

Workforce Investment Act Annual Report

Program Year 2004



South Dakota's Workforce Development System History

As a single statewide service delivery area (SDA), the leadership and vision for South Dakota's Career Center System has come from the South Dakota Workforce Development Council (SDWDC). The SDWDC has been the driving force behind workforce development since it was first formed under the Comprehensive Employment and Training Act (CETA). This distinguished group of key state agency heads, employers, and other interested parties has guided the development of today's One-Stop delivery system in our state. The majority of employment and training programs are provided under the umbrella of the South Dakota Department of Labor, which also provides administrative support for the SDWDC. Under this structure, key employment and training programs like the Workforce Investment Act (WIA), Wagner-Peyser, Unemployment Insurance, Job Corps, TANF, Adult Literacy/Education, and Veterans' employment and training programs are brought together with the interests of economic development, vocational technical education, basic education, and vocational rehabilitation.

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

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

In addition to the key policy decisions made at the state level, a good deal of local control has been built into the system in the form of local workforce boards. These boards, comprised by a majority business membership, have been developed in each Career Center location. The boards deal with a variety of local workforce issues ranging from alternative schools to overall long term planning for WIA. A unique blend of stable state agencies and flexible local, private, non-profit organizations effectively delivers workforce services to our employer and participant customers.

Employment Trends in South Dakota

The South Dakota workforce is slow growing, but state residents participate in the labor force at a very high rate. The latest annual Current Population Survey figures show the South Dakota labor force participation rate was 73.7 percent in 2004. In other words,

almost 74 percent of all residents age 16 years and over were in the labor force, either working or looking for work. This compares to a 2004 national average of 66.0 percent. Only two other states (Minnesota and Nebraska) had higher labor force participation rates than South Dakota during the reference period. The youth in the state were also active participants in the labor force. In 2004, approximately 64.7 percent of South Dakota's youth (age 16-19 years) were in the labor force. Nationally, 43.9 percent of the youth (age 16-19 years) participated in the labor force.

Since the labor force participation rate is very high in South Dakota, it is not unexpected that the unemployment rate would be low. In 2003, the annual average unemployment rate was 3.5 percent. The unemployment rate remains quite low in 2004 with the seasonally adjusted unemployment remaining steady at 3.5 percent. Because of the rural nature of the state and close connection to the agricultural economy, South Dakota typically enjoys low unemployment rates. Despite rising worker levels and an improving economy in 2004, layoffs continued among a few large employers still feeling the impact of the national recession and global competition.

There are no sources of workforce projections which include demographic characteristics. However, it is expected that workforce trends will mimic population trends over the next decade.

Among the fastest growing industries, health care and social assistance, accommodation and food services, finance and insurance, and construction are projected to require the largest number of workers from 2002 through 2012. The health care and social assistance industry will need an additional 14,500 workers during the projections time period.

South Dakota Projected Fastest Growing Industries			
<u>Industry Title</u>	<u>2002 Workers</u>	<u>2012 Workers</u>	<u>Percent Growth</u>
Health Care & Social Assistance	48,440	63,030	30.1%
Arts, Entertainment & Recreation	5,860	7,610	29.9%
Educational Services	5,990	7,450	24.4%
Professional, Scientific & Technical Services	8,270	10,240	23.8%
Administrative & Support & Waste Management & Remediation Services	12,600	15,540	23.3%
Transportation & Warehousing	9,760	11,990	22.9%
Construction	18,590	22,490	21.0%
Finance & Insurance	24,530	29,010	18.3%
Accommodation & Food Services	33,500	39,360	17.5%
Real Estate & Rental & Leasing	3,380	3,940	16.6%

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

There are only three industries that are expected to decline from 2002 through 2012. Since South Dakota has a fairly slow growing population, the utilities industry is projected to decrease slightly. Agriculture, forestry, fishing and hunting will decline because technology improvements and the outsourcing of some farm activities will have a negative impact on the number of self-employed farmers and ranchers.

South Dakota Projected Declining Industries

<u>Industry Title</u>	2002 <u>Workers</u>	2012 <u>Workers</u>	Percent <u>Growth</u>
Utilities	2,060	1,990	-3.4%
Agriculture, Forestry, Fishing and Hunting	34,830	34,150	-2.0%
Nonagricultural Self-Employed & Unpaid Family Workers	26,220	25,770	-1.7%

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

Industry trends have a large impact on the future demand for workers in both the agricultural and nonagricultural industries. The short-term prospects for workers are currently mixed. While some businesses continue to experience lay-offs, others are starting to add staff. Since short-term occupational projections are not currently available, job openings have to be used to provide a picture of short-term demand for workers. The following table shows the occupations with more than 1,000 openings registered with South Dakota Career Centers in 2004.

<u>Occupational Title</u>	<u>Number of Openings</u>
Freight, Stock, and Material Movers, Hand	4,318
Laborers and Freight, Stock, and Material Movers, Hand	3,825
Slaughterers and Meat Packers	2,788
Maids and Housekeeping Cleaners	2,420
Construction Laborers	2,155
Landscaping and Groundskeeping Workers	1,781
Office Clerks, General	1,735
Cashiers	1,610
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,488
Waiters and Waitresses	1,349
Retail Salespersons	1,321
Production Laborers	1,251
Customer Service Representatives	1,163
Nursing Aides, Orderlies, and Attendants	1,031

Note: This list includes jobs with most openings registered with SD Career Centers
Source: South Dakota Department of Labor

None of the jobs in the Career Center list of most job openings require postsecondary education. These types of jobs have higher turnover and require a large number of workers to keep them staffed. The long-term demand for workers is captured through occupational projections, which provide information about the future need for workers by occupation. Projections estimate the demand for new workers needed to fill jobs because of growth or replacement of workers leaving the work force. The South Dakota 2002-2012 occupational projections indicate that the fastest growing occupations will require post-secondary education.

Many of the fastest growing occupations in South Dakota are in the health care field. In fact, 10 of the 15 fastest growing occupations are health related. Two of the occupations on the list are in the social assistance area. Only one occupation, network systems and data communications analysts, is in the computer field.

South Dakota Projected Fastest Growing Occupations			
<u>Occupational Title</u>	<u>2002 Workers</u>	<u>2012 Workers</u>	<u>Percent Change</u>
Social & Human Service Assistants	578	939	62.5%
Medical Assistants	886	1,406	58.7%
Network Systems & Data Communications Analysts	462	723	56.5%
Self-Enrichment Education Teachers	212	317	49.5%
Medical Records Technicians	799	1,189	48.8%
Massage Therapists	153	226	47.7%
Social Workers, Mental Health & Substance Abuse	321	471	46.7%
Physician Assistants	343	500	45.8%
Personal & Home Care Aides	1,180	1,715	45.3%
Residential Advisors	1,449	2,070	42.9%
Dental Hygienists	385	545	41.6%
Home Health Aides	797	1,118	40.3%
Respiratory Therapists	211	295	39.8%
Dental Assistants	702	981	39.7%
Physical Therapist Assistants	200	278	39.0%

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

With respect to the occupations needing the most workers yearly, there are 12 occupations that will require more than 100 workers per year. Registered nurses, elementary school teachers, teacher assistants, carpenters, first-line retail sales supervisors, general and operations managers, and farmers and ranchers lead the list for those occupations requiring some postsecondary education. Although the number of farmers and ranchers is expected to decline, new workers are needed each year to replace farmers and ranchers leaving the labor force.

Comparing the demand for workers (new workers needed) and the supply of those workers is important because it identifies where there are potential shortages in meeting the need for future workers. A job outlook rating can be used to compare the demand and supply of workers. Based on the 2002-2012 occupational projections, there are 102 occupations which have a very favorable job outlook. Although the job outlook rating does not directly measure shortages, it shows the occupations that will present the best job opportunities for workers. Within the list of occupations with a very favorable job outlook, almost all require some type of postsecondary training.

Meeting the Challenges of Employment Trends in South Dakota

There will be two great challenges with respect to preparing workers for future jobs and meeting the business demand for new workers. One will be to provide trained, skilled

workers for occupations that require postsecondary education. The second challenge will be to ensure that an adequate supply of good workers are available to fill jobs that require no post-secondary training, but tend to be entry-level, lower-paying, and have higher turnover.

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

First, there have to be enough students enrolled and graduating from these post-secondary programs. Second, it is important that 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. Because all three factors impact the supply of workers, the number of enrolled students in and graduates of educational programs will have to be higher than the projected demand for new workers. In some cases, the enrollment and graduate levels have to be substantially more.

The SD Follow-up Project provides information on the placement outcomes for public educational and training programs. Based on the 2003 graduate report, 78.3 percent of the public university graduates originating in South Dakota were still found in the state six months after graduation; 39.0 percent of the university graduates who were not from South Dakota remained in the state. Just about 87 percent of the diploma degree program completers found jobs, with almost 69 percent of those with jobs finding work related to their training. Over 91 percent of associate degree graduates had a job placement, and almost 64 percent of the grads with jobs found jobs in occupations related to their education. With respect to graduates of bachelor's degree and higher degree programs, around 83 percent found jobs; almost 70 percent of those with jobs were in occupations related to their educational program.

As mentioned previously, occupations that require only on-the-job training are expected to grow 13.0 percent, generating about 100,000 new jobs from 2002-2012. 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.

The state population is relatively slow-growing and is getting older. These factors have a negative impact on the supply of workers, especially the supply of younger workers. The supply of new workers entering the labor market has slowed in the last few years. However, it is likely a slow-growing economy in recent years has lowered the number of new workers entering the workforce. According to wage record research (using administrative records) conducted in the state, there were about 61,485 new workers appearing on company payrolls in 2003 who were not on payrolls in 2002. Those workers come from many different sources, including workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to

work, and new entrants and re-entrants to the workforce. The new entrants would include high school students, college students, recent graduates, etc. Workers returning to the work force after absences because of long-term illness, family responsibilities, etc. would make up the re-entrant category.

Since the number of residents in the younger worker age group is projected to decline, the supply of younger workers will probably also go down. Besides the declining total pool of younger workers, there is another factor which impacts the number of younger workers available. A large share of young high school students are no longer thinking of jobs right after high school, but are selecting college, regardless of their interest or aptitudes. This trend also has a negative impact on the supply of workers for certain types of jobs that do not require post-secondary education.

In addition to the issue of declining number of younger workers, some occupations face problems with job turnover. Job turnover represents the labor flows into the labor market and also between businesses. The job turnover picture has two perspectives-job entries and job exits. Research data on South Dakota job turnover shows a fairly high level of job turnover in certain business sectors. Job turnover has both a seasonal pattern and a cyclical pattern. Exits rise during the fall and winter quarters as many businesses staff down for the winter and students return to their classes. Also, entries increase in the spring and early summer as seasonal businesses ramp up for their busy time of the year. As with other types of demand, job turnover tends to drop during business slow-downs because the opportunity for a better job has decreased. Job exits peaked in the fourth quarter of 1999, but had dropped to the lowest level in years by the fourth quarter of 2003.

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

Related to the importance of career information to helping eliminate career choice mismatches is the use of career ladders to move workers to their highest potential. It is important that workers with the potential for career advancement be given access to education and training which allows them the move to a higher-level job. For example, a worker hired as a nursing assistant, but with the interest and aptitude for a practical nurse career, should be provided with that opportunity.

In addition, it is important workforce development and economic development be a joint strategy. Economic development efforts should concentrate on businesses whose staffing needs match the demographics, education, and skill sets of the South Dakota workforce.

Implementing an effective workforce development strategy will be a primary requirement for continued economic growth in the state. Effectively matching worker skills to

employer needs will be a key step in that strategy. Worker mismatches and the resulting turnover are counter-productive during low population and labor force growth. As the economy picks-up and job trends become more positive, the need for an efficient labor market exchange that will match workers to jobs becomes even more critical.

Working together – South Dakota Career Centers

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

South Dakota has made considerable strides in utilizing technology to link related workforce services and bring them closer to the public. A broad range of information is currently available to customers through Internet access. The general public can self-register for services, access labor market information, use South Dakota's SDWORKS on-line system along with America's Job Bank, check out approved training providers and their levels of performance, and access resume packages and other valuable tools.

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

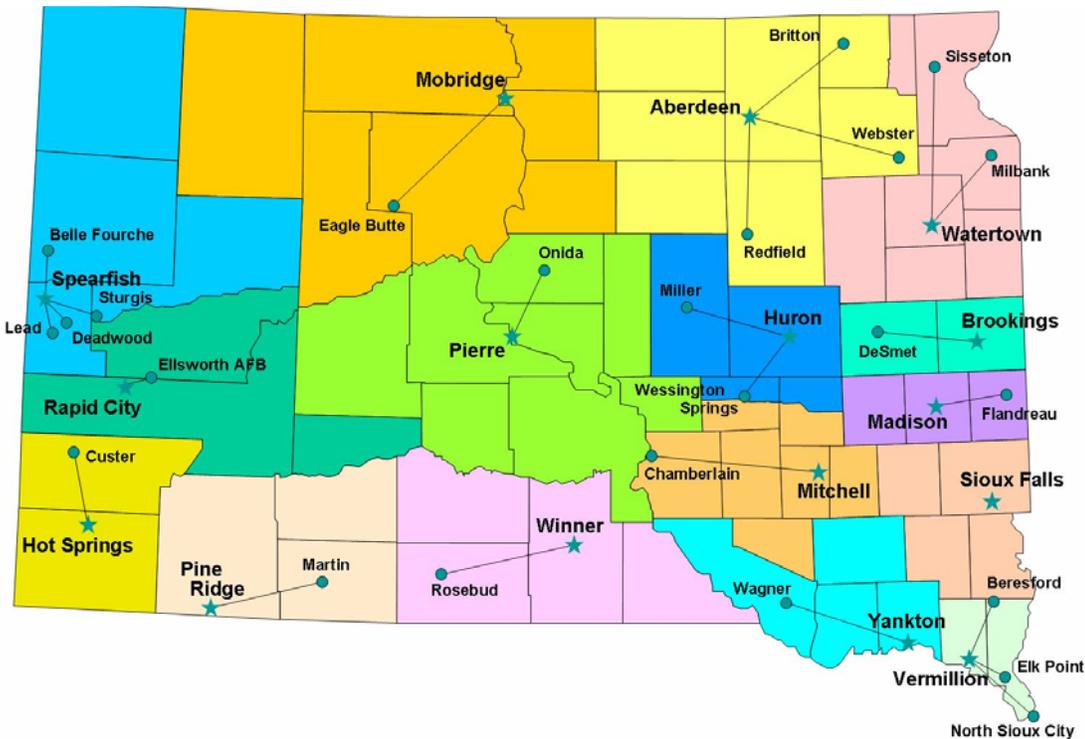
Job seekers also have ready access to labor market information, employment opportunities, unemployment insurance, employment guidance and counseling, and training, as well as a single point of contact for employment and training information.

Services and activities are promoted and made available to the various segments of the workforce. Youth, adults, dislocated workers, veterans, disabled individuals, and older workers all have the opportunity for full access to WIA through the Career Centers. Accommodations are easily made to allow any individual to benefit from services that may be appropriate. The following services are available through certified Career Centers:

- Labor Exchange
- Veterans Employment Programs
- Unemployment Insurance
- Job Corps Recruitment and Placement
- Alien Labor Certification
- Occupational Skill Training
- Alternative School enrollment
- GED Testing
- TANF
- Aptitude/Interest/Basic Skill Assessment

- Dislocated Worker Retraining
- Adult Training Programs
- Youth Training Programs
- Food Stamp E&T
- Older Worker Training
- Resource Room
- Job Search Assistance Workshops
- Vocational Rehabilitation
- Labor Market Information
- Adult Basic Education- Academic Skill (Remediation)

South Dakota Career Centers and Itinerant Offices



Service Delivery – Business Services

Employers are critical to the success of South Dakota’s Career System. They can receive business services through the 16 certified Career Centers, three satellite offices, and itinerant offices located throughout the state.

Employer services include:

- Computerized job matching
- Training services including basic skills, re-training, and skills upgrading
- Welfare-to-Work and Work Opportunity Tax Credits

- Rapid Response
- Clerical skills testing
- Free access to Career Centers to recruit, interview, and screen applicants
- Resources on labor and employment law
- Veterans' services
- Alien labor certification

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

- Current and historical labor market information
- Unemployment Insurance (UI) information
- New hire reporting
- South Dakota's Job Bank (SDWORKS)
- America's Job Bank
- America's Career Kit
- Workers' Compensation information
- Workforce Investment Act Training Provider information
- Alien Labor Certification
- Labor and employment laws

In the fall of 2004, the South Dakota Department of Labor (SDDOL) Career Center offices began creating customized Business Outreach Plans for their communities and outlying service areas. The purpose of the plans created is to become better service providers to the business communities the Career Centers serve.

Career Center managers and staff are now more concentrated on marketing the programs and services offered by SDDOL, establishing new business contacts, and maintaining and expanding existing contacts throughout each office's service area.

The Business Outreach Plans are providing a higher quality of services to both businesses and the job seekers of South Dakota. It has taken a well-working system and transformed it into an optimal system. Some of the highlights of effective Business Outreach Plans developed for the South Dakota Career Center System include:

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

These are but a few of the creative ideas Career Center offices have created over the past year. These strategies will continue to expand and/or change as the business communities' needs change. The Business Outreach Plans have re-energized office managers and staff members because the specific details are outlined concisely with a 'road map' of how to accomplish the set goals.

Service Delivery – Job Seekers

South Dakota Career Centers, under WIA, ensure employment and training services to the universal customer. Once job seekers are assessed as needing occupational or skills training, one or more of the following program options may be available to them:

- WIA Adult Training
- WIA Youth Training
- WIA Dislocated Worker
- TAA assistance
- Veterans' Training
- Temporary Assistance to Needy Families (TANF)
- Job Corps

Services offered to job seekers through the Career Center System include the following:

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

WIA Youth, Adult, and Dislocated Worker Programs

Non-competitive funds are provided to local Career Centers for their job training and education programs designed to assist individuals seeking employment.

Individualized services focused on a thorough assessment and development of an employment plan allows for customer choice.

Funding for competitive projects is used to contract for services offered by approved service providers, school districts, and business partners.

Youth Training Programs

Youth training programs provide services to low-income youth ages 14 through 21. Programs are designed to prepare youth who are facing serious barriers to employment for participation in the labor force. This includes opportunities for assistance in attainment of a high school education with preparation for further education and occupational exploration, and training for eventual employment.

Youth programs include the following:

- **Occupational Skills:** Educational and job skills program designed to provide youth with basic education, vocational assessment, career exploration, job search, job retention, job specific skills, and life-coping skills.
- **Alternative School Training:** Individual service strategies outline basic skills remediation if needed, course credits to be achieved, identification of an employment goal, and necessary life skills. Services must include preparation for postsecondary education and connect to the Career Center system. The sites must meet the Department of Education’s accreditation requirements.

WIA funded Alternative School Locations	School Districts Served
Advance High – Pierre	Pierre and Fort Pierre
Aim High – Madison	Madison, Chester, Coleman-Egan, Rutland, Howard, and Oldham-Ramona
Aspire High – Beresford	Southeast Area Educational Cooperative (Alcester-Hudson, Beresford, Canton, Centerville, Elk-Point/Jefferson, Gayville-Volin, Irene, Viborg, and Wakonda)
BH Ed Connection – Spearfish & Belle Fourche	Spearfish and Belle Fourche
GM Alt School – Redfield	Redfield and Turtle Creek residential setting
Joe Foss – Sioux Falls	Sioux Falls
NOVA – Watertown	Watertown
Pride High – Huron	Huron
Rapid City Academy – Rapid City	Rapid City

Reach High – Sioux Falls	Brandon Valley, Harrisburg, and West Central
Second Chance – Mitchell	Mitchell
SElect High – Brookings	Brookings, Deubrook, and Sioux Valley
SE High – Vermillion	Vermillion and Elk-Point-Jefferson
Southern Hills Ed Consortium – Custer & Hot Springs	Custer, Hot Springs, Hill City, Oelrichs, and Edgemont
Strive High – Dell Rapids	Dell Rapids, Garretson, Tri-Valley, and Baltic
Sturgis Academy	Sturgis, Newell, Lead-Deadwood
Zenith – Wagner	Wagner

Alternative School Youth Success Story

Todd was referred to Reach High by his school counselor four years ago. He was a first semester freshman with such extreme social/school anxiety that he could not remain in the classroom for more than 20 minutes at a time. He did not like to leave home, was afraid to seek employment, and had very few social connections. Through WIA and Reach High, Todd made excellent progress. He attended school 20 hours per week and became more involved in classroom activities as each semester passed. He obtained his diploma last November. He obtained a part-time job and maintained that position for over a year. He participated in numerous job shadows and career exploration activities, and was able to identify an appropriate career path. After graduation, Todd participated in a WIA work experience and used the skills he gained to obtain a full-time job at Hutchinson Technology. His mother recently reported that she hardly recognizes her son. “He went from a shy, reserved young man who did not want to leave the house to a strong and confident adult who can’t wait to go to work each day.”

- **Summer Opportunities:** Summer Opportunity Programs must meet all WIA program requirements (assessments, employability plans, work readiness and work sustainment skills, and performance measures). Academic competencies are reinforced through applied learning. Programs expose youth to the current and emerging technologies. Postsecondary training options demonstrate various career advancement routes.

- **Department of Corrections:** Occupational assessments with job preparation and retention skills programs for youth just prior to returning to their home community.
- **Stipends:** Awards for youth who complete the required program goals and then participate in additional career exploration.
- **Career Opportunities:** Funds that would cover the expenses associated with participation in career-related training sponsored by other agencies; i.e., the Associated General Contractors sponsored Construction Trades Academies, Industry and Commerce Association sponsored Youth Business Adventure, South Dakota School of Mines and Technology sponsored Youth Engineering Adventure, etc.

The locals expanded services by paying registrations for WIA eligibles to attend career activities sponsored by other agencies, provided transportation to review postsecondary educational settings, and revamped their summer programs. They are discovering that with these new programming options, youth are interested in pursuing more services under WIA and remaining in programs.

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

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

Summer Youth Opportunity Programs

Environmental Action

Aberdeen

Educational and training requirements needed in environmental occupations

Technology Camp

Aberdeen

Building computers and robots, digital photography, and introduced to GPS

Entrep

Mobridge

Career awareness activities for careers in the Protective Services field

It's for Real – Workplace Ethics

Brookings

Encountering ethical dilemmas on the job

Software / Hardware

Huron

Basics for building a computer and loading software

Careers Camp

Pierre

Career opportunities, employment skills and applied academics

Digi-Do-Tell Camp

Watertown

Multi-Media learning

Tamale Camp

Watertown

Skills and careers for health occupations

Summer Youth Opportunity Programs Partnering with WIA and School to Work**Construction Connections**

Aberdeen, Rapid City, Vermillion, and Sioux Falls

Introduction to all aspects of building trades

Girls Discover IT

Pierre, Aberdeen, Rapid City, Sioux Falls

Computers and robotics

Adult Training Programs

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

Adult training programs include the following:

- **Intensive Services:** Individuals who are unable to obtain suitable employment after receiving core level services may be referred for intensive services. These

are activities designed for the individual to learn about the labor market, receive employment guidance, and set a plan leading to suitable employment. Allowable activities include: assessment, employment counseling, employment planning, pre-vocational services, and case management.

- **Service Provider Training:** This training is from a community-based educational/job skills program designed to provide participants with job specific skills, vocational assessment, career exploration, basic education, job search skills, job retention skills, and life-coping skills.
- **Postsecondary Individualized Skill Training:** Formal classroom training provided by the approved training providers leading to higher wages and high demand occupations.

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

- **On-the-Job Training (OJT):** training by an employer for a participant who is engaged in productive work to develop the knowledge and skills essential to the performance of the job.
- **Work Experience Activities:** designed for the participant to gain knowledge of the world of work and to develop good work habits, which can assist the participant in obtaining unsubsidized employment.
- **Individualized Skills Training:** activity is tailored to meet specific needs of the participant based on aptitude, interests, and basic skills. It provides an educational program that leads to higher wages and high demand occupations. This activity may be long- or short-term occupational training normally done in a classroom environment with a qualified instructor.



Mike Williams, Area Manager for NorthWestern Energy gives Jeff Mitchell, Director of the AACPC, a check for \$500 and electrical supplies. The money will be used to support the Northeast Technical Trades program of the Aberdeen Area Career Planning Center and the electrical supplies will be used with the Eighth Avenue Northeast HAPI home renovation.

Dislocated Worker Programs

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

Each local Career Center has access to WIA funds to provide the following opportunities:

- **Basic Readjustment:** assistance in preparing for job transition. This service includes assessment, provision of labor market information, employment planning, and other work readiness activities.
- **On-the-Job Training (OJT):** training by an employer for a participant who is engaged in productive work to develop the knowledge and skills essential to the performance of the job.
- **Individualized Skills Training:** activity is tailored to meet specific needs of the participant based on aptitude, interests, and basic skills. It provides an educational program that leads to higher wages and high demand occupations. This activity may be long- or short-term occupational training normally done in a classroom environment with a qualified instructor. Most programs are provided through the state technical institutes.
- **Work Experience Activities:** designed for the participant to gain knowledge of the world of work and to develop good work habits. This activity is very limited and may not be appropriate for most dislocated workers.

Dislocated Worker Success Story

Julie was a dislocated worker from Federal Beef. She had only worked in jobs that required heavy physical labor in the past and she was concerned that she would be unable to continue as she became older. She completed the Nursing program at Western Dakota Technical Institute and she is now making \$15.03 an hour, 40 hours per week in Wittenburg, Wisconsin working as an LPN with elderly patients.

Service Delivery – Job Training

Service provider training is from a community-based educational/job skills program designed to provide participants with job specific skills, vocational assessment, career exploration, basic education, job search skills, job retention skills, and life-coping skills.

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

15% Special Projects include the following:

- **Apprenticeship** - A successful partnership has developed between private sector business and government through the Apprenticeship Project. Working with the USDOL – Bureau of Apprenticeship and Training, the South Dakota Department of Labor has connected with the business community to help provide related instruction for registered apprentices.

The state has worked with 10 businesses and associations to provide service to over 300 individuals. The project has provided related instruction for occupations as diverse as electrician, sheet metal, plumbing, general contracting, meat packing, computer technology, and dental.

This project is helping to fill a need for well-trained, highly qualified individuals.

- **Teacher Initiative** - South Dakota has experienced a shortage of qualified teachers for math, science, music, and special education. The Workforce Development Council approved use of 15% Funds to design an initiative to help the state meet this specialized need. Financial assistance is made available to eligible adults and dislocated workers who choose to major in one of the identified disciplines and teach in the state following graduation.
- **Inmate Carpentry Apprenticeship Program (ICAP)** - The ICAP program is intended to help correctional inmates successfully return to society. A partnership between the Department of Corrections, the Housing Development Authority, and the Department of Labor has been established to link with the South Dakota Home Builders Association. This joint effort has implemented a building trades curriculum that provides skills that are needed in the construction industry. Combining these skills with appropriate guidance and counseling strives to reduce recidivism and ensure the success of the returning inmate.

Service Delivery – Supportive Services

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

Supportive services may include the following:

Youth Supportive Services

- Transportation Assistance
- Health Care Services
- Child Care Assistance

- Training-Related Clothing
- Lodging Assistance

Adult and Dislocated Worker Supportive Services

- Transportation Assistance
- Health Care Services
- Child Care Assistance
- Training-Related Clothing
- Lodging Assistance
- Job Search Allowance
- Relocation

Adult Education and Family Literacy program

The South Dakota Department of Labor officially became the sponsoring agency for Adult Education and Literacy (AEL) and the GED Testing Program on July 1, 2001. AEL is an umbrella for Adult Basic Education, Adult Secondary Education, GED preparation, English as a Second Language, and Family Literacy.

Adult Education and Literacy (AEL)

AEL instruction is designed to teach persons 16 years of age or older to read and write English and to substantially raise their educational level. The purpose of the program is to expand the educational opportunities for adults and to establish programs that will enable all adults to acquire basic skills necessary to function in society and allow them to secure training that will enable them to become more employable, productive and responsible citizens as well as allowing them to continue their education to at least the level of completion of secondary school.

Adult Basic Education is located in the following communities in South Dakota.

- | | |
|-------------|----------------------|
| • Aberdeen | • Rapid City |
| • Brookings | • Sioux Falls |
| • Huron | • Sturgis |
| • Isabel | • Yankton/Vermillion |
| • Kyle | • Watertown |
| • Madison | |
| • Meadow | |
| • Mission | |
| • Pierre | |

AEL Success Story

Natalia is from Peru and English is not her primary language. She participated in the English as a Second Language class and then enrolled in a keyboarding and computer class. She also taught a class through the Adult Community Education program called Spanish for Business. She completed the accounting course at the CLC and she is now working at Pioneer Credit Counseling earning \$10.50 an hour, 40 hours per week. She has plans to enroll in post-secondary education in the fall.

General Educational Development (GED) Testing Center

GED Testing Centers are located in the following communities in South Dakota:

- Aberdeen
- Agency Village
- Huron
- Kyle
- Lower Brule
- Madison
- Marty
- Pierre
- Rapid City
- Rosebud
- Sioux Falls
- Sky Ranch
- Springfield
- Sturgis
- Watertown
- Yankton

English as a Second Language (ESL)

ESL is offered to speakers of other languages looking to improve their English speaking, reading and writing literacy skills.

Free classes are offered to those adults showing 1-94 identification and possessing picture identification.

ESL programs are located in the following areas in South Dakota.

- Aberdeen
- Brookings
- Huron
- Madison
- Pierre
- Rapid City
- Sioux Falls
- Sturgis
- Watertown
- Yankton

Family Literacy

Family Literacy embraces the intergenerational links which can interrupt the cycle of illiteracy. By teaching the parents and grandparents to increase their academic skills, it allows them to be a child's first teacher.

Family Literacy programs are located in five areas in South Dakota.

- Aberdeen
- Huron
- Pierre
- Rapid City
- Sioux Falls

SD DOL Affiliated Career Learning Centers

South Dakota's Career Learning Centers (CLC) work closely with Career Centers and the Department of Labor to provide education and training services that meet the needs of local employers.

The CLCs enroll students from a wide range of backgrounds including those who are underemployed, economically disadvantaged, welfare recipients, high school dropouts, dislocated workers and older workers. The curriculum in a CLC is individualized, self-paced and open entry/exit. Career specialists determine the individual client's interests, aptitudes, abilities, and motivation. Then an employability plan is prepared to address that participant's education and job training needs. Participants not only learn how to look for a job, they also learn job retention skills so they know what employers expect.

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

In addition to services supported through the WIA, most CLCs also offer services for which they charge. These may include writing resumes, offering computer training courses, providing customer training services, or providing some type of training for businesses.

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

Directory of SD DOL Affiliated Career Learning Centers

Aberdeen (57402-4730)	Brookings (57006-3841)	Huron (57350-2406)
Aberdeen CPC	Brookings CLC	Cornerstones CLC
420 South Roosevelt	1310 S Main Ave Suite 400	159 4 th Street SW

Madison (57042-0027) Madison CLC 120 SW 2 nd Street	Mitchell (57301) Cornerstones CLC 1321 N Main	Mobridge (57601) Aberdeen CPC 318 East 1 Avenue
Pierre (57501-2431) Pierre Right Turn 124 East Dakota	North Sioux City (57049) Southeast Job Link 300 Streeter Drive	Rapid City (57701-4178) CLC of the Black Hills 730 East Watertown Street
Redfield (57402-4730) Aberdeen CPC 17267 3 rd Street West	Sioux Falls (57104) VOA 908 N West Avenue	Yankton (57078) Southeast Job Link 904 West 23 rd St Suite 108-
Vermillion (57069-0351) Southeast Job Link 1024 West Cherry	Watertown (57201) Watertown CLC 120 28 th Avenue SE	

Off the Press – Success Stories

“Job Corps offers training, education to youth”

July 11, 2004

By Crystal Pugsley

Courtesy of the Huron Daily Plainsman – Huron, SD

Lucas Hisel-Behlke said he really wasn't sure what he wanted to do with his life after he moved to Huron last year. He was home-schooled when his family lived in Washington State, and the law there prohibited him from receiving a high school diploma unless he attended an accredited school. Without that diploma, his options were pretty limited, the 20-year-old from Huron added.

Everything changed when a friend told him about the Job Corps program. “I got involved because a friend of mine went into Job Corps,” Hisel-Behlke said. “He was doing what he needed to do to get a job and everything. It's a place where you can get a high school diploma and a trade. That's what I'm working on right now.”

Hisel-Behlke obtained his GED within two months of entering the Boxelder Job Corps program in Nemo. He joined Job Corps six months ago. Young people can continue studying in the high school program to earn credits to get an actual high school diploma, he said. That's what he plans to do. “I need to get 12 credits for high school to get a diploma, so I'm going to be here for quite some time working on that,” he added.

His father, Robert Behlke, is librarian at Si Tanka University in Huron. Behlke has nothing but praise for the program his son has entered. “He seems to be gaining pretty good education out of it, and a degree in self-reliance,” he said.

John Gard, admissions counselor with the Job Corps program through the South Dakota Career Center in Huron, said the program began 40 years ago as part of President Lyndon Johnson's war on poverty. The first center opened in 1965, and currently there are 120 centers located in 49 states, including the District of Columbia and the commonwealth of

Puerto Rico. The Boxelder Center in Nemo, the only one in South Dakota, opened in 1965 as an all-male facility. In 1977, they opened a girls' dorm. "The objective of the program is to train and place young men and women into suitable employment and livable income levels," Gard said. "It's an opportunity for youth that have been struggling to get a second chance in life." Gard's office works with admissions centers in a four-state area, including Bismarck, N.D.; Clearfield, Utah; Kicking Horse, Anaconda and Trapper Creek, Mont.; and the center in Nemo. Young people, ages 16 to 24, who meet the income guidelines are eligible to enroll in the Job Corps program, he said. "The program has provided vocational training, basic education and social counseling for hundreds of thousands of disadvantaged youth." Gard said. "It's an opportunity for youth that may not be able to go to school and get the occupational training they would like." Students are paid while attending school and learning a trade. They receive part of the money while in the program. The rest of the money they earn in the program is distributed to them after they leave the program.

The Boxelder Jobs Corps offers courses in brick laying, business technology, carpentry, computer networking, culinary arts, facilities maintenance, health occupations, painting and welding.

Hisel-Behlke said he is receiving training in the network computer technologies (NCT) program. "I come from a really good background, but there are troubled youth that go there." Hisel-Behlke said. "You live on the site. You're really connected with it. You have dorms, kitchens, trades, education areas, gymnasiums, and recreations areas." Hisel-Behlke is a student leader in the Boxelder Job Corps center. "Student leaders have more privileges, but they also have a whole lot more responsibility as well," he said. "We get three square meals a day, and we get paid." It's a structured environment, but they also have free time each day to pursue other interests. His friend, who entered a Job Corps program in Colorado, entered the Marines after completing his education. "You have a total of two-and-a-half years that you can be in there," Hisel-Behlke said. "When you leave, they will help you find a job. It's better than what I could be doing," he added. "What I could be doing is mooching off my dad."

**"Summer academy program offers unique educational opportunities in trades."
July 9, 2004**

Courtesy of Madison Daily Leader – Madison, South Dakota

Four students from the AIM High Alternative School program were accepted to participate in special summer learning opportunities which encouraged career awareness and vocational skills. Emily Wussow of Madison and Katie Bauer of Chester were two of 20 area students to attend the Health Academy at Southeast Technical Institute in Sioux Falls. They learned specifically about the fast-growing, high-demand health career, including cardiovascular, nursing, medical transcription, nuclear medicine, patient care and surgical technicians. Alan Laun and Ben Card, both of Madison, were selected as participants in the three-week Academy for the Construction Trades, hosted by East Dakota Education Cooperative. Fifteen students from 10 area school districts were accepted to this learning experience, designed to give high school students exposure to a wide range of construction careers. Students received instruction and hands-on learning in areas such as blueprint reading, excavation, equipment operations, concrete forming and finishing, electrical, plumbing, heating/air conditioning, rough carpentry, dry walling, flooring and wall covering. Andy Johnson, formerly of Madison, has been with

East Dakota Educational Cooperative for the past five years. He served as program coordinator and instructor for the program. “We run it like a job site,” Johnson said. “Students punch in and out every day, and they are expected to conduct themselves the way they would if they were part of a real construction crew.” At closing ceremonies, Card received a special award as the “Most Employable Participant.” All four seniors received career awareness credit toward completing their high school diploma requirements. Both academics are offered annually and are sponsored by Southeast Technical Institute, Tech Prep, and Madison Area Career Learning Center and the Madison Area United Way funds.

South Dakota’s WIA Performance Indicators

South Dakota has established operating procedures for data collection and handling to ensure the quality and integrity of the data. The WIA data collection and compilation process is completely automated. Written and verbal instructions are provided to staff that collect and compile the data.

Performance data submitted on federal reports are verified and validated by state staff. The process involves checking the accuracy of a sample of the computerized records. The data verification process is the verification of the accuracy of keyed entries by their comparison with the original source(s) to identify and correct errors. Data validation involves checking the accuracy of the data entered into the computerized data base and the source documentation of the data. South Dakota is committed to continuous improvement of its information and data system.

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

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

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

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

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

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

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

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

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

Cost of Program Activities

		Total Federal Spending
Local Adults		1,818,183
Local Dislocated Workers		578,490
Local Youth		2,878,734
Rapid Response (up to 25%) ¹ 134 (a) (2) (A)		67,777
Statewide Required Activities (Up to 25%) ¹ 134 (a) (2) (B)	Total Federal Outlays (Include program costs. Also include administrative costs as appropriate)	197,022
Statewide Allowable Activities ¹ 134 (a) (3)	Program Activity Description	Total Federal Outlays (Program Only)
	Apprenticeship Initiative	84,576
	ICAP	63,278
	ABE Activities	23,184
	Teacher Initiative	77,867
	Youth Development Program	67,024
	Transition Specialist	44,300
	Dakota Corp	400,702
	Training Program Coordinator	43,000
Total PY Programmatic Federal Outlays		6,344,137