

WIA

Workforce Investment Act

Annual Report PY 2014



Your workforce experts.



A Message from the Cabinet Secretary

The past year presented the South Dakota Department of Labor and Regulation many opportunities to shine. Employers clamored for a skilled workforce. Many citizens still lacked the skills and training to be competitive in today's job market. And importantly, Governor Dugaard identified workforce as a top priority.

Being the integral link between a job seeker and a business, our team stepped up in new ways to help create an effective workforce system for South Dakota.

- We targeted diverse worker groups for recruitment into the labor force. Populations included veterans, youth, people with disabilities, workers without a GED®/High School Diploma, Native Americans, and welfare recipients.
- We provided communities the opportunity to submit cross-sector workforce plans specific to their needs. The Governor's Future Fund then matched 1:1 community dollars. Fourteen grantees received a combined total of \$1 million towards their sustainable local initiatives. Strategies ranged from internships to certification and training programs to English as a Second Language classes.
- We challenged the Workforce Development Council to assume new responsibilities and levels of accountability. Agendas were more robust than ever, inviting HR and community leaders to share their challenges, encouraging regional workforce coordinators to present best practices, and touring technical institutes to better understand available training.

This report is a testament to the hard work and dedication put forward. We aim to continually embrace the possibilities presented and work together to develop strategies for keeping our services relevant for today and tomorrow's workforce.

Marcia Hultman
Cabinet Secretary
South Dakota Department of Labor and Regulation

Table of Contents

Workforce Development Council	3
Levels of Service	4
Adult Program	8
Dislocated Worker Program	9
Youth Program	11
Veterans	17
National Career Readiness Certificate	20
Performance and Reporting	24
Economic & Workforce Information Analysis	26
Service for Businesses	44
Costs.	56
5% Statewide Activities	47
Evaluation Activities	48
Waivers.	50
Customer Satisfaction	51
Glossary	55

*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 under 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). This group has established a close working relationship and high level of cooperation.

The DLR is designated administrative and fiscal agent for the WDC. This allows multiple employment and training services to be integrated 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 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 Governor's workforce development initiatives. Local efforts of the WIA program have been 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 PY14, we underwent a number of federal on-site visits which resulted in fine tuning of our 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 with a better understanding of service processes, data collection, and reporting.

Core Services

Provided prior to intensive services and include, but are not limited to, initial assessment and workforce information

Initial Assessment

- Discussion about desired employment, employment history, self-described interests, and skills.
- Provision of information about assessments, resource room, phone numbers, and brochures for community resources.
- Sharing of website addresses, referral to skill development software, provision of unemployment insurance information, and provision of information on how to use self-service eligibility determinations and referrals, including WIA.

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.
- Provision of information about self-service job search, job search workshops, Labor Market Information Center, and training information websites.

Intensive Services

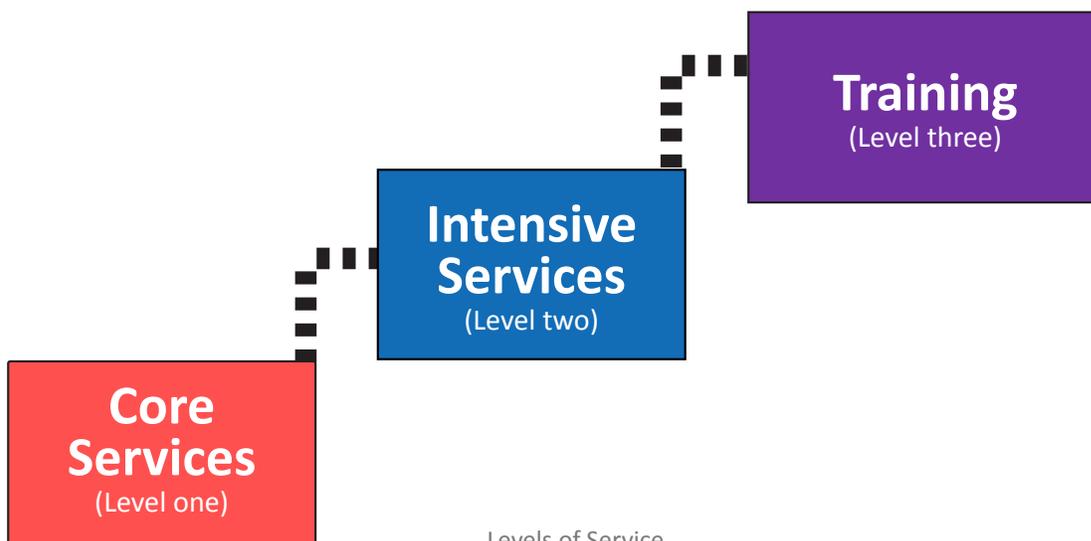
Provided prior to training and include, but are not limited to, comprehensive assessment & prevocational skills

Comprehensive Assessment

- Completion and discussion of results of formal assessments.
- Referral to appropriate assessments and assistance if necessary in scheduling appointments or assigning 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.
- Provision of specific information discussing results of assessments.
- Provision of 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, and how WIA could assist.

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.
- 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.
- Assignment and discussion of Key Train Career Skills development and also utilizing the Life Skills Education booklets.



Training Services

Occupational Skills Training

- Training provides must 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.

Related Programs

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 creating 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 PY14.

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 who have been profiled as likely to exhaust their benefits. The goal was to serve 60 individuals; the program served 65 participants. The grant expired June 30, 2015.

Shirley's Story

Shirley, a 56-year-old dislocated worker from Minnesota Rubber, came to DLR after she was laid off. She had worked for the company for 31 years, raised five kids, and had been through many of life's ups and downs. She always regretted dropping

out of school in the ninth grade and not having her high school diploma.

Shirley was referred to Adult Education and Literacy (AEL) to complete her Tests of Adult Basic Education (TABE) assessment. Her scores were not high; however, Shirley was determined to succeed. She drove 58 miles, round trip, every day regardless of the weather conditions and would spend the whole day working on GED® prep. Shirley eventually passed three of the four tests. She only needed to pass the math test when she started an OJT with Dakota Tube.

Since Shirley was working the weekend shift, she was able to drive to the AEL classes Monday afternoon through Thursday to continue working on math. Shirley, with the help from AEL, finally earned her GED® credential.

Shirley enrolled at Lake Area Technical Institute (LATI) and is hoping to be accepted into the Practical Nursing program. Shirley is an inspiration, and is a perfect example that no matter your age, how long you have been out of school, or what obstacles get in your way, you can achieve your goals.



Shirley proudly shows her GED® Certificate.

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	\$11,410
Entered Employment Rate	78%	83.8%
Employment Retention Rate	86%	87.3%

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%



WIA Dislocated Worker Program

The Dislocated Worker 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 PY14 compared to PY13. The lower number can be attributed to South Dakota’s recovering economy. The number of layoffs has drastically decreased over the last two years.

Characteristics of Dislocated Workers at Time of Staff Assisted WIA Services	
Over 55 years of age	22.6%
Unemployed	80.8%
Low Income	29.9%
Single Parent	15%
Veteran	5.6%

Dislocated Worker Performance	Goal	Actual
Average Earnings	\$15,323	\$15,498
Entered Employment Rate	87%	87.3%
Employment Retention Rate	93%	93.9%

Monica's Story

Monica came to DLR to inquire about QuickBooks training.

Monica was 36 years old and a single mother of three school-age children. She was cleaning houses on a part-time basis, hoping to make a business of it. Monica was encouraged to work on Teknimedia computer training and KeyTrain Career Skills. Monica already had taken the NCRC.

Monica was enrolled in the Workforce Training Program in order to help her gain skills necessary for full-time employment in a clerical position. Monica worked with DLR staff to create a resume. Through Work Experience, Monica was able to work at the front desk in a DLR office and work towards the Short-term Labor (STL) program.

During this Work Experience, she greeted the public and directed them, scheduled appointments for 14 staff, answered phones at the front desk, transferred calls, and worked on projects for staff. One project she completed involved using Excel to create attendance demographics for the Spring 2015 Job Fair.

Monica continued to struggle with answering interview questions and seemed frustrated. Through discussion with DLR staff, Monica enrolled in Vocational Rehabilitation services to assist with her anxiety.

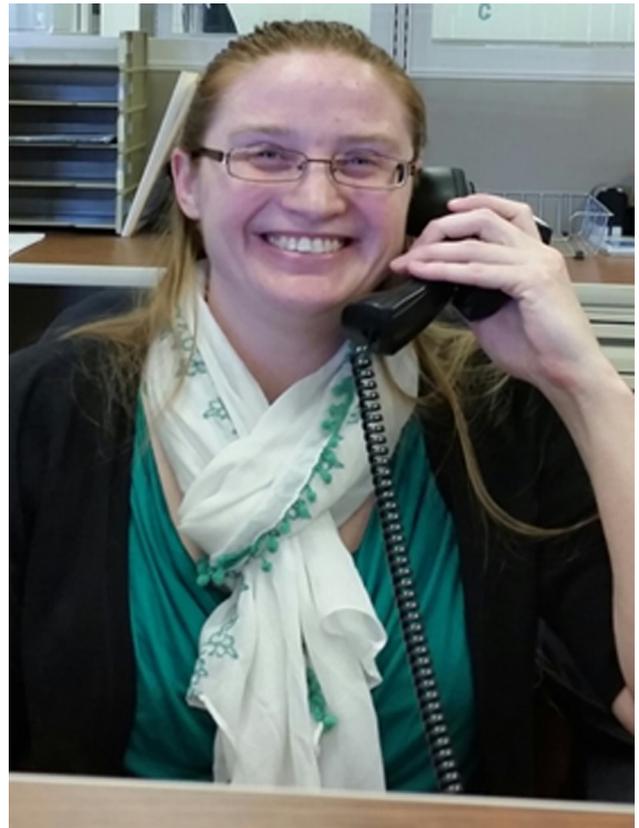
Monica also decided to take advantage of the TANF program. Through TANF she received supportive service that would help her continue her employment.

DLR staff continued to assist Monica with resume and cover letter assistance, as well as online applications. DLR staff also reviewed paper applications and made suggestions to improve Monica's chances of securing an interview.

As Monica searched for employers, Dakotah Bank emerged and contacted Monica for

an interview. She was offered a position as a Loan Document Specialist. An OJT was developed to train her into the position. A few months later the OJT was complete, and now Monica is a permanent employee.

This is a great example of how WIA, TANF, and VR work cooperatively to provide success to South Dakotans.



WIA Youth Program

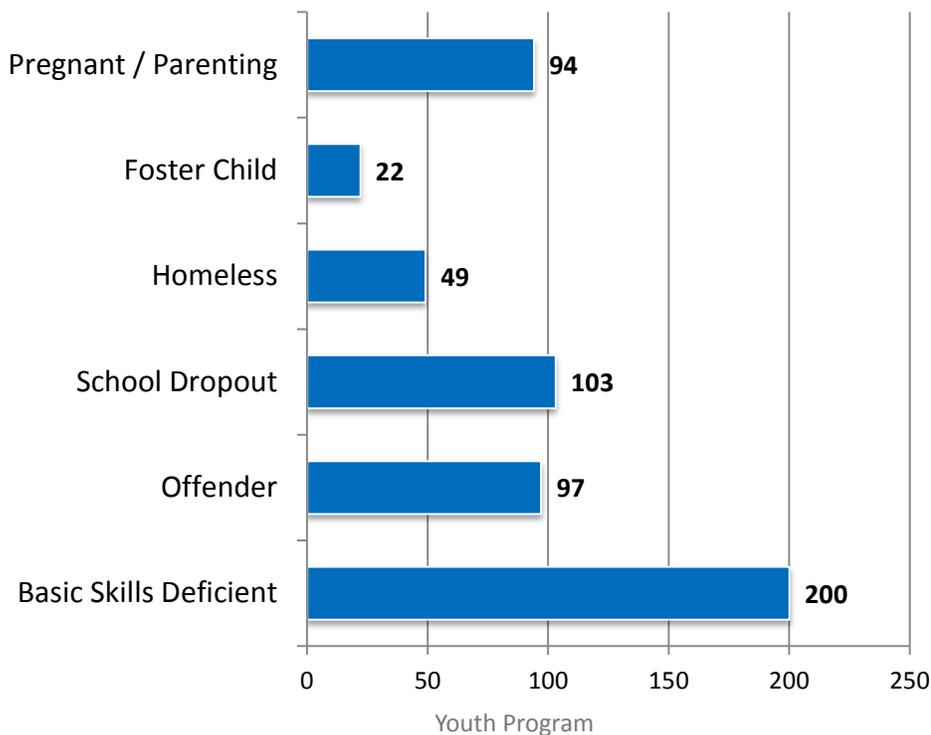
The Workforce Investment Act (WIA) Youth Program provides a systematic and coordinated approach to career services. This program serves youth ages of 14 through 21 who are low income and have a barrier to employment.

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, being an individual with a disability, having a history of substance abuse, or having a language barrier.

Youth Program Year 2014 in Review

In PY14, employment specialists throughout South Dakota provided assistance to 415 youth under the WIA Program. 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.

Barriers of Youth Served at time of PY2014 enrollment



Jackie's Story

Jackie was referred to WIA by AEL. Jackie was 18 years old, had missed numerous days of school due to depression, and eventually dropped out of high school. She was ordered to be on juvenile probation until she earned her GED® credential.

Jackie's goal was to earn her GED® credential and attend college; however, she did not know how to apply for school or financial aid, or what degrees were available.

Jackie took My Next Move and completed labor market research on Child, Family, and School social worker. She determined she would need a Bachelor's degree, which was available through Northern State University or Presentation College.

With an interest in social work, Jackie's WIA staff arranged a summer opportunity Work Experience at Safe Harbor, the local domestic violence shelter, as an Administrative Assistant for 20 hours per week. This was poignant for Jackie; her family stayed in Safe Harbor when she was nine. It was noted Jackie had not been completing the full 20 hours each week. In visiting with Jackie, she agreed she had been struggling with depression. After this conversation, Jackie and her WIA specialist met with Vocational Rehabilitation. Jackie's attendance improved throughout the rest of the summer.

With college as a future goal, Jackie continued her studies with AEL and earned her GED® credential on October 7, 2014, for which

she earned a financial incentive. The WIA specialist assisted Jackie with improving her job search skills and began the hunt for employment that would accommodate her studies. Jackie was hired to work 20 hours a week at the Dakota Event Center (DEC) for catering. This job had a flexible schedule, and her boss was aware of her plans to attend post-secondary.

The WIA specialist and Jackie toured Northern State University (NSU) together where they met with a professor in the Psychology Department and a representative from the TRiO Program. It happened to be free enrollment week so Jackie took the ACT and was accepted into NSU.

Currently, Vocational Rehabilitation is providing financial support to help Jackie earn her bachelor's degree in Psychology. She is enrolled in the TRiO program. Jackie loves college, enjoys her job at the DEC, and is doing great.



Enrollment Age of Youth Served

Age (Years)	Total Enrollment
14 to 18	214
19 to 21	201

With an average unemployment rate of 3.4 percent over PY14 (South Dakota Labor Market Information Center), it remains a challenge to keep youth engaged in their long-term employment goals when they are able to find employment with their current skill set to meet their immediate needs. This can be seen in the PY14 youth performance measures. As you will see, we exceeded our goal of Placement in Employment or Post-Secondary Education but struggled to reach our goals of providing youth with a degree or certificate and improving their basic reading and math skills.

Sixteen DLR local offices throughout South Dakota have WIA employment specialists who meet individually with youth to assess their needs and develop an employment plan. In Fall 2014, a work group of WIA employment specialists was formed with a goal of developing

Youth Performance	Goal	Actual
Placement in Employment or Education	70%	72%
Attainment of Degree or Certification	53%	42.9%
Literacy Numeracy Gains	36%	26.3%

an employment plan. This employment plan, along with details on how to write goals and notes, was released through a statewide video conference training provided by the work group. This employment plan is now required for all WIA participants and is a helpful way to make long-term goals manageable for participants.

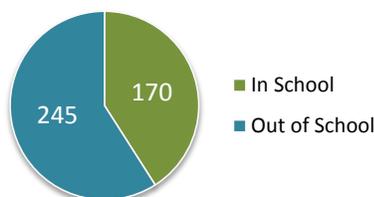
The youth incentive policy developed in PY14 has still been a useful tool for staff to keep youth engaged in their long-term goals. These incentives have been developed in a way that requires a youth to complete a short-term service that will assist them in their long-term goals. By having these services established and easily available for workforce training, staff have improved the use of WIA services.

In Summer 2015, the WIA Youth Program provided 40 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.

Youth Council

In Summer 2014, a Youth Council was formed. Members include representatives from corrections, housing, foster care, Job Corps, education, Workforce Development Council

School Status at time of Enrollment



members. and a parent of a youth with a disability. Throughout the year, the council learned more about the youth program and explored high school mentoring models in South Dakota.

Partnerships

In recent years, WIA staff have worked to develop relationships with high schools across the state to provide

services to youth in need. As a result of these efforts, South Dakota served more younger youth than older youth in PY14, and nearly 41 percent of youth enrolled were in-school youth.

Due to legislative changes, the juvenile justice system in South Dakota increased emphasis on expanding community interventions and reducing residential placements. In response, DLR reached out to the Department of Corrections to ensure they are aware of the services we can offer. As a result of this improved collaboration, we have seen a 4 percent increase of youth with “offender” as a barrier.

The WIA youth program continues 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, and National Career Readiness Certificate testing.

The Disability Employment Initiative has increased staff knowledge and overall awareness of serving job seekers with disabilities through the DLR. Relationships with Vocational Rehabilitation services across the state have improved through the use of Integrated Resource Teams.

Disability Employment Initiative Round 2

After a six month extension, the Disability Employment Initiative (DEI) Round 2 grant wrapped up in March 2015. This grant served ages 18 through 24, but improved DLR services for all job seekers with disabilities.

Highlights of staff training from PY14 included:

- The assistive technology service provider for the state of South Dakota provided on-site training at all of the DLR local offices throughout the state.
- In Summer 2014, a professor from South Dakota State University provided a five part series of trainings regarding mental health in the workplace to DLR, VR, and AEL staff statewide.
- In September 2014, a statewide training titled Moving Forward offered a full day and a half of materials for 80 DLR staff and partners. The first day focused on how to help job seekers with disabilities, and the second day focused on guiding businesses as they employ individuals with disabilities. We had great feedback from attendees. A few comments included:

“This is the best training I have been to in over 12 years of working for a state government agency. The information was engaging; as well as the presenters. I feel as if I learned a lot and was excited to return to my job and implement the new information. Great job to all!”

“This session helped me understand that we need to break out of that box of traditional jobs and duties and begin to be more creative based on the skills and competencies of each job seeker.”

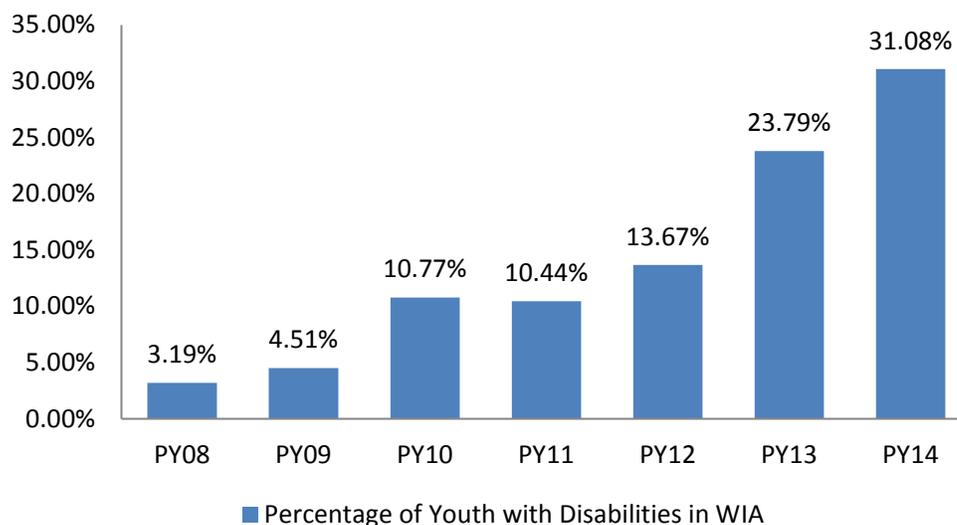
“Interagency collaboration is very important to our being successful at what we do. The more resources we have available the higher success rate we have for our youth in obtaining and maintaining employment.”

- In October 2014, South Dakota recognized National Disability Employment Awareness Month by sending weekly emails including 30 second trainings provided by National Disability Institute to WIA staff statewide.

As a result of the DEI grant:

- The Integrated Resource Team concept continues to be utilized with WIA participants statewide as highlighted in Jackie and Marcus’ stories.
- All new DLR staff are required to complete a basic overview of serving job seekers with disabilities.
- The South Dakota DEI team touched 315 youth with disabilities. This 315 included 177 youth we provided outreach to, 27 who received Wagner Peyser services, 46 who received Active Resource Coordination, and 65 enrolled in WIA.
- Ninety percent of DLR staff in the DEI service area received training related to serving job seekers with disabilities.
- Youth with disabilities in the South Dakota WIA program increased nearly 21 percent from PY11 to PY14.

Percentage of Youth with Disabilities in WIA



Marcus' Story

Marcus Auch was referred to WIA by a case manager with Lewis and Clark Behavioral Health Center. Marcus was unemployed and had minimal work history consisting of a few hours a month as a janitor when he began WIA. Marcus has Asperger's Syndrome, a disability for which he receives Social Security benefits.

A WIA specialist assisted Marcus with career exploration, and through My Next Move, he began exploring an interest in automotive. Marcus attended a JSAP class, and we created an employment plan so Marcus could develop references and work history.

Marcus began a summer opportunity work experience at Fox Run Quick Lube as a general worker. In the beginning, Marcus had a difficult time with the social setting and was unsure if he could continue the work experience. With support and encouragement from his Integrated Resource Team consisting of his mom, manager, WIA specialist, and counselor, he persevered and successfully completed 206 hours of work experience.

Marcus proved his value through his attendance, attitude, adaptability, willingness to learn, and teamwork skills. His WIA specialist informed the manager about the Work Opportunity Tax Credit available if Marcus was hired as a permanent employee. On April 2, 2015, Marcus was officially hired as a Lube Tech Assistant at Fox Run Quick Lube.

Marcus and his mother were referred to a Benefits Specialist from Black Hills Special Services to assist Marcus with reporting

wages to Social Security. The Benefits Specialist completed a worksheet for Marcus that showed even though Marcus' SSI benefits have been reduced, his income is \$250 more a month than what he was receiving through SSI alone. Marcus was surprised to hear this and felt much better about taking the job while not having to worry about losing income or his medical benefits from SSI.

Marcus reports he really likes his job and co-workers. His mother said, "His life is much fuller now that he works every day. I am so excited that Marcus has other interests and attends company events now."

Marcus recently lost his mother to cancer. Having a job to go to each day, makes the grieving process a little easier to endure.

Like Marcus, 31.08% of youth served through the WIA Youth Program in PY14 reported having a disability.





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 military skills to civilian employment.
- Direct referrals to job openings.

DLR has three full-time and six 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, all of these offices do have staff trained by the National Veterans' Training Institute to provide service to veteran job seekers. All local offices have received guidance and training on veteran services by the JVSG Program Coordinator. 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 previously provided on the Gold Card Initiative for all veterans' representatives who in turn trained the other respective office staff. 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 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, sole survivorship, or 181 days or more of active duty time is required). So, the universe of individuals eligible for services by the DVOP 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
- Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs
- 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:

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 Federal Fiscal year quarter ending June 30, 2015, Federal reporting shows the ETA 9002D shows the VEER at 61 percent (exceeded goal) for veterans, VERR at 84 percent (at goal), and VAE at \$15,222 (exceeded goal); DVEER at 55 percent (at goal), DVERR at 82 percent (below goal), and DVAE at \$15,739 (above goal).

The VETS-200A shows the ISPI at 30 percent (below goal), VEER (weighted) at 61 percent (above goal), VERR at 84 percent (below goal), and VAE at \$15,222 (above goal); DVEER at 55 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. We will continue to monitor individual office performance for area of concern, both for DVOP/LVER and Wagner-Peyser performance.

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 assistance from DLR.

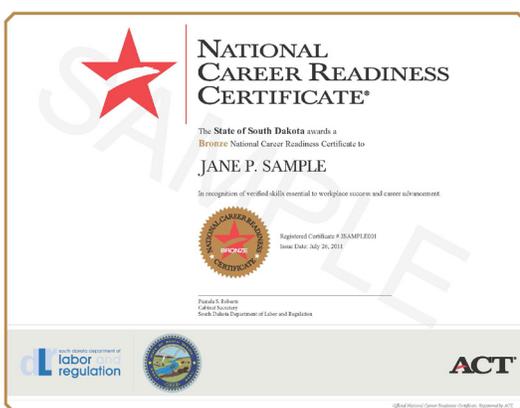
Available to all working and non-working citizens of the state, the NCRC continues to be a key component for all WIA adult, dislocated worker, and youth training program participants.

The use of NCRC skill development and certification provides participants, case managers, and employers a framework to capitalize on skill strengths and to define potential skill training needs during any part of the employment process. Whether it is in the application, the interview, or the probationary training phase, the NCRC provides a concrete tool all parties can reference in making appropriate workforce decisions.

DLR continues to support the NCRC program financially. This allows any job seeker registered in the DLR Data Management system to prepare and complete, at no cost to the job seeker, 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 KeyTrain 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. 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 lead 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). DOE allows high schools to include NCRC scores as part of their School Performance Index, which is one way of assessing district performance. Working with DOE leadership, DLR staff offer the assessments and certification to high school juniors and seniors across the state. A joint letter is sent to school counselors and administrators inviting them to participate in the program. Once they register to participate, DLR NCRC Program Specialists coordinate an NCRC Assessment Day, administer the assessments, and provide results to the individual district, DOE, and DLR.

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 ongoing partnership with the Bureau of Human Resources includes most state agencies in South Dakota listing open 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.

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, high school students, 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 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.

Certificate Level	Bronze	Silver	Gold	Platinum	TOTAL
WIA Adult	6	46	23	0	75
WIA Dislocated	1	15	9	0	25
WIA Youth	2	13	2	0	17
Totals	9	74	34	0	117
South Dakota – All (09/17/09 to 06/30/15)	13.68%	57.76%	27.95%	.60%	100%
National (as of 05/31/2015)	23.14%	55.39%	20.94%	.53%	100%

In PY14, 117 individuals who were enrolled in WIA programs earned a certificate while they were enrolled.

Other NCRC Activities

During the 2014 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 intensively managed unemployment insurance (UI) program, individuals who have been referred to UI also 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. In addition to the standard work search contacts RES program referrals are required to perform, 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 RES.

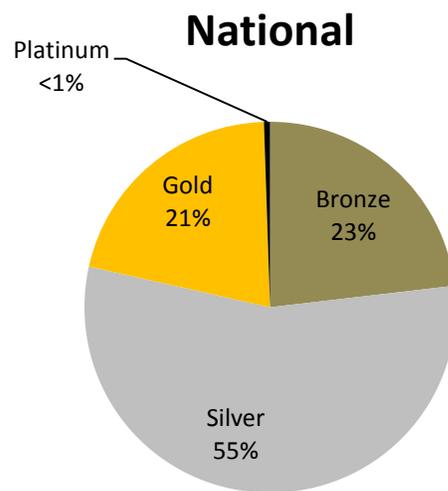
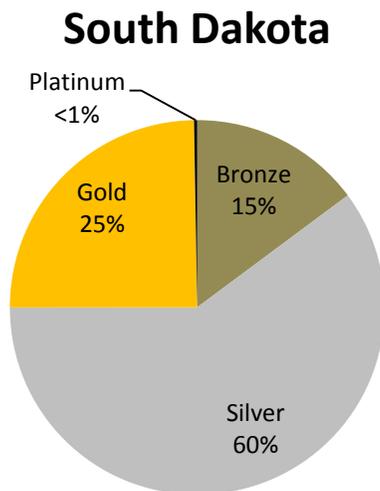


KeyTrain in Local Offices

DLR NCRC program specialists are available to conduct training statewide in the local offices to educate staff on KeyTrain administration. Having staff in each local office designated to create accounts and review results with job seekers (and other program participants) allows staff to have a better rate of engagement with individuals regarding 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 maintained and can be accessed to address other more intensive services, including more intensive instruction for KeyTrain skill development, GED[®] prep, or other basic adult education and literacy needs.

In addition to the WIA participants, 2,929 individuals representing other priority groups earned a National Career Readiness certificate.

Certificate Level	Bronze	Silver	Gold	Platinum	Total
AEL	0	1	1	0	2
DOE	397	1502	587	7	2493
Job seeker	8	70	58	0	136
Other	8	25	6	0	39
RES/REA/RIS	5	44	28	0	77
SNAP	0	1	1	0	2
TANF	3	7	5	1	16
Technical Institute	13	106	35	0	154
Veteran	0	6	4	0	10
VR					
	434	1762	725	8	2929
South Dakota	14.82%	60.16%	24.75%	.27%	100.00%



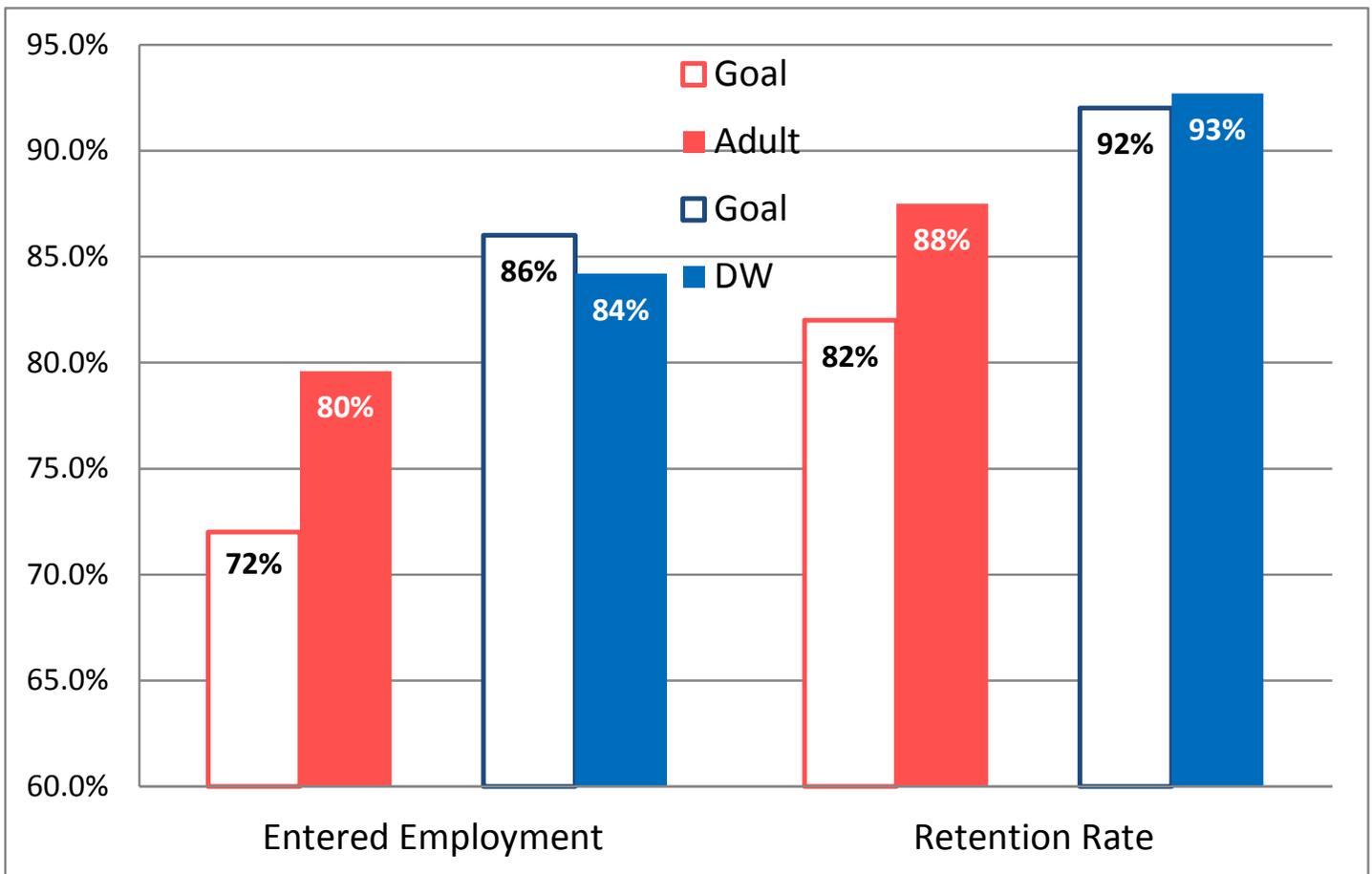
WIA Performance and Reporting

For the fourth 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 PY14, 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

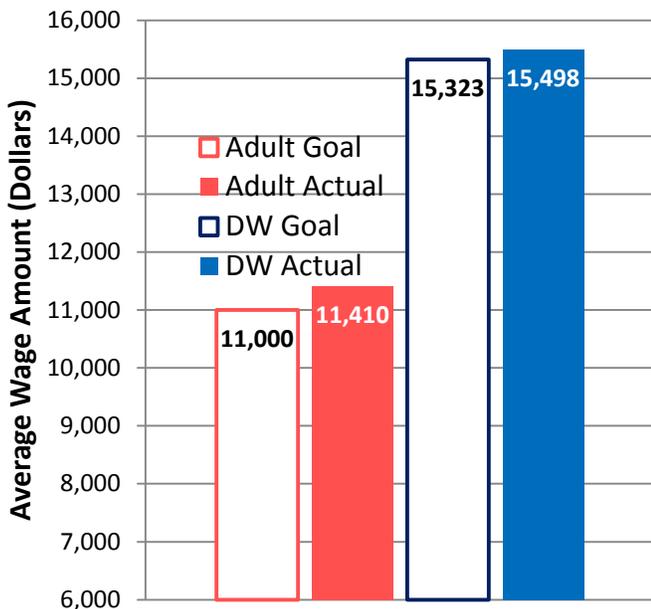
South Dakota DLR, as a single area state for ETA programs, has the distinct ability for program staff for the respective programs (Veterans, Wagner-Peyser, and WIA) to work closely together. These programs share a common data collection system called SDWORKS. As many of the data elements are used in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

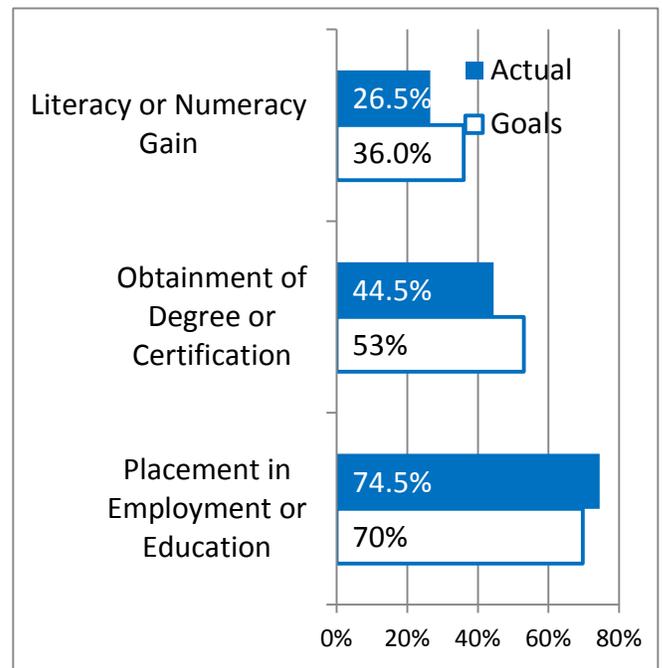
SDWORKS provides program specific data for central office program staff and the local office staff. The SDWORKS reports are there for local office staff to better track their case load and ensure that data collection and reporting accurately reflect the services and outcomes. The use of Electronic Data 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



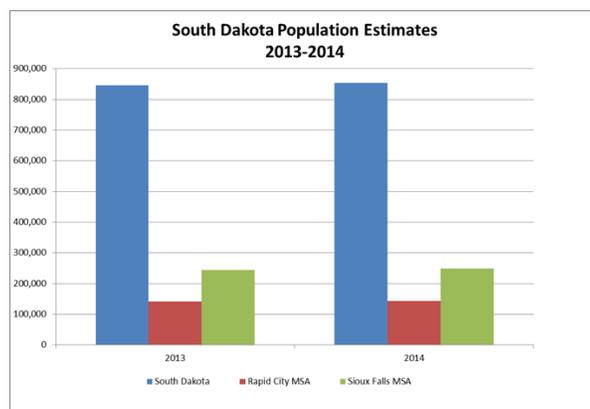
WIA Economic & Workforce Information Analysis

South Dakota’s population has been increasing steadily for many years, a trend which continued in 2014. According to estimates published by the U.S. Census Bureau, our population increased by 82,800 or 11 percent over the last 10 years. From 2013 to 2014, South Dakota’s population gained 7,600 people, a growth of 0.9 percent.

The largest growth rates of population within the state are of course related to the two Metropolitan Statistical Areas (MSAs), in the state. The population for the Rapid City and Sioux Falls MSAs increased by 22 percent and 23 percent, respectively, over the last 10 years.

From 2013 to 2014, the Rapid City MSA grew by 1.6 percent, while the Sioux Falls MSA grew by 1.9 percent.

According to the most recent population estimates (2014), out of the 853,200 South Dakota residents, 392,000 (46 percent, or almost one out of two people) live in either the Rapid City or Sioux Falls MSA.



South Dakota Population by Race and Ethnicity		
	Number	Percent
Total population	844,877	100.0%
White	741,992	87.8%
Black or African American	18,214	2.2%
American Indian and Alaska Native	88,615	10.5%
Asian	12,149	1.4%
Native Hawaiian and Other Pacific Islander	1,184	0.1%
Some other race	8,332	1.0%
Hispanic or Latino	27,186	3.2%

Source: U.S. Census Bureau, 2013 American Community Survey

The 2013 American Community Survey (ACS) data available for the linguistics of our state population show that a high majority of state residents (93.5 percent) speak only English. Of those residents which have the ability to speak in other languages (49,060), very few struggle with language barriers as an estimated 5,495 (0.7 percent) speak English ‘not well’ or ‘not well at all’.

The 2013 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 (87.8 percent), followed by American Indian and Alaskan (10.5 percent). Regarding ethnicity, 3.2 percent of South Dakota’s population is Hispanic or Latino.

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.

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	149,864	511,893	124,503	786,260	100.0%
Speak only English	141,512	475,873	118,130	735,515	93.5%
Speak Spanish:	3,812	12,534	537	16,883	2.1%
Speak English "very well"	2,696	8,553	287	11,536	1.5%
Speak English "well"	640	2,013	161	2,814	0.4%
Speak English "not well"	440	1,669	65	2,174	0.3%
Speak English "not at all"	36	299	24	359	0.0%
Speak other Indo-European languages:	922	7,506	3,493	11,921	1.5%
Speak English "very well"	854	5,434	2,483	8,771	1.1%
Speak English "well"	68	1,581	652	2,301	0.3%
Speak English "not well"	0	491	358	849	0.1%
Speak English "not at all"	0	0	0	0	0.0%
Speak Asian and Pacific Island languages:	691	4,856	378	5,925	0.8%
Speak English "very well"	293	2,194	361	2,848	0.4%
Speak English "well"	279	1,180	17	1,476	0.2%
Speak English "not well"	59	837	0	896	0.1%
Speak English "not at all"	60	645	0	705	0.1%
Speak other languages:	2,927	11,124	1,965	16,016	2.0%
Speak English "very well"	2,556	8,593	1,885	13,034	1.7%
Speak English "well"	295	2,161	14	2,470	0.3%
Speak English "not well"	76	310	66	452	0.1%
Speak English "not at all"	0	60	0	60	0.0%

Source: 2013 ACS, U.S. Census Bureau

According to 2013 American Community Survey (ACS) data produced by the U.S. Census Bureau, the percent of South Dakota's population with a disability is 13.1 percent. For the age group 18-64 years, it is 11.4 percent. The highest percent is within the age group 65 years and older at 35.5 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: 12.8 percent

- Native American and Alaskan Native: 17.9 percent
- Hispanic or Latino (of any race): 9.0 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'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 below shows South

Dakota employed persons by class of worker. The Current Population Survey (CPS) classifies the employment status of residents 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 Residents with Disabilities		
Population 18 to 64 years	Number of Residents	Percent
Total	57,310	11.4%
With a hearing difficulty	15,135	3.0%
With a vision difficulty	12,012	2.4%
With a cognitive difficulty	21,881	4.4%
With an ambulatory difficulty	26,856	5.4%
With a self-care difficulty	9,205	1.8%
With an independent living difficulty	15,424	3.1%

Source: U.S. Census Bureau, 2013 American Community Survey

2014 South Dakota Employed Persons by Class of Worker	
Class of Worker	Number of Workers
Agricultural Workers	33,800
Nonagricultural Wage & Salary Workers	375,700
Nonagricultural Self-employed & Unpaid Family Workers	23,800
Total Employed	433,300

Source: 2014 Current Population Survey; US Bureau of Labor Statistics

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	200.3	35.3	40.0	125.0
Do not want a job now	185.4	29.5	34.1	121.9
Want a job	14.9	5.9	5.8	3.2
Did not search for work in previous year	8.4	3.2	3.1	2.2
Searched for work in previous year	6.5	2.7	2.8	1.0
Not available to work now	1.7	0.7	0.5	0.5
Available to work now	4.8	2.0	2.2	0.6
Reason not currently looking:				
Discouragement over job prospects	1.4	0.2	1.0	0.2
Reasons other than discouragement	3.4	1.8	1.3	0.4

Note: Subject to high rates of variability; July 2014-June 2015 reference period.
Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

There has been an increase in the supply of workers entering our state labor market for the past few years. According to wage record research (using administrative records) conducted in the state, there were 65,545 new workers appearing on company payrolls in 2014 who were not on payrolls in 2013. Those workers come from many different sources, new 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 workforce after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

South Dakota also experienced a loss of 58,465 workers who were on payrolls during 2013 but no longer found in 2014. 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 7,080 covered workers in South Dakota during 2014, reflective of steadily climbing worker level.

Labor Force

The most recent annual Current Population Survey (CPS) figures show South Dakota’s labor force participation rate was 69.3 percent in 2014. In other words, nearly 70 percent of all (non-institutionalized) residents age 16 years and older were in the labor force, either working



or looking for work. This compares to a 2014 national average of 62.9 percent. Historically, South Dakota consistently had higher rates of labor force participation compared to the nation.

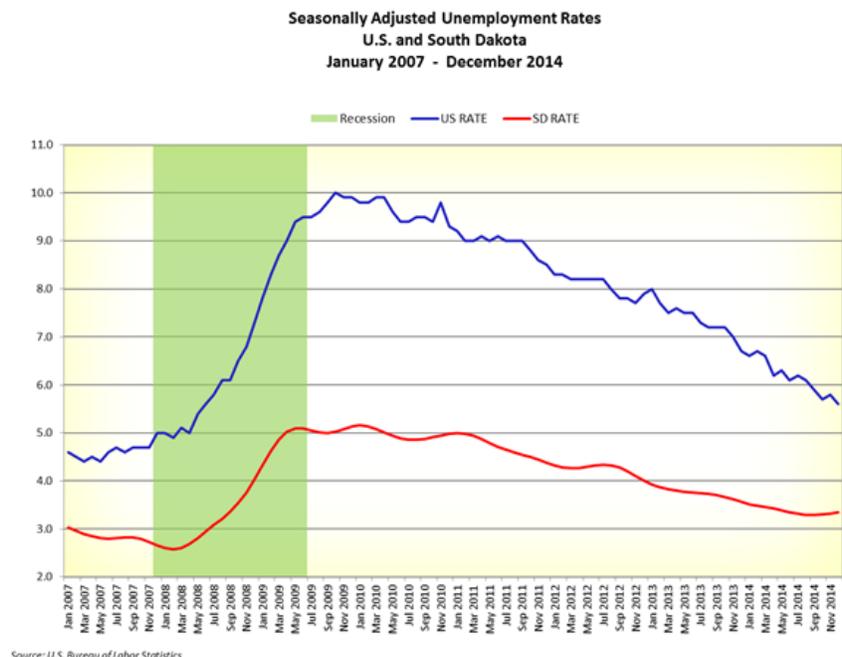
South Dakota’s participation rate of 69.3 percent was the sixth-highest rate of all states and the District of Columbia. North Dakota had the highest rate at 72.9 percent, followed by Nebraska at 70.8 percent, Iowa at 70.6 percent, Minnesota at 69.8 percent and the District of Columbia at 69.5 percent.

South Dakota youth are active in the labor force. In 2014, 50.1 percent of the state’s youth (age 16 to 19 years) were in the labor force, compared to the national rate of 34.0 percent. Iowa had the highest rate at 55.6 percent, followed by Nebraska at 51.8 percent and Wisconsin at 51.2 percent. The lowest youth participation rate (15.4 percent) was in the District of Columbia. South Dakota ranked seventh in the percentage of residents 65 years and older (23.6 percent) which is which is much higher than the national average of 18.6 percent.

2014 Annual Average Labor Force Participation Rates by Age Group								
	Total	16-19	20-24	25-34	35-44	45-54	55-64	65+
United States	62.9	34.0	70.8	81.2	82.2	79.6	64.1	18.6
South Dakota	69.3	50.1	76.1	89.3	87.8	85.9	75.2	23.6

Source: Geographic Profile of Employment, Bureau of Labor Statistics, US Department of Labor.

South Dakota’s seasonally adjusted labor force has been steadily increasing since 2011, indicating more people are entering the labor force. The increase in the labor force unemployed is typically related to several variables, including new entrants, reentrants or people relocating to South Dakota. The 2014 annual average unemployment rate was 3.4 percent in South Dakota, compared to the national rate of 6.2 percent.



South Dakota Statewide Nonfarm Wage & Salaried Workers by Industry

Industry	2013 Annual Average	2014 Annual Average	Net Change	Percent Change
Total Nonfarm	417,700	423,400	5,700	1.30%
Total Private	340,400	345,500	5,100	1.50%
Goods Producing	62,900	64,500	1,600	2.50%
Service Providing	354,800	358,800	4,000	1.10%
Mining, Logging & Construction	21,400	22,200	800	3.60%
Manufacturing	41,500	42,400	900	2.10%
Wholesale Trade	19,900	20,800	900	4.30%
Retail Trade	51,100	51,800	700	1.40%
Transportation, Warehousing & Utilities	12,600	13,000	400	3.10%
Information	6,000	6,100	100	1.60%
Financial Activities	29,700	29,600	-100	-0.30%
Professional & Business Services	29,500	30,100	600	2.00%
Educational & Health Services	68,000	68,400	400	0.60%
Leisure & Hospitality	44,700	45,300	600	1.30%
Other Services (except Public Administration)	15,900	15,800	-100	-0.60%
Government	77,300	77,900	600	0.80%

Note: Numbers may not add due to rounding.

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

Nonfarm Workers by Industry

The most current over-the-year trends for South Dakota total show nonfarm employment increased by 5,700 workers (or 1.3 percent) from 2013 to 2014. Most sectors showed positive gains over the year. Nationally, the nonfarm employment percentage gain over the year was 1.9 percent.

The South Dakota nonfarm worker level was 423,400 in 2014, reflecting an increase of 5,700 workers (1.3 percent). Private industries gained 5,100 workers (1.5 percent) over the year. Goods producing industries (which include mining, logging and construction plus manufacturing) in South Dakota had a gain of 1,600 workers (2.5 percent) during 2014. Service providing industries (which include all other sectors except government) had a gain of 4,000 workers (1.1 percent).

Rapid City MSA Nonfarm Wage & Salaried Workers by Industry				
Industry	2013 Annual Average	2014 Annual Average	Absolute Change	Percent Change
Total Nonfarm	65,200	66,200	1,000	1.50%
Total Private	54,300	55,200	900	1.60%
Goods Producing	7,400	7,600	200	2.60%
Service Providing	57,800	58,700	900	1.50%
Mining, Logging & Construction	4,500	4,700	200	4.30%
Manufacturing	2,900	2,900	0	0.00%
Wholesale Trade	2,200	2,300	100	4.30%
Retail Trade	9,300	9,400	100	1.10%
Transportation, Warehousing & Utilities	1,700	1,700	0	0.00%
Information	900	1,000	100	10.00%
Financial Activities	4,100	4,200	100	2.40%
Professional & Business Services	5,100	5,200	100	1.90%
Educational & Health Services	10,700	10,800	100	0.90%
Leisure & Hospitality	9,900	10,000	100	1.00%
Other Services (except Public Administration)	3,000	3,100	100	3.20%
Government	10,800	11,000	200	1.80%

Note: Numbers may not add due to rounding.

The Rapid City MSA includes Meade, Custer, and Pennington counties.

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

Rapid City Metropolitan Statistical Area (RCMSA) Nonfarm Workers

The Rapid City MSA's total nonfarm worker level increased 1,000 (1.5 percent) from 2013 to 2014. All sectors had a gain or were unchanged. The highest gains were found in mining, logging and construction (200 workers or 4.3 percent) and government (200 workers or 1.8 percent). The sectors that were unchanged were manufacturing (2,900 workers) and transportation, warehousing and utilities (1,700 workers).

Sioux Falls MSA Nonfarm Wage & Salaried Workers by Industry				
Industry	2013 Annual Average	2014 Annual Average	Absolute Change	Percent Change
Total Nonfarm	143,500	147,000	3,500	2.40%
Total Private	130,500	133,700	3,200	2.40%
Goods Producing	20,500	21,200	700	3.30%
Service Providing	123,000	125,800	2,800	2.20%
Mining, Logging & Construction	7,200	7,500	300	4.00%
Manufacturing	13,300	13,700	400	2.90%
Wholesale Trade	7,700	8,000	300	3.80%
Retail Trade	17,500	18,100	600	3.30%
Transportation, Warehousing & Utilities	5,100	5,400	300	5.60%
Information	2,700	2,700	0	0.00%
Financial Activities	16,300	16,100	-200	-1.20%
Professional & Business Services	13,400	13,700	300	2.20%
Educational & Health Services	29,100	29,500	400	1.40%
Leisure & Hospitality	13,500	14,100	600	4.30%
Other Services (except Public Administration)	4,800	4,800	0	0.00%
Government	13,000	13,300	300	2.30%

Note: Numbers may not add due to rounding.

The Sioux Falls MSA includes Lincoln, Minnehaha, and McCook & Turner counties.

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

Sioux Falls Metropolitan Statistical Area (SFMSA) Nonfarm Workers

The Sioux Falls MSA total nonfarm worker level increased by 3,500 workers (2.4 percent) from 2013 to 2014. Most industry sectors added workers or remained stable, with the exception of the financial activities, which showed a drop of 200 workers (1.2 percent). The information and other services sectors were unchanged over-the-year.

Balance of State Nonfarm Wage & Salaried Workers by Industry

Industry	2013 Annual Average	2014 Annual Average	Absolute Change	Percent Change
Total Nonfarm	209,000	210,200	1,200	0.60%
Total Private	155,600	156,600	1,000	0.60%
Goods Producing	35,000	35,700	700	2.00%
Service Providing	174,000	174,300	300	0.20%
Mining, Logging & Construction	9,700	10,000	300	3.00%
Manufacturing	25,300	25,800	500	1.90%
Wholesale Trade	10,000	10,500	500	4.80%
Retail Trade	24,300	24,300	0	0.00%
Transportation, Warehousing & Utilities	5,800	5,900	100	1.70%
Information	2,400	2,400	0	0.00%
Financial Activities	9,300	9,300	0	0.00%
Professional & Business Services	11,000	11,200	200	1.80%
Educational & Health Services	28,200	28,100	-100	-0.40%
Leisure & Hospitality	21,300	21,200	-100	-0.50%
Other Services (except Public Administration)	8,100	7,900	-200	-2.50%
Government	53,500	53,600	100	0.20%

Note: Numbers may not add due to rounding.

Balance of State includes all counties of South Dakota except those included in the Metropolitan Statistical Areas (Pennington, Meade, Custer, Lincoln, Minnehaha, McCook and Turner counties).

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

Balance of State Nonfarm Workers

The balance of state area represents the more rural counties, excluding counties not defined as part of an MSA (Pennington, Meade, Custer, Lincoln, Minnehaha, McCook and Turner).

Total nonfarm employment in this area increased by 1,200 workers (0.6 percent). Gains were included in manufacturing (500 workers or 1.9 percent), wholesale trade (500 workers or 4.8 percent), and professional and business services (200 workers or 1.8 percent). Losses occurred in other services (200 workers or 2.5 percent), leisure and hospitality (100 workers or 0.5 percent), and educational and health services (100 workers or 0.4 percent) sectors. Sectors that were unchanged included retail trade (24,300 workers), information (2,400 workers) and financial activities (9,300 workers).

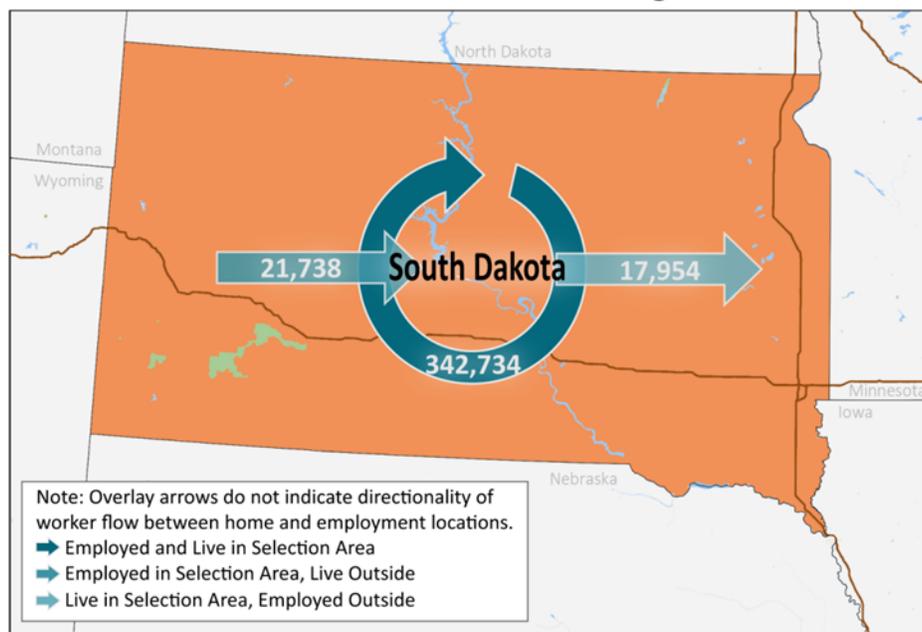
As nonfarm wage and salaried workers are counted by their place of work, workers employed at multiple establishments are counted more than once. As of 2015, South Dakota had the highest rate in the nation for multiple job holders at 8.7 percent. Many of the upper Plains States with high multiple jobholding 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 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 2014.

South Dakota Worker Commuting

As the labor force data measures the levels of employed and unemployed, it is important to note the South Dakota labor force data does include residents who are employed and working in other states. The U.S. Census Bureau’s OnTheMap application provides information regarding where South Dakota workers are employed. The table references the 2013 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.

South Dakota Worker Commuting Flows



Primary Jobs: Public- and private-sector jobs, one job per worker. A primary job is the highest paying job for an individual worker.

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, Second Quarter of 2002-2013).

Prepared by the Labor Market Information Center, South Dakota Department of Labor and Regulation, August 2015.

The inflow and outflow of South Dakota workers can be measured using the U.S. Census Bureau OnTheMap online application. At the beginning of the second quarter 2013 (most current data available), 364,472 people were employed in South Dakota. Of this total, 342,734 (94 percent) lived and worked in the state while 21,738 (6 percent) worked in the state but lived outside its borders. During the same time frame, 360,688 workers lived in the state, but not all of them worked there. Five percent, or 17,954 workers, lived in South Dakota, but worked outside the state.

Home Destination Report			Work Destination Report		
Home Location of Workers Employed in South Dakota			Work Location of Workers Living in South Dakota		
Job Counts by State			Job Counts by State		
Second Quarter 2013			Second Quarter 2013		
States	Count	Share	States	Count	Share
South Dakota	342,734	94.00%	South Dakota	342,734	95.00%
Iowa	6,327	1.70%	Iowa	4,788	1.30%
Minnesota	5,962	1.60%	North Dakota	4,099	1.10%
Nebraska	3,839	1.10%	Minnesota	3,272	0.90%
North Dakota	1,302	0.40%	Nebraska	2,369	0.70%
Wyoming	1,145	0.30%	Wyoming	1,565	0.40%
California	317	0.10%	Colorado	364	0.10%
Colorado	296	0.10%	California	170	0.00%
Texas	247	0.10%	Texas	135	0.00%
Illinois	232	0.10%	Alaska	100	0.00%
All Other Locations	2,071	0.60%	All Other Locations	1,092	0.30%
Total Primary Jobs	364,472		Total Primary Jobs	360,688	
<i>Numbers may not sum due to rounding.</i>					
<i>Primary Jobs: Public- and private-sector jobs, one job per worker. A primary job is the highest paying job for an individual worker.</i>					
<i>Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, Second Quarter of 2002-2013).</i>					
<i>Prepared by the Labor Market Information Center, South Dakota Department of Labor and Regulation, August 2015.</i>					

These figures count only primary jobs. Primary jobs are public-and private-sector jobs, one job per worker. A primary job is the highest paying job for an individual worker. Workers who have more than one job in the selected area are counted only once.

Projected Growth and Decline of South Dakota's 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 will require the largest number of workers from 2012 through 2022, with an expected need of an additional 2,630 workers.

South Dakota Projected Fastest Growing Industries				
Industry Title	2012	2022	Worker	Percent
	Workers	Workers	Growth	Growth
Ambulatory Health Care Services	14,910	17,540	2,630	17.6%
Professional, Scientific and Technical Services	11,540	13,450	1,910	16.6%
Museums, Historical Sites, and Similar Institutions	505	585	80	15.8%
Construction of Buildings	5,095	5,885	790	15.5%
Waste Management and Remediation Services	800	915	115	14.4%
Heavy and Civil Engineering Construction	3,270	3,725	455	13.9%
Social Assistance	8,830	10,045	1,215	13.8%
Wholesale Electronic Markets and Agents and Brokers	1,530	1,740	210	13.7%
Transportation Equipment Manufacturing	2,750	3,115	365	13.3%
Specialty Trade Contractors	11,765	13,320	1,555	13.2%

Notes: Data is preliminary and subject to revision. Number of jobs 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 2015.

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.

Projected in Demand Occupations

Industry trends have a large impact on the future demand for workers in both the agricultural and nonagricultural 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.

South Dakota Projected Fastest Growing Occupations				
Occupational Title	2012 Workers	2020 Workers	Worker Growth	Percent Change
Interpreters and Translators	285	400	115	40.40%
Diagnostic Medical Sonographers	300	400	100	33.30%
Personal Care Aides	1,870	2,490	620	33.20%
Welding, Soldering and Brazing Machine Setters, Operators and Tenders	550	720	170	30.90%
Market Research Analysts and Marketing Specialists	410	535	125	30.50%
Computer-Controlled Machine Tool Operators, Metal and Plastic	330	420	90	27.30%
Physical Therapist Assistants	240	305	65	27.10%
Industrial Machinery Mechanics	845	1,070	225	26.60%
Helpers--Electricians	395	500	105	26.60%
Meeting, Convention and Event Planners	305	380	75	24.60%
Physician Assistants	470	585	115	24.50%
Surgical Technologists	450	555	105	23.30%
Physical Therapists	645	790	145	22.50%
Nurse Practitioners	360	440	80	22.20%
Dental Hygienists	490	595	105	21.40%
Surgical Technologists	450	555	105	23.3%
Physical Therapists	645	790	145	22.5%
Nurse Practitioners	360	440	80	22.2%
Dental Hygienists	490	595	105	21.4%

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 2015.

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 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.

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 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.

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

Level	2012 Workers	2022 Workers	Change	Percent Change	Average Annual Openings	Percent of Total
Less than high school	128,240	138,750	10,510	8.20%	5,059	34.50%
High school diploma or equivalent	182,710	199,130	16,420	9.00%	5,822	39.70%
Some postsecondary education, no degree	24,745	27,340	2,595	10.50%	789	5.40%
Associate's degree	23,720	27,025	3,305	13.90%	791	5.40%
Bachelor's degree	51,865	57,395	5,530	10.70%	1,722	11.70%
Master's degree	4,965	5,550	585	11.80%	175	1.20%
Doctoral or professional degree	8,955	10,250	1,295	14.50%	309	2.10%
Total	425,200	465,440	40,240	9.50%	14,665	100.00%

Data is preliminary and subject to revision.

Source: Labor Market Information Center, SD Department of Labor and Regulation, September 2015.

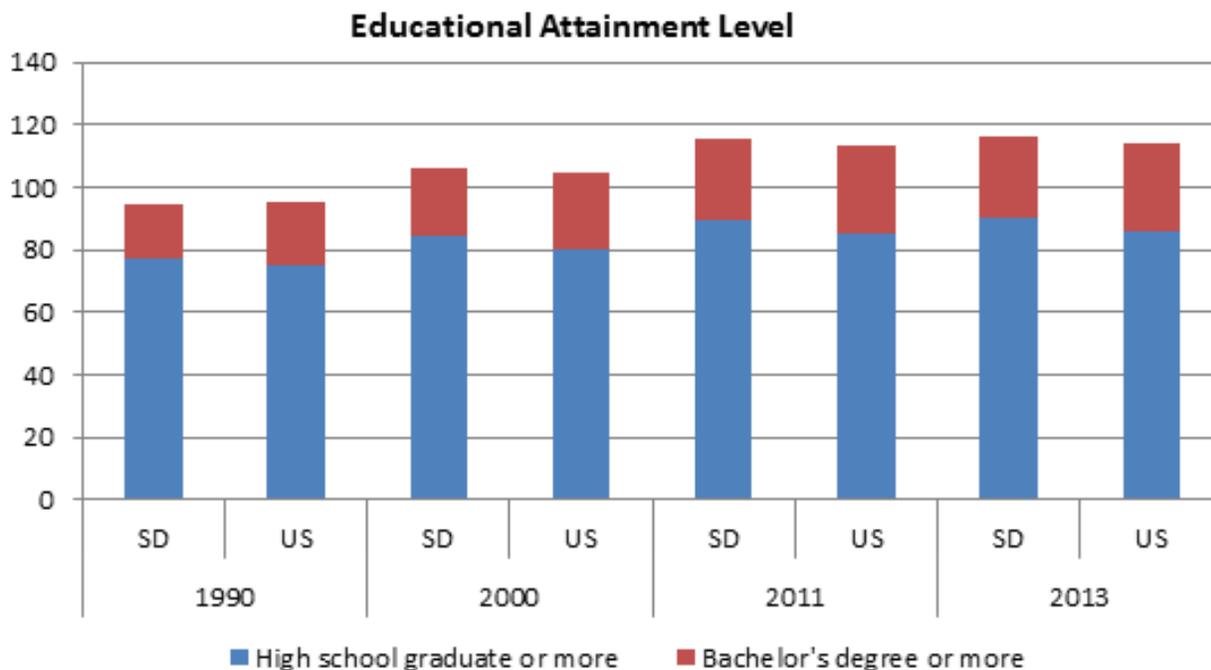
Employment by Educational Attainment Level

The table below shows the unemployment rate by level of educational attainment. The highest unemployment rates in South Dakota correlate with residents who have an educational attainment level of 'less than a high school diploma'.

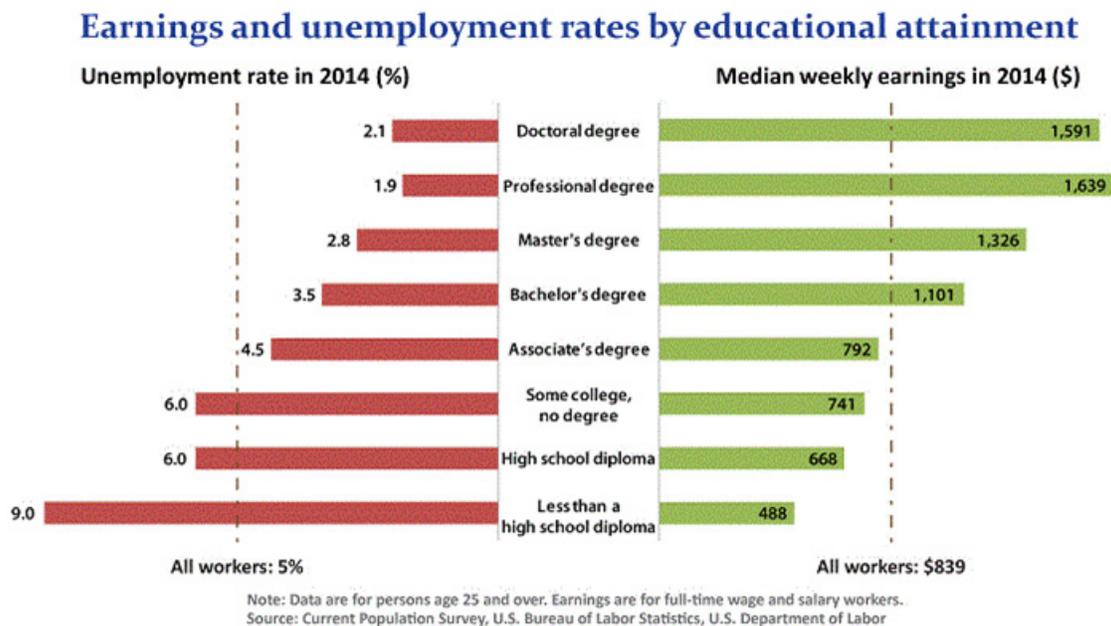
South Dakota Employment Status of the Civilian Population 25 Years and Over by Educational Attainment							
<i>(Numbers in thousands)</i>							
	Civilian Population*	"Civilian Labor Force"		Employment		Unemployment	
Educational Attainment Level		Total	Rate	Total	Rate	Total	Rate
Less than a High school diploma	44.4	16.9	38.1	15	33.7	1.9	11.4
High school graduates, no college 1	172.6	113.9	66	110.2	63.8	3.7	3.3
Some college or associate degree	177.5	133.2	75	129.9	73.1	3.4	2.5
Bachelor's degree and higher 2	160.2	125.7	78.5	123.9	77.4	1.8	1.4

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.*
Note: Subject to high rates of variability; July 2014-June 2015 reference period.
Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

Research has consistently shown that unemployment rates are significantly lower for those with higher levels of education.



The higher levels of educational attainment also correlate with higher earnings levels.



Skills 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 advanced degrees. This is true for the United States as well as South Dakota, although

the U.S. has a greater rate of persons attaining Bachelor's and advanced degrees. However, this variance between South Dakota and the nation seems to be a function of differing labor markets

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 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.

To address this issue, there has 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 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 post-secondary education are expected to grow by 8.7 percent, generating about 10,000 jobs per year through the year 2022. 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. Although some turnover is explained by the seasonal nature of some industry sectors in the state, other concerns are related to job mismatches. Therefore, it is important students and other career decision-makers have access to career information. Users can then research occupations they are interested in and have the aptitude for.

As mentioned earlier, South Dakota’s workforce continues to grow at a steady pace. 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 workforce after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

Based on occupational projections, the worker level is expected to continue to grow. However, the South Dakota population projections for the 2010-2035 time period released by the South

South Dakota Population Projections - Medium Series						
Age	2010	2015	2020	2025	2030	2035
0-4	59,621	57,567	60,089	60,941	61,413	62,656
10-May	55,531	60,094	58,068	60,533	61,386	61,846
14-Nov	53,960	56,098	60,651	58,650	61,067	61,925
15-19	57,628	54,556	56,625	61,169	59,196	61,570
16-19	46,102	43,645	45,300	48,935	47,357	49,256
20-24	57,596	58,030	54,948	56,947	61,468	59,533
25-29	55,570	57,993	58,423	55,332	57,268	61,771
30-34	49,859	55,883	58,336	58,765	55,672	57,548
35-39	45,766	50,101	56,111	58,593	59,024	55,935
40-44	47,346	45,997	50,260	56,250	58,759	59,194
45-49	57,519	47,587	46,109	50,294	56,253	58,785
50-54	59,399	57,326	47,491	45,904	49,988	55,879
55-59	54,231	58,790	56,783	47,102	45,429	49,393
60-64	43,573	52,854	57,344	55,432	46,037	44,314
65-69	31,944	41,677	50,577	54,920	53,134	44,182
70-74	25,683	29,666	38,624	46,897	50,971	49,357
75-79	21,724	22,873	26,368	34,250	41,616	45,283
80-84	18,004	18,084	18,985	21,837	28,282	34,401
85+	19,226	27,449	33,655	38,932	44,922	54,002
Total	814,180	852,624	889,447	922,748	951,885	977,574

Source: South Dakota State Data Center, South Dakota State University, in cooperation with the Labor Market Information Center, Department of Labor and Regulation.

Dakota State Data Center in the fall of 2012 shows continued worker 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 2020, the Rapid City (Custer, 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, with Lincoln County leading with an expected growth rate of 38.7 percent.

For the 2015-2025 period for the 16-64 age group estimates, there is a projected net gain of 5,300 residents. With

occupational projections data forecasting an estimated 14,000 jobs (new and/or replacement needs) per year for the 2012-2022 time period, our state will likely experience significant workforce challenges.

Service for Businesses

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 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, post-secondary education and local providers is an active collaboration that brings results for employers.

DLR continues to partner 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 post-secondary education options. 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, post-secondary education, registered apprenticeship, certificate, 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 Daugaard's 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 Daugaard is addressing the need for communities to help themselves with workforce issues by providing one million dollars towards the Community Incentive Projects. Communities submitted proposals to increase workforce potential by various means and the Workforce Development Council selected the projects that would be funded. DLR remains a key player in the Governor's initiative with our individual and employer services ready to assist.

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 PY14, 14,381 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 \$4,268,843. This indicates an average cost per individual receiving any level of service was \$297. 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.

5% Statewide Activities

Funding limited the extent of the services provided under the 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 20 to 23). 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.

Minimal funding was used to provide the basic skills assessment, Tests of Adult Basic Education (TABE), for a limited number of individuals to determine eligibility.

A small amount of funds were utilized to purchase some advertising regarding the services provided by our local offices.

Augie Access is a post-secondary education pilot program for young adults with intellectual and developmental disabilities.

The project is located at Augustana University and provides young adults with intellectual and developmental disabilities the opportunity to participate in post-secondary educational experiences, thereby improving employment. Augustana will create appropriate supports for students in classroom settings; assist students in locating appropriate residential options; develop peer support networks (peer navigators); produce on/off-campus work opportunities and internships including job coaching services; and Collaborate with Vocational Rehabilitation Services, the Department of Labor and Regulation, the Department of Education, and the Division of Developmental Disabilities.

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.

DLR continued to work 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.



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.

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 PY14 show the employer survey with a response rate of 72.5 percent, with 198 completions and an aggregate index score of 86.1. The participant survey had a response rate of 58.9 percent, with 257 completions and an aggregate index score of 90.3.

Three 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.

The challenge of getting responses continues, especially with participants. Other than continued attempts at contacting we will look at other practices that are not so time consuming.

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 _____ SDDL R 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?



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

