

WIA

Workforce Investment Act

Annual Report PY 2013



Your workforce experts.



A Message from the Secretary

As the South Dakota Department of Labor and Regulation submits this program year's Workforce Investment Act (WIA) annual report, I wanted to reflect on the impact our employment and training programs make in the lives of our citizens.

South Dakota traditionally has one of the lowest unemployment rates in the nation, and this resilience showed through even while facing a national recession. Our workforce training programs help contribute to our workers' success as we strive to guide individuals to self-sufficiency, build a skilled workforce, and strengthen the state's economy.

Our field staff contribute to these goals by delivering quality services. We have a long history of consistently meeting performance, despite shrinking federal dollars. We also pride ourselves in responding to suggestions for improvement. As a department, we take our federal reviews very seriously. We are working closely with our federal counterparts, taking all required steps to assure we are compliant, and remain committed to offering the best services possible.

I commend the dedication of our workforce experts in exceeding four and meeting five of the nine WIA reporting performance measures for this year. We look forward to improving on our performance and will strive for quality service to our customers.

This program year, we saw an effort by Governor Dennis Daugaard to work with communities on addressing local workforce issues. DLR worked closely with Governor Daugaard to hold a series of workforce summits to listen to business leaders, community based organizations, education and training providers, and the general public. Action from this effort will carry over to PY14 with DLR and the Workforce Development Council holding a central role. We look forward to effectively serving job seekers and businesses through innovative workforce development solutions.

Marcia Hultman
Secretary
South Dakota Department of Labor and Regulation

Table of Contents

Workforce Development Council	1
Levels of Service	2
Adult Program	6
Dislocated Worker Program	8
Youth Program	10
National Career Readiness Certificate	16
Performance and Reporting	20
Economic & Workforce Information Analysis	22
Customer Satisfaction	37
Service for Employers	38
5% Statewide Activities	40
Evaluation Activities	41
Veterans	45
Waivers	49
Costs	50
Glossary	51

*All data, unless noted otherwise, taken from SDWORKS information management system.

Workforce Development Council

South Dakota Workforce Development Council

The South Dakota Workforce Development Council (WDC), was grandfathered in from the Job Training Partnership Act and has since guided workforce development in our state. Under executive order the WDC is the alternative entity in place of the state Workforce Investment Board.

The WDC is comprised of private-sector members, five state agencies including the secretaries of the South Dakota Department of Labor and Regulation (DLR), Education (DOE), Human Services (DHS), the Governor's Office of Economic Development (GOED), and the executive director of the Board of Regents (BOR). The close working relationship established among these state agencies has resulted in a level of cooperation we believe to be without equal.

The DLR is designated administrative and fiscal agent for the WDC. This provides for integrating multiple employment and training services under a single agency. These services include: WIA, Wagner-Peyser, Trade Act, Unemployment Insurance, Temporary Assistance for Needy Families, Supplemental Nutrition Assistance, Adult Education and Literacy and Veterans' Employment, and Training programs. This arrangement ensures a fully integrated approach is made available to our partners and to the public we serve.

The strength of this partnership provides planning, coordination, monitoring, and policy analysis for the state training system, and advice to the governor on policies, goals, and standards for the development and implementation of effective programs. Key policy decisions are made at the state level by the WDC consistent with the Governors workforce development initiatives. Local efforts of the WIA program have implemented in partnership with the local communities, service providers, and employers.

WIA *Levels of Service*

Three levels of service are available to adults and dislocated workers under WIA. These include core, intensive and training services.

During PY13 we underwent a number of federal on-site visits which resulted in fine tuning of the process of service. This included refining our definitions and better aligning our services with the intent of WIA. In consultation with our regional USDOL partners, we adjusted our services accordingly. We provided updated guidance policies and conducted statewide training sessions for local office staff. These changes provided our local office staff a better understanding of service

processes, data collection, and reporting. We are better able to provide the services for our participants and provide reports to our partners.

Core Services

Provided Prior to Intensive Services and Include, but Not Limited to, Initial Assessment and Workforce Information

Initial Assessment

Discussion about desired employment, employment history, self-described interests, and skills. Providing information about assessments, resource room, phone numbers, and brochures for community resources. Sharing website addresses, referral to skill development software, providing Unemployment Insurance information, and information on how to use self-services.

Workforce Information

Discussion about labor market conditions, occupations, and characteristics of the workforce, area business identified skill needs, employer wage and benefit trends, occupational projections, worker supply, and demand and job vacancies. Providing information about self-service job search, job search workshops, Labor Market Information Center, and training information websites.

Comprehensive Assessment

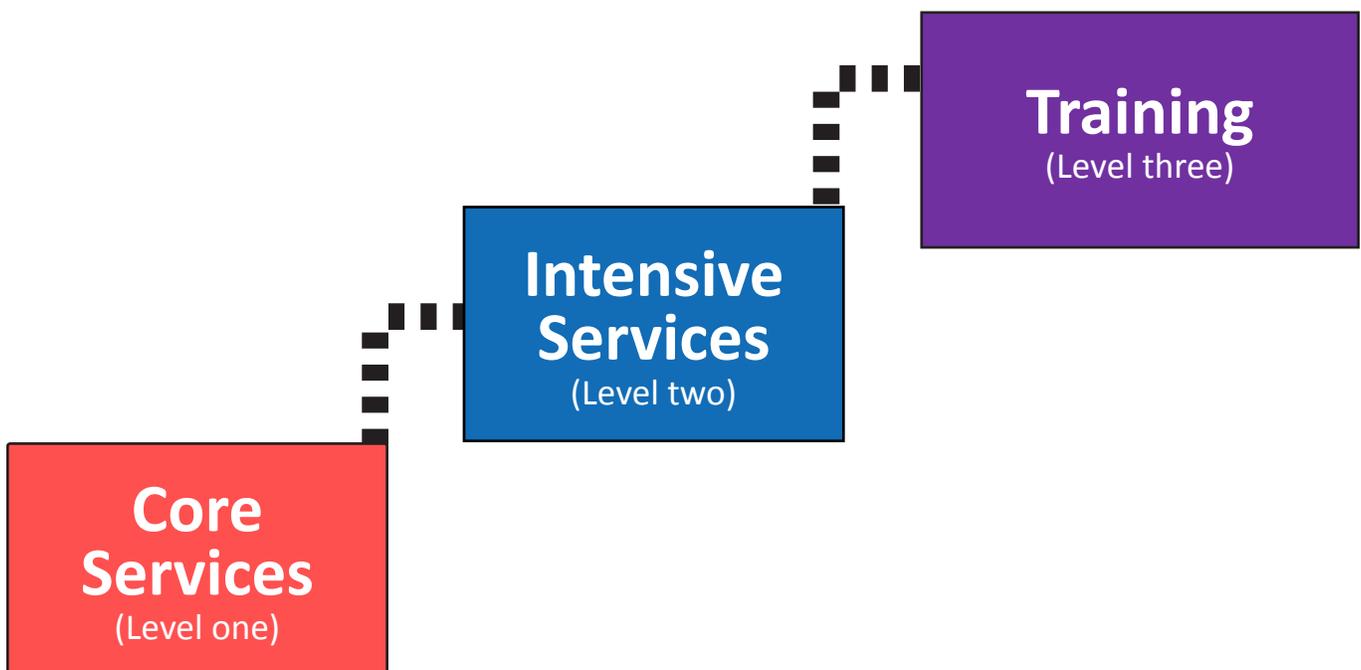
Referrals, completion, and discussion of results of formal assessments. Referral to appropriate assessments and given assistance if necessary in scheduling appointments or assign the scheduling to determine follow-through of individual. Follow-up with provider regarding individual's attitudes and commitment to the process as well as obtaining results. Providing specific information discussing results of assessments. Providing information regarding the types of occupations, where to receive training and how to apply would be included. Information on how to apply for financial aid, if necessary, would be discussed and how WIA could assist.

Intensive Services

Provided Prior to Training and Include, but Not Limited to,
Comprehensive Assessment & Prevocational Skills

Prevocational Skills

On-going development of employability skills, communication skills, interviewing skills, punctuality, personal maintenance, and personal conduct to prepare participants for unsubsidized employment or training. Providing on-going one-on-one discussion regarding information received in a Job Search Assistance Program (JSAP). Assistance with applications, resumes, interviewing, and job retention. Continuous updating of the individual employability plan. Assigning and discussing Key Train Career Skills development and also utilize the Life Skills Education booklets.



Training

Occupational Skills Training

Requires the training provider to be WIA approved by DLR prior to any of its programs being selected. The request is made via the DLR website.

Programs lead to a certificate, a diploma, or a degree recognized nationally or within an industry.

The Local Offices have the responsibility to conduct an interview, evaluation, and assessment, in order to make a determination whether the participant is in need of training services and has the skills and qualifications to successfully complete the selected training program.

Programs of training must be linked to employment opportunities reasonably available to the worker.

On-the-Job Training (OJT)

Occupational training provides knowledge and skills essential to the performance of a specific job. An eligible participant will be hired by an employer, a training plan will be completed, and training will be conducted while on the job. Monitoring by DLR local office staff is conducted while on the OJT. Training is provided by an approved employer, under an OJT agreement, in exchange for compensation for the extraordinary costs of conducting the training for an eligible participant.

The local office must determine the participant is well matched to the prospective training program. A review of the participant's background, family situation, life circumstances, interest, aptitude, and basic skills is considered prior to commitment of an OJT. All discussions and determinations will be fully documented.

Trade Adjustment Assistance (TAA)

The TAA program saw limited activity this last year in South Dakota. There was one new certification. We continued assisting 49 other participants in completing their training from previous certifications and assisted a few from out of state.

National Emergency Grant (NEG)

NEG is a discretionary award intended to temporarily expand service capacity at the state and local levels by providing funding assistance in response to significant economic events. Significant events are those that create a sudden need for assistance that cannot reasonably be expected to be accommodated with the ongoing operations of the WIA Dislocated Worker program.

We enroll every NEG participant into the WIA dislocated worker program. South Dakota had one NEG during PY13.

Dislocated Worker Training (DWT) National Emergency Grant (NEG)

South Dakota received a grant to provide dislocated workers the opportunity to participate in training and acquire an industry-recognized credential enabling them to obtain a good job. The priority is for those who are long-term unemployed (at least 27 weeks), or unemployment insurance (UI) recipients have been profiled as likely to exhaust their benefits. The goal is to serve 60 individuals. To date, the program has served 55 participants. The grant expires June 30, 2015.

Michelle's Story

Michelle was an unemployed mother of two children, who lost her job in March 2011. She was referred to the WIA Program by the Unemployment Insurance Reemployment Program.

Over 10 years ago, she had attended Dakota State University for Health Information Management, but dropped out. She started an Associate Degree at Lake Area Technical Institute in Banking and Finance and dropped out when she found full-time employment.

Her goal was to find full-time employment in order to support herself and her children. Michelle had expressed an interest in earning a National Career Readiness Certificate.

The Key Train results showed she had the capability to earn a Silver or higher. Less than a month later, she tested on Work Keys and became the first person in Watertown to achieve a Platinum certificate.

Based on her self-described interests and the results of the interest inventory, she was able to establish short- and long-term goals. WIA staff encouraged her to investigate the options of completing a degree at one of several post-secondary institutions in the Watertown area.

Michelle's focus was on her employment goal and the on-the-job training portion of the WIA/NEG program. Several companies were contacted on her behalf, but she was not hired. The discussion returned to completing a post-secondary degree. She contacted Lake Area Technical Institute to see what credits would transfer and if she would qualify for FASA.

In May 2012, Michelle was accepted at LATI and would be able to complete an Associate degree by May 2013. Over the summer, Michelle worked at a day care in her church and served at a restaurant while she took one required class. She began LATI in the fall of 2012. WIA provided financial assistance for her tuition, books, and fees.

In April 2013, Michelle began a paid internship as a Human Resource Assistant with Aerotek Staffing and was placed at Sparton Manufacturing Company in Watertown. She was awarded an AD degree in Business Associate – Human Resources Associate Option from Lake Area Technical Institute in May 2013. Michelle maintained a 4.0 GPA every semester at LATI.

As of December 9, 2013, she had been offered a permanent position with Sparton Manufacturing Company as a Human Resource Assistant.

WIA Adult Program

WIA Adult programs work to increase employment, retention, earnings of participants and occupational skill attainment. If the program is successful, the result will be seen in the quality of the workforce, a reduction of welfare dependency and an enhancement of the economy.

Adult and youth services can be accessed at any DLR local office.

WIA is a flexible program attuned to the specific needs of the individual participant. A mix of services may be offered to eligible participants from one or more partners. All services provided are based on a complete assessment process and a service strategy documented in the employment plan.

To be eligible for services, adults must be 18 years of age or older.

Adult Performance	Goal	Actual
Average Earnings	\$11,000	\$10,949
Entered Employment Rate	81.5%	74%
Employment Retention Rate	87.5%	85.7%

Adult Characteristics	Rate
Veteran	4.9%
Unemployed	68%
Low Income	76.4%
Disability	9.7%
SNAP	49.1%
TANF	3.6%
HS Dropout	17.4%



Daniel's Story

Daniel Brown was a 19-year-old high school graduate from Huron. He had attended one semester of college at Northern State University, but quit

because he didn't know what he wanted to do for a career and money was tight. His work history was limited, only working a couple part-time jobs at fast food establishments.

Daniel was enrolled into the WIA program as an adult. Cornerstones Career Learning Center was able to assist Daniel with the cost of a manufacturing course through a Community Development Block Grant. The class trainers said Daniel was smart, a great student, and showed a lot of potential in learning manufacturing.

Local office staff met with the Human Resources Professional at Terex about on-the-job training for Daniel. As a result, Daniel was then hired as a Fabrication Machinist B and

started at Terex on January 6, 2014, making \$15.24/hour. He trained for a month on the day shift before switching to the night shift to complete his training. When he started working the night shift, his pay went to \$17.07/hour.

His training supervisor, Teri Zwieg, told WIA staff Daniel still had a lot to learn about the job, but he was impressed with his desire to learn. He said although Daniel's progress was going slowly, he was very meticulous in the work he produced. He asked questions when he needed to, but liked that he tried to figure the measurements, blueprints, and schematics on his own before asking for help. Mr. Zwieg said he rarely had to make any corrections to Daniel's work.

The training contract came to a successful completion on February 25, 2014, to be a Fabrication Machinist.



Daniel and his supervisor, Teri Zwieg

WIA Dislocated Worker Program

The Dislocated Workers program supports individuals who have lost employment through no fault of their own.

The key to a successful program for dislocated workers is the coordinated effort of various partners and a rapid response to the layoff action. An effective program assists the dislocated worker with readjustment and transition to suitable employment while reducing the traumatic effects of sudden unemployment from long-held jobs.

The state's dislocated worker unit is responsible for coordinating a rapid response effort for specific closures and mass layoffs. The state will provide technical assistance to the company, workers and their representatives, local government, DLR local offices, and other parties that may partner in the response effort. The state is also responsible for collecting and disseminating information and receiving notices as required under the Worker Adjustment and Retraining Notification Act (WARN).

There were fewer dislocated workers reported in PY13 compared to PY12. The lower number can be attributed to South Dakota's recovering economy. The number of layoffs has drastically decreased over the last two years.

Dislocated Worker Performance	Goal	Actual
Average Earnings	\$15,323	\$15,332
Entered Employment Rate	85%	86.5%
Employment Retention Rate	93%	92.1%

James' Story

James was a dislocated worker that all of his adult life has worked in a warehouse. Due to cut backs in the business he was laid off. He was in his 50s wondering where he could go and do at this point in his life. He was referred to WIA, and through interviewing and assessments found that James really wanted to learn to be a carpenter and build houses. He had done some tinkering on his own house but nothing professionally. James was enrolled into the WIA program and within a short period of time had sold the on-the-job training to a small construction company. James completed his on-the-job training and has learned a great deal about constructing a house from scratch to finish. He fits well with the company as most of his coworkers are close to his age. Both the employer and James were happy about the benefits WIA offered for training and securing a long term working relationship.

Justin's Story

Justin became a dislocated worker in November 2011 when the call center in Milbank closed. He was interested in going to college and obtaining a degree in Computer Science. He was enrolled in WIA as a Dislocated Worker. With the help of the WIA program, Justin was able to attend classes at Lake Area Technical Institute.

In March 2014, Justin achieved the status of High Honor Graduate and an Associate of Applied Science Degree in Computer Information Systems-Network Specialist. His career GPA was 3.993, receiving only one B in the two-year program.

Justin successfully completed his internship with Valley Queen Cheese as a Computer Networking Specialist. Justin was offered a full-time position earning \$16/hr.

Hailey's Story

Hailey was a divorced, single mom of a 10-month-old son. She was working full-time as a sewer at EPI, a manufacturer of ammunition bags. She was miserable and looking for a better job to support herself and her child. She was making minimum wage with no benefits or health insurance.

Hailey and WIA staff discussed what types of careers could support herself and her family without spending too much time in college. She completed assessments and showed interest in the medical field. They explored local training programs where she could earn her CNA Certificate. Along with assistance from the local office, Hailey completed her

application, and she was accepted into Avera Education Nursing Assistant Training Program. She started her CNA classes and worked full-time while she completed her online classes. Hailey was able to earn her CNA Certificate and also a Silver NCRC Certificate. After applying for several jobs, Hailey was offered a job at Sanford/Dakota Hospital in Vermillion, SD making 9.75/hr plus benefits.

Her goal is to work a year then apply to nursing school at The University of South Dakota to obtain her LPN. She discovered her employer offers education assistance, and they are willing to help her pay part of her tuition to obtain her LPN! Hailey is thrilled to start her new position.

**Characteristics of Dislocated Workers
at Time of Staff Assisted WIA Services**

Over 55 years of age	20.7%
Unemployed	82.4%
Low Income	31.6%
Disabled	5.1%
Receiving SNAP	1.5%
Veteran	5.1%
High School Dropouts	4.0%

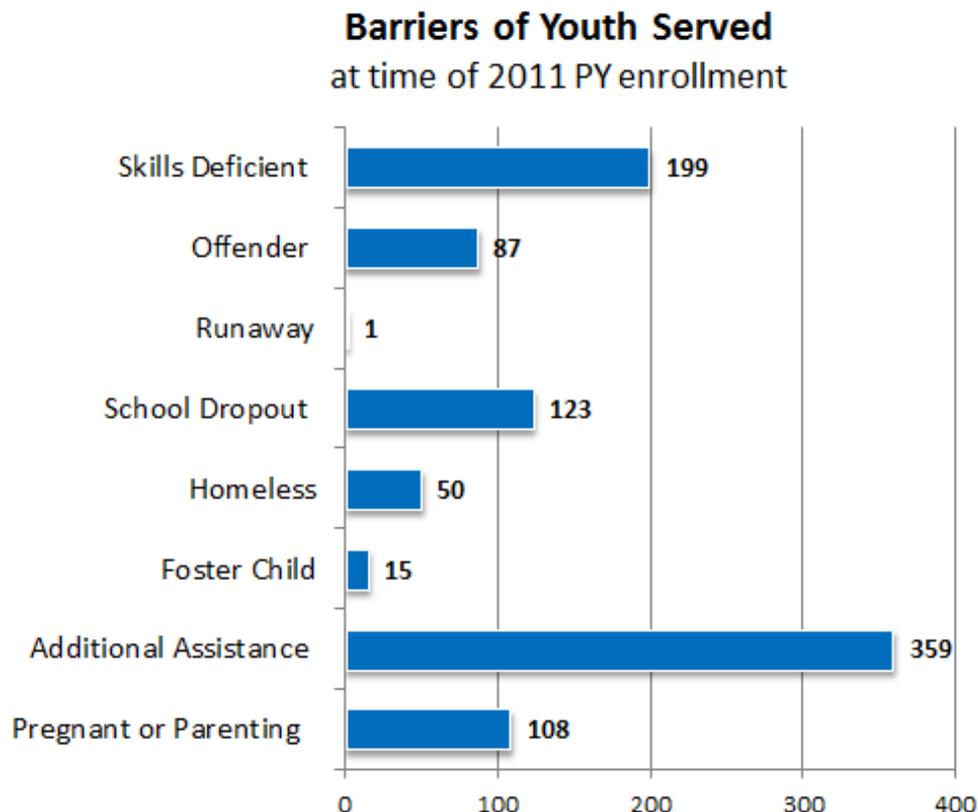
WIA Youth Program

The Workforce Investment Act (WIA) Youth Program provides a systematic and coordinated approach to career services. This program serves youth ages of 14 through 21 who are low income and have a barrier to employment.

These barriers may include being homeless, a foster child, an offender, a parent, or currently pregnant. Services are also available for high school drop outs or those at risk of dropping out. Barriers may also include having low basic reading and math skills, attending an alternative education program, an individual with a disability, a history of substance abuse, or a language barrier.

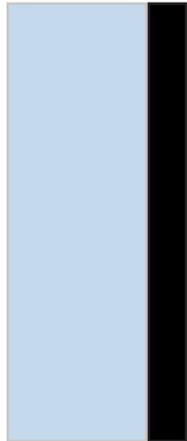
Youth Program Year 2013 in Review

In PY13, employment specialists throughout South Dakota provided assistance to 451 youth under the WIA Program through June 30, 2014. The program offers assistance in completion of secondary education, alternatives to secondary school services, summer employment opportunities, work experiences, occupational skill training, leadership development opportunities, supportive services, mentoring, follow up services, and comprehensive guidance, as appropriate.



The WIA Youth Program has a strong partnership with Adult Education & Literacy (AEL) providers across the state. AEL provides a wide range of services to WIA participants ranging from TABE assessments to determine basic skills, to working with participants to improve their basic skills for a Literacy/Numeracy Gain, General Educational Development (GED®) studies, National Career Readiness Certificate testing.

Angela's Story



Angela was a high school dropout, and a single parent receiving Temporary Assistance for Needy Families and Supplemental Nutrition Assistance. When she was referred to the WIA program, Angela was working towards her GED® with AEL at Southeast Job Link.

Angela's long-term goal was to upgrade her Certified Nursing Assistance certification into a Licensed Practical Nurse or Registered Nurse, but she needed to earn her GED® first.

WIA case manager, Jodi, supported Angela's goal of attaining her high school equivalency diploma with financial assistance to cover childcare while Angela attended GED® classes, as well as providing the funds to cover the cost of the GED® test. Despite raising her son and receiving temporary custody of her nephew, Angela persevered and was able to increase her basic skills, receive a Literacy and Numeracy gain and earn her GED®.

Angela took a position as a CNC operator to help pay the bills. With the goal of LPN or RN in mind, Angela moved to be closer to the post-secondary school of her choice.

WIA staff assisted Angela with a mock interview, which Angela earned a monetary incentive for. This mock interview was just

Youth Performance	Goal	Actual
Placement in Employment or Education	68%	69.7%
Attainment of Degree or Certification	60%	48.9%
Literacy Numeracy Gains	29%	36.1%

the preparation Angela needed to land a CNA position at Bethany Lutheran Home making \$10.50 an hour. WIA assisted Angela financially by purchasing clothing and gas for this position. This position offers flexibility for her to attend classes once she starts advanced training. Angela's WIA team looks forward to continuing to assist her with her post-secondary goals.



Like Angela, 48 percent of those on the WIA Youth Program were receiving or had received SNAP benefits in the last six months.

Ka Bar's Story

Ka Bar is a Burma Refugee who has been a resident of the United States since August 2005. During his time in the US, Ka Bar earned his high school diploma and an electrical certificate from Job Corps. With no applicable work experience, Ka Bar came to the Huron Local Office to learn more about employment opportunities. Ka Bar's limited English skills allowed him to meet the Additional Assistance Barrier and secured eligibility for the WIA Youth Program.

Ka Bar's WIA specialists, Judy and Donna, promoted Ka Bar's talents at various electrical businesses in the community. Ka Bar interviewed with Ferguson Electric and was offered a WIA Summer Opportunity Work Experience as an Electrician Apprentice. WIA provided supportive services to assist Ka Bar with work related clothing.

While on the job, it was evident that Ka Bar needed eye glasses and his limited spelling skills were impacting his job. When not able to find a community program to offer medical assistance, WIA assisted Ka Bar with an eye exam and glasses. A referral to our Adult Education and Literacy providers was made and Ka Bar now attends English as a Second Language classes through Cornerstones Learning Center.

During his Summer Opportunity Work Experience, Ka Bar took advantage of the Job Search Assistance Program offered through the DLR Local Office. Ka Bar wrote a report about what he learned in this class and earned a monetary incentive.

As a result of a positive work experience, Ka Bar has been hired on as a permanent, full-time employee by Ferguson Electric.



According to the *Growth and Change in South Dakota Labor Markets* study compiled by Neeta P. Fogg and Paul E. Harrington with Drexel University, South Dakota has seen a drastic increase in the number of foreign born persons who are active in the South Dakota labor force. This number has more than doubled since 1999.

Foreign born Person Active in SD Labor Force

Year	Total People
1999-2000	6,900
2012-2013	14,000

In PY13, the Workforce Development Council approved an Additional Assistance Policy, which defines this barrier as a youth who meets one or more of the following criteria:

1. Has no employment within the last six months.
2. Has a record of not being able to hold employment due to being fired, or quitting two or more jobs in the last six months.
3. Currently attending an alternative education program, which is defined as a variety of schooling and programmatic options for youth at-risk who do not meet codified norms of behavior or academic success in mainstream settings.
4. Is at risk of dropping out of school:
 - a. Behind one or more grade levels
 - b. Poor attendance as determined by the school
 - c. Poor grades as determined by the school
5. Is an individual with a documented disability.
6. Is an individual who has aged out of the foster care system.
7. Has a history of substance abuse.
8. Has a language barrier, which is defined as someone:
 - a. Whose native language is a language other than English.
 - b. Who lives in a family where a language other than English is the dominant language.

Nearly 80 percent of youth enrolled in WIA meet one of these criteria.

In Summer 2013, the WIA Youth Program provided 29 youth participants with summer opportunity work experiences. In Summer 2014, the WIA Youth Program provided 41 youth participants with summer opportunity work experiences. Along with this experience, DLR local offices provided leadership development services through Job Search Assistance Program (JSAP) classes specific for the youth population. These JSAP classes covered application/interview techniques, job retention, workplace ethics, marketing job skills, credit scores related to the job search, NCRC testing and certificate, and social media do's and don'ts.

Enrollment Age of Youth Served

Age (Years)	Total Enrollment
14 to 18	207
19 to 21	244

Trever's Story

Trever was 17 when his high school counselor referred him to the Aberdeen Local Office.

WIA employment specialist, Krista, met with Trever and his counselor at the high school to learn more about how WIA could benefit Trever. Trever was on an Individual Education Plan (IEP) through the school for his diagnosis of ADHD and low reading comprehension. Trever was raised by his father who passed away when he was 14. Trever then lived with his aunt and uncle. They passed away when Trever was 15 years old. At the time of his WIA enrollment, Trever lived with a friend and his family. After the deaths of his family members, he coped by using drugs and alcohol. Trever's substance abuse led to legal problems and he was put on probation. Through all of this, Trever stayed in school and maintained a 30 hour a week job at a local restaurant, thus making him over income for the WIA Youth Program. With the low income exception of 5 percent, WIA was able to enroll Trever into the Youth Program.

WIA staff assisted in developing an Integrated Resource Team (IRT) for Trever. This included Trever, his teachers and counselors, a Vocational Rehabilitation representative, his probation officer, and WIA staff.

This team assisted Trever in developing a plan after he earned his high school diploma.

Despite having the credits necessary to graduate in December, it was determined it would be in Trever's best interest to continue high school through May and

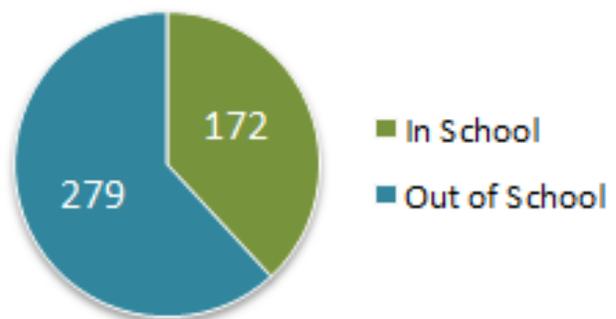
utilize this time to take career preparation classes. Trever had the opportunity to explore the fields of welding and auto body. Through the IRT, WIA and Vocational Rehabilitation decided to split the cost of a welding course. During this time, Trever also completed some online training related to soft skills on the job.

With graduation approaching, Trever found a job with a Kleffman Construction working full-time at \$12 an hour, and remains part-time at the restaurant.

WIA and Trever's IRT continue to assist him as life can be overwhelming from time to time. Trever hasn't closed the door to additional post-secondary training, but intends to work for the time being and possibly earn a carpentry certificate through his employer.

Like Trever, 3.6 percent of our youth enrolled in WIA did not meet the low income guidelines, but certainly had barriers to employment, and 24.7 percent of youth enrolled in WIA have a disability.

School Status at time of Enrollment

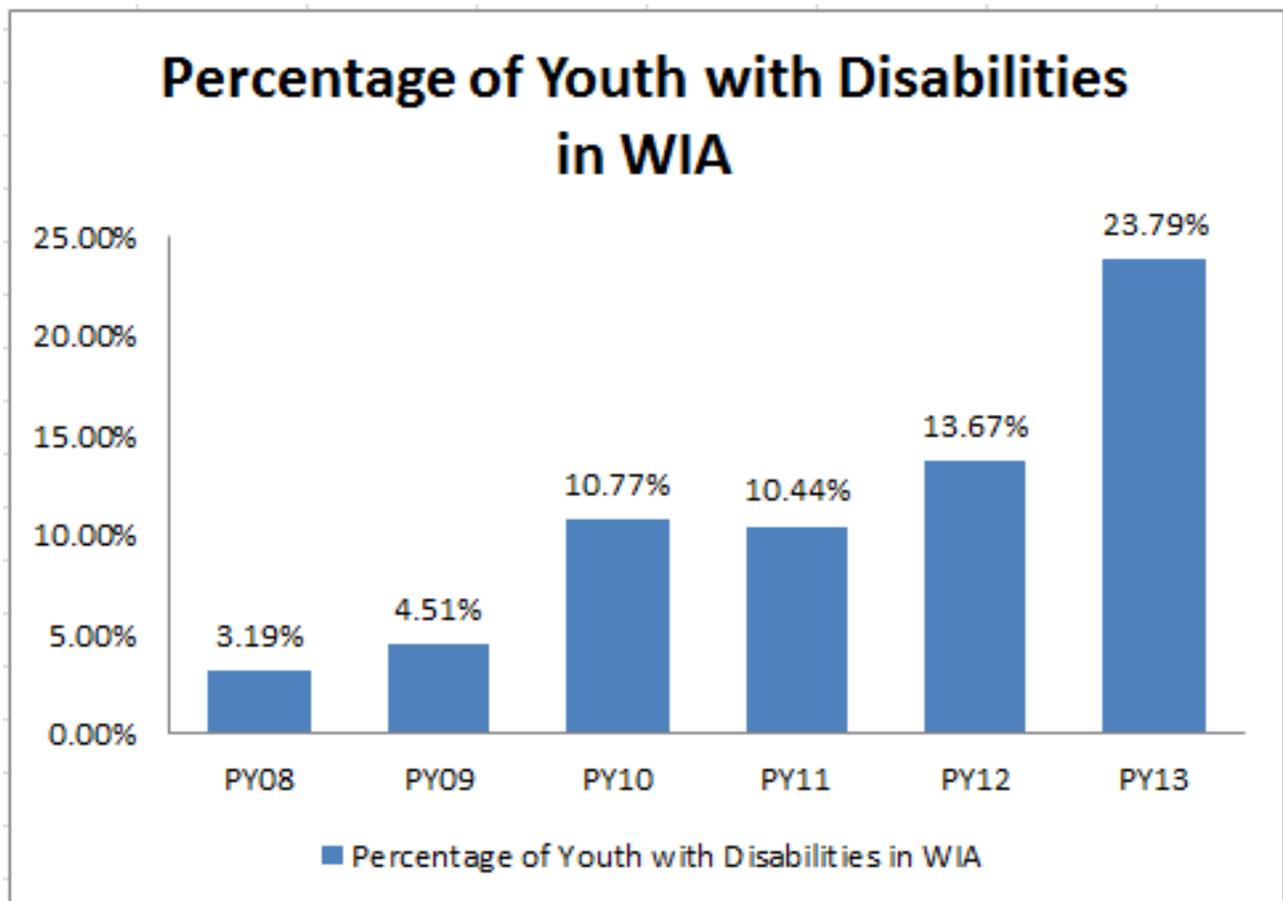


In Fall 2013, a statewide WIA training was held. One day of the training focused on assisting job seekers with disabilities. Part of this training was on the use of Integrated Resource Teams (IRT) to assist participants with disabilities, but also a great tool for all youth who are working with a variety of programs.

An IRT is comprised of the youth, their natural supports like parents, siblings, neighbors, etc., and representatives from various agencies who work together to coordinate services and leverage funding to meet the employment needs of the youth.

In October 2013, the WIA Youth Program recognized National Disability Employment Awareness Month by sending email blasts with information to assist WIA case managers as they work with job seekers with disabilities. In Spring 2013, staff across the state had the opportunity to sit in on trainings offered through Dakota Digital Network. These opportunities for professional development of WIA staff is believed to be the reason there was a 13.4 percent increase from PY12 to PY13 of Youth with Disabilities enrolled in the WIA Youth Program.

Implemented early in PY13 was the Youth Incentive Policy. This provides youth on the program a financial incentive to recognize achievement of short-term goals related to their long-term goals. The hope behind these incentives is to keep youth engaged in the WIA Youth Program and working towards their long-term goals.



WIA National Career Readiness Certificate

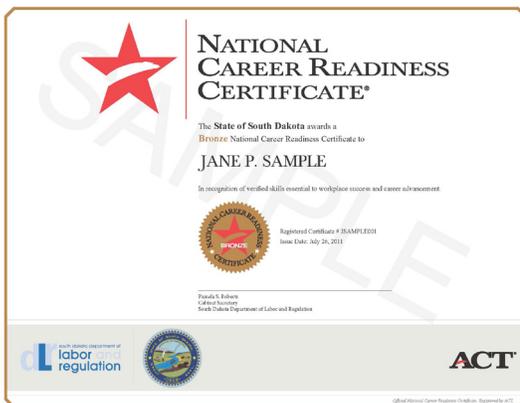
The National Career Readiness Certificate (NCRC) remains a strong element for workforce training and development for all registered job seekers seeking pursuing from DLR. While available to all working and non-working citizens of the state, the NCRC continues to be a key component for all WIA adult, dislocated worker, and youth training program participants.

By using the NCRC skill development and certification, participants, case managers and employers have a framework to capitalize on skill strengths and to define potential skill training needs during any part of the employment process. Whether in the application, the interview, or the probationary training phase, the NCRC provides a concrete tool that all parties can refer to in making better workforce decisions.

DLR continues to financially support the NCRC program. This allows any job seeker registered in the DLR Data Management system to prepare and complete the three ACT WorkKeys Assessments required for the certification: Applied Mathematics, Locating Information, and Reading for Information.

In addition to the assessment and certification process, DLR continues to offer Key Train Skill Development to all program participants and job seekers. Providing this opportunity allows all KeyTrain account holders the chance not only to verify their current skills, but also to learn additional skills beyond those required to be eligible for the NCRC. At the end of PY13, ACT released an enhanced Soft Skills suite of learning modules. These modules are available to account holders through any DLR local office or adult education learning centers who provide NCRC services. DLR continues to search for new and innovative ways to use these resources while expanding the skill level of South Dakota's workforce.

While DLR continues to head the overall NCRC Program, efforts to seek partnerships with other government agencies or public organizations are ongoing, with the goal to extend the reach of available opportunities.



One of the most successful partnerships has been with the Department of Education (DOE). As DOE phases in their Accountability Model to mark school district progress, high schools can affect their score index ratings for college and career readiness by implementing the NCRC. Working with DOE leadership, DLR staff offer the assessments and certification to high school juniors and seniors in South Dakota. A joint letter of invitation is sent to school counselors and administrators asking them to participate

in the program. Once they register to participate, DLR NCRC Program Specialists contact each school to coordinate an NCRC Assessment Day.

This partnership has fostered a team approach to the concept of *school-to-work*. The cooperative effort not only provides high school juniors and seniors with information about their workplace skills, but it has also strengthened DLR relationships with individual school administration teams. This has given DLR a chance to share information about other workforce training and opportunities available for past, present, and future students.

DLR and the Department of Corrections (DOC) continue to partner in the NCRC Program. Specifically, the education staff at the South Dakota Women’s Prison works with their transition population by utilizing KeyTrain skill development. Once the women have attained specific levels, DLR administers the WorkKeys Assessments. Because technical restrictions limit internet access, this population completes the assessments using off-line and paper-pencil resources. DOC and DLR continue to explore options of using standard online tools. This dual-agency relationship has provided the women who are participating with a positive skill-building exercise, a pathway to better employment possibilities, a reduced risk of recidivism, and a smoother transition to life after incarceration.



An additional ongoing partnership with the Bureau of Human Resources includes most state agencies in South Dakota continuing to list new positions with a reference to the NCRC. This state government job listing helps provide a model for other hiring personnel in South Dakota to follow when integrating the NCRC tool into their application consideration process.

In addition to the DLR activities, the NCRC has been a key component of South Dakota Governor Dennis Daugaard’s South Dakota Workforce Initiative (SDWINS) effort. The initial scope of the NCRC involvement in SDWins was to support delivering the certification to high school students. With a series of Workforce Summits at the end of PY13, the reach of the NCRC will now extend directly to those community and business leaders with an interest in workforce development.

DLR is committed to providing the resources in maintaining the NCRC program, while fulfilling its mission. This obligation provides an effective tool for job seekers, employers, education, and government leaders to identify and improve the foundational workplace skills found across all employment sectors. Linking this career readiness credential with current and future workforce

Certificate Level	Bronze	Silver	Gold	Platinum	TOTAL
WIA Adult	12	62	31	1	113
WIA Dislocated	7	16	11	0	34
WIA Youth	7	34	12	0	53
	26	112	61	1	200
South Dakota – All (9/17/09 to 7/04/14)	13.30%	56.85%	29.13%	.72%	100%
National (as of 7/10/14)	23.58%	55.16%	20.73%	0.53%	100%

In the 2013 WIA Program Year, 200 individuals enrolled in WIA, earned a National Career Readiness Certificate while enrolled.

investment initiatives will ensure foundational skill sets will be the backbone of the labor force, which stands ready and adaptable to the needs of South Dakota.

Other NCRC Activities

During the 2013 WIA Program Year, the NCRC program, including the KeyTrain skill development and WorkKeys Assessment System, have both been used as an additional tool to support other workforce services.



Re-employment Services (RES)

In response to a more intensive managed unemployment insurance (UI) program, both the KeyTrain Skill Development and WorkKeys Assessments portions of the NCRC program have been common activities for those who have been referred to participate in this UI. In addition to designated standard work search contacts RES program referrals are required to do, individuals are also instructed to participate in any number of workforce improvement activities. These weekly, hourly activities are tracked by individuals and reported to DLR staff as intensive monitoring of their work search activities.

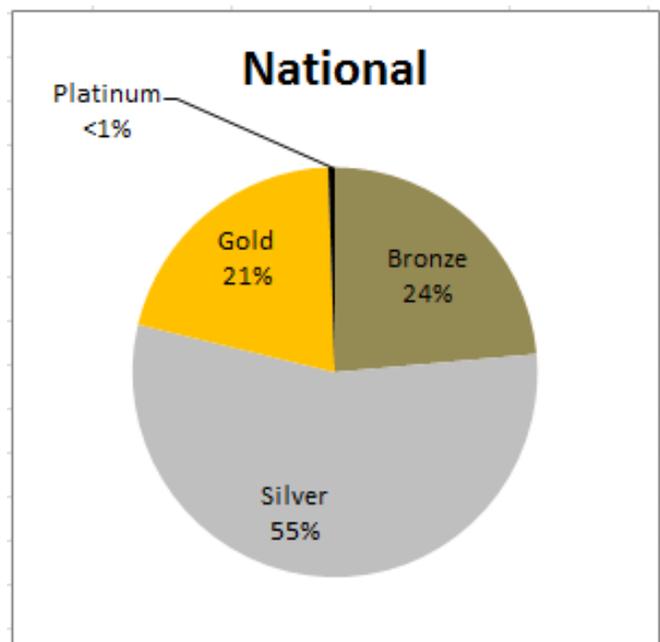
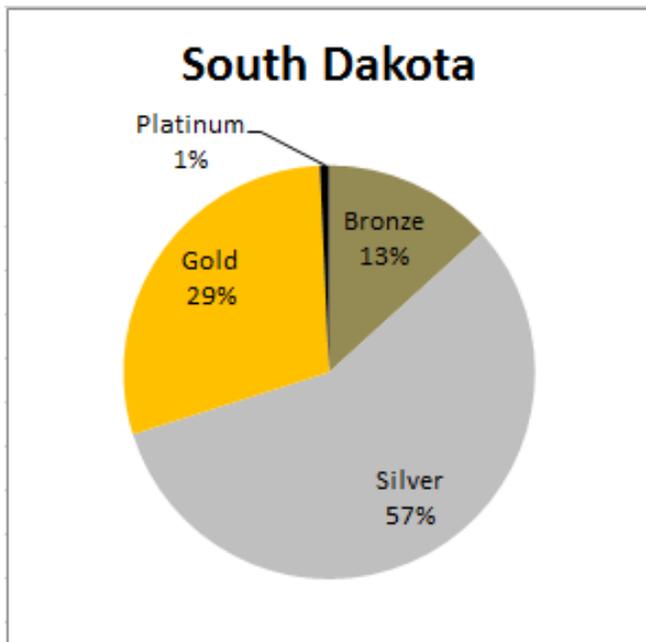
KeyTrain in Local Office



In WIA PY13, DLR NCRC program specialists conducting training statewide in all of the local office locations to training staff on KeyTrain administration. It was determined that having staff in each local office designated to create accounts, review results with job seekers, as well as other program participants, would allow staff to have a better rate of engagement with individuals in their workforce needs. This more responsive service allows individuals to participate in pre-assessments and skill development opportunities without additional referral steps to outside partner agencies. Connections are still maintained and can be accessed to address other more intensive services, whether it be more intensive instruction for KeyTrain skill development, GED® or other basic adult education and literacy needs.

In addition to the WIA participants, 2,344 individuals representing other priority groups also earned a National Career Readiness Certificate.

Certificate Level	Bronze	Silver	Gold	Platinum	Total
AEL	1	0	1	0	2
DOE (schools)	343	1,174	367	2	1,886
Job Seeker	19	149	86	0	254
Other	1	9	7	0	17
RES/REA/RIS	1	60	31	0	92
SNAP	0	2	0	0	2
TANF	6	15	2	0	23
Technical Institute	8	38	7	0	53
Veteran	0	7	5	0	12
VR	0	3	0	0	3
	379	1,457	506	2	2,344
South Dakota	16.17%	62.16%	21.59%	0.09%	100.00%



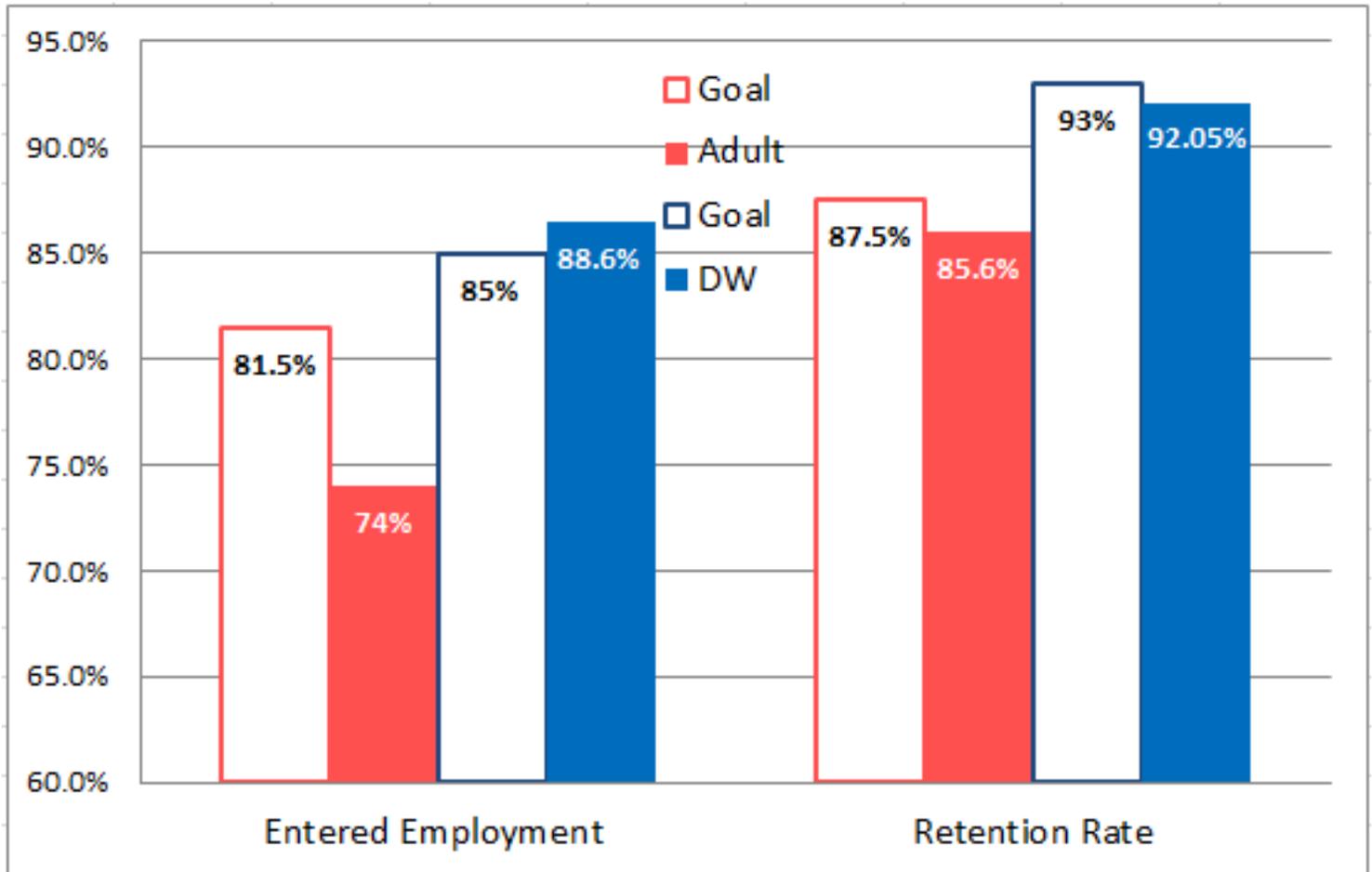
WIA Performance and Reporting

For the third year, South Dakota is reporting performance under the Common Measures waiver.

The DLR local offices continue individualized, personalized services for the three programs (adult, dislocated worker, and youth). Considering the economy of the nation and the state over the past few years, the participants have demonstrated the success of the services through the performance measures.

For PY13, the state exceeded four and met five of the nine performance measures. Such outcomes demonstrate the value of WIA services to the participant and the benefit to the state. Combine the performance achievement with a respectable cost associated with the service, the return on the investment is considerable.

Adult and Dislocated Worker Performance Measures



Uniform reporting

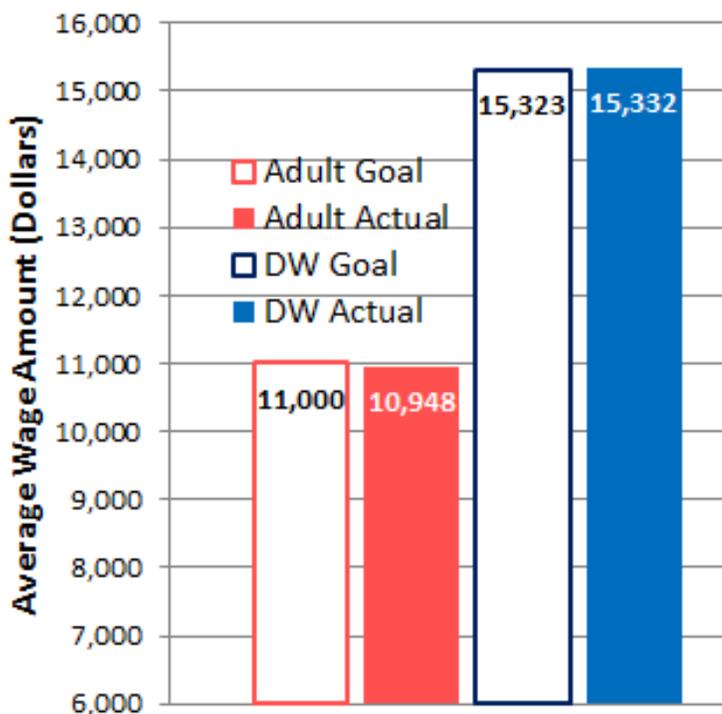
South Dakota DLR, as a single area state for ETA programs, has the distinct ability for program staff for the respective programs (Veterans, Wagner-Peyser, and WIA) to work closely together. These programs share a common data collection system called SDWORKS. As many of the data elements are used in all the various program reports, South Dakota demonstrates consistent reporting among programs.

Reporting instructions and updates are closely reviewed and discussed among the program staff as reporting changes are enacted. The DLR program staff and Bureau of Information and Technology (BIT) staff are also a close working group. Dependent on the reporting needs, the staff can get together via phone or in person as needed.

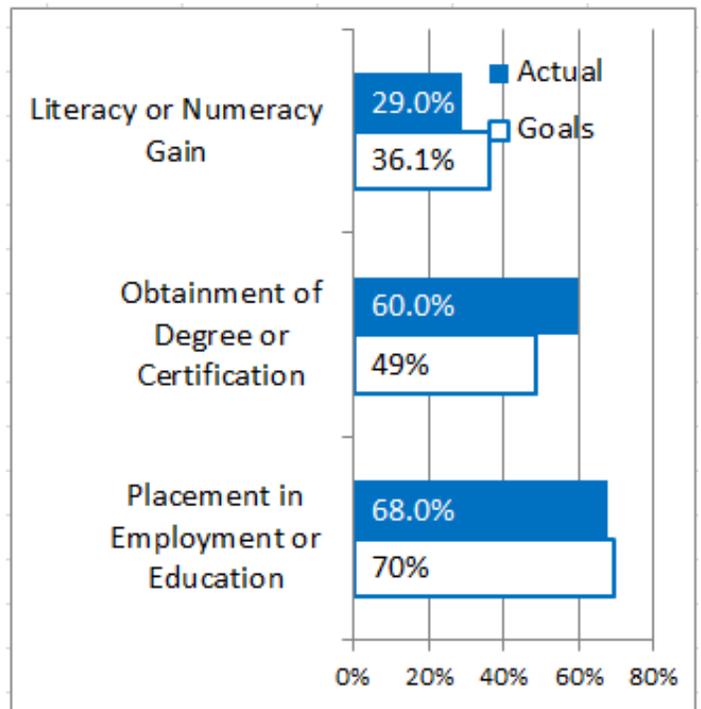
SDWORKS provides program specific data for central office program staff and the local office staff. The SDWORKS reports are there for local office staff to better track their case load and ensure that data collection and reporting accurately reflect the services and outcomes. The use of Electronic Data Reporting and Validation System (eDRVS) for quarterly error reports then provides a base for determining if field staff are having difficulty with a particular type of data entry or documentation. Between the reports of SDWORKS and the error reports of DRVS, many staff training issues can be identified and remediated.

South Dakota assures all required elements are reported uniformly.

Adult and Dislocated Worker Performance Measures



Youth Performance Measures



WIA Economic & Workforce Information Analysis

South Dakota Governor Dennis Daugaard has included economic and workforce development among his top priorities. To achieve his established goals, Governor Daugaard formed a cabinet workforce committee consisting of his chief of staff, top policy advisors and five cabinet secretaries.

The South Dakota Department of Labor and Regulation (DLR) and the Governor’s Office of Economic Development (GOED) have been identified as the lead partner agencies in the state’s development efforts.

DLR has the responsibility of delivering the Workforce Investment Act (WIA) Title I and Title II programs and administering Unemployment Insurance (UI), Labor Market Information (LMIC), Work Opportunity Tax Credit (WOTC), Foreign Labor Certification, Wagner-Peyser (W-P), Senior Worker, federal discretionary training grant, and GED® testing programs.

Extensive LMIC data and research as well as input from businesses from around the state were considered when developing the state’s workforce plan. In 2011, the Governor and staff personally visited 251 business owners to discuss workforce needs and challenges.

Labor Economics Analysis

Gross domestic product (GDP) is the measurement of the output of goods and services produced by labor and property located in an area. Total GDP for South Dakota has increased by 95.6 percent since 2001. This is significant growth, in particular when compared to the national rate of 58.1 percent for the same time period. Current data for the year 2013 shows South Dakota’s output is led by the finance and insurance industry followed by manufacturing, real estate, health care and social assistance, and retail trade industry sectors.

The agriculture, forestry, fishing, and hunting industry is a significant component of South Dakota’s economy. In 2013, the ratio of the agricultural industry compared to total GDP in South Dakota was 13.7 percent; the national rate was only 1.6 percent. This industry is very important for the survival of many smaller communities in our state, as rural families typically have both farm and nonfarm jobs. In many cases, the nonfarm jobs provide most of the income; however, the farm job is what ties the family to the rural community.

2013 South Dakota Employed Persons by Class of Worker	
Class of Worker	Number of Workers
Agricultural Workers	35,500
Nonagricultural Wage & Salary Workers	366,800
Nonagricultural Self-employed & Unpaid Family Workers	27,900
Total Employed	430,200
<i>Source: 2013 Current Population Survey; US Bureau of Labor Statistics</i>	

South Dakota's Workforce

South Dakota has a significant number of self-employed and unpaid family workers because of the large number of farmers, ranchers, and small nonfarm businesses in the state. The table above shows South Dakota employed persons by class of worker. The class of worker data is from the Current Population Survey (CPS), which measures the employment status of each resident based on a household survey. This survey measures employment by place of residence. The agricultural workers category includes both self-employed and unpaid family workers and wage and salary workers.

South Dakota's workforce continues to grow post-recession. Administrative research has shown an increase in the supply of workers entering the South Dakota labor market for the past few

2013 South Dakota Gross Domestic Product (millions of current dollars)		
Industry	Value	Percent of Total
All industry total	\$46,732	100.0%
Private industries	\$41,525	88.9%
Agriculture, forestry, fishing, and hunting	\$6,380	13.7%
Mining	\$229	0.5%
Utilities	\$720	1.5%
Construction	\$1,631	3.5%
Manufacturing	\$4,245	9.1%
Wholesale trade	\$2,892	6.2%
Retail trade	\$3,003	6.4%
Transportation and warehousing	\$1,035	2.2%
Information	\$1,134	2.4%
Finance and insurance	\$7,242	15.5%
Real estate and rental and leasing	\$4,198	9.0%
Professional, scientific, and technical services	\$1,167	2.5%
Management of companies and enterprises	\$532	1.1%
Administrative and waste management services	\$658	1.4%
Educational services	\$290	0.6%
Health care and social assistance	\$3,878	8.3%
Arts, entertainment, and recreation	\$276	0.6%
Accommodation and food services	\$1,133	2.4%
Other services, except government	\$882	1.9%
Government	\$5,207	11.1%

Source: Bureau of Economic Analysis, U.S. Department of Commerce

years. According to wage record research (using administrative records) conducted in the state, there were about 64,111 new workers appearing on company payrolls in 2013 who were not on payrolls in 2012.

Those workers come from many different sources, including workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to work, and new entrants and reentrants to the workforce. The new entrants would include high school

South Dakota Nonfarm Wage & Salaried Workers Total 2012 Worker Levels by Ownership		
Industry	Number of Workers	Percent Distribution
Statewide Total	417,100	100.0%
Total Private Industry	339,700	81.4%
Government	77,400	18.6%
Federal	11,100	2.7%
State	18,500	4.4%
State Education	9,300	2.2%
Local	47,800	11.5%
Local Education	24,800	5.9%

Source: South Dakota DLR, Labor Market Information Center

students, college students, recent graduates, etc. Workers returning to the workforce after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

South Dakota also experienced a loss of 57,481 workers who were on payrolls during 2012 but no longer found in 2013. This loss reflects the workers who migrate to other states, retire, or are no longer employed by an employer covered by unemployment insurance. Overall, there was a net gain of covered workers in South Dakota during 2013, which is reflected in our steadily climbing worker level in the state.

Current Employment Statistics (CES) Nonfarm Wage and Salaried Worker Levels

The U.S. Bureau of Labor Force (BLS) administers the Current Employment Statistics (CES) program, which conducts an employer survey to estimate the level of nonfarm wage and salaried workers. This survey measures jobs by place of work, regardless of place of residence.

Looking at recent trends for the seasonally adjusted nonfarm worker trends, South Dakota has followed an upwards trend compared to the nation which suffered a steady decline during the last two quarters of the year 2013.

Current over-the-year trends for the not seasonally adjusted nonfarm workers data for South Dakota reflects a total nonfarm employment increase of 3,100 workers (or 0.7 percent) from 2012 to 2013. Most sectors showed positive gains over the year.

Nationally, the nonfarm employment percentage gain over-the-year was 1.7 percent. South Dakota has recovered from the recession with 417,100 workers in 2013, up from the lowest point of 388,200 in January 2010. The economic blow of the recent recession, which started in October 2008, had been softened somewhat by the agriculture economy, which helps to support South Dakota's total economy. The total private industry had a gain of 3,200 workers (0.9 percent) over-the-year. Goods producing industries (which include mining, logging, and construction plus manufacturing) in South Dakota had a gain of 600 workers (1.0 percent) during 2013.

There are approximately 77,500 workers in the state employed by government establishments, with local governments comprising the largest group. The following table provides detail regarding these workers. The private industry nonfarm establishments in South Dakota employing the most workers include healthcare, retail trade, leisure and hospitality, and manufacturing. The table below provides more detail.

As nonfarm wage and salaried workers are counted by their place of work, workers employed at multiple establishments are counted more than once. As of 2013, South Dakota was the highest in the nation for multiple job holders, at 8.9 percent. Many of the upper Plains States with high multiple jobholding rates also have high shares of agricultural and part-time employment. In addition, multiple jobholding generally seems to be highest in States that have low average commuting times.

South Dakota Nonfarm Wage & Salaried Workers 2013		
Industry	Number of Workers	Percent Distribution
Total Private Industry	339,700	100.0%
Health Care/Social Assistance	60,600	17.8%
Retail Trade	51,000	15.0%
Leisure/Hospitality	44,400	13.1%
Manufacturing	41,600	12.2%
Professional Business Services	29,400	8.7%
Financial Activities	29,700	8.7%
Mining/Logging/Construction	21,300	6.3%
Wholesale Trade	19,800	5.8%
Other Services	16,000	4.7%
Transportation/Warehousing/Utilities	12,500	3.7%
Educational Services	7,400	2.2%

Source: South Dakota DLR, Labor Market Information Center

South Dakota has a significant number of self-employed and unpaid family workers because of its large number of farmers and ranchers who work in the state, thus our state typically has a higher multiple jobholder rate than the national average rate of 4.9 percent in 2013.

In 2000, the South Dakota multiple jobholding rate was 9.0 percent. Since then, the rate peaked at 10.3 percent for the years 2009 and 2010. This period was a time of recovery from the national recession; most states experienced increases in multiple jobholding rates during this time period. The South Dakota rate for 2013 is currently estimated at 8.9 percent.

Labor Force

South Dakota's labor force statistics measure the number of residents who are currently employed or actively seeking employment. The 2013 annual average statistics estimate approximately 447,000 residents in the state participate in the labor force, which equates to a labor force participation rate of 69.6 percent.

The residents of South Dakota participate in the labor force at a very high rate. The most current annual Current Population Survey (CPS) figures show South

Where Workers Live Who Are Employed in South Dakota 2012 Primary Jobs		
States	Count	Share
South Dakota	336,569	94.4%
Iowa	6,078	1.7%
Minnesota	5,363	1.5%
Nebraska	3,682	1.0%
North Dakota	1,165	0.3%
Wyoming	1,036	0.3%
California	268	0.1%
Colorado	201	0.1%
Texas	189	0.1%
Illinois	154	>0.1%
All Other States	1,742	0.5%
Total Primary Jobs	356,447	100.0%

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics.

Dakota’s labor force participation rate was 69.6 percent in 2013. In other words, nearly 70 percent of all residents age 16 years and older were in the labor force, either working or looking for work. This compares to a 2013 national average of 63.2 percent. Historically, South Dakota has consistently had higher rates of labor force participation compared to the national average.

South Dakota’s participation rate of 69.6 percent was the fourth-highest rate of all states. North Dakota had the highest rate at 72.9 percent, followed by Nebraska at 72.3 percent and Minnesota at 70.1 percent. Youth in South Dakota were also more active than all but two states as participants in the labor force. In 2013, 52.3 percent of the state’s youth (age 16 to 19 years) were in the labor force, compared to the national rate of 34.5 percent. North Dakota had the highest rate at 54.1 percent, followed by Iowa at 53.3 percent.

Since labor force participation is very high in South Dakota, a low unemployment rate is not unexpected. In 2013, the annual average unemployment rate was 3.8 percent, compared to the national rate of 7.4 percent according to data produced by the Bureau of Labor Statistics (BLS).

South Dakota Projected Fastest Growing Industries				
Industry	2010 Workers	2020 Workers	Worker Growth	Percent Growth
Ambulatory Health Care Services	14,700	18,890	4,190	28.5%
Waste Management and Remediation Service	790	975	185	23.4%
Construction of Buildings	5,180	6,325	1,145	22.1%
Museums, Historical Sites and Similar Institutions	490	590	100	20.4%
Wholesale Electronic Markets and Agents and Brokers	1,420	1,700	280	19.7%
Securities, Commodity Contracts and Other Financial Investments and Related Activities	715	845	130	18.2%
Support Activities for Transportation	780	920	140	17.9%
Fabricated Metal Product Manufacturing	3,435	4,020	585	17.0%
Computer and Electronic Product Manufacturing	2,140	2,480	340	15.9%
Couriers and Messengers	1,235	1,425	190	15.4%
Heavy and Civil Engineering Constuction	3,365	3,870	505	15.0%

Source: South Dakota DLR, Labor Market Information Center, June 2012.
Notes: Data is preliminary and subject to revision. Industries with fewer than 200 workers in 2010 were excluded.

The U.S. Census Bureau’s OnTheMap application provides information regarding where South Dakota workers are employed. The table references the 2011 annual data (most current available) to reflect the commuting patterns of workers. As a primary job is the highest paying job for an individual worker for the year, the count of primary jobs is the same as the count of workers. More than 94 percent of those who work in South Dakota live in South Dakota.

The Census Bureau’s OnTheMap application provides information regarding where South Dakota workers are employed. The table below references the 2011 annual data available from OnTheMap and reflects the commuting patterns of workers. As a primary job is the highest paying job for an individual worker for the year, the count of primary jobs is the same as the count of workers. More than 94 percent of those who work in South Dakota, live in South Dakota.

New Projected Growth and Decline of South Dakota Industries

Based on the three-digit North American Industrial Classification System (NAICS) codes, the industry projected to be the fastest growing will be ambulatory healthcare care services, which

South Dakota Occupations with the Most Job Openings (July 1, 2012-June 30, 2013)	
Occupational Title	Number of Openings
Laborers and Freight, Stock, and Material Movers, Hand	5,753
Customer Service Representatives	3,806
Slaughterers and Meat Packers	2,707
Construction Laborers	2,218
Retail Salespersons	2,073
Registered Nurses	1,968
Nursing Assistants	1,932
Maids and Housekeeping Cleaners	1,652
Heavy and Tractor-Trailer Truck Drivers	1,270
Cashiers	1,245
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,204
Waiters and Waitresses	1,096
Combined Food Preparation and Serving Workers, Including Fast Food	1,023
Landscaping and Groundskeeping Workers	1,008
Production Workers, All Other	950
<i>Source: South Dakota DLR, Labor Market Information Center</i>	

South Dakota Projected Fastest Growing Occupations

Occupational Title	2010 Workers	2020 Workers	Worker Growth	Percent Change
Personal Care Aides	1,845	2,605	760	41.2%
Helpers - Carpenters	595	825	230	38.7%
Interpreters and Translators	240	325	85	35.4%
Market Research Analysts and Marketing Specialists	300	405	105	35.0%
Diagnostic Medical Sonographers	250	335	85	34.0%
Personal Financial Advisors	325	430	105	32.3%
Physical Therapist Assistants	250	330	80	32.0%
Computer-Controlled Machine Tool Operators, Metal and Plastic	235	310	75	31.9%
Meeting, Convention and Event Planners	255	330	75	29.4%
Physician Assistants	395	505	110	27.8%
Industrial Machinery Mechanics	770	975	205	26.6%
Software Developers, Applications	760	960	200	26.3%
Mental Health Counselors	230	290	60	26.1%
Credit Analysts	445	560	115	25.8%

Source: South Dakota DLR, Labor Market Information Center, May 2013.

Notes: Data is preliminary and subject to revision. Occupations with fewer than 200 workers in 2010 were excluded.

will require the largest number of workers from 2012 through 2022, with an expected need of an additional 2,630 workers.

Other industries expected to experience a high rate of worker growth include professional, scientific and technical services, specialty trade contractors, social assistance, and the construction of buildings industry. There are only a few industries which are expected to have a declining rate of workers, including air transportation, broadcasting (except Internet), and the textile product mills industry.

New Projected in Demand Occupations

Industry trends have a large impact on the future demand for workers in both the agricultural and non agricultural industries. The short-term occupational projections for 2013-2015 indicate the majority of job growth will be within food preparation and serving, life, physical, and social science, healthcare practitioners, and education and training occupational groups.

Job openings listed by employers with the DLR can also be used to provide a picture of short-term demand for workers. The following table shows the occupations with more than 1,000 openings registered with the DLR local offices for the July 1, 2013 to June 30, 2014 time period.

The registered nurses and nursing assistant occupations are the only occupations which require postsecondary education. The other occupations in this list tend to have higher turnover and require a large number of workers to keep them staffed.

The long-term demand for workers is captured through 2012-2022 occupational projections, including an estimate of the demand for new workers needed to fill jobs due growth or replacement of workers exiting the workforce.

Workforce Skills and Knowledge for Current and Future Employment Needs

There are 34 occupations expected to need more than 100 workers each year, on average, through 2022 based on occupational projections data. Of these occupations, the ones which require postsecondary education include:

- Registered Nurses
- Nursing Assistants
- Accountants and Auditors
- Elementary School Teachers, except Special Education
- Teacher Assistants
- General and Operations Managers
- Residential Advisors
- Secondary School Teachers, except Special and Career/Technical Education

Other projected critical occupations will include additional healthcare occupations, including licensed practical and vocational nurses and nursing assistants, both which will need approximately 75 workers per year. Other occupations, including middle school teachers and management analysts, will need more than 65 workers per year. Additional occupations needing more than 40 workers per year include computer, teaching, engineering, and social work skills.

The following table shows the projected occupational growth by the level of education typically needed for entry level positions. Occupations that require no postsecondary education are projected to be slower growing than those that require postsecondary education. The combined categories of less than high school and high school diploma or equivalent are expected to grow at 8.7 percent and need over 10,000 workers per year through the year 2022. Occupations requiring some postsecondary education (with no award) will be growing at 5.4 percent, generating about 800 jobs annually from 2012-2022. Occupations requiring a bachelor's degree are expected to have a growth of 11.7 percent, requiring over 1,700 workers per year. Even though many of the fastest-growing occupations require college degrees, the greatest demand for jobs will be for occupations that require basically no postsecondary education.

South Dakota Occupational Employment Projections by Level of Education Typically Needed for Entry

Level	2010 Workers	2020 Workers	Numeric Change	Percent Change	Average	
					Annual Openings	Percent of Total
Less than high school	128,240	138,750	10,510	8.2%	5,059	34.5%
High school diploma or equivalent	182,710	199,130	16,420	9.0%	5,822	39.7%
Some postsecondary education, no degree	24,745	27,340	2,595	10.5%	789	5.4%
Associate's degree	23,720	27,025	3,305	13.9%	791	5.4%
Bachelor's degree	51,865	57,395	5,530	10.7%	1,722	11.7%
Master's degree	4,965	5,550	585	11.8%	175	1.2%
Doctoral or professional degree	8,955	10,250	1,295	14.5%	309	2.1%
Total	425,200	465,440	40,240	9.5%	14,665	100.0%

Notes: Data is preliminary and subject to revision.

Worker data for 2012 and 2022 rounded to nearest five. Data for industries with 2012 employment less than 200 not included.

Source: Labor Market Information Center, SD Department of Labor and Regulation, September 2014.

Characteristics and Employment Related Needs of the State Population

Diverse Sub populations – Race and Ethnicity

The 2012 American Community Survey (ACS) data produced by the U.S. Census Bureau shows the greatest percent of the state population by race is comprised of White residents (87.4 percent). The next largest group is American Indian and Alaskan Native (10.0 percent). Regarding ethnicity, 3.0 percent of South Dakota’s population is Hispanic or Latino.

Diverse Sub populations – Linguistics

The 2012 ACS data available for the linguistics of our state population show that a high majority of state residents (93.7 percent) speak only English. Of those residents which have the ability to speak in other languages (49,060), 17.6 percent speak English ‘not well’ or ‘not well at all’.

Diverse Sub populations - Disabilities

The South Dakota Department of Labor and Regulation holds one of the USDOL Disability Employment Initiative (DEI) grants. These funds provide an opportunity for the state to develop and implement a plan for improving effective and meaningful participation of youth with disabilities in the workforce.

South Dakota Population by Race and Ethnicity		
	Number	Percent
Total population	833,354	100.0%
White	728,083	87.4%
Black or African American	18,182	2.2%
American Indian and Alaska Native	83,595	10.0%
Asian	11,253	1.4%
Native Hawaiian and Other Pacific Islander	1,136	0.1%
Some other race	9,424	1.1%
Hispanic or Latino	24,769	3.0%

Source: U.S. Census Bureau, 2012 American Community Survey

Age By Language Spoken At Home By Ability To Speak English For The Population 5 Years And Over					
Language Spoken	5 to 17 years	18 to 64 years	65+ years	Total	Percent of Total
Total	145,539	508,040	121,092	774,671	100.0%
Speak only English	136,542	473,547	115,522	725,611	93.7%
Speak Spanish:	3,781	10,248	647	14,676	1.9%
Speak English "very well"	2,736	4,983	596	8,315	1.1%
Speak English "well"	691	2,875	51	3,617	0.5%
Speak English "not well"	354	1,467	0	1,821	0.2%
Speak English "not at all"	0	923	0	923	0.1%
Speak other Indo-European Languages:	1,554	7,518	3,406	12,478	1.6%
Speak English "very well"	1,147	5,123	2,421	8,691	1.1%
Speak English "well"	208	1,271	601	2,080	0.3%
Speak English "not well"	199	1,109	241	1,549	0.2%
Speak English "not at all"	0	15	143	158	0.0%
Speak Asian/Pacific Island Languages:	806	4,789	261	5,856	0.8%
Speak English "very well"	253	1,308	111	1,672	0.2%
Speak English "well"	0	1,112	68	1,180	0.2%
Speak English "not well"	553	1,647	0	2,200	0.3%
Speak English "not at all"	0	722	82	804	0.1%
Speak other languages:	2,856	11,938	1,256	16,050	2.1%
Speak English "very well"	2,555	8,905	1,008	12,468	1.6%
Speak English "well"	154	2,113	132	2,399	0.3%
Speak English "not well"	147	920	0	1,067	0.1%
Speak English "not at all"	0	0	116	116	0.0%

Source: 2012 ACS, U.S. Census Bureau

According to 2012 American Community Survey (ACS) data produced by the U.S. Census Bureau, the percent of South Dakota's population with a disability is 12.0 percent. For the age group 18-64 years, it is 10.2 percent. The highest percent is within the age group 65 years and older at 34.9 percent, which correlates with disabilities often occurring as people age, including hearing, vision, and self-care disabilities.

The rate of disabilities by race reflects higher percentages for the White and Native American and Alaskan Natives race groups compared to the other race aggregations. Disabilities among ethnic groups in South Dakota are much lower at 7.2 percent.

- White alone: 12.1 percent
- Native American and Alaskan Native: 13.8 percent
- Hispanic or Latino (of any race): 7.2 percent

For the core of the labor force (ages 18 to 64 years), the highest percent of disabilities for all races lies within the ambulatory disability, which is having difficulty walking or climbing stairs.

The next highest level is for those with a cognitive disability, defined by the ACS as ‘existing when a person has a condition lasting six months or more that results in difficulty learning, remembering, or concentrating. Individuals with such limitations are often defined as having mild traumatic brain injury (TBI). Persons with mild TBI often retain the ability to work competitively. Such individuals, however, typically earn less when employed year-round, full-time than do persons without disability and have lower levels of employment.

Unpublished tabulations for the Current Population Survey (CPS), which is conducted by the U.S. Census Bureau, provide details regarding specific barriers to employment, including discouragement over available job prospects as detailed in the table below.

South Dakota Residents with Disabilities		
Population 18 to 64 years	Number of Residents	Percent
Total	51,001	10.2%
With a hearing difficulty	14,074	2.8%
With a vision difficulty	8,340	1.7%
With a cognitive difficulty	20,325	4.1%
With an ambulatory difficulty	22,655	4.5%
With a self-care difficulty	8,331	1.7%
With an independent living difficulty	15,959	3.2%

Source: U.S. Census Bureau, 2012 American Community Survey

Employment by Educational Attainment Level

Unemployment rates by education attainment level indicate the highest unemployment rates in South Dakota correlate with residents who have an educational attainment level of ‘less than a high school diploma’ (8.0 percent). In contrast, the lowest unemployment rates are for those residents which have an education attainment level of Bachelor’s degree or higher (1.3 percent).

Research has consistently shown unemployment rates are significantly lower for those with higher levels of education. The higher levels of educational attainment also correlate with higher earnings levels. The information for South Dakota detailed in the table above correlates with national information published on the [U.S. Bureau of Labor Statistics website](#).

Skill and Education Gaps of South Dakota’s Population

A review of educational attainment levels achieved over time shows a steady increase in the percent of persons age 25 years and older pursuing high school diplomas, as well as bachelor

and advance degrees. This is true for the United States, along with South Dakota, although the U.S. has a greater rate of persons attaining Bachelor's and advanced degrees.

Comparison of the average annual occupational openings for both areas shows the South Dakota's labor market has a higher percentage of projected job openings centered

Civilians Not in the Labor Force, by Age (Number in thousands) South Dakota				
	Age			
	Total	16 to 24	25 to 54	55+
Total not in the labor force	197.1	37.6	37.6	125.6
Do not want a job now	184.8	33.3	33.3	122.6
Want a job	12.3	4.3	4.3	3.0
Did not search for work in previous year	7.9	2.5	2.5	2.3
Searched for work in previous year	4.4	1.8	1.8	0.7
Not available to work now	1.3	0.4	0.4	0.1
Available to work now	3.1	1.3	1.3	0.6
Reason not currently looking				
Discouragement over job prospects	0.9	0.3	0.3	0.3
Reasons other than discouragement	2.3	0.9	1.1	0.3

Note: Subject to high rates of variability; July 2013-June 2014 reference period.
Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

Employment Status of the Civilian Population 25 Years and Older by Educational Attainment (Numbers in thousands) South Dakota							
Educational Attainment Level	Civilian Noninstitutional Population	Civilian Labor Force		Employment		Unemployment	
		Total	Rate	Total	Rate	Total	Rate
Less than a high school diploma	46.1	19.8	42.8	18.2	39.4	1.6	8.0
High school graduates, no college ¹	171.0	110.9	64.9	107.4	62.8	3.5	3.2
Some college or associate degree	166.3	125.4	75.4	121.4	73.0	4.0	3.2
Bachelor's degree and higher ²	157.4	121.6	77.3	120.0	76.2	1.6	1.3

¹ Includes persons with a high school diploma or equivalent
² Includes person with bachelor's, master's, professional and doctoral degrees
*Non-institutionalized population
Source: Based on special tabulations of unpublished Current Population Survey (CPS).
Note: Subject to high rates of variability. July 2013-June 2014 reference period.

within the ‘less than high school’ educational attainment level at 33.5 percent compared to the national rate of 31.5 percent. The rates for the ‘high school diploma or equivalent’ category are a bit higher for the nation.

Challenges of Workers Attaining the Skills Needed to Obtain Employment

There are two great challenges with respect to preparing workers for future jobs and meeting the business demand for new workers. One is to provide trained, skilled workers for occupations that require postsecondary education. The second challenge is to ensure an adequate supply of workers available to fill jobs that require no postsecondary education, but tend to be entry-level, lower paying and have higher turnover.

There are certain factors that will determine whether or not an adequate number of workers are available for available jobs, especially for jobs requiring postsecondary education. Making sure there are enough workers prepared for these higher-skilled occupations jobs is important, since some of these jobs are critical to the state’s economy.

First, there have to be enough students enrolled and graduating from postsecondary programs. Second, it is important graduates who have to be licensed or certified for their chosen

Percent of Persons Age 25 years and Over Achieving Specific Educational Attainment Levels						
Educational Attainment Level	United States			South Dakota		
	1990	2000	2013	1990	2000	2013
High school graduate or more	75.2	80.4	85.7	77.1	84.6	90.1
Bachelor’s degree or more	20.3	24.4	28.5	17.2	21.5	26

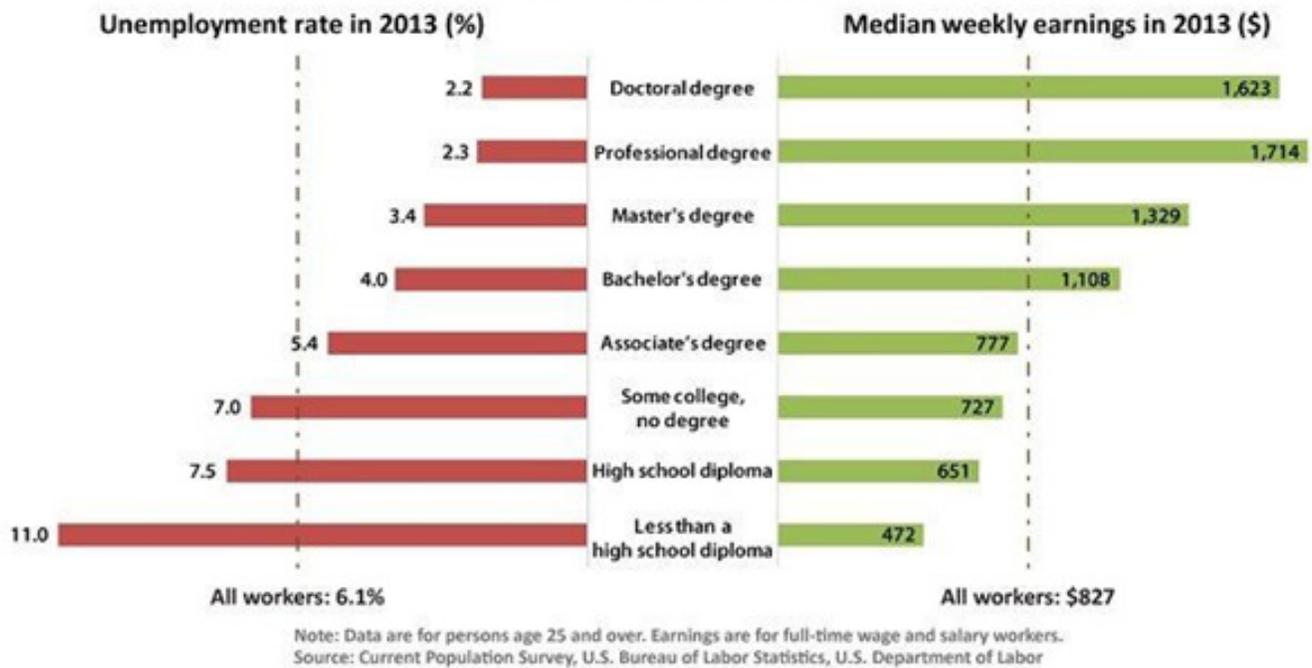
Source: U.S. Census Bureau, Statistical Abstract of the United States

occupations can pass the required licensing test or meet the certification requirements. Third, enough graduates have to remain in the state and take jobs related to their education.

As mentioned previously, occupations that require no postsecondary education are expected to grow by 7.9 percent, generating almost 11,000 jobs per year (including replacement needs) from 2010-2020. Jobs in these occupations tend to be lower paying and experience high turnover, because workers think of these jobs as stepping stones to better-paying jobs. Many of these jobs are taken by younger workers or workers who want part-time jobs.

Some occupations face problems with job turnover. Job turnover represents the labor flows into the labor market and also between businesses. The job turnover picture has two perspectives-job entries and job exits. Research data on South Dakota job turnover shows a fairly high level of job turnover in certain business sectors. Job turnover has both a seasonal pattern and a cyclical pattern. Exits rise during the fall and winter quarters as many businesses staff down for the winter and students return to their classes. Also, entries increase in the spring and early summer as seasonal businesses ramp up for their busy time of the year. As

Earnings and unemployment rates by educational attainment



with other types of demand, job turnover tends to drop during business slow-downs because the opportunity for a better job has decreased.

Although some of the turnover can be explained by the seasonal nature of the business sector in the state, some of the turnover is related to job mismatches and/or because those industries staff many jobs that are considered entry-level or stepping stones to better careers. Thus, it is important students and other career decision-makers have access to career information so they can make informed choices about occupations they are interested in and have the aptitude for.

South Dakota's workforce continues to grow as it recovers from the recession. Administrative research has shown an increase in the supply of workers entering the South Dakota labor market for the past few years. According to wage record research (using administrative records) conducted in the state, there were about 61,739 new workers appearing on company payrolls in 2011 who were not on payrolls in 2010. For the year 2012, there were about 63,630 new workers appearing on company payrolls who were not on payrolls in 2011. Those workers come from many different sources, including workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to work, and new entrants and reentrants to the workforce. The new entrants would include high school students, college students, recent graduates, etc. Workers returning to the work force after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

South Dakota also experienced a loss of 56,000 workers who were on payrolls during 2011 but no longer found in 2012. This loss reflects the workers who migrate to other states, retire or are no longer employed by an employer covered by unemployment insurance. Overall, there was a net gain of covered workers in South Dakota during 2012, which is reflected in our steadily climbing worker level in the state.

Based on occupational projections, the worker level is expected to continue to grow. However, the South Dakota population projections released by the South Dakota State Data Center in Fall 2012 for the 2010-2035 time period show continued workers growth could be a challenge. This data forecasts the South Dakota total population will reach 889,447 by the year 2020, reflecting an increase in the core workforce (age 16-64) of approximately 14,000, or a mere 2.7 percent.

Although most of the counties in South Dakota are expected to show population declines through 2010, the Rapid City (Meade and Pennington counties) and Sioux Falls (Lincoln, McCook, Minnehaha and Turner counties) Metropolitan Statistical Areas (MSAs) will be the fastest growing areas in the state. Lincoln county is projected to lead, with an expected growth rate of 38.7 percent.

With occupational projects data for the same time period forecasting an estimated 14,000 jobs (new and/or replacement needs) expected to be added annually from 2010-2020, our state will likely experience workforce challenges.

Ability of Integrated Workforce Plan to Meet the Workforce Needs of Employers

Leadership from the Governor, the Workforce Development Council (WDC), and the DLR gives guidance to meet the workforce needs of employers. The Governor's vision provides the framework. The WDC directs resources to implementation. The DLR administers and delivers the employment and training services. An effective working relationship with our partners has been established. This allows for a consistent approach to working with employers. We have a long history of positive interaction with employers.

WMA Customer Satisfaction

DLR has worked to build an effective customer satisfaction process, train staff on how to survey participants and employers, and to create the method for evaluating the results. The process obtains a list of contacts through a computer generated program using data from the WIASRD reports and the employer data base in SDWORKS. The contact lists are provided to the respective local office to contact the individual or employer to conduct the survey.

With the flexibility provided by USDOL TEGL 6-13, South Dakota has established guidance for local staff on the collection of data. Customer satisfaction survey staff are to make at least three telephone attempts to contact the participant or employer. If telephone contacts are not successful, staff may use email for two additional contacts. If we are unable to make contact the attempt is recorded as a no-contact.

Results for PY13 show the employer survey with a response rate of 91.6 percent, with 635 completions and an aggregate index score of 85.9. The participant survey had a response rate of 92.7 percent, with 220 completions and an aggregate index score of 89.5.

Four questions are asked of the participant and employer with the responses entered in an access data base. The process captures anecdotal comments if provided. Reports are generated and provide the participant and employer responses with the index scores. This data base provides reports to local office managers and state administrative staff for evaluation and consideration. The information is analyzed to learn best practices and areas for technical assistance. DLR utilizes this information and feedback to build better service to participants and employers. State staff build and conduct local staff training based on the needs identified. Local staff use the information to better connect with participants and employers.

On review of PY13 surveys, the state has convened a work group of local customer satisfaction staff and state level staff to consider enhancements for PY14. The group has determined a pre-survey contact, in particular to the participants, to remind them of a forthcoming contact by the customer satisfaction staff to capture their rating and thoughts on the service received. We will be using modern technology and social media to establish contact with participants. The use of texting, Facebook, and Twitter are likely to generate better and faster responses. A revised guide will be created for local staff on how to conduct surveys. These steps are expected to result in an improved process and data.

Service for Employers

We have developed and strengthened new and existing partnerships with entities engaged in business development and worker supply. Working together to resolve issues is the normal course of business in South Dakota. The partnerships that have been developed and leveraging resources among the stakeholders brings a commitment to succeed. This is a model that works in our state.

Employers are seeking students to move into their entry positions and to grow with their company. The NCRC assists both students and employers in making their respective decisions.

DLR has been responsive to the needs of businesses. In addition to the co-location of employment programs, the labor exchange and WIA occupational training, WIA brings great value to the business community. The Governor's top priority has been creating jobs and growing the economy. South Dakota WIA has a successful history of using the WIA programs to help employers address their workforce development issues.

DLR provides services to individuals consistent with the Governor's vision and USDOL's emphasis. As much as possible, services are coordinated across programs to lower the cost and increase the effectiveness. Employers and job seekers receive quality services under this plan. Employer services range from applicant screening, job description assistance for on-the-job training, and Rapid Response services. Job seeker services are only successful if they align with employer demand. Such individual services may include adult education, job training,

DLR has worked to develop and strengthen new and existing partnerships with entities engaged in business development and worker supply. Working together to resolve issues is the normal course of business in South Dakota. The partnerships developed and leveraging resources among the stakeholders brings a commitment to succeed. This is a model that works in our state.

Employers know they can count on DLR to be available and responsive to their workforce needs. The wide array of services available under one agency reduces duplication of effort among various programs as UI, W-P, WIA, VETS, TAA, TANF, SNAP, and LMI. The partnership with other state agencies, postsecondary education and local providers is an active collaboration that brings results for employers.

DLR, following the Governor's SDWINS initiative, has partnered with schools to bring the NCRC to students. Preparing young people for work is a major responsibility. Using the NCRC as a companion to their academic preparation, students are better situated to make well-informed decisions on employment and postsecondary education options.

postsecondary education, Registered Apprenticeship, certificate, and credential attainment and supportive services.

The South Dakota State Plan is predicated on a strong connection with employers. A dual purpose role requires the plan to meet the workforce development needs of businesses, while addressing the individual needs of the job seeker. Governor Dugaard made this a central point with his State of the State address in January 2012. His top priority has been creating jobs and growing the economy. He has listened to businesses and taken action. This leadership has influenced the delivery of WIA services.

Dakota Roots continues to be an effective tool in serving employers. This is designed to help employers find qualified, skilled workers for hard to fill positions. This is an additional tool to connect job seekers with employers. This program has grown immensely since its inception, and will continue to be a valuable resource for the business community.

Local office managers are directly involved with local businesses, community leaders, educators, and economic development authorities. Workforce development professionals are at the table when discussing the needs of employers. Direct access to the community makes it easy to promote and implement services in collaboration.

Governor Dugaard has launched SDWINS, a workforce development program that brings together government, education, and business leaders to capitalize on the state's tremendous potential. This program is designed to develop a better educated and trained workforce to better prepare young people and adults for the future. The program provides immediate training to our citizens for open job positions. The DLR is a key player in the Governor's initiative with our individual and employer services ready to assist.

5% Statewide Activities

Funding limited the extent of the services provided under the 5% Statewide Activities. South Dakota utilized the small resource available for the required management accountability information system and helped with a couple of projects.

Statewide funds were used to continue serving incarcerated individuals preparing for release from the state's correction system. A significant barrier to employment for many inmates is the lack of a high school diploma. Again, in partnership with WIA Title II Adult Education and Literacy program and corrections, the project was able to assist inmates in earning their GED® certificate.

The use of these set-aside funds was also directed to help administer the National Career Readiness Certificate (described on pages 16 to 19). Funds were used to help individuals prepare for and take the assessment. This provides a valuable tool demonstrating the holder of the certificate has the work-readiness skills for the occupation. It shows the employer the job seeker or trainee is ready to go to work for the job at hand.

Statewide funds make a positive difference with hard to serve populations and provide a direct benefit to the state and business community. Helping those imprisoned attain the GED® certificate is a huge step for participants, and the right thing to do with limited resources. Offering the NCRC to individuals and employers is a positive and productive activity.

WIA *Evaluation Activities*

The DLR strives to establish and implement methods of continued improvement in the efficiency and effectiveness of the statewide workforce system. The intent is to improve employability for job seekers and competitiveness for employers.

With limited funding available to conduct evaluations, we have relied on DLR professional staff to review and conduct analysis of the services, performance and cost data, and to make appropriate recommendations. To ensure the integrity of the employment and training programs, DLR conducts desk reviews and on-site monitors. These reviews are not simply compliance reviews but identify the need for technical assistance and recognize promising practice. Information gathered from these local evaluations is considered by state staff and reported to the WIA administrator and Secretary Hultman.

DLR staff has utilized resources from the USDOL, such as Workforce 3 One, to follow the community of practice from other states. This shows how other states may have been successful in improving their systems. When possible, we adapt these methods in South Dakota. Combining this research with our local monitors and with an analysis of performance and progress reports, we have been able to implement appropriate technical assistance and professional development activities.

Our WIA population during PY13 holds many individuals who were selected for minimal, nominal, or full service under the WIA Gold Standard Evaluation project. The number of participants selected for limited service impacts the evaluation of the program for PY13. We understand the value of this study, however it places a unique consideration to the evaluation of the delivery WIA services.

The state underwent several on site reviews conducted by the USDOL regional office. We saw this as more than a compliance review, and worked closely with the USDOL staff to consider how services were provided, and what we could do to improve. This collaboration provided an opportunity to develop and improve processes. This technical assistance resulted in an examination of our policies and procedures, development of staff training sessions, and continued development of a guide to the delivery of effective employment and training services.

Going forward, DLR will continue evaluations doing on-site visits, desk audits, and formal monitors to determine best practices and need for technical assistance. We will continue to rely on the USDOL regional office for advice and expertise to provide suggestions for improvements. Available funding will determine the extent of additional evaluations conducted. We will utilize the analysis of participant data on services and outcomes, customer satisfaction surveys, and information gleaned from the Workforce Data Quality Initiative (WDQI) grant received by the DLR Labor Market Information Center. This includes

a longitudinal study of WIA participants. The reach of the WDQI project includes all DLR employment and training programs, and state agency programs including the Departments of Education, Social Services, Human Services, Board of Regents, and the Governor's Office of Economic Development.

DLR expects the evaluations during PY14 to help identify the effectiveness of the WIA services, and shed light on the eventual long-term outcomes for our participants and the role played by the use of WIA services. The evaluations will capture information on attainment of recognized credentials, earnings, employment, and retention in employment. This information will be utilized by DLR for improvement of services for a better return on investment.

WIA PARTICIPANT TELEPHONE SURVEY

Exit Date _____

Participant SS # _____ Participant Name _____

Completed Unable to Contact Refused to Answer

Other (explain) _____

DLR Office: _____

May I speak with _____ (name of participant)?

Hello. My name is _____. I am with the _____ SDDLRL office.

I am calling to ask for your assistance in helping us evaluate our programs and services. Our records show that you recently received services and I would like to ask you about the quality of the services. This will only take a couple of minutes, and your response will be confidential.

QUESTION ONE

Using a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services at the Department of Labor and Regulation.

Very Dissatisfied											Very Satisfied	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION TWO

Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls Short of Expectations											Exceeds Expectations	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION THREE

Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not Very Close" and "10" means "Very Close to the Ideal."

Not Very Close to Ideal											Very Close to Ideal	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

Participant Telephone Survey

QUESTION FOUR

Do you have comments about the staff, services, or information received? Do you have suggestions for improvement?

Notes to surveyor:

Past Surveyors have suggested reviewing the file prior to calling the participant; possible items to check:

- Notes: Indicate the last service or attempts with no success (left 3 voice mails, visited with boyfriend and encouraged them to have participant call me, etc.)
- Services Provided tab: was there consistent and timely contact with the WIA rep, did they see different reps, was there lots of self service and no contact with LO, etc.

EMPLOYER TELEPHONE SURVEY

Date _____

Completed

Unable to Contact

Refused to Answer

Other (explain) _____

Employer UI Serial Number _____

Service Provider Number/Name _____

May I speak with _____ (name of Employer)?

Hello. My name is _____. I am with the _____ (SDDLRL office).

I am calling to ask for your assistance in helping us evaluate our services to employers. Our records show that you recently received services through the _____ (identify service provider(s)).

I would like to ask you about the value and outcome of the services you received. This will only take a few minutes of your time, and your response will be confidential.

QUESTION ONE (required)

Using a scale of 1 to 10 where "1" means "Very Dissatisfied" and "10" means "Very Satisfied" what is your overall satisfaction with the services provided from _____ (Identify service provider)?

Very Dissatisfied											Very Satisfied	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION TWO (required)

Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? "1" now means "Falls Short of Your Expectations" and "10" means "Exceeds Your Expectations."

Falls Short of Expectations											Exceeds Expectations	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION THREE (required)

Now think of the ideal service(s) for people in your circumstances. How well do you think the services you received compare with the ideal set of services? "1" now means "Not Very Close" and "10" means "Very Close to the Ideal."

Not Very Close to Ideal											Very Close to Ideal	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION FOUR

Do you have comments about the staff, services, or information received?

Do you have any additional comments and/or suggestions for improvement?



South Dakota values its veterans. They have served our country well, and we are proud to serve them and those who hire them. Every local office is staffed with a trained representative who can provide job-seeking veterans with:

- Intensive services and employment assistance.
- In-person orientation sessions.
- Job-search assistance.
- Eligibility determinations and referrals, including WIA.
- Information on how to apply for federal, state, county and city employment.
- Employment information for newly separated or transitioning service members.
- Assistance with cross-matching your military skills to civilian employment.
- Direct referrals to job openings.

DLR has four full-time and 10 half-time JVSG funded veterans' representatives providing service to targeted veteran job seekers across the state through our network of local offices. Due to funding limitations, four local offices have no grant-funded veterans' representatives. However, these offices do have staff trained by the National Veterans' Training Institute to provide service to veteran job seekers. Local offices screen and test veteran job seekers to match the employer's needs. Referrals to appropriate support programs, including WIA, are made available to veteran job seekers as appropriate.

WIA helps veterans acquire skills to work with new technology, it assists those who have lost their jobs because of shifts in the economy or changing consumer demands, and works with social service agencies to help veterans and families make the break from public assistance and support themselves. Veterans needing employment or training may be eligible for WIA. Local offices will determine if WIA is the right program. Services have included work readiness skills, such as interviewing tips or resume writing. Also available is employment counseling to help learn about jobs and what career opportunities may exist with the right education and training. If needed, help may be obtained with basic skill education, studying for the GED®, or completion of the high school diploma.

The Gold Card provides post-9/11 era veterans with the intensive and follow-up services they need to succeed in today's job market. Training was held on the Gold Card Initiative for all veterans' representatives who in turn trained the other respective office staff. A news release was issued on the initiative, asking for those interested to contact the local offices. DLR identified Post 9/11 veterans registered in our Management Information System (SDWORKS) and did an email blast notifying them of the Initiative. Once we have someone participating in

the Initiative, we conduct 30 day follow-up meetings (no more than 30 days between each visit), for up to six months. We continue the minimum 30-day follow-up past the six-month time frame if needed.

Priority of Service

The Veterans' Employment and Training Service (VETS) provides Jobs for Veterans State Grants (JVSG) to the States to support the program activities and services provided by the One-Stop Career Centers for veterans. The JVSG funds support the appointment and assignment of Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans Employment Representatives (LVERs). The definitions of veterans and "other eligible persons" applicable to services provided by DVOP and LVER staff are different from and narrower than those which are applicable within the priority of service "covered



person" definition (e.g., for veterans other than those whose service time was limited by discharge due to disability, 181 days or more of active duty time is required). So, the universe of individuals eligible for services by the DVOP and LVER staff is a subset of the broader universe of individuals entitled to priority of service by the Jobs for Veterans Act.

Operators of programs subject to the priority of service regulations are strongly encouraged to establish effective linkages with the state JVSG program staff, for two-way referrals of individuals for services. Such linkages would be advantageous to the individuals in need of services and also to the program operators. The JVSG program staff members perform case management services for veterans and other eligible persons who require intensive employability development services, and also focus on employer relations activities to develop jobs for veterans and other eligible persons.

Another significant aspect of the JVSG program is the partnering of those specialists with the military services to provide transition services to men and women leaving active duty and returning to civilian life, and involvement in Reserve and National Guard units' de-activation activities when those personnel end their active duty stints and return to civilian life. Effective linkages between those veterans program specialists and all qualified job training programs subject to the priority of service requirements would help to achieve the underlying purpose of the priority of service requirements. The linkages would help establish effective means of outreach to a significant portion of the universe of covered persons. They would also improve communication about employment and training opportunities offered in local communities by qualified job training programs.

Definition of a Veteran for Priority of Service

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the final rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2).

- Under this definition, the term “veteran” means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities. (State mobilizations usually occur in response to events such as natural disasters.)
- “Eligible spouse” as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:
 - Any veteran who died of a service-connected disability
 - Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action
 - Captured in line of duty by a hostile force
 - Forcibly detained or interned in line of duty by a foreign government or power
 - o Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs
 - o Any veteran who died while a disability was in existence

A spouse whose eligibility is derived from a living veteran or service member (categories as noted above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Please refer to Veterans Program Letter (VPL) 07-09 and Training and Employment Guidance Letter (TEGL) 10-09 for further guidance on providing Priority of Service.

Priority of Service on Job Orders

Selection and referral procedures will expose veteran job seekers to the most job orders possible before such orders are placed in the mainstream of the selection and referral process. Veterans receive preference on all posted job orders. If suitable veteran job seekers cannot be

found through file selection or walk-in traffic, then non-veteran job seekers will be considered. If a suitable veteran or non-veteran job seeker cannot be referred within the specific time, the employers will be contacted to review the job order.

“Same Day” selection and referral of veteran job seekers to job openings must be accomplished in the following priority sequence:

1. Qualified special disabled veteran
2. Qualified disabled veterans other than special disabled veterans
3. All other qualified veterans and eligible persons
4. Qualified non-veterans

Priority of Service at Intake

Veterans are identified by front-desk staff and appropriately moved to the head of the line to be seen (if applicable). They are also afforded the opportunity to speak with a DVOP/LVER or other staff.

Performance

For quarter ending June 30, 2014, Federal reporting shows the ETA 9002D shows the VEER at 59 percent (above goal) for veterans,

VERR at 82 percent (below goal), and VAE at \$13,952 (above goal); DVEER at 57 percent (above goal), DVERR at 80 percent (below goal), and DVAE at \$14,693 (above goal).

The VETS-200A shows the ISPI at 30 percent (below goal), VEER (weighted) at 64 percent (above goal), VERR at 80 percent (below goal), and VAE at \$13,374 (above goal); DVEER at 58 percent (above goal), DVERR at 77 percent (below goal), and DVAE at \$14,151 (above goal).

South Dakota continues to remain consistent with meeting or exceeding eight or nine specific goals each quarter. The established goals were set for PY11 and carried over to PY12 without negotiations. We will continue to monitor individual office performance for area of concern, but the performance achieved was consistent with Wagner-Peyser performance.

Performance Targets for Jobs for Veterans State Grant Funded Staff PY 2013	
DVOP Specialists: (Source: VETS-200A):	
Intensive Services Provided to Individuals by DVOP Specialists/Total Veterans and Eligible Persons Served by DVOP Specialists in the State (ISPI) (New)	40%
Veterans’ Entered Employment Rate (VEER) Weighted	63%
Veterans’ Employment Retention Rate (VERR)	82%
Veterans’ Average Earnings (VAE) (Six-Months)	\$12,700
DVOP/LVER Consolidated:	
Disabled Veterans’ EER (DVEER)	57%
Veterans ERR	83%
Veterans Average Earnings (AE)	\$13,300
Performance Targets for Labor Exchange Services for Veterans (Source: ETA-9002D):	
Veterans’ Entered Employment Rate (VEER)	57%
Veterans Employment Retention Rate (VERR)	84%
Veterans’ Average Earnings (VAE) (Six-Months)	\$13,900
Disabled Veterans’ EER (DVEER)	55%
Disabled Veterans’ ERR (DVERR)	85%
Disabled Veterans’ AE (DVAE) (Six Months)	\$14,500



South Dakota operated under four waivers as submitted and approved with the State Integrated Workforce Plan. These waivers allowed the DLR to better serve the needs of the state, the business community, and our WIA participants.

Common Measures

The move to Common Measures has streamlined and simplified the performance accountability system. Placing a focus on integrated service and reporting only Common Measures has reduced redundancy and lessened the burden of reporting 15 core measures and two satisfaction measures. This has allowed a small program staff to focus on providing a quality service for employers, job seekers, and employers, rather than concentrating on an unwieldy methodology for tracking and reporting performance data. The essential benefit is a simplified and efficient performance measurement system. The waiver resulted in a cost effective and understandable methodology for our partners and service providers.

Transfer of Funds

Having the authority to transfer funds between adult and dislocated worker programs provided the flexibility for improvement of the statewide workforce investment system. This waiver authority allowed the state to better manage WIA resources in response to the needs of our workforce. As our economy has improved from the grip of the recession, we have had fewer layoffs and a continued need for assistance to our eligible adults. Being able to move funding between these two programs benefits those who have demonstrated need.

Incumbent Worker Training

Being allowed to utilize a portion of local funds for incumbent worker training maximizes the ability of our local programs to meet the needs of the employers and workers. This waiver is limited to no more than 10 percent of local funds, and is required to be a part of a layoff aversion strategy. All training under this waiver is restricted to skill attainment activities. Due to a strong economy, this waiver did not see use during the program year.

Increase Employer Reimbursement for On-the-Job Training (OJT)

A sliding scale of reimbursement for training using an OJT is of great benefit to smaller businesses with a limited staff and training budget. This has encouraged businesses to consider the use of OJT as a viable means of training and securing their workforce. This waiver creates additional opportunities for new workers, unemployed workers, and underemployed workers. This expands the flexibility of the state in responding to the local needs and to ensure training needs of business and job seekers are met.

Costs WIA

After the funds for administration and statewide activities were reserved, all available funds were distributed to the local area. As a single area state we provide participant services through the DLR network of local offices.

During the program year we provided more staff intensive services with staff time and administrative overhead as the only cost. DLR has placed an emphasis on the value of core and intensive services for eligible individuals. This was not at a disregard to the value of training, but rather to a well-developed plan of service for the individual participant.

Data from ETA WIA Annual Report Tables M and N demonstrates the numbers served and cost factors. In PY13, 7,600 individuals utilized WIA services to some level. Funds dedicated to serving adults and dislocated workers through self-service, core, intensive, and training as well as youth direct service totaled \$3,943,840. This indicates an average cost per individual receiving any level of service was \$438. Historically, South Dakota has a respectably low cost per participant.

We recognize the effectiveness of WIA programs is much greater than what can be measured by performance data and cost per participant alone. Individuals and the state both benefit from unsubsidized employment, increase in earnings, reductions in the public assistance, and increased local, state, and federal tax revenues. As our WIA program participants experience success, we have helped our citizens with their career goals and helped strengthen our economy. WIA is a program with a significant positive return on the investment.



Assessments

Career InSite - Online career exploration tool that helps job seekers and career planners find occupations of interest.

Key Train - An interactive training system for career readiness skills.

Mavis Beacon – Computer software to guide one to better typing skills.

National Career Readiness Certificate - A national standard in certifying workplace skills.

Reality Check – Allows one to explore whether or not an occupation matches their lifestyle.

Teknimedia – Teaches essential computer and Internet skills at a pace that is set by the user.

Test of Adult Basic Education - Assesses the skills and knowledge of adult learners in reading, mathematics and language; this assessment instrument can provide diagnostics, inform instruction, and document educational gain.

WorkKeys - An assessment system measuring common skills in the workplace.

Acronyms

AEL – Adult Education & Literacy

BIT – Bureau of Information & Technology

DLR – Department of Labor and Regulation

DRVS – Data Reporting and Validation System

ETA – Employment and Training Administration

GED – General Educational Development

JSAP – Job Search Assistance Program

NCRC – National Career Readiness Certificate

NEG – National Emergency Grant

OJT – On-the-Job Training

SNAP – Supplemental Nutrition Assistance Program

SPR – Social Policy Research

TAA – Trade Adjustment Assistance

TABE – Test of Adult Basic Education

UI – Unemployment Insurance

WARN – Worker Adjustment and Retraining Notification

