's workforce services.

WIA reforms federal job training programs and creates a new, comprehensive workforce investment system. The reformed system is intended to be customer-focused, to help Minnesotans access the tools they need to manage their careers through information and high quality services, and to help Minnesota companies find skilled workers.

Minnesota was at the forefront of incorporating WIA ideals, as one of the first states to build a One-Stop service system. Minnesota already took great strides in implementing these principles, supported by grants from the U.S. Department of Labor (DOL) to build One-Stop service delivery systems and school-to-work transition systems. The Act builds on these reforms. At the core of the system are the 53 WorkForce Centers located across Minnesota.

The reforms embodied in WIA are pivotal, and not "business as usual." This legislation provides an unprecedented opportunity for major reforms resulting in a reinvigorated, integrated workforce investment system. The State of Minnesota and its local communities, together with business, labor, community-based organizations, educational institutions, and other partners, are seizing this historic opportunity by thinking expansively as the design of this customer-focused, comprehensive delivery system continues to be implemented.

Success of Minnesota's workforce development system reforms depends on development of true partnerships and collaboration at all levels and of all stakeholders. While WIA assigns roles and responsibilities to specific entities, to realize its potential the system must move beyond current categorical configurations and institutional interests. Also, input from all stakeholders is imperative at each stage of the development of the workforce development system.

On August 7, 1998, President Clinton signed the Workforce Investment Act of 1998 (WIA), comprehensive reform legislation that replaces the Job Training Partnership Act (JTPA) Adult, Dislocated Worker, and Youth Programs, amends the Wagner-Peyser Act (Title III), and contains the Adult Education and Family Literacy Act (Title II) and the Rehabilitation Act Amendments of 1998 (Title IV).

Meeting the challenge

PY 2000 marks the launch of Minnesota enacting this legislation. We counted many successes in the inaugural year as well as identified future challenges in advancing the principles of WIA. The Adult, Dislocated Worker, and Youth Programs worked closely with the WIA implementation team to accomplish a State Unified plan that reflects a coordinated effort in planning services. Performance standards were implemented at the state and local levels to reflect continuous improvement goals. The adult and dislocated worker programs implemented a consumer report and Individual Training Account (ITA) process to give customers quality choices in services. A progression of service was implemented where core services are offered universally, and participants are moved into intensive and training services based on their needs and goals. This reflects a case management method of customer service. New policies were put in place to reflect the intent of the law and the will of taxpayers, and provide necessary guidance to execute the new program.

The One-Stop service centers offer services to the universal customer by making available electronic and informational services to all Minnesotans. These services are available to all job seekers to aid in job search skills, identifying needs and interests, identifying support services and accessing job listings. The challenge has been to measure the use of these services without burdening the services with bureaucracy and extra expense.

In working closely with education institutions, data privacy issues needed to be resolved. Developing a performance system for continuous improvement is still in process. A customer satisfaction system that truly informs continuous improvement has been adopted for programs operating through the WorkForce Center System and will develop as a stronger tool that informs the system on how it can improve. The One-Stop Operating System (OSOS) for data collection has taken large strides toward implementation in 2002.

Future challenges include refining the Consumer Report System to give customers the tools to make informed training choices, continuing to promote partnerships and coordination with employment and training programs to make services more seamless to the customer, offering technical assistance to continue to evolve the system to embrace WIA's values and approaches and refine evaluation to promote continuous improvement.

This report contextualizes the WIA Title IB programs for PY 2000. First it gives an overview of Minnesota's economy, One-Stop System, partnering activities, and Consumer Report System. It also details the resource allocations and cost-benefit analysis of WIA Title IB programs. The report then describes the Title IB Adult, Dislocated Worker, and Youth Programs. Finally, the report concludes with the performance measures for PY 2000.

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. With ongoing job growth measuring just over two percent for the year 2000 combined with three years of unemployment rates of three percent or less, Minnesota moved toward an economic environment dramatically different from the past. 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.

Minnesota's

Economic Context

However, the rate of economic growth began slowing during Program Year 2000 (PY 2000). Signs of economic downturn began to

show, including an increase in the unemployment rate and unemployment claims, a slowdown in the rate of job growth, and churning of the workforce due to increasing layoffs.

Job growth exhausted the traditional pools of available workers in the first part of the program year. Minnesota continued to be one of the "hardest-working" states in the nation with over 75 percent of the adult population participating in the workforce and the highest female workforce participation rate in the nation. The state had a high percentage of older workers employed and one of the highest workforce participation rates among persons with disabilities. Meanwhile, despite 13 percent growth in Minnesota's workforce between 1990 and 1999, job growth over the last decade pushed unemployment rates to record lows. The annual job growth rate was still high, at 2.1 percent, in 2000. However, starting in early November of 2000 the rate of job growth began to decline and by June, 2001 the rate had fallen to 0.7 percent.

Churning continued throughout PY 2000. Workforce churning is the movement of employees from one job to another. Significant churning typically results from large layoffs or company closings called dislocation events. Rather than decreasing during this period of economic growth, the frequency of dislocation events and the number of workers affected by these events increased. The on-going churning resulted primarily from the move away from manufacturing, mining, and agriculture, and from overseas wage pressures. Demand for services under the Dislocated Worker Program continued to grow during the program year as the number and size of dislocation events increased.

Occupational employment patterns reflected structural shifts in industries. Employment in agriculture, production/repair and operator/fabricator occupations decreased as employment increased in managerial, professional, and technical occupations. Almost every professional,

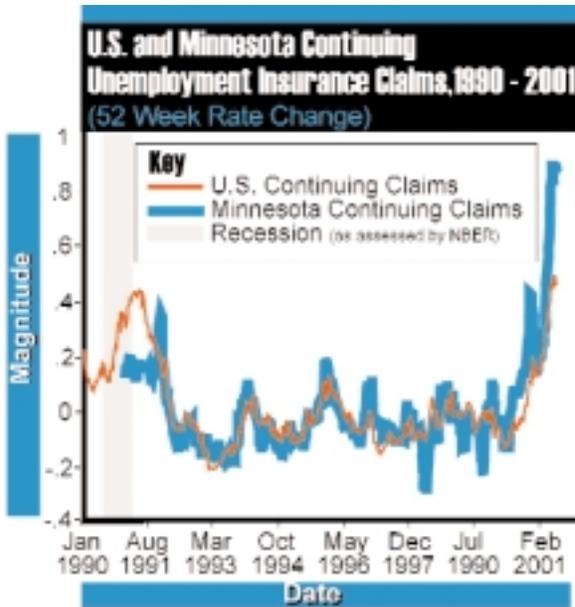
Three industries make up over half of Minnesota's total employment: manufacturing, retail trade, and healthcare and social assistance. The growth of technology-related industries and occupations and global economic pressures has moved the state's industrial employment away from traditional industries 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.

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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 consequently the education and training, the workforce needed to succeed.

Minnesotans' average annual wage in 2000 was \$35,418, the 12th highest in the U.S. Wages rose more quickly than elsewhere in the nation, with the 13th-largest increase. Solid wage gains, especially in manufacturing, wholesale trade, finance, insurance and real estate and services, ensured a rising average annual wage during 2000.



There was a marked increase in the number of unemployment claims toward the end of the program year. Dislocated workers were having greater difficulty in their search for new jobs. There was a clear weakening in the job market, with a trend toward higher unemployment according to the Minnesota Department of Economic Security Office of Research & Statistics. A 90 percent increase in the number of people getting unemployment benefits in PY 2000 was a clear sign of the weakening of the job market. This graph compares Minnesota UI claims with national claims from 1990 to 2001.

A recent statewide survey estimated only 97,000 job vacancies in the second quarter of 2001. This is down 22 percent from just six months earlier, providing further evidence of the slowing economy. Despite the slowdown, worker shortages still existed in certain sectors, especially those with relatively low wages, unusually rapid growth, or specialized skill needs. Results from the second quarter 2001 indicated workforce shortages were most severe in healthcare practitioners and technical workers, personal care and service (including childcare workers and home care aides), healthcare support and construction and extraction occupations listed in order of severity.

Job vacancies in these occupations were good news for Adult Program customers. In PY 2000, 56 percent of Adult Program customers lacked post-secondary education. Many of these jobs did not require post-secondary education. Forty-two percent of Dislocated Worker Program customers also lacked a post-secondary education, but were less likely to benefit from these job openings as they were dislocated from higher paying jobs, on average, than those listed above. Adult Program customers average wage was \$8.72 at entry into the program, compared to Dislocated Worker Program customers average wage at entry of \$16.15. For the most part, median wages for jobs listed above were \$10.00 or less, per hour.

Youth entering the workforce for the first time were major beneficiaries of Minnesota's strong economy throughout the 1990s. Large numbers of available jobs, particularly in the service sector, coupled with incentives and bonuses, provided numerous opportunities for youth to enter the workforce and earn above-average wages. Even among high school students with part-time jobs, job churning was not uncommon as employers competed against each other for eager, bright and responsible young people.

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. While 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.

Minnesota's tight labor market spurred employers to explore new sources and means of finding workers. Persons on public assistance, individuals with disabilities, older workers, immigrants and other groups found employers willing to adapt workplaces to find successful, committed employees. This was also good news for Adult Program customers as nearly half of them received assistance and many were immigrants or individuals with disabilities. Worker shortages pushed employers creativity in finding workers, from Internet job postings to job fairs. Some feared worker shortages could limit Minnesota's continued economic expansion.

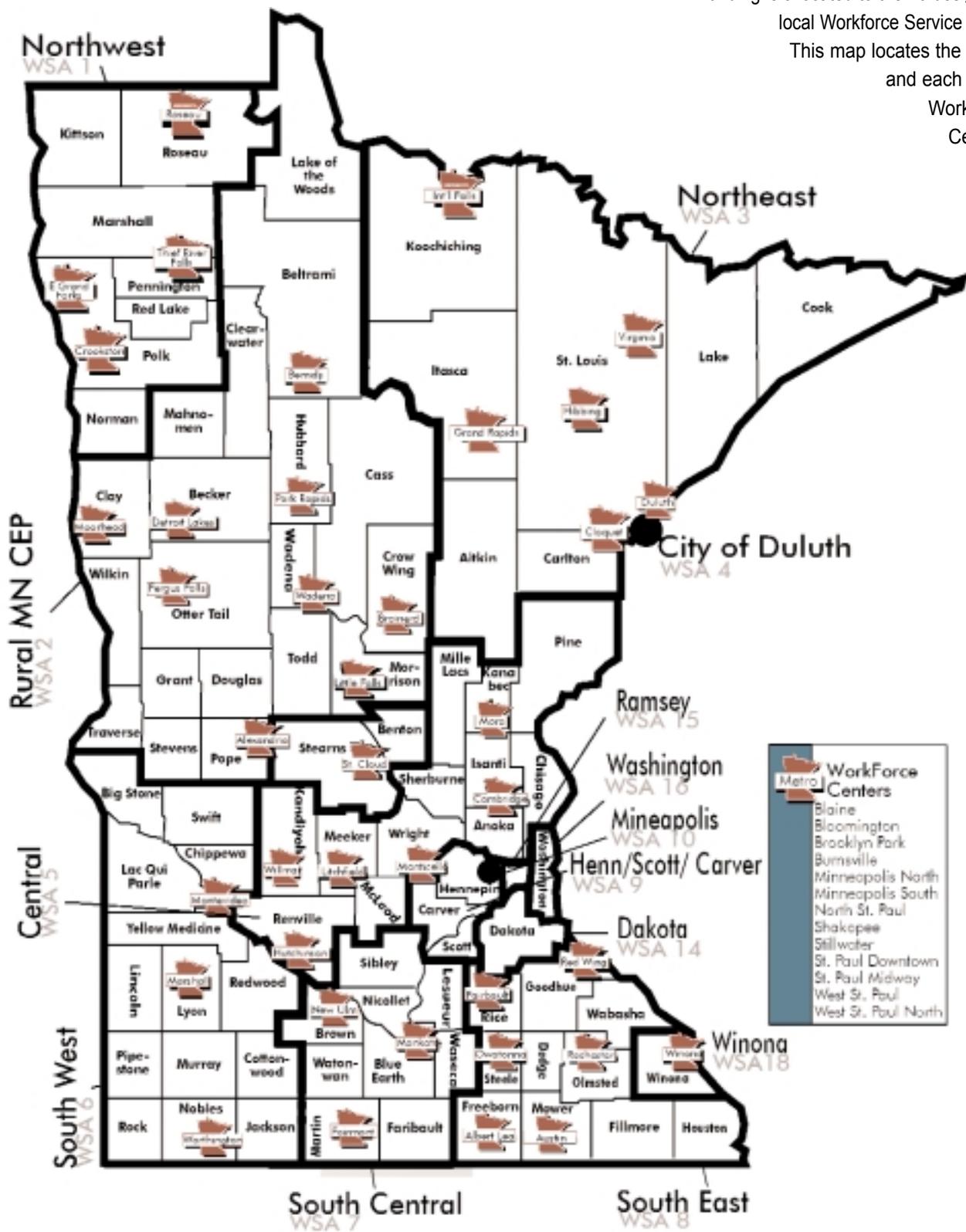
About one-third of Minnesota's workforce earned less than \$10 per hour in 1999, and the poverty rate was 6.6 percent in 1999-2000. This means about 324,686 state residents lived on incomes below the federal poverty line. However, low-wage workers fared better in Minnesota than elsewhere in the nation. The national poverty rate was 11.5 percent and only one state had a lower poverty rate than Minnesota during this period. The vast majority, 83 percent, of Adult Program customers in PY 2000, however, had incomes below the poverty line.

In 2000, rural Minnesota saw higher unemployment and lower wages than the metropolitan corridor from the Twin Cities southeast to Rochester. While the Twin Cities and Southeast Minnesota had the lowest unemployment rates at 2.6 percent and 3.2 percent respectively, the Northeast and Northwest saw unemployment rates of 5.1 percent and 5.3 percent respectively. The Southwest had an annual unemployment rate of 3.6 percent, and Central Minnesota had a rate of 4.0 percent. Workers in the Southwest, Northwest and West Central areas of the state earned the lowest average wages, while workers in Minneapolis-St. Paul and Rochester 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.

Overall, the economic growth rate in PY 2000 was slowing. This trend is expected to continue throughout 2001 and into 2002. Between worker shortages in some industries and potential for major restructuring in others, education and training of today's workforce for the jobs of tomorrow is essential. The WIA Title IB programs' challenge is to help each employer understand the skills job seekers offer, to help individual job seekers understand the skills employers need.

Minnesota WorkForce Centers and Workforce Service Areas

Funding is allocated to the 16 designated local Workforce Service Areas. This map locates the WSAs and each areas' WorkForce Centers.



The cornerstone of the new workforce investment system is Minnesota's One-Stop service delivery, which unifies numerous training, education and employment programs into a single, customer-friendly system in each community.

The underlying notion of One-Stop is the coordination of programs, services and

One-Stop WorkForce Centers

governance structures so that the customer has access to a seamless system of workforce development services. Minnesota has worked toward the goal of multiple programs using common intake, case management and job devel-

opment systems to take full advantage of the One-Stops' potential for efficiency and effectiveness. A wide range of services from a variety of training and employment programs are available to meet the needs of employers and job seekers.

The WorkForce Center System has joined with other providers of workforce development services to create a One-Stop Delivery System. The partnership brings together State, city, county, and private non-profit workforce development services under one roof, providing a seamless and comprehensive system to job seekers and employers.

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 to visit WorkForce Centers with the same ease and confidence as taking a trip to the library. The WorkForce Centers are based on the following values:

- Linking of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation.
- Universal access by employers 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 effectively coordinate and collaborate with the network of other service agencies. This includes Temporary Assistance for Needy Families (TANF) agencies, transportation agencies and providers, metropolitan planning organizations, child-care agencies, nonprofit and community partners, and the broad range of partners who work with youth.

Seamless Service

The One-Stop is a partnership combining State, local, county, and private non-profit workforce development-related services under one roof. It provides a seamless and comprehensive system to job seekers and employers. The One-Stop System is the overall framework for service delivery.

In Minnesota, One-Stop centers are called WorkForce Centers. Core partners in the WorkForce Centers include Adult, Dislocated Worker and Youth Programs (WIA Title IB), Job Service, Veteran Services (WIA Title III), Rehabilitation Services and Services for the Blind (WIA Title IV). WIA partners with Older Worker (Title V of the Older Americans Act) and Unemployment Insurance. Adult Education and Literacy program services are available onsite at most WorkForce Centers. If unavailable onsite, they are available in the community through referral. In addition, other entities and organizations such as Community Action and Welfare-to-Work programs provide their services through the Centers.

The system receives input from its customers, the Governor's Workforce Development Council, local Workforce Councils and other local entities. Fifty-three full-service WorkForce Centers are in operation.



www.mnwfc.org

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A key principle of WIA is empowerment of individuals. To achieve this, WIA customers are given information to make informed choices about available training services. Minnesota's Consumer Report System displays comparable performance information on the effective-

Consumer

Report System

ness of training programs throughout the State, including job placement rates, retention rates, and salary levels. MDES intends to have the performance information displayed within the ISEEK.org website by January 2002. The Consumer Report System was designed by an advisory board of 14 public and private stakeholders.

Certification of WIA eligible training providers is a component of the Consumer Report System. WIA-certified training programs on the Consumer Report System have met certain performance standards and are eligible to train WIA-funded customers. This certification system intends to bring quality control into the training provider system. Local Workforce Councils conduct certification at the local level. The State oversees the process and maintains a statewide certification list.

For initial certification, WIA grandparented Higher Education Act Title IV programs (e.g., Pell Grants), and programs that are part of the National Apprenticeship Act onto the certification list. Other programs had to meet a 50 percent graduation rate standard. In January 2002, Minnesota will go from the initial certification process to a subsequent certification process. Certification will require all programs to meet job placement, training-related placement, job retention, and salary standards to be certified. A task force developed these standards with input from the Minnesota employment and training community. Certification will not be used for customized or on-the-job training, which must meet locally determined standards.

WIA adults and dislocated workers seeking to use their Individual Training Accounts (ITA) must select WIA-certified programs. An ITA is authorization for the individual to pay for a selected training program. Customers work with counselors to select training based on information in the Consumer Report. Selected WIA customers are provided with an ITA, which specifies a dollar amount, training program, and time limit.

The Consumer Report and WIA certification systems began in PY 2000. Future challenges are to increase the information on the system, to increase the participation of training providers and students, and to make certification as easy as possible.

Empowering Individuals

The Consumer Report increases a program's access to prospective students. Students generally access the Report on the Internet through schools or one of Minnesota's 53 One-Stop WorkForce Centers. School and WorkForce Center staff assist individuals to analyze data and choose a programs they determine best meet their needs, abilities, and interests. The Consumer Report is the first step in qualifying a program for WIA training funds for eligible adults and dislocated workers.

www.iseek.org

ISEEK (Internet System for Education and Employment Knowledge) is the vehicle for delivering Consumer Report performance information. ISEEK is an electronic web site containing a wealth of information on education and training providers and their programs. ISEEK includes information on career planning, employment, and information for businesses.



www.mnwfc.org/wia/consumer_report

The WIA Title IB allocation formula for adults and youth depends primarily on unemployment data and, as a result, does not distribute resources based on the need for employment and training services among the U.S. states and territories. This results in substantial funding differences among states and affects the quality of services to the customers.

Resource

Allocation & Effectiveness

Two-thirds of the formula is based on excess unemployment and Areas of Substantial Employment (ASU), factors that create "notch" problems resulting in nationally inequitable distribution of resources. 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.

Thus, states with unemployment rates of 4.5 percent or above share in both formula portions associated with unemployment, while those with unemployment rates of 4.4 percent or less do not share in either formula portions. 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 case, there is not much difference between 6.4 and 6.5 percent.

The net result is an inequitable distribution of funds. The following data illustrate the point. Minnesota has 1.96 percent of the national labor force and 1.53 percent of the total number of unemployed individuals in the country, yet receives less than one percent each of the WIA Title IB national adult funds, dislocated worker formula funds, and youth funds. Combining Wagner-Peyser, adult, dislocated worker, and youth funds, Minnesota receives approximately \$467 for each unemployed state resident. This compares extremely unfavorably to other states like: Mississippi (\$1,182 per unemployed individual), New Mexico (\$1,089), West Virginia (\$1,188), South Dakota (\$1,646), Vermont (\$1,008), North Dakota (\$1,595), Alaska (\$1,365), District of Columbia (\$1,180), and Wyoming (\$1,295). This is a clear inequity.

Further, the WIA Title IB formula for adults does not match the goals of WIA. The formula is based on a targeted program, Job Training Partnership Act (JTPA), where the goal was to serve economically disadvantaged and other specifically designated groups with high barriers to employment. The WIA Adult Program, on the other hand, is designed to serve the universal

customer, not necessarily individuals with barriers to employment. The allocation formula is not based on the mandated effort to serve anyone who enters the WorkForce Center. A more equitable formula that takes into account the relative number of universal customers in each state is needed to replace the present allocation system.

Another problem concerns the WIA Title IB youth formula. Two-thirds of the formula, such as unemployment data, use information related to adults. The unemployment data does not include most youth for whom 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.

Minnesota's experience shows economically disadvantaged youth 14 or 15 years old benefit significantly from participation in WIA. Adding this group to the formula helps ensure areas with high concentrations of economically disadvantaged youth are provided adequate resources.

Because the existing formula is replicated for the allocation of resources to the Workforce Service Areas (WSAs), many of the WSAs devoted a majority of their limited resources to supporting the resource area and core services to meet the goals of WIA. As a result, intensive services and especially training services are being reserved for a small number of individuals with the highest barriers. These individuals need the highest level of services to become full participants in the labor force. Most individuals who come to Minnesota's WorkForce Centers only receive instructions in using the self-service core activities and resource room materials.

Minnesota only formally registers individuals who participate in core activities requiring at least two hours of one-on-one staff interaction, and those participating in intensive and training services. Therefore, the number of registered individuals in WIA is much lower than in JTPA. Further, since the definition of "training" is much narrower in WIA than in JTPA, the number of individuals in WIA training is also much lower than JTPA. Because WIA-registered individuals have more barriers, the outcomes might inaccurately suggest a lower level of achievement.

The WSAs are committed to serving the largest number of people in the most efficient and effective way possible, so core services represent a large majority of WSAs' efforts. At present, the WSAs do not have a systematic way of tracking core service clientele. Over the next few months, WSAs, working with the state, will look at ways to develop such a system.

Additionally, Minnesota hopes to come up with an allocation formula that allows for the most effective and equitable delivery of services.

Minnesota is committed to expending its resources in the most cost effective way and is open to exploring more effective ways of providing services. The state continues to study spending patterns, service levels, and outcomes to learn how best to use its

funds. Minnesota has not had the opportunity for a full-scale cost-effectiveness analysis.

Cost-Effectiveness

Analysis

Berkeley and Associates, a California research company, was contracted to evaluate Minnesota's dislocated worker program. They

made conclusions concerning the return-on-investment for the program. These results are described in the Dislocated Workers section of this report.

Minnesota did have an opportunity to initially examine the effect of program participation on wages. Program participants' wage change was compared to the wage change for all wage earners in the State. MDES research reported the average wage increase for all wage earners in the State during PY 2000 was \$27.70 per week, a 4.2 percent increase.

In order to fully conduct a cost-effectiveness analysis, further research is necessary to ascertain the effect of the additional money brought into the economy by wage gains. Minnesota has not, as yet, accounted for potential reductions in public assistance payments and/or benefits, increased federal or state tax revenues from personal income and sales tax, and increases in scholarships or other financial aid that would further increase the net benefit of the programs. Minnesota will continue to do research and will forward its results to the U.S. Department of Labor.

The following analyzes the youth and adult WIA programs by comparing costs and wage gains. Each analysis starts by listing PY 2000 expenditures, the total wage benefits and cost/benefit ratio and then each describes how wage benefits were calculated.

Youth Programs

Total WIA Expenditures:	\$7,097,392
Total WIA Benefits (Wages+Earnings):	\$8,202,769
Cost/Benefit Ratio:	\$1.16 for each \$1.00 of Youth Formula Grant

Wage benefits include post participant wages and wages paid to participants during the program. The following shows how post participant wages and earnings through program participation were added together to calculate the Total WIA Benefits (Wage+Earnings) figure of \$8,202,769 above. Dividing these benefits by the total WIA expenditures shows that for every dollar of WIA youth resources spent there was a benefit of \$1.16.

Post Participant Wages: \$2,171,832

This figure is the estimated annualized earnings of exiters of the WIA Youth Program, adding 2.5 percent for inflation and wage growth during this 12 month period. The amount of total WIA monetary benefits shown above does not include actual or estimated wages earned by other WIA Youth Program exiters leaving the program after July 1, 2001. The wages and other program outcomes would be indicated beyond July 1, 2001, despite the fact these participants would have received training and other services that put them in a position to increase earnings, find and retain a job, and/or move on to other educational opportunities.

Youth Program Earnings Through Participation: \$ 6,030,937

Minnesota benefited from the participation of youth in WIA. The above figure represents program earnings in PY 2000. Year-round youth programs provided structured, well-supervised work experience, academic enrichment and life skills training that encouraged good work habits and taught specific job skills. In addition to the earned wages that went back into the local economy, 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 due to reduced crime and judicial system costs.
- Juvenile offenders used a portion of their earnings to pay restitution to crime victims.
- Unquantifiable benefits of increased self-esteem and the development of responsible work habits, citizenship skills and parenting skills.
- Savings to the state due to participants being off (or not entering) public assistance.

Adult Programs

Total WIA Expenditures:	\$5,905,575
Total WIA Benefits (Wage Gain):	\$15,503,403
Cost/Benefit Ratio:	\$2.62 for each \$1.00 of Adult Program Funds

Wage benefits of \$15,507,395 include adult participant wage increases for those receiving training services and those receiving only core and intensive services. Dividing these gains by the annual program cost shows that for every dollar of WIA adult resources spent there was a net wage gain of \$2.62. What follows is a description of how each figure was calculated.

Adult Program Participant Wage Gain: \$15,503,403

The 1,126 individuals receiving training services had an average six month earnings change of \$4,970. The 918 individuals receiving only core and intensive services, had an average six month earnings change of \$3,186. Subtracting \$720.20, the average six month wage increase for all wage earners in the state for PY 2000, from each group's average weekly wage change shows an estimated effect of the WIA program for each participant. Multiplying the gains by two to annualize them, the above results are attained.

The cost/benefit ratio is clearly understated. Besides the aforementioned disclaimer on the lack of information on public assistance reduction, etc., Minnesota does not have information on the effect of program expenditures on non-registered participants who only received core services.

Profile

A 24 year-old Minneapolis woman, who came to Minnesota from Somalia to escape civil war in her country, entered the Adult Program in PY 2000.

Before entering the program, she had difficulty finding work despite having a high level of intelligence and proficiency with the English language. Her employment counselor worked with her to assess her skills and interests, to build her confidence, and to help her discover jobs she would enjoy and that would allow her to become self-sufficient. Her employment counselor helped her to secure her first job, paying \$7.50 per hour. Soon after, the counselor helped her to enter paid training at a local health care center where she trained to become a certified nursing assistant (CNA). As a CNA, her pay increased to \$9.00 per hour. Impressed with her hard work and skill as a CNA, the health care center entered her in paid training to become a licensed practical nurse (LPN). During her nursing training, she is earning \$11.00 per hour. When she completes her training and begins work as an LPN, she will earn \$17.00 an hour.

Program Year 2000 (PY 2000) was a year of transition as WIA replaced the Job Training Partnership Act (JTPA). While JTPA targeted special populations, WIA revised the view of customers to include all adults, referred to as the “universal customer.” WSAs changed the focus of their employment and training activities to better serve the universal customer while maintaining services for locally-determined adult priority groups.

Adult Program

Given the change in focus, WSAs needed to determine what, often limited, adult training resources were available to them. Funds then were allocated

to the three levels of service to achieve the best possible outcomes. The three levels of service were core, intensive, and training. Core services were divided into Core I and Core II, with Core I serving the universal customer and Core II serving registered individuals needing more concentrated services. Sufficient funds needed to be given to core services to allow all adults the opportunity to receive a basic level of employment and training services. The challenge was to provide Core I funding while adequately funding individuals who needed training services to fill in skill gaps. In many cases, WSAs needed to perform balancing acts among the various needs. This effort became even more critical as the national and state economies began to slow and more universal customers came into the WorkForce Centers seeking information and assistance.

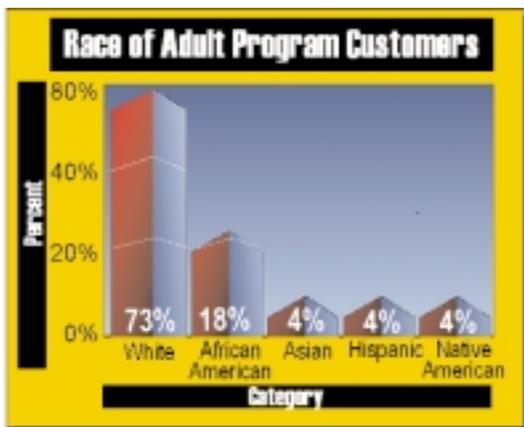
Dealing with these competing needs has prompted local areas to enhance coordination efforts with other programs with resources to serve the universal adult customer. WIA mandated coordination among 19 partners. Various programs were housed in WorkForce Centers and shared the costs of common resources, upkeep and maintenance. For example, programs like Wagner-Peyser allocated funds to the Resource Areas located in the WorkForce Centers. Resource Areas provided computer access to job listings, labor market information and other job search and readiness tools. These resources comprised the principal services for the universal customer. The reality of maintaining 53 WorkForce Centers to serve the universal customer has made coordination a necessity.

Customers

During Program Year 2000, 3,050 individuals were served under the WIA Title IB Adult Program. These individuals were given services beyond the Core I level available to the universal customer. The number served does not include the individuals who came to the WorkForce Center for universal core services. (Minnesota is exploring ways of measuring the number of universal customers served.)

Registration for the adult customer occurs when the customer receives at least two hours of staff-assisted core services. Once registered, the customer can receive allowable intensive services including vocational counseling and short term training services as determined by their plan. If the need for occupational or on-the-job training is identified, the customer moves to the training level of service. WIA-funded training is delivered through the use of an Individual Training Account (ITA), authorization to pay for the cost of any WIA-certified training. (See side bar for a description of core, intensive and training services.)

The 3,050 customers served by the Adult Program in PY 2000 include residents most in need of assistance. Most were in poverty, many were single parents, and a large number had disabilities.



Percentages do not total 100% due to multiple ethnicity selections by participants

English language proficiency. This evidence indicates that improved linkages to English as a Second Language and Adult Basic Education type of programs may be required.

The data show that many customers entered the program with limited attachment to the workforce, indicating a need for work readiness types of intensive services. Anecdotal evidence suggests an increasing need for English as a Second Language training, as more customers entered the program with limited

Program Services

Core Services

- Determine individuals eligibility to receive assistance under WIA.
- Outreach, intake, and orientation to information and services available through the one-stop system.
- Initial assessment of skill levels aptitudes, abilities, and supportive service needs.
- Job search, placement assistance, and appropriate career counseling.
- Provision of employment statistics information.
- Provision of information related to supportive services and information on Unemployment Insurance.
- Follow-up services.

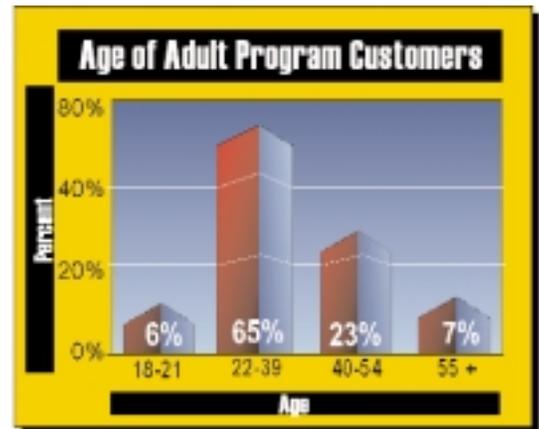
Intensive Services

- Comprehensive assessments of skill levels and service needs.
- Development of an employment plan.
- Group counseling.
- Individual 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.
- Job readiness training.
- Adult education and literacy activities in combination with other training services.

The average wage of adults entering the program was \$8.72 per hour, while the average upon exiting was \$10.40 per hour. Additional adult performance outcomes are detailed in the Minnesota outcomes performance tables on Page 30.



Nearly half, 48 percent, of adult customers received some sort of assistance, including Temporary Assistance to Needy Families (TANF), general assistance, or some other form of public assistance. Six percent were receiving unemployment insurance benefits. The majority of registrants, 83 percent, had family incomes below the federal poverty guideline.

Overall Program Purpose

The Adult Program provides employment and training assistance to adults to increase their employment, earnings, and occupational skill attainment. 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 obtain economic self-sufficiency.

Providers

The Adult Program is delivered through 53 WorkForce Centers located statewide in 16 WSAs. Some WSAs also subcontract with non-profit and other service agencies to deliver services. Service delivery is determined by a local planning process.

The WSAs develop locally-determined employment and training plans. These plans are based on State guidelines. Following these guidelines, the WSAs delineate how program resources will be spent to deal with local needs. The local plans describe the subcontractors to be used and services to be delivered. The plans are made available for review by the public prior to their review and approval at the local level by WSA WorkForce Councils. Final approval is made by the State.

Supportive Services

When an individual is in need of supportive services to complete a program under the WIA Title IB Adult Program, program operators can, 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 payment

Strategies for Improvement

Minnesota plans to improve its technical assistance system. The state will develop and use a survey instrument for ongoing assessment of service provider technical assistance needs. In addition, Minnesota will enhance its WIA website to include answers to frequently asked questions and information and references to promising practices. Minnesota is also in the process of designing a systematic approach to conducting training, including training on business practices, standards, policies, and products. Training will occur across programmatic lines.

The state will also continue to use performance standard proxy measures allowing WSAs the opportunity to evaluate their programs on a continuous basis so that ongoing improvements can be made.



More information about Minnesota's Dislocated Worker Program can be found at www.dted.state.mn.us

Minnesota has been a leader in assisting workers returning to the workforce. Minnesota's WIA Dislocated Worker Program served 3,731 individuals in PY 2000. Exiters totaled 1,909, with 1,595 placed. The average wage at placement was \$15.19 an hour, an income replacement of 94 percent of pre-layoff wages.

Dislocated Worker Program

While the economy was relatively strong in Minnesota during PY 2000, signs of trouble were emerging.

Evidence of weaknesses in Minnesota's manufacturing, high

tech and mining industries were reflected in the projects funded. A major Dislocated Worker Program project, funded at 2.16 million, was LTV Steel on the Iron Range of Northern Minnesota, one of the highest profile layoffs in the nation.

Last year more dislocations occurred than in any one-year period previously tracked by the program. State layoff projections were repeatedly revised upwardly as the number of layoffs continued to climb throughout the program year.

On July 1, 2000, the Dislocated Worker Program was transferred from the Minnesota Department of Economic Security (MDES) to the Minnesota Department of Trade and Economic Development (DTED). A challenge of this transition was establishing new fiscal administration and management information system protocols at the new agency. A major benefit of being a part of our new host agency is a closer relationship with economic development programs. These include programs that prevent layoffs through encouraging business growth and the Minnesota Job Skills Partnership. The Job Skills Partnership Program trains incumbent workers in new skills needed to maintain viable workplace competitiveness. Additionally, this spring the Minnesota Legislature passed legislation to better integrate economic development and workforce development activities in Minnesota. Plans are underway to combine most of the activities of the current MDES and DTED into one State agency.

Program Purpose

Dislocated Worker Program services are provided to people unemployed through no fault of their own due to a layoff or business closing. These services are intended for people who, due to market demand or ever-increasing qualification requirements, may have difficulty finding a job comparable to the one they previously had. The program is appropriate for people in any occupation, regardless of previous experience or education. The goal is reemployment into positions comparable to those lost. As soon as

an employee has a notice of permanent layoff he or she can apply for services. Dislocated Worker Program services are delivered by Workforce Service Areas, independent grantees and certified services providers around the State of Minnesota. Individuals may inquire about Dislocated Worker Programs at a local WorkForce Center. Participation is subject to a routine test of eligibility.

Customers

Dislocated Worker Program customers are individuals who were permanently laid off from their employer, or who received a notice of an impending permanent layoff. Dislocated workers are usually eligible for unemployment compensation, or have exhausted unemployment compensation, or are employed though earning insufficient income so they qualify for unemployment compensation. They are individuals who are unlikely to return to their previous occupation due to general economic conditions in their area of residence. Dislocated workers include the self-employed, farmers, or displaced homemakers.

Services and Providers

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

Minnesota Dislocated Worker Program providers includes sixteen Workforce Service Areas and ten independent certified service providers. Independent services providers include:

- Arrowhead Economic Opportunity Agency
- Career Solutions
- Employment Action Center
(A Division of Resource Inc.)
- Goodwill Industries/Easterseal Soc. of MN
- HIRED
- Jewish Vocational Service
- Quality Career Services
- St. Paul Labor Studies
- Teamsters Service Bureau
- WomenVenture

Providers receive federal Early Readjustment Assistance Grants (ERAG), which provide immediate limited funding for services to dislocated workers while full program development is under way. ERAG funding fills the gap between worker layoff notification and when full project funding is awarded. In addition to ERAG funds, Quality Career Services and Teamsters Service Bureau received WIA formula-like funds during Program Year 2000.

Program Services

Core Services

- Determination of individuals' eligibility to receive assistance under WIA.
- Outreach, intake (including worker profiling), 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.

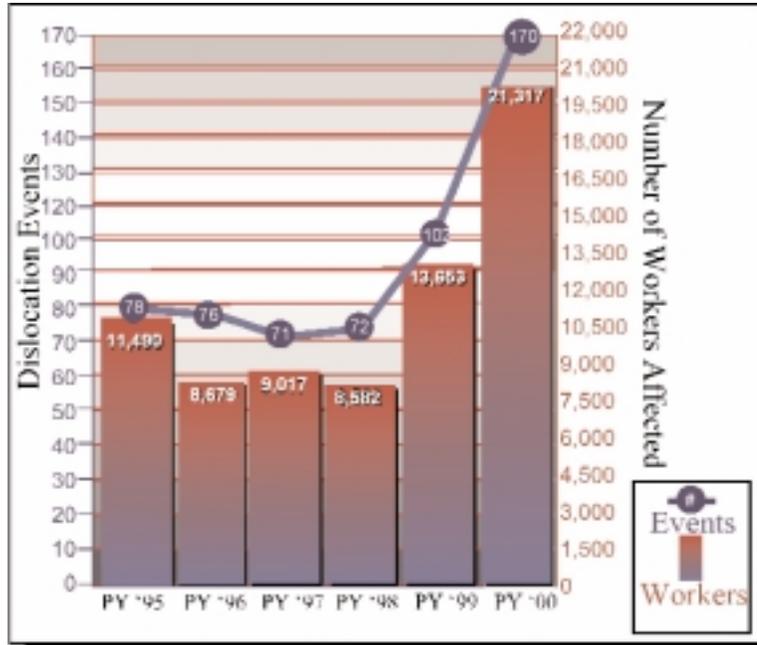
Support Services

- Transportation
- Family care
- Health care
- Housing or rental assistance
- Emergency health insurance
- Emergency financial assistance
- Tools and clothing
- Counseling: personal, financial, & legal
- Other

Rapid Response Activities

The Rapid Response process begins when the employer is ready to discuss its layoff plan and often begins in confidence with Rapid Response Team members. The most effective programs begin with at least 60 days notice. Rapid Response includes an initial on-site meeting with the State Rapid Response Team, company management and union leadership to obtain a clear idea of the job loss likely to occur. With this information, the Rapid Response Team informs the service providers of the situation

The Department of Trade and Economic Development's Rapid Response Team 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. This graph shows Rapid Response activity over the last six program years. A Program Year (PY) begins on July 1 and runs through June 30. PY 2000 illustrates the dramatic increase in dislocation events.



to date. Information meetings are held with groups of workers who are likely to lose their jobs. These meetings may be held on site. An overview of the Dislocated Worker Program is provided to the workers and a survey of employee needs is completed.

Employee Management Committee (EMC) volunteers are recruited at these meetings. After an EMC is formed, the EMC uses the survey to determine a list of services needed. In subsequent EMC meetings a service provider is selected. After a service provider is selected, the EMC works with the service provider to develop a grant proposal.

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

In PY 2000 the Rapid Response Team responded to 170 dislocation events (including 44 WARN Notices) affecting a total of 21,317 workers. Of that total, 18,824 workers were eventually served. State formula and State project funds served 15,098. WIA Dislocated Worker Program formula funds served 3,726.

Strategies for Improvement

Service improvement efforts have focused on Rapid Response, which has increased use of bilingual materials and interpreters and outreach to explain the benefits of the program. We adhere to the performance standards for the State of Minnesota set through negotiations with the U. S. Department of Labor.

State Evaluation and Cost Benefit Analysis

In September of 1997, Berkeley Associates submitted a report on the Dislocated Worker Program (DWP) that was commissioned by the Minnesota Department of Economic Security (MDES). This report was updated in 2001. A summary of the cost/benefit analysis component of this report indicated a net social benefit of the program between -\$6,036 and +\$5,592 per terminnee and an average return on investment of \$2.45 for every \$1.00 invested in the program.

Data sources and evaluations methods utilized by the 1997 and 2001 Berkeley Associates Report included a combination of qualitative and quantitative methods and sources including interviews, surveys, program data and other secondary data sources. Extensive interviews with DWP grantees, program stakeholders, program customers, businesses, MDES representatives and Dislocated Worker Unit representatives from other states were used to compile qualitative data. Quantitative data included Local Area Unemployment Statistics (LAUS), Minnesota and national data from the Reemployment Insurance System (RI), Dislocated Worker Program information from the Standardized Program Information Record (SPIR), and Mass Layoff (MLS) and BPA tabulations of Dislocated Worker Survey (DWS) data, collected by the U.S. Bureau of the Census.

The report concluded "in general, Minnesota Dislocated Worker's Program provides valuable services in an efficient manner. Workers undergo careful assessments to identify existing skills and determine the level of assistance required for their reemployment. Services are limited to those needed for reemployment and generally lead to decent jobs at decent wages. State staff and service providers are committed to continuous improvement and work closely together to improve the program."

The 2001 report update addressed the issue of the DWP's move from MDES to DTED and suggested that moving the program away from the majority of workforce development programs could negatively impact opportunities for leveraging resources among training funds and could isolate the program. However, the impending departmental restructuring will alleviate many of these concerns.

Profile

When ongoing depressed commodity prices kept a Minnesota farmer from securing needed financing to continue farming, he was forced to change his career. In the spring of 1999, he met with a counselor at his local WorkForce Center and enrolled in the Dislocated Worker Program. After participating in aptitude testing and career counseling, he chose a career in law enforcement. At age 36, being an older student, finances and child care were concerns. His financial aid package and child care grant eased these concerns. He relocated his family and enrolled in a two-year law enforcement degree program at Alexandria Technical College. Over the summer, he experienced on-the-job training at a local law enforcement center, and in the spring he graduated with a 3.85 GPA. He passed licensing requirements and accepted a job as a deputy sheriff in his home county. He credits the Dislocated Worker Program for his successful career change.

In March, an employee earning \$23 an hour was laid off a position as a regional support technician for a high tech company. He enrolled in the Dislocated Worker Program via an independent service provider. Although he had some post-secondary education, career counseling identified a lack of IT certification as a significant barrier to reemployment. He enrolled in Microsoft Office classes at North Hennepin Community College and received a Master Certificate. By October, he started a new job as a computer technical support specialist making \$24 an hour. This participant is very pleased with the assistance that enabled him to become quickly reemployed in his field.

Profile

Charles Dupree III has been a part of Rural Minnesota CEP's Youth Employment Program for the past two years. Charlie has been unable to hear or speak since he suffered a serious illness as a young child. He uses American Sign Language to communicate throughout his every day activities. Charlie says this experience has helped him prepare for the real world. He said, "I am becoming more ready for the working world. I know how to budget my money, how to fill out an application, how to interview, and who to contact if I need an interpreter."

Charlie's mother is pleased to see the progress that Charlie has made. She said, "Charlie has come out of a shell this year. His self-esteem increased greatly and he became more social this year." Charlie has overcome many obstacles in his 18 years. His participation has helped him feel more experienced in all aspects of working. Charlie said, "I know what to expect from myself as a worker and from my boss."



Charles Dupree

In the area of youth services, the key to Minnesota's successful transition from the Job Training Partnership Act (JTPA) to the Workforce Investment Act (WIA) was the availability of excellent case management services for at-risk youth. Youth receiving services under WIA had significant barriers to

employment requiring individualized services over a longer period of time.

Youth

Program

Youth service providers targeted those who were most in need and developed services

around the needs of individual youth.

Minnesota continues to see an influx of immigrant families. 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

An integral part of Minnesota's strategy for serving youth is tailoring services for youth from special population groups. Local staff work closely with parents,

schools, social services and other agencies to meet the unique needs of youth who are pregnant or parenting, youth with disabilities and youth with other barriers to employment. Local employment and training providers continue to expand their relation-

ship with probation officers and other juvenile justice professionals to provide young offenders with opportunities to transition back into their community. Many youth participants use a portion of their earnings to pay restitution to victims.

Local service providers continue to expand collaboration efforts that bring together local workforce training providers, employers, schools, community-based organizations, and others, in an effort to strategically align and leverage resources and to create community youth assistance strategies. Youth services and activities can be summarized under four major ongoing themes:

- Oversight by the local Youth Council.
- Comprehensive services based on individual assessment.
- Youth connections and access to Minnesota's WorkForce Center System.
- Performance accountability and a commitment to improving the quality of services provided.

By emphasizing these four themes, local youth providers are meeting WIA's expectations by providing youth with knowledge of the work world, academic skills linked to occupational learning, and employability and attitudinal capabilities that will enable them to adjust to life's challenges.

The various program elements contained in WIA are based on the experiences of local program operators and performance data demonstrating what is effective in helping youth acquire the skills and abilities needed to succeed in the workplace. All youth served under WIA receive some form of follow-up services for at least twelve months.

Individual assessment of each youth allows local program operators to tailor services and activities to effectively meet each youth's specific needs. Minnesota's MDES Office of Youth Development continues to emphasize local flexibility to bring positive social behaviors and soft skills training into the mix of services provided. Such skills, including appropriate attitudinal development and self-esteem building, help even the hardest to serve young person to achieve his or her career goals.



Youth participants provide local communities with improvements to public lakes and facilities

Program Services

WSAs make the following ten required youth program elements available. Local service providers design an individual service strategy based on each youth's objective assessment.

- 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.
- Comprehensive guidance and counseling (direct services or referrals).

Profile

Southwest Minnesota's Youth Employment and Training Programs helped John Lueck find a position as a mechanic's helper at J & K Discount Tire and Auto. John's worksite supervisor, Jim Polzine, worked to help John develop both general workplace and industry-specific skills. John commented, "I love learning from Jim and the other owner, Kevin. They've taught me well."

John was inspired to continue his education in auto mechanics at Southwest Minnesota Jackson College. John states that his work experience will put him ahead of any competition in his chosen field while he attends school. Through his participation in the youth programs, John learned and practiced skills needed to run a business: sales, customer service, troubleshooting, communication, and providing quality workmanship.



John Lueck

Customers

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

1. A school dropout
2. Basic literacy skills deficient
3. Homeless or runaway
4. Pregnant or parenting
5. An offender
6. An individual who requires assistance to complete an educational program or to secure or hold employment.

Providers

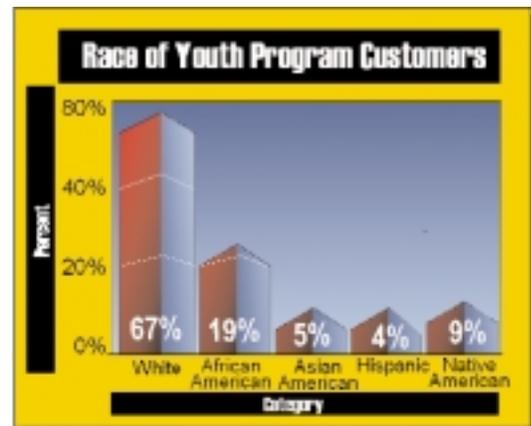
The 16 designated Workforce Service Areas (WSAs) provide services through a network of

public and private nonprofit youth service providers. WSAs provide an array of services as specified in their local plans. Youth service providers are held

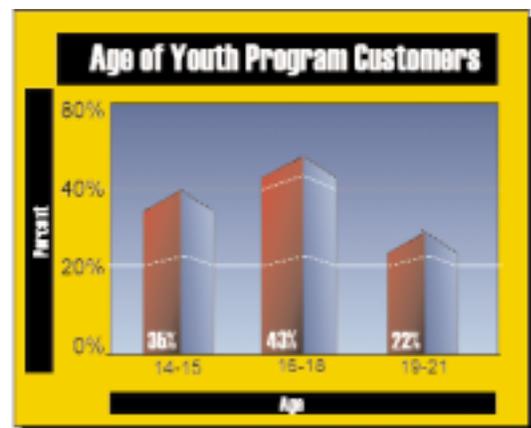
accountable to the local Youth Council/Workforce Council which is responsible for strategic planning, program oversight, coordinating resources and selecting youth service providers.

Strategies For Improvement

WSAs will be looking at strategies for developing effective follow-up systems to address the requirements of WIA. Youth who have exited the program are often mobile and may not leave a forwarding address. Many youth are reluctant to participate in follow up once they have graduated or found a job. Follow-up under WIA must balance the needs of active and exited youth.



Percentage do not total 100% due to multiple ethnicity selections by participants



Youth service providers who aim to “leave no child behind” are working to develop strategies to meet the needs of youth with the lowest earning potential and the highest rates of negative outcomes, including arrest, substance abuse and teen pregnancy. This goal must be balanced with customer satisfaction measurements, WIA youth performance measures and other factors impacting accountability.

Linking academic and occupational learning continues to be a challenge. Work Based Learning Portfolios have real potential. WSAs who have agreements with local schools systems to allow youth to earn academic credit for participation in youth employment and training programs are addressing this issue. WSAs have also developed Youth Competency Systems that link employment and training activities with Graduation Standards.

Minnesota’s youth practitioners have been very creative in identifying and using existing resources including local educational agencies, WorkForce Center partners, juvenile justice, youth intervention and other community agencies augment services. The Office of Youth Development at MDES maintains constant communication with local youth practitioners to share innovative ideas, discuss policy issues, problem-solve and provide updates on relevant topics related to youth employment/youth development issues.



Many WIA youth participants work with younger children to help them learn and create

More information about Minnesota’s youth programs can be found at www.mnwfc.org/youth

Profile

John Dean is a seventeen-year-old junior at Coon Rapids Senior High who was part of Anoka County's youth programs for the past three years. The first two summers John worked on projects as part of a Park Crew in Coon Rapids building picnic structures and repairing playground areas throughout the city. John went from a shy and quiet young person to a strong team leader. He demonstrated an excellent work ethic and showed other young people in the program those skills through his quiet, yet strong "leadership by example."

Academically, John also worked hard. For the past three summers, John has been a part of Anoka County's Summer Academic Enrichment courses that run for six weeks. Each summer, though personally challenged with a learning disability, John has done an excellent job showing improvement in both English and math skills. Now, during the school year, in addition to his general classes at Coon Rapids High School, John is taking morning courses at Anoka-Hennepin Technical College to prepare him to be an Emergency Medical Technician (EMT). When he is 21 years old, John hopes to attain his EMT certification and pursue a career in this field.

John is a perfect example of how a young person can achieve success through hard work and perseverance.

The goal of WIA is to increase employment, retention and earnings of participants, and in doing so, improve the quality of the Minnesota workforce's ability to sustain economic growth, enhance productivity and competitiveness, and reduce welfare dependency.

Performance

Measures

Consistent with this goal, WIA identifies core indicators of performance that State and local entities managing the workforce investment system must meet.

Minnesota's performance indicators and goals were developed in measurable, quantifiable terms. The State must comply with performance requirements of WIA Titles IB and II and the Carl D. Perkins Vocational and Technical Education Act.

Minnesota defines factors pertinent at state and local levels to establish the performance goals. The Minnesota Department of Economic Security (MDES) then negotiates performance levels with local Workforce Councils. WIA requires states to renegotiate performance levels at statutorily defined points in the 5-year unified plan cycle.

Minnesota negotiated performance levels with the U.S. Department of Labor (DOL). Due to the timing of the agreement with DOL, the State was required to negotiate the State levels prior to local negotiations. WSAs adopted State levels uniformly until baselines are set for renegotiating performance levels.

Performance is evaluated by comparing actual outcomes to the negotiated levels, with incentives and sanctions assessed accordingly. Incentives are awarded for meeting the negotiated levels or sanctions are imposed for falling short.

Title IB programs measure entered employment rates, earnings changes, job retention rates, educational or occupational skills credentials attainment for adults, dislocated workers and older youth programs. Youth programs additionally measure basic skills attainment, diploma attainment and placement in post-secondary education attainment. In January 2002, Minnesota will re-calculate performance measures using mature wage

detail data to validate local performance for the purpose of determining local incentives and sanctions. To meet a performance measure, the State (and local WSA) must achieve at least 80 percent of the agreed-upon level. A WSA meets overall performance if it achieves at least the 80 percent standard level in 10 of the 15 performance measures, excluding the two customer satisfaction measures that are being measured on a statewide basis at this time.

The credential rate was below the standard set by the DOL. The major reason for this lack of achievement was that credential achievement was not recorded for JTPA clientele who were counted when computing the performance standards. Under JTPA, it was not a requirement to note such an obtainment. Minnesota made the decision not to go back to change the Standardized Participant Information Record (SPIR) and compromise its integrity.

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 that their data from across programs can be reported to the DOL in a single record.

Most performance measures in the following pages are based on the period October 1, 1999 through September 30, 2000. This three-quarter lag is needed to use wage and employment information from employers' payroll tax records. However, with outcomes for which the lag is not necessary, the results shown are based on PY 2000, which is the period of July 1, 2000 through June 30, 2001. Outcomes based on PY 2000 data include the Youth Diploma Rate, the Youth Skills Attainment Rate, Participation Levels (Table M), and the Total Participants Served and Total Exiters sections of each individual WSA table.

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.

Increased Accountability

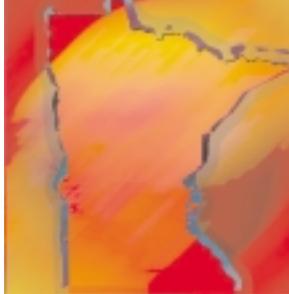


Customer satisfaction measures are two of 17 WIA performance measures. One measures participant satisfaction and the other employers satisfaction. These are part of MDES' effort to measure satisfaction for all of its services.

For PY 2000, WSAs adopted State standards. In the future, Minnesota will contract for a statewide survey of exiters and a systemwide survey of WSA program participants including Title IB Adult, Dislocated Worker and Youth Program participants.

Minnesota uses the American Customer Satisfaction Survey method to evaluate satisfaction of WIA exiters. These rates are reported in the first table on the following pages.

Minnesota
Outcomes



Adult

Training Program

Table A - Customer Satisfaction

	Negotiated Performance Levels	Actual Performance Levels	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in Sample	Response Rate
Participants	64%	73.5%	1,010	5,294	711	70%
Employers	66%	70.3%	1,054	13,433	928	88%

Table B - Adult Program Results At-A-Glance

Measure	Numerator Denominator	Negotiated Performance Levels	Actual Performance Levels
Entered Employment Rate		73%	70.3% 2,044 2,908
Employment Retention Rate		76%	81.8% 1,672 2,044
Earnings Change in Six Months		\$3,330	\$4,169 \$8,520,465 2,044
Employment & Credential Rate		50%	32.7% 534 1,634

Table C - Outcomes for Adult Special Populations

Measure	Numerator Denominator	Public Assistance Recipients						
		Receiving Intensive or Training Services	Veterans	Individuals With Disabilities	Older Individuals			
Entered Employment Rate	67.7%	565 834	60.9%	140 230	61.1%	374 612	48.8%	143 293
Employment Retention Rate	84.2%	476 565	73.6%	103 140	80.7%	302 374	79%	113 143
Earnings Change in Six Months	\$5,112	\$2,888,473 565	\$4,472	\$626,081 140	\$3,594	\$1,344,026 374	\$2,007	\$286,968 143
Employment & Credential Rate	34.6%	233 673	20.8%	25 120	28.7%	97 338	15.3%	17 111

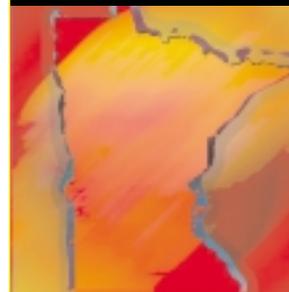
Table D - Other Outcome Information for the Adult Program

Measure	Numerator Denominator	Individuals Who Received Training Services	Individuals Who Received Only Core & Intensive Services
Entered Employment Rate		69.8% 1,126 1,614	70.9% 918 1,294
Employment Retention Rate		84.1% 947 1,126	79% 725 918
Earnings Change in Six Months		\$4,970 \$5,596,099 1,126	\$3,186 \$2,924,366 918

The performance outcomes shown in the tables on this page are based on the period of October 1, 1999 through September 30, 2000.

Minnesota

Outcomes



The number of served displaced homemakers shown in Table F is indicative of Minnesota's non-use of WIA funds to serve displaced homemakers. Minnesota has established displaced homemaker-targeted programs using Temporary Assistance for Needy Families (TANF) and State workforce development funds.

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

Measure	Negotiated Performance Levels		Actual Performance Levels	
	Numerator	Denominator	Numerator	Denominator
Entered Employment Rate	80%		79.9%	1,925 / 2,408
Employment Retention Rate	84%		91.8%	1,768 / 1,925
Earnings Replacement in Six Months	85%		93%	\$26,013,592 / \$27,965,674
Employment & Credential Rate	50%		35%	528 / 1,508

Table F - Outcomes for Dislocated Worker Special Populations

Measure	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator
Entered Employment Rate	75.3%	220 / 292	81.3%	256 / 315	69.3%	192 / 277	87.5%	7 / 8
Employment Retention Rate	89.1%	196 / 220	91.4%	234 / 256	87.5%	168 / 192	100%	7 / 7
Earnings Replacement in Six Months	83.5%	\$3,332,098 / \$3,990,398	99%	\$1,614,484 / \$1,638,241	72.3%	\$2,233,742 / \$3,088,971	110.3%	\$54,192 / \$49,148
Employment & Credential Rate	32.9%	57 / 173	16.5%	39 / 236	26.2%	45 / 172	0%	0 / 4

Table G - Other Info. for the Dislocated Worker Program

Measure	Individuals Who Received Training Services		Individuals Who Received Only Core & Intensive Services	
	Numerator	Denominator	Numerator	Denominator
Entered Employment Rate	78.6%	1,067 / 1,358	81.7%	858 / 1,050
Employment Retention Rate	92.3%	985 / 1,067	91.3%	783 / 858
Earnings Replacement in Six Months	91.1%	\$15,130,440 / \$16,617,697	95.9%	\$10,883,152 / \$11,347,977

Dislocated Worker Program

Minnesota
Outcomes



Table H - Older Youth Results At-A-Glance

Measure	Negotiated Performance Levels		Actual Performance Levels	
	Numerator	Denominator		
Entered Employment Rate	60%		72.8%	267 / 367
Employment Retention Rate	72%		80.1%	214 / 267
Earnings Change in Six Months	\$2,850		\$3,968	\$1,059,430 / 267
Employment & Credential Rate	50%		26.9%	102 / 379

Table I - Outcome for Older Youth Special Populations

Measure	Public Assistance Recipients	Veterans	Individuals With Disabilities	Out-of-School Youth	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
					Numerator	Denominator	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator
Entered Employment Rate	71.8%	100%	60.5%	80.4%	122	170	1	1	52	86	189	235
Employment Retention Rate	82%	0%	80.8%	78.8%	100	122	0	1	42	52	149	189
Earnings Change in Six Months	\$4,881	-\$26	\$3,289	\$3,956	\$595,468	122	-\$26	1	\$171,004	52	\$747,640	189
Employment & Credential Rate	29.8%	100%	14%	26.5%	53	178	1	1	13	93	63	238

Older Youth
Program

The performance outcomes shown in the tables on this page are based on the period of October 1, 1999 through September 30, 2000.

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Levels	Actual Performance Levels
Skill Attainment Rate	67%	87.9% 2,853 3,247
Diploma or Equivalent Attainment Rate	55%	12.9% 75 582
Retention Rate	50%	69.2% 369 533

Minnesota

Outcomes



Table K - Outcome for Younger Youth Special Populations

Measure	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	Numerator	Denominator	Numerator	Denominator	Numerator	Denominator
Skill Attainment Rate	87%	672 772	86.6%	1,592 1,838	85.1%	537 631
Diploma or Equivalent Attainment Rate	9.6%	11 114	11%	35 319	17.9%	20 112
Retention Rate	62.2%	79 127	74.2%	198 267	62.8%	108 172

Younger Youth

Program

The Youth Diploma Rate and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Minnesota
Outcomes



Table L - Other Reported Information

		Placement for Participants in Non-traditional Employments	Wages at Entry into Employment for those Individuals Who Entered Unsubsidized Employment	Entered into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services
Adults	5%	102 2,044	\$3,834 \$7,837,480 2,044	63.7% 706 1,108
Dislocated Workers	6.2%	120 1,925	\$6,964 \$13,405,186 1,925	77.3% 801 1,036
Older Youth	2.25%	6 267	\$3,036 \$810,546 267	

Table M - Participant Levels

	Total Participants	Total Exiters
Adults	3,048	1,630
Dislocated Workers	3,731	1,909
Older Youth	975	389
Younger Youth	3,806	1,366

Table N - Cost of Program Activities

Activities	Total Federal Spending
Local Adults	\$5,905,575
Local Dislocated Workers	4,535,788
Local Youth	\$7,097,392
Rapid Response (Up to 25%)	\$1,443,871
Statewide Required Activities (Up to 15%)	\$1,050,000
Statewide Allowable Activities	(1) Capacity building and Technical Assistance to local areas \$100,000
	(2) Assisting local areas in carrying out state-wide workforce investment system activities \$75,000
Total of All Federal Spending Listed Above	\$20,207,626

The Participant Level outcomes listed in Table M above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Annual Report

Program Year 2000

WSA 1

**Northwest Private
Industry Council, Inc.**

1730 University Avenue
Crookston, MN 56716

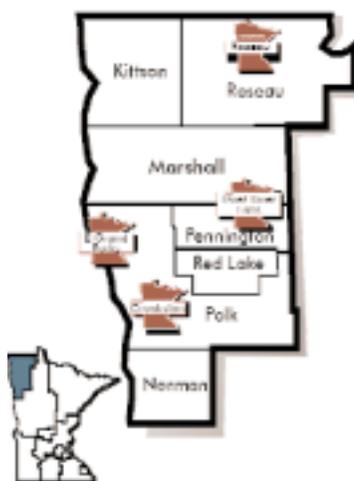
Total Participants Served	Adult	110
	Dislocated Worker	70
	Older Youth	25
	Younger Youth	154
Total Exiters	Adult	62
	Dislocated Worker	47
	Older Youth	7
	Younger Youth	13

	Negotiated Performance Levels	Actual Performance Levels	
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	62.2%
	Dislocated Worker	80%	65.8%
	Older Youth	60%	50%
Retention Rate	Adult	76%	84.8%
	Dislocated Worker	84%	96%
	Older Youth	70%	75%
	Younger Youth	50%	100%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$4,546
	Dislocated Worker	85%	115.9%
	Older Youth	\$2,900	\$3,299
Credential/Diploma Rate	Adult	50%	23.8%
	Dislocated Worker	50%	16.7%
	Older Youth	50%	37.5%
	Younger Youth	55%	83.3%
Skills Attainment	Younger Youth	65%	97.6%

Overall Status of Local Performance

This form is submitted to meet the December 3, 2001 WIA Title IB Annual Report deadline. Overall status of local performance has not yet been determined. In January 2002, Minnesota will re-run this report using mature wage detail data to validate local performance for incentives and sanctions at that time.

The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Total Participants Served	Adult	612
	Dislocated Worker	280
	Older Youth	245
	Younger Youth	906
Total Exiters	Adult	286
	Dislocated Worker	108
	Older Youth	114
	Younger Youth	361

WSA 2

**Rural Minnesota
Concentrated
Employment Program
Inc.**

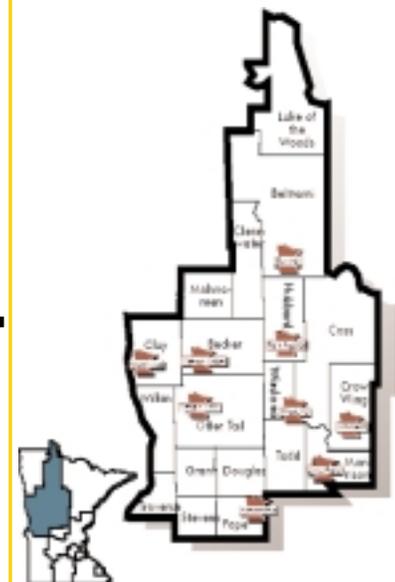
803 Roosevelt Avenue
Detroit Lakes, MN 56502

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	66.9%
	Dislocated Worker	80%	73.9%
	Older Youth	65%	65.3%
Retention Rate	Adult	76%	82.5%
	Dislocated Worker	84%	88.2%
	Older Youth	72%	83.7%
	Younger Youth	50%	63%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$4,004
	Dislocated Worker	85%	104.9%
	Older Youth	\$2,500	\$3,943
Credential/Diploma Rate	Adult	50%	36.7%
	Dislocated Worker	50%	21.1%
	Older Youth	45%	27.6%
	Younger Youth	55%	11%
Skills Attainment	Younger Youth	68%	78.5%

Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Annual Report

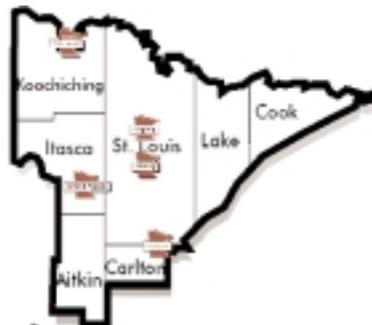
Program Year 2000

WSA 3
Northeast Minnesota
Office of Job Training

Suite 240
 820 North 9th Street
 Virginia, MN 55792

Total Participants Served	Adult	590
	Dislocated Worker	322
	Older Youth	219
	Younger Youth	547
Total Exiters	Adult	244
	Dislocated Worker	65
	Older Youth	76
	Younger Youth	238

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	69.7%
	Dislocated Worker	80%	80.6%
	Older Youth	57%	68.4%
Retention Rate	Adult	76%	81.4%
	Dislocated Worker	84%	86.2%
	Older Youth	68%	73.1%
	Younger Youth	47%	83.3%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$4,168
	Dislocated Worker	85%	116.3%
	Older Youth	\$2,707	\$3,990
Credential/Diploma Rate	Adult	50%	30.3%
	Dislocated Worker	50%	46.7%
	Older Youth	47%	24.4%
	Younger Youth	52%	17.6%
Skills Attainment	Younger Youth	64%	93.3%



Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Total Participants Served	Adult	101
	Dislocated Worker	81
	Older Youth	24
	Younger Youth	138
Total Exiters	Adult	26
	Dislocated Worker	27
	Older Youth	3
	Younger Youth	30

WSA 4
City of Duluth

332 City Hall
411 West First Street
Duluth, MN 55802-1102

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	73.5%
	Dislocated Worker	80%	68.4%
	Older Youth	55%	77.8%
Retention Rate	Adult	76%	77.8%
	Dislocated Worker	84%	92.3%
	Older Youth	55%	71.4%
	Younger Youth	55%	42.9%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$3,644
	Dislocated Worker	85%	99.7%
	Older Youth	\$2,000	\$3,115
Credential/Diploma Rate	Adult	50%	34.1%
	Dislocated Worker	50%	28.6%
	Older Youth	40%	55.6%
	Younger Youth	70%	75%
Skills Attainment	Younger Youth	55%	75.4%

Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Annual Report

Program Year 2000

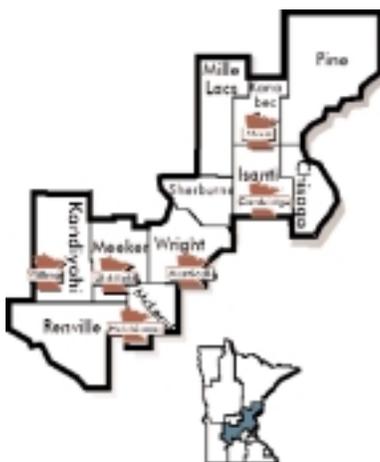
WSA 5

**Central Minnesota
Jobs & Training
Services**

Suite 2
106 Pine Street
Monticello, MN 55362

Total Participants Served	Adult	163
	Dislocated Worker	244
	Older Youth	47
	Younger Youth	206
Total Exiters	Adult	105
	Dislocated Worker	155
	Older Youth	10
	Younger Youth	13

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	76.2%
	Dislocated Worker	80%	86.8%
	Older Youth	60%	100%
Retention Rate	Adult	76%	81.2%
	Dislocated Worker	84%	90.3%
	Older Youth	60%	85.7%
	Younger Youth	50%	0%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$4,019
	Dislocated Worker	85%	92.5%
	Older Youth	\$2,000	\$5,097
Credential/Diploma Rate	Adult	50%	39.5%
	Dislocated Worker	50%	29.1%
	Older Youth	50%	85.7%
	Younger Youth	70%	36.4%
Skills Attainment	Younger Youth	50%	84.4%



Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Total Participants Served	Adult	59
	Dislocated Worker	382
	Older Youth	20
	Younger Youth	106
Total Exiters	Adult	31
	Dislocated Worker	231
	Older Youth	6
	Younger Youth	44

WSA 6

**Southwest Minnesota
Private Industry
Council**

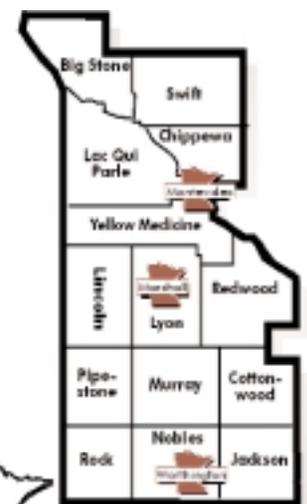
607 West Main
Marshall, MN 56258

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	71.7%
	Dislocated Worker	80%	73.3%
	Older Youth	53%	76.9%
Retention Rate	Adult	76%	81.6%
	Dislocated Worker	84%	92.7%
	Older Youth	62%	90%
	Younger Youth	45%	86.7%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$5,249
	Dislocated Worker	85%	82.1%
	Older Youth	\$1,850	\$10,225
Credential/Diploma Rate	Adult	50%	46.8%
	Dislocated Worker	50%	36.2%
	Older Youth	45%	30.8%
	Younger Youth	50%	17.6%
Skills Attainment	Younger Youth	51%	95.9%

Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Annual Report

Program Year 2000

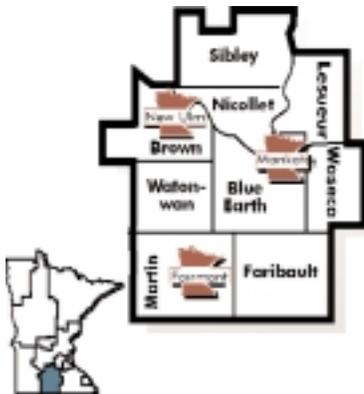
WSA 7

**South Central
Workforce Council**

101 First Street East
Vernon Center, MN 56090

Total Participants Served	Adult	103
	Dislocated Worker	140
	Older Youth	26
	Younger Youth	88
Total Exiters	Adult	43
	Dislocated Worker	44
	Older Youth	10
	Younger Youth	19

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	63.8%
	Dislocated Worker	80%	80.3%
	Older Youth	58%	71.4%
Retention Rate	Adult	76%	81.1%
	Dislocated Worker	84%	94.3%
	Older Youth	72%	80%
	Younger Youth	54%	83.3%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$3,786
	Dislocated Worker	85%	98.5%
	Older Youth	\$2,000	\$3,969
Credential/Diploma Rate	Adult	50%	34%
	Dislocated Worker	50%	50%
	Older Youth	50%	23.8%
	Younger Youth	60%	40%
Skills Attainment	Younger Youth	68%	66.2%



Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Total Participants Served	Adult	124
	Dislocated Worker	187
	Older Youth	9
	Younger Youth	125
Total Exiters	Adult	73
	Dislocated Worker	62
	Older Youth	5
	Younger Youth	28

WSA 8

**Southeastern
Minnesota Workforce
Development, Inc.**

Suite 110
300 11th Avenue Northwest
Rochester, MN 55901

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	69.4%
	Dislocated Worker	80%	67.9%
	Older Youth	60%	82.4%
Retention Rate	Adult	76%	90.3%
	Dislocated Worker	84%	97.2%
	Older Youth	72%	71.4%
	Younger Youth	50%	71.4%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$5,647
	Dislocated Worker	85%	96.5%
	Older Youth	\$2,850	\$2,745
Credential/Diploma Rate	Adult	50%	16.8%
	Dislocated Worker	50%	15.6%
	Older Youth	50%	17.6%
	Younger Youth	55%	69.6%
Skills Attainment	Younger Youth	67%	62.5%

Overall Status of Local Performance

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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Annual Report

Program Year 2000

WSA 9

**Hennepin / Scott /
Carver**

300 South Sixth Street
Minneapolis, MN 55487-0012

Total Participants Served	Adult	197
	Dislocated Worker	710
	Older Youth	42
	Younger Youth	296
Total Exitters	Adult	94
	Dislocated Worker	430
	Older Youth	15
	Younger Youth	139

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	70.4%
	Dislocated Worker	80%	82.7%
	Older Youth	60%	76.5%
Retention Rate	Adult	76%	83.5%
	Dislocated Worker	84%	91.5%
	Older Youth	50%	76.9%
	Younger Youth	40%	67.7%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$5,549
	Dislocated Worker	85%	87.6%
	Older Youth	\$2,000	\$5,396
Credential/Diploma Rate	Adult	50%	34.8%
	Dislocated Worker	50%	46.6%
	Older Youth	50%	5.9%
	Younger Youth	45%	1.5%
Skills Attainment	Younger Youth	40%	91.7%



Overall Status of Local Performance

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The Total Participants Served, Total Exitters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Total Participants Served	Adult	399
	Dislocated Worker	177
	Older Youth	190
	Younger Youth	754
Total Exitters	Adult	371
	Dislocated Worker	100
	Older Youth	117
	Younger Youth	378

WSA 10
City of Minneapolis

Room 510
250 South 4th Street
Minneapolis, MN 55415-1372

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	82.8%
	Dislocated Worker	80%	82.3%
	Older Youth	55%	70.7%
Retention Rate	Adult	76%	79.6%
	Dislocated Worker	84%	93.1%
	Older Youth	55%	78%
	Younger Youth	45%	74.7%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$3,405
	Dislocated Worker	85%	100.1%
	Older Youth	\$2,000	\$1,558
Credential/Diploma Rate	Adult	50%	15.6%
	Dislocated Worker	50%	33.3%
	Older Youth	45%	8.6%
	Younger Youth	35%	1.5%
Skills Attainment	Younger Youth	50%	99.9%

Overall Status of Local Performance

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The Total Participants Served, Total Exitters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Annual Report

Program Year 2000

WSA 12

Anoka County

Suite 235
1201 89th Avenue Northeast
Blaine, MN 55434

Total Participants Served	Adult	32
	Dislocated Worker	121
	Older Youth	34
	Younger Youth	28
Total Exiters	Adult	21
	Dislocated Worker	85
	Older Youth	11
	Younger Youth	6

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	62.5%
	Dislocated Worker	80%	73.2%
	Older Youth	60%	82.1%
Retention Rate	Adult	76%	91.7%
	Dislocated Worker	84%	93.6%
	Older Youth	60%	87%
	Younger Youth	50%	62.5%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$6,871
	Dislocated Worker	85%	73.2%
	Older Youth	\$2,000	\$4,761
Credential/Diploma Rate	Adult	50%	62.7%
	Dislocated Worker	50%	46.7%
	Older Youth	50%	50%
	Younger Youth	55%	0%
Skills Attainment	Younger Youth	50%	100%



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Total Participants Served	Adult	68
	Dislocated Worker	167
	Older Youth	2
	Younger Youth	148
Total Exitors	Adult	37
	Dislocated Worker	85
	Older Youth	2
	Younger Youth	69

WSA 14

Dakota County
Workforce Services

Suite 220
60 East Marie Avenue
West Saint Paul, MN 55118

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	71.2%
	Dislocated Worker	80%	87.2%
	Older Youth	72%	0%
Retention Rate	Adult	76%	83%
	Dislocated Worker	84%	94.1%
	Older Youth	72%	0%
	Younger Youth	85%	52.8%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$4,650
	Dislocated Worker	85%	95.3%
	Older Youth	\$2,850	\$0
Credential/Diploma Rate	Adult	50%	22.6%
	Dislocated Worker	50%	16.3%
	Older Youth	50%	0%
	Younger Youth	55%	0%
Skills Attainment	Younger Youth	67%	97.2%

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The Total Participants Served, Total Exitors, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.



Annual Report

Program Year 2000

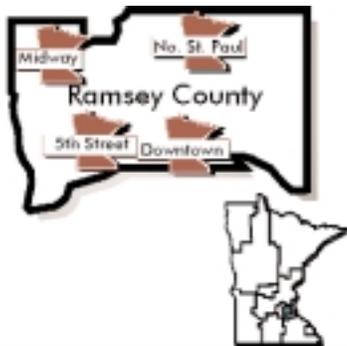
WSA 15

**Ramsey County
Consolidated
Workforce
Development
Department**

2098 11th Avenue East
North Saint Paul, MN 55109

Total Participants Served	Adult	343
	Dislocated Worker	477
	Older Youth	35
	Younger Youth	225
Total Exiters	Adult	216
	Dislocated Worker	263
	Older Youth	5
	Younger Youth	20

	Negotiated Performance Levels	Actual Performance Levels	
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	75.1%
	Dislocated Worker	80%	78.1%
	Older Youth	60%	66.7%
Retention Rate	Adult	76%	76.4%
	Dislocated Worker	84%	94.5%
	Older Youth	68%	75%
	Younger Youth	50%	57.1%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$2,993
	Dislocated Worker	85%	101.3%
	Older Youth	\$2,500	\$3,724
Credential/Diploma Rate	Adult	50%	30.8%
	Dislocated Worker	50%	36.5%
	Older Youth	50%	0%
	Younger Youth	55%	0%
Skills Attainment	Younger Youth	63%	90.8%



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The Total Participants Served, Total Exiters, Youth Diploma Rate, and Youth Skills Attainment Rate outcomes listed above are based on program activities during PY 2000, which is the period of July 1, 2000 through June 30, 2001. The remainder of the performance outcomes on this page are based on the period of October 1, 1999 through September 30, 2000.

Total Participants Served	Adult	19
	Dislocated Worker	61
	Older Youth	5
	Younger Youth	24
Total Exitters	Adult	9
	Dislocated Worker	21
	Older Youth	0
	Younger Youth	2

WSA 16

Washington County

14949 62nd Street North
Stillwater, MN 55082-0006

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	75%
	Dislocated Worker	80%	82.4%
	Older Youth	55%	100%
Retention Rate	Adult	76%	100%
	Dislocated Worker	84%	89.3%
	Older Youth	60%	100%
	Younger Youth	50%	100%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$5,298
	Dislocated Worker	85%	97.1%
	Older Youth	\$2,000	\$5,054
Credential/Diploma Rate	Adult	50%	40%
	Dislocated Worker	50%	85%
	Older Youth	40%	66.7%
	Younger Youth	50%	50%
Skills Attainment	Younger Youth	50%	100%

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Program Year 2000

WSA 17

**Stearns-Benton
Employment and
Training Council**

Terrace Level, Suite 210
3333 West Division
Saint Cloud, MN 56301-3783

Total Participants Served	Adult	102
	Dislocated Worker	198
	Older Youth	46
	Younger Youth	34
Total Exiters	Adult	7
	Dislocated Worker	83
	Older Youth	7
	Younger Youth	2

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	55.6%
	Dislocated Worker	80%	88.6%
	Older Youth	60%	78.9%
Retention Rate	Adult	76%	80%
	Dislocated Worker	84%	94.2%
	Older Youth	60%	86.7%
	Younger Youth	50%	33.3%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$4,142
	Dislocated Worker	85%	155.7%
	Older Youth	\$2,000	\$4,016
Credential/Diploma Rate	Adult	50%	10.6%
	Dislocated Worker	50%	3.4%
	Older Youth	50%	21.1%
	Younger Youth	55%	50%
Skills Attainment	Younger Youth	50%	83.3%



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Total Participants Served	Adult	26
	Dislocated Worker	18
	Older Youth	6
	Younger Youth	28
Total Exitters	Adult	5
	Dislocated Worker	7
	Older Youth	1
	Younger Youth	4

WSA 18

**Winona County
Workforce Council**

Suite 200
1250 Homer Road
Winona, MN 55987

		Negotiated Performance Levels	Actual Performance Levels
Customer Satisfaction	Program Participants	64%	73.5%
	Employers	66%	70.3%
Entered Employment Rate	Adult	73%	71.4%
	Dislocated Worker	80%	40%
	Older Youth	60%	100%
Retention Rate	Adult	76%	100%
	Dislocated Worker	84%	100%
	Older Youth	72%	100%
	Younger Youth	50%	33.3%
Earnings Change/ Earning Replacement in Six Months	Adult	\$3,330	\$13,423
	Dislocated Worker	85%	114.3%
	Older Youth	\$2,850	\$6,108
Credential/Diploma Rate	Adult	50%	28.6%
	Dislocated Worker	50%	0%
	Older Youth	50%	66.7%
	Younger Youth	55%	25%
Skills Attainment	Younger Youth	67%	0%

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