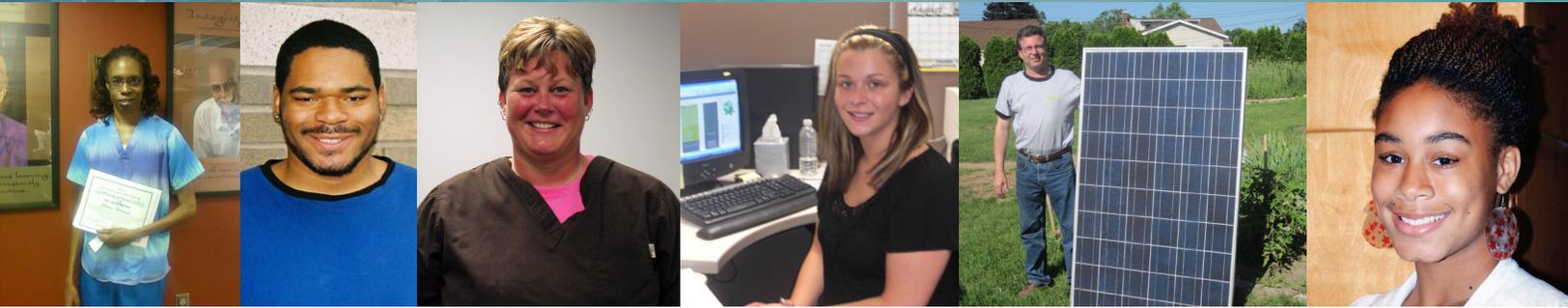


Workforce Investment Act

MINNESOTA'S PY2009
ANNUAL REPORT



DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT

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INTRODUCTION

This report fulfills the Workforce Investment Act (WIA) Title I-B, Section 136(d) requirement to submit to the United States Department of Labor (USDOL) Secretary an annual report on the performance progress for WIA Title I-B programs (Adult, Dislocated Worker, and Youth). Specifically, the report mandate requires states to provide¹:

- 1) Performance data on the core and customer satisfaction measures, including progress of local areas in the state in achieving local performance measures;
- 2) Information on the status of state evaluation and improvement activities; and
- 3) Information on the cost of workforce investment activities relative to the effect of the activities on the performance of participants.

Additionally, information from the report determines a state's eligibility for incentive grants (WIA section 503) and whether the Secretary will impose sanctions based on performance failure [WIA section 136(g)].

In Minnesota, a network of 49 WorkForce Centers (WFCs) employ hundreds of career counselors, providing the core and service-related support to Minnesota's job-seeking individuals. Compliant with the Workforce Investment Act of 1998, the State of Minnesota established sixteen Workforce Service Areas (WSAs) as local partners. A local Workforce Investment Board (WIB) governs each area's priorities and operations.

The data in this report are generated by the Workforce Investment Act Standardized Record Data (WIASRD) file. Required by DOL, the WIASRD is an electronic reporting file that combines data about each client's activities and outcomes in

various programs, so that data from across programs are reported to DOL in a single record.

This report will start with a description of performance measures and then discuss statewide strategies to improve services to all job seeking customers. We will then provide program performance summaries, which include descriptions of each program's purpose, service providers, services, customers, performance results, performance evaluations and program specific improvement strategies. Key statewide performance results are included within each program summary. We provide program performance summaries in this order:

- WIA Youth Program
- WIA Dislocated Worker Program (including dislocated workers participating in programs funded under WIA section 134(a)(2)(A)(ii) - rapid response assistance)
- WIA Adult Program

Finally, we include detailed breakdown of our state and local performance results. All state performance results and local performance results are included in Tables A - O, beginning on page 37.

WAIVERS REQUESTED BY MINNESOTA

Minnesota requested and was granted several waivers. Some waivers apply to both the standard WIA programs and the American Recovery and Reinvestment Act (ARRA) WIA programs – other waivers apply to only one or the other.

Waivers allow for flexibility in administering WIA programs. Minnesota is requesting extensions of the following waivers:

- 1) Transfer of Funds: Increased the allowable transfer amount between WIA and ARRA Adult and Dislocated Worker (DW) funding streams allocated to a local area. During Program Year (PY) 2009, we transferred \$700,595 from WIA Adult formula funding to the WIA DW formula funding, allowing us to serve approximately 174 additional customers. Additionally, local

¹ Report mandate and guidance sources include:

- TEGL 14-00, Change 1 (specifically, attachments G & H); and
- TEGL 14-03, Change 1, which moved the due date from December 1 to October 1 of each year.

- providers transferred \$307,931 of ARRA Adult to ARRA WIA DW to serve an additional 77 customers through training.
- 2) Employer reimbursement for On-The-Job Training (OJT): Minnesota would like to reimburse an employer providing OJT opportunities on a sliding fee scale instead of the previously allowable 50 percent amount. This waiver allows flexibility of training costs related to OJTs and customized training with the intent that business growth will expand by providing employers with the resources to train employees needing new skills. This waiver will encourage employers to participate in OJT by providing a financial incentive to hire individuals who meet job needs. For the job-seeking participants of the employment and training system, this waiver will afford them the opportunity to receive highly relevant and job-related training for positions in demand.
 - 3) Incumbent Worker Training: Minnesota has the flexibility to support the acquisition of new skills for workers already employed with the intent that this will enable workers to enhance their continued employability and thereby enhance the economic vitality of the business enterprises of which they are a part. As a job retention strategy, this opportunity will minimize rates of unemployment and support economic growth. Also related to Incumbent Worker Training, Minnesota is requesting a waiver to allow 25 percent of Rapid Response funds to be used to support Minnesota incumbent worker activities. Approval of this waiver would provide Minnesota with the needed flexibility to meet the growing demand for innovative and effective incumbent worker training.
 - 4) Use of Individual Training Accounts (ITAs) for Older and Out-of-School Youth: This waiver allows the use of ITAs for older and out-of-school youth enrolled in WIA.
 - 5) Performance Measures for Certain Youth Enrolled in Work Experience through the American Reinvestment and Recovery Act (ARRA): This waiver allows the use of the work readiness indicator as the only indicator of performance for youth ages 18-24 enrolled in ARRA who participate in work experience beyond the summer months (waiver approved for 10/1/09 through 3/31/10).
 - 6) Performance Measures for Co-Enrolled WIA and Temporary Assistance to Needy Families (TANF) Participants in Summer Youth Employment Activities Only: This waiver allows the use of the Work Readiness indicator as the only indicator of performance for youth co-enrolled in WIA Youth and TANF programs and participating in subsidized summer youth employment activities. (Waiver approved for 5/1/10 through 9/30/10.)
 - 7) Program Design Flexibility in Serving Youth Participants Co-Enrolled in WIA and TANF programs in Summer Youth Employment Activities Only: Allows local areas flexibility in determining the length of services following program exit, the use of objective assessment and Individual Service Strategy (ISS) as appropriate for participants, and the appropriateness of linking summer employment directly to academic learning. (Waiver approved for 5/1/10 through 9/30/10.)

Forthcoming: Minnesota Governor's Workforce Development Council Return on Investment Initiative

In June of 2009, the Minnesota Governor's Workforce Development Council (GWDC) convened a diverse committee of experts to research and develop a standard return on investment (ROI) methodology for publicly-funded workforce development and training programs.

This effort will benefit:

- Workforce and training programs that wish to quantify program impacts in a more complete fashion
- Legislators who wish to compare costs and benefits
- Taxpayers who want to understand the impact of workforce and training programs

Currently, the vast array of methodologies used to determine cost-effectiveness and ROI use different approaches, so results are not comparable. The committee seeks to recommend a ROI measure that could be comparable for publicly-funded workforce training programs statewide, given that all parties use the same calculations and methodologies. The process has already raised awareness of the appropriate uses and limitations of ROI measures. Members involved with the GWDC Return on Investment Initiative plan to make policy and implementation recommendations to the Legislature in January of 2011.

PERFORMANCE MEASURES

The Workforce Investment Act of 1998 (Public Law 105-220) and supporting regulations at 20 CFR Part 652 list 17 core indicators (i.e., legacy measures) of performance that state and local entities managing the workforce investment system must meet. Since 2004, DOL has been developing and refining “common performance measures” as an alternative to the “legacy” performance measures originally included in WIA. Training and Employment Guidance Letter 17-05 and 17-05, Change 2 provide up-to-date information on methodology and management of performance across the system.

This report includes both legacy and common measures. Negotiated performance levels are based on targets for the legacy measures. Table 1 compares WIA legacy and common measures. Attachment B includes timeframes that apply to legacy and common performance measures.

WIA Legacy Measures	WIA Common Measures
Adult Measures: - Entered Employment Rate - Six Month Retention Rate - Earnings Change - Employment/Credential Rate	Adult/Dislocated Worker Measures (combined): - Entered Employment Rate - Employment Retention - Average Earnings
Dislocated Worker Measures: - Entered Employment Rate - Six Month Retention Rate - Wage Replacement Rate - Employment/Credential Rate	
Younger Youth Measures: - Skill Attainment Rate - Diploma Rate - Retention Rate	Youth Measures: - Placement in Employment or Education - Attainment of a Degree or Certificate - Literacy and Numeracy Gains
Older Youth Measures: - Entered Employment Rate - Six Month Retention Rate - Earnings Change - Employment/Credential Rate	

PERFORMANCE LEVELS

Minnesota has negotiated with DOL regarding PY 2009 levels for performance measures. Incentives are awarded for surpassing the negotiated levels and sanctions are imposed for falling short. The Minnesota Department of Employment and Economic Development (DEED) has established the following incentive and sanction policies for the Adult and Dislocated Worker programs:

- **Eligibility for Adult/Dislocated Worker Incentive Awards**
 1. Must exceed goal for at least five out of the eight legacy measures
 2. Must attain at least 90 percent of goal for the other three measures
- **Incentives to Serve At-Risk Youth**
 DEED provided \$1.25 million in statewide discretionary funding under the 2009 Youth Recovery Act and Regular WIA Youth as an incentive for local Workforce Investment Boards (LWIBs) to increase services to foster youth, juvenile offenders, homeless youth, teen parents, Native American youth and other at-risk youth populations. In 2009, DEED negotiated local youth performance goals with Workforce Service Areas (WSAs) individually as

a part of the local planning process for the Regular WIA Youth Program. DEED considered factors such as local labor market conditions, customer characteristics and whether the LWIB planned to target hard-to-serve youth populations. DEED's youth incentive policy established criteria for rewarding WSAs that met or exceeded local performance goals.

- **Sanctions Imposition**

DOL will impose sanctions if service providers fail to attain at least 80 percent of goal for any four of the eight measures for two consecutive years. Workforce Service Areas (WSAs) have generally adopted the same performance targets for the non-wage WIA and DW measures. The wage measures are adjusted based on the economic conditions of the particular WSAs. WSA directors advise the state on future negotiations with DOL on performance targets.

PERFORMANCE EVALUATION

Performance level is based on the degree that actual results exceed negotiated levels (i.e., target ratio = actual result/target level x 100). The three performance levels are:

- **Exceeded:** The average target ratio for the following 12 performance measures exceeds 100 percent:
 - Four Adult Legacy Measures
 - Four Dislocated Worker Legacy Measures
 - Youth Measures:
 - Younger Youth Diploma Rate
 - Younger Youth Retention Rate
 - Older Youth Entered Employment Rate
 - Older Youth Six-Month Retention Rate
- **Met:** The average target ratio for the 12 performance measures is between 80 percent and 100 percent
- **Not Met:** The average target ratio for the 12 performance measures is below 80 percent

Performance evaluations are included within Tables A – O, beginning on page 38.

STATEWIDE IMPROVEMENT STRATEGIES

Minnesota continued to invest resources from WIA discretionary, incentive, and ARRA funds into statewide improvement initiatives in PY2009. The guiding document for these investments is *Minnesota's Unified Plan for the Workforce Investment Act* (Unified Plan) through June 30, 2011, which sets the following strategic goals:

- Enhance the innovative capacity of Minnesota businesses to compete in the global economy;
- Help employers find and retain the skilled workers they need to grow their businesses;
- Provide workforce intelligence and training so Minnesota's workforce leads the world in talent and productivity; and
- Align policies and practices across education, employment, and economic development agencies to support business innovation and provide demand-driven, outcome-based and streamlined workforce development services to businesses, individuals and communities.

Minnesota's strategies are addressing the skills and education needed for today's jobs. The target population for our improvement strategies is the 1,976,325 citizens (60 percent of Minnesota's population) who lack the skills to enter postsecondary and/or work readiness and occupation skills training. By 2018, 70 percent of jobs in Minnesota will require postsecondary education. Table A.2 of *Minnesota's 2007 Unified Plan*² identifies state-level workforce development initiatives that align with the above goals. Following are just a few highlights from many initiatives that provide more opportunities for recipients of WIA Title I-B services as well as post-secondary and Adult Basic Education (ABE) students. The individual program sections in this

² (See page 5 of the document, which can be found at: http://www.positivelyminnesota.com/All_Programs_Services/Workforce_Investment_Act/General_Overview/Minnesota's_Unified_Plan_for_WIA.aspx)

document will highlight program-specific improvement strategies.

Improving the Skills of Minnesota's Workforce

A top priority in 2009 was to streamline processes and create better connections between the Unemployment Insurance (UI) program and the WorkForce Center system. An electronic referral process from the UI system to MinnesotaWorks.net (i.e. Minnesota's job bank) has resulted in a substantial increase in the numbers of UI recipients connecting to the workforce system. This connection is exposing more UI recipients to skills training opportunities through WIA and other programs.

The Minnesota State Energy Sector Partnership (MSESP) is an initiative of the Governor's Workforce Development Council (GWDC). MSESP is funded by a three-year, \$6 million United States Department of Labor grant to provide job placement services, training, and related activities in the energy-efficient building, construction, and retrofit industries; the renewable electric power industry; and the bio-fuels industry. To date, MSESP has awarded grants to 14 entities across the state to improve the skills of the state's workforce in the green energy sector. Minnesota's Workforce Investment Boards (WIBs) are required to target their WIA training resources to build occupational skills in targeted industries within their region. DEED's LMI office identifies these industries as having the largest impact on the regional economy and therefore most in need of skilled workers.

FastTRAC harnesses resources of workforce development, higher education and Adult Basic Education (ABE) entities into an integrated approach that helps eliminate academic barriers that bar many low-skilled adults from obtaining occupational credentials. The purpose of FastTRAC is to improve education and employment outcomes of adult Minnesotans, particularly adults who lack the basic and foundational skills to

enter and complete post secondary education including occupational skill training. The long-term goal of the FastTRAC initiative is to enable the acquisition, recognition, and portability of stackable credentials across Adult Basic Education, workforce development, and higher education systems.

Since 2008, FastTRAC partners have enrolled 700+ individuals in incubator programs (PY 2008), 800+ for supplement programs (PY 2009), and anticipates 600+ enrollees for PY 2010 programs. The budget for FastTRAC during program year 2010 is \$6.9 million, \$6.5 of which comes from ARRA, WIA discretionary and WIA incentive funds. The remaining funding comes from the Joyce Foundation.

FastTRAC initiated major workforce development systems changes in 2009, which include the following:

Minnesota Department of Education Changes Accomplished

- Adult Basic Education (ABE) English Language/Civics grants now focus on occupational preparation;
- ABE "Transition to Employment" designation to serve common clients with WorkForce Center system;
- ABE Regional Transition Coordinators hired and trained across Minnesota to support FastTRAC partnerships;
- Completed 3-year ABE Transitions to Postsecondary and Employment Initiative
- Launched ABE NextSTEP (Statewide Transition Expansion Priority) Initiative to develop access for career pathway programming for all adults; and
- Expanded ABE employability skills training and educational services at WFC and MnSCU campuses

DEED Changes Accomplished

- Designated \$1.5 ARRA funds to seed FastTRAC programming in all 16 Workforce Service Areas;
- Built awareness of FastTRAC Initiative and programming statewide through DEED road shows
- Committed discretionary funds for FastTRAC staff and programming;
- Incorporated FastTRAC into Vocational Rehabilitation models – National Technical Assistance Research (NTAR) partnership, Voc Rehab ARRA funds; and
- Increased ABE and ESL services available at WorkForce Centers.

Minnesota State Colleges and Universities System Changes Accomplished

- Supported progression of the FastTRAC program model into credit-bearing Career & Technical Education (CTE) courses;
- Involved 17 campuses in FastTRAC Program Design and Implementation Projects (PDIP)
- Started integrated programming at five campuses;
- Provided co-location opportunities for ABE and ESL services on campuses;
- Grown a group of champions within state and local MnSCU system to support FastTRAC programming; and
- Funded a new position with ARRA resources to organize more skill credential programs for dislocated workers.

FastTRAC Partner Agencies (MDE, DEED, MnSCU, DLI, OHE, DHS)³ Changes Accomplished

- Codified FastTRAC Program Model;
- Released FastTRAC Program Planning Tool (Occupations in Demand);
- Launched Minnesota Repository of Coursework (MnROC) – online coursework inventory;

- Funded 10 Program Design and Implementation Projects;
- Released *FastTRAC Definitions and Core Components*;
- Secured National Governors Association Forum for Adult Career Pathways to be held in Minnesota;
- Secured Employment Training Administration (ETA) National career pathway technical assistance grant to continue moving FastTRAC forward; and
- Partnered on Statewide Longitudinal Data System grant to Minnesota.

Improving Regional Economies

Minnesota continued its regional industry/occupational-specific approach in planning for WIA Title 1-B programs. This approach requires WIA Title 1-B providers to align their resources with regional priorities and work closely with local education and economic development entities. The state continues to require each LWIB to identify the high-demand, high-wage industries and occupations that are critical to regional economic vitality. The LWIBs are required to set goals for the numbers of clients (including WIA Title 1-B clients) who will receive training in these targeted industries.

Central to the state's "Regional Prosperity" strategy is the continued investment in DEED's Regional Administrator (RA) positions. While scores of studies, white papers, and economists have emphasized how critical it is for regional leaders to collaborate, very few public or private entities have the time to lead collaborative efforts. DEED made a strategic decision in 2005 to lead these efforts by investing WIA and other resources into RA positions. The impact of this investment has been substantial. New regional partnerships have formed that have attracted over \$14 million in grants for planning and job training. Closer connections to the state's colleges and universities have created and opened doors to more training programs for WIA participants. RAs have become the "go-to" people in their

³ Minnesota Department of Education (MDE), Department of Employment and Economic Development (DEED), Minnesota State Colleges and Universities (MnSCU), Department of Labor and Industry (DLI), Office of Higher Education (OHE), and Department of Human Services (DHS)

regions for WIA system partners to resolve disputes, instigate partnerships, negotiate agreements, and act as a liaison with DEED's administration. RAs have become the leaders in the state's system-wide programs like FastTRAC and the recent Green Jobs Training grant awarded to the Governor's Workforce Development Council. In short, the RA investment has filled critical gaps in the workforce development system that existed because program managers cannot devote enough time to collaborative efforts.

Minnesota sought to strengthen this strategy through the FIRST (Framework for Integrated Regional Strategies) grant program. Discretionary WIA resources funded FIRST grants, which were used to stimulate regional partnerships to devise regional prosperity strategies. Awarded in 2007, FIRST grants generally expired in 2009. These grants created partnerships across multiple agencies and geo-political boundaries that have succeeded in securing millions of dollars in additional resources (primarily federal grants) for skills training.

Minnesota's focus on the renewable energy sector and the growth of the Minnesota Renewable Energy Marketplace (MNREM) is one of many examples of outcomes of this strategy. Originally covering a 37-county region that encompassed five LWIBs, MNREM started with a \$5 million WIRED grant. The grant application succeeded because of the efforts of the DEED RA in forging new partnerships and coordinating the writing of the grant. The RA then served as the state's lead representative for the grant and helped MNREM grow into an organization with statewide influence. The RA positioned MNREM at the center of several other grants in 2009-2010 including the Minnesota State Energy Sector Partnership and the Green Jobs Training Program. These resources are creating more opportunities for WIA Title 1-B participants across the state. As of June 30, 2010, MNREM had invested \$3.8 million in 53 projects that are training workers, supporting job creation, spurring industry innovations, and identifying future workforce

needs. More than 8,100 people have participated in these projects. Some of the highlights include solar training for electricians, the creation of Energy Academies, LEED home construction training, and training programs in wind turbine maintenance, solar heating, biorefining and biodiesel skills, mechatronics, and many more. (For more information, please visit www.mnrem.org.)

MNREM held a "Renewable Energy Showcase" forum on June 14, 2010 that attracted over 200 attendees including gubernatorial candidates, industry leaders, LWIB members, WIA Title 1-B providers, postsecondary education, and economic development leaders. For additional information and to view presentations, please visit <http://showcase.mnrem.org/>.

Improving the Skills of WorkForce Center Employees

Minnesota invested significant resources in skills training for WorkForce Center employees in 2009-2010. The need to train newly hired ARRA-funded employees drove these trainings, but we also ensure that current employees had up-to-date knowledge of job market trends and WIA programs. Two training programs were developed; one for employees who provide core services to universal customers in resource areas, and the other for employees who conduct job search workshops and facilitate job clubs and other seminars. Over 200 employees of the state Wagner Peyser, Vocational Rehabilitation, and local Title 1-B programs accessed training. Minnesota updated its job training "Creative Job Search" workbook to include new information on social networking and skills needed for today's jobs. Trainers emphasized knowledge of WIA Title 1-B, Vocational Rehabilitation, State Dislocated Worker, and other programs during these trainings. Employees are able to provide better services, make informed referrals, and provide relevant labor market information and career planning because of these trainings.

Ongoing training for WorkForce Center System employees includes:

- Reception and Resource Area Staff Certification;
- Business Services University;
- Customer Service;
- WIA/Dislocated Worker roundtables and trainings;
- Industry Clusters;
- Accessibility and the Americans with Disabilities Act (ADA);
- Dealing with difficult customers; and
- Unemployment Insurance Basics.

YOUTH SERVICES

Youth Vision and Priorities

Minnesota supports partnerships that help young people - the future workforce – attain the skills, knowledge and aptitudes to become productive workers.

Minnesota's vision for improving services to youth includes:

- Coordination of resources at the state and regional level
- Connecting youth with quality educational and employment opportunities
- Creating a positive environment for in-demand jobs important to regional economies
- Performance accountability

Successful implementation of youth programs relies on the availability of coordinated services for Minnesota's neediest youth. The Local Workforce Investment Boards (LWIBs) and Youth Councils help to ensure collaboration across agencies responsible for workforce development, education, social services, corrections, housing, health, Rehabilitation Services, State Services for the Blind, Job Corps, the business community and Chambers of Commerce. Collaborative efforts lead to shared outcomes for all youth-serving partners.

Cost effective youth services reduce future costs of out-of-home placement, public assistance and the juvenile justice system; and:

- Exposure to work/careers in high school improves employment prospects and short, medium and long-term earnings.
- Teens in low-income families have the least access to jobs, especially jobs that combine part-time work and school.
- Work experience and work-related education have clear employment and income benefits for low-income youth/families.

Success Story: Gracey



A teen parent, Gracey, is making success look easy. She is a 2009 high school graduate and has just earned her Certified Nursing Assistant (CNA) certification. Gracey enrolled in The WIA Youth Program through Inter-County Community Council in Crookston, Minnesota.

Gracey is fortunate to have a supportive family to help care for her almost two-year-old son, so she could finish high school and take the CNA course. She has already been offered a job at the local hospital which pays \$10.59 an hour. Not only does she have a job at the hospital, but they have offered her a scholarship to help with the cost of continuing her goal to become a registered nurse. Gracey realizes that her success story inspires other Hispanic teens to look up to her as a role model. They are asking her questions about her experiences. Gracey encourages other Hispanic teens to think about a medical career. She knows that being bilingual in working with patients who speak Spanish will be invaluable to her employer and co-workers. Her more immediate goals are to save money and purchase a car as she continues to pursue her registered nursing degree at the nearby technical college.

Quote From Youth Participant

"Because I am a single mom it is hard for me to find work. With this program I was able to find work at a site that could work around the hours that I had day care, and now I have a good reference when I apply for jobs."

Services

Youth participants have access to work experience including in-demand occupations such as health care, along with aid in the form of tuition assistance and transportation. Emphasis is placed on career planning at the high school level and regional planning to meet employer needs and interests.

LWIBs and Youth Councils provide leadership by serving as a catalyst to connect youth with quality

secondary and post-secondary educational opportunities and prepare youth to compete for new jobs important for regional economies. Youth service providers prioritize services to those who are most in need and develop a mix of services based on an assessment of each youth. Short-term goals are updated and reassessed as the participant moves through the program. Long-term goals relate to educational attainment and placement in employment, education and/or training. Different populations of youth have different needs. Language and cultural issues are a factor in designing and providing quality services. In PY 2009, 42 percent of the 5,125 youth served under WIA were from communities of color.

LWIBs and Youth Councils make the following 10 required youth program elements available:

- Paid and unpaid work experiences, internships
- Adult mentoring
- Leadership development
- Occupational skills training
- Alternative secondary school services
- Comprehensive guidance and counseling
- Support services
- Summer employment opportunities
- Tutoring, study skills training/dropout prevention strategies
- Follow-up services

WIA Youth Recovery Act

With the additional WIA Youth Recovery Act funding, Minnesota's LWIBs expanded 2009 summer youth employment opportunities to 6,749 youth. The work readiness attainment rate was 94 percent and the summer youth completion rate was 93 percent.

Summer-youth programs engage an extremely disadvantaged group of young men and women. Youth participants have multiple challenges such as substance abuse, criminal records and mental health issues, in addition to being poor. Preparing youth for the workplace can take many forms.

Examples of Summer Jobs Funded Through the WIA Youth Recovery Act

Landscaping, manufacturing, property maintenance, animal care, health care worker, construction, teacher's aide, painter, library assistant, pharmacy aide, cosmetology, resorts, greenhouses, receptionist, laborer, childcare worker, grounds keeper, retail, forest worker, wood worker, store manager, physical therapy aide, street maintenance worker, payroll accountant, marketing assistant, parks and recreation worker, energy audit surveyor, auto body trainee, engineering assistant, housekeeping aide, water treatment plant helper, radio station DJ aide, bike repair, certified nursing assistant, museum aide, customer service representative, electrician apprentice, weatherization, tutor, computer lab assistant, custodial, park maintenance, senior care, baker's aide, horticulture assistant.

Benefits of participation in summer-youth employment activities include:

- Hands-on learning strategies improve youth grades, attendance and graduation rates. Applied learning increases youth engagement as well as access to post-secondary education.
- Participants have an awareness of skills and competencies needed to satisfy employer requirements.
- Participants are highly positive about their program experiences. They remark on the high quality of youth workers who "stick with them" until they understand a concept or a problem, and worksite supervisors who were mentors.
- Sets high expectations and high standards of responsibility, respect and hard work. The high expectations, combined with support from staff, create an environment where real and sustained growth can take place.
- Work experience with tangible results is valued by youth participants and is a reminder to the community of the value of the contributions of these young people.
- Connects disadvantaged youth to other community resources and provides community service and leadership opportunities.

DEED's website includes positive media coverage and success stories on Minnesota's youth employment programs (see: http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/Media_Coverage_-_Youth_Employment_Programs/index.aspx).

Impact of the WIA Youth Recovery Act Funding

The Recovery Act allowed Minnesota to almost triple the number of youth who had job opportunities at a time when unemployment rates among young people in Minnesota are at the highest level in a generation. For every job opening in Minnesota, there are six applicants. Employers provided a safe, nurturing work environment for 6,749 youth statewide. Earnings were infused into local communities and youth were exposed to viable career paths in targeted industries such as healthcare, green-related work, manufacturing, information technology and construction.

Thanks to increased resources under the Recovery Act, participation rates increased for youth ages 22 to 24, who had either dropped out of school or graduated but had no post-secondary training. Many of the 22 to 24 year olds served under the Youth Recovery Act had never worked before. The Recovery Act resources allowed LWIBs to help these young adults get on track and prepare to move into a career.

Many new worksites came on board in 2009, and WSAs were able to develop work experiences that related to the youth's post-secondary schooling or employment path. Services to youth referred by probation officers increased. Recovery Act funds allowed for new collaborations with local school districts. Many youth received school credit or service learning credit for successfully completing a work experience program combined with academic enrichment.

Success Story: Camp Rabideau



Rural Minnesota CEP received statewide discretionary funding from DEED under the WIA Youth Recovery Act to supplement

wages for youth to work with the U.S. Forest Service at Camp Rabideau in Blackduck, Minnesota. The partners included the Leech Lake Band of Ojibwe, Cass Lake/Bena School District, and the U.S. Forest Service. Rabideau Conservation Academy and Learning Center, is a former Civilian Conservation Corps (CCC) camp. Youth participants began a career portfolio exploring careers in the Forest Service and conservation.

Participants were at-risk and involved with the juvenile justice system. All participants attended the Cass Lake Area Learning Center (ALC) and 50% were Native American youth. Youth received career assessment and career planning assistance through the Leech Lake Youth Advisor Project. All youth received information on post-secondary education and financial aid, including tours of Itasca Community College, Northwest Technical College, Northland Community and Technical College, Leech Lake Tribal College.

Classroom instruction was incorporated into the daily work activities. The U.S. Forest Service, Cass Lake ALC and the school district worked together to develop curriculum for the project, combining academic instruction with learning on the job site. Youth participants designed and built solar heaters that can be used to heat the greenhouse at Camp Rabideau. The solar heaters built by youth workers were made from donated recycled materials.

Youth were instructed in safety techniques in preparation for their work in the restoration of buildings on the site. All 21 youth attained work readiness goals and five participants received basic firefighting training and certification. One youth was offered a job by the Forest Service.

Success Story: Azia

Azia spent her summer in STEP-UP working at the Hmong American Mutual Assistance Association (HAMAA). She worked with children in HAMAA's summer enrichment program and also performed administrative tasks.



During the first couple of weeks on the job, Azia struggled with acclimating to an organization that served primarily the Hmong community and was staffed with mostly native Hmong speakers. Azia had little previous exposure to the Hmong community and culture.

After a rocky start trying to adjust to a new environment, Azia began to learn more about the Hmong language and culture. She began to use words and phrases in Hmong, helping her to become more engaged with her co-workers.

Now Azia views her experience as valuable to helping her reach her goal of becoming a doctor someday. She understands that she will need to be able to work with people from all backgrounds and cultures in her chosen profession. "It was really hard at first," comments Azia, "but after a while, I felt like I just fit in."

Azia was selected to represent the youth interns at the end-of-summer STEP-UP Celebration, telling nearly 1,000 interns, parents, mentors, and employers about her experience with STEP-UP. Azia will be experiencing another new adventure as she begins her high school experience at North High School. Her positive experience at HAMMA encouraged her to embrace new opportunities, while helping her feel like she is on a pathway to a successful future.

Best Practice from 2009 – Stearns-Benton Employment and Training Council

CareerONE was available to 192 youth served under the Recovery Act. CareerONE services included assessment, career exploration focused on targeted industries and green jobs, journaling and reflection, team building, academic enrichment, workplace safety, and reality budgeting. All youth services were provided in the context of Workforce "U", a training system developed in conjunction with local employers and community partners.

Providers

Minnesota's LWIBs provide services through a network of public and private nonprofit youth service providers and WorkForce Centers. Workforce Service Areas (WSAs) offer youth services as specified in their Integrated Local Service Plans under WIA. Youth service providers are held accountable to the LWIB and Youth Council, which are responsible for strategic planning, program oversight, coordination of resources and selection of youth service providers.

DEED's Office of Youth Development emphasizes local flexibility in designing the mix of youth services. DEED's network of business services specialists and industry specialists serve as liaisons between the business community and the workforce development system, helping to identify the needs of local employers. DEED's network of local labor market analysts provides current labor market information to support career planning and facilitate regional planning to meet employer needs. Strong relationships between the partner agencies in the local WorkForce Centers provide ease of access and referral between programs.

Customers

Minnesota's youth unemployment rate was 22 percent in 2009 for all youth, and double that number for youth from communities of color. Many of Minnesota's neediest youth face obstacles to reaching current and future job demands. In PY 2009, **44** percent of the youth served under WIA had a disability; **44** percent were from families receiving public assistance and **40** percent were system-involved youth (foster youth or juvenile offenders).

Youth programs have significant impact in preparing youth for the workforce with relevant skills and knowledge for the future. They provide youth with hands-on opportunities to apply skills they learn in the classroom:

- **Inquiry:** Fostering a curiosity and desire in youth to develop new skills and to explore new areas, such as green jobs.

- **Technology:** Exploring and becoming familiar with current technologies.
- **Science, Engineering and Math Skills:** Practicing vital skills to enhance mastery
- **Decision-Making and Daily Living:** Learning important time management skills and practicing decision-making.
- **Interaction with Others:** Working with diverse groups of people and learning how to work together to reach goals.
- **Positive Attitudes and Behaviors:** Teaching young people about the importance of attitude in the workforce, about being on time and having the confidence to solve problems.

Best Practice from 2009 – Hennepin County

The Tree Trust Young Adult Conservation Corps combined employment and educational enrichment for low-income, special needs and at-risk youth, ages 17-24. When the Corps members graduated, they left a lasting impression on Hennepin County parks and neighborhoods and earned up to two elective school credits through a partnership with Northeast Metro Area Learning Center.

Youth Councils

Youth Councils are multi-sector local partnerships involved in shared decision making, community education and awareness, resource mapping, youth-centered planning, and program development and capacity building.

Youth Councils:

- Assure that the youth services strategy fits into the overall vision and strategic direction for the workforce development established by the LWIB.
- Assure that youth from all backgrounds can access a variety of services. Foster youth and foster parents are represented on the Youth Councils.
- Conduct focus groups with Carl Perkins Consortiums, local school districts (including alternative schools) to determine how the LWIBs, Youth Councils, and WorkForce Centers can partner with higher education and the K-

12 system to help the emerging workforce connect to education and training opportunities that lead to successful employment.

- Promote effective learning environments linking education and employment, leadership development, nurturing mentors and sustained support for at-risk youth.
- Offer independent-living-skills training and focus groups aimed at youth aging out of foster care and youth transitioning back to the community after being incarcerated.

Success Story: Demareia



Demareia applied for Minnesota Valley Action Council's Summer Youth Employment Program in 2009. On her application, she wrote, "I know and love working with people."

Demareia attended orientation in Saint Peter, Minnesota at Gustavus Adolphus. At this workshop, she learned how to conduct interviews, and think about her future career. She enjoys helping people, which led her to look for a job in the human service field. She started working for Nicollet County Human Services Department. At work Demareia was quiet and shy, but with the encouragement and support of MVAC staff and her worksite supervisors, her self-confidence and self-esteem increased tremendously. Demareia had aspirations to attend college. With assistance from MVAC staff, Demareia applied for and was accepted into South Central College in North Mankato, Minnesota.

A year after participating in MVAC's Summer Youth Employment Program, Demareia continues to attend post-secondary school at South Central College and was offered a work-study position where she works as a support staff member.

When asked about her experience as a participant of the summer program, she states, "It has changed my life for the better."

- Reconnect out-of-school youth who enter the youth workforce system to an educational program where they earn a high school diploma and transition to a post-secondary training.
- Initiate Youth Summits to enhance service coordination and identify youth needs and service gaps.

http://www.positivelyminnesota.com/Programs_Services/Youth_Services/PDF/WIA_Perform_MNVs_US.pdf

Quote From Youth Participant

“I liked my job so much. I learned a lot from my work. I now know how to work with a computer, do research and communicate with co-workers.” - 15-year-old

Performance Results

WSA results are included in Table O, beginning on page 42. All 16 WSAs met or exceeded planned levels of performance for PY 2009 WIA Youth performance measures.

Improvement Strategies

Minnesota’s Shared Vision for Youth Activities

The mission statement from Minnesota’s SVY Blueprint follows: “State agencies will collaborate to assure that Minnesota’s neediest youth will acquire the talents, skills and knowledge necessary to assure their healthy transition to successful adult roles and responsibilities.”

Minnesota’s SVY Team identified four areas of common concern:

- Improving services to youth in foster care
- Preventing and ending homelessness
- Improving transition outcomes for youth with disabilities
- Reducing dropout rates

Minnesota’s SVY Team includes representation from:

- Twenty-two state agencies/offices
- Four youth-serving nonprofit organizations/foundations:
 - Minnesota Conservation Corps
 - PACER Center
 - Workforce Development, Inc.
 - Junior Achievement of The Upper Midwest
- White Earth Indian Reservation
- Hubert H. Humphrey Job Corps Center
- Wilder Foundation

**Table 5:
Minnesota exceeded all WIA Youth Statewide
PY2009 Youth Performance Measures**

Performance Measure	PY 2009 Target ¹	PY 2009 Result	PY 2009 Target Ratio ²
Younger Youth Skill Attainment	90.0%	92.5%	102.8%
Younger Youth Diploma/ Equivalent Attainment	75.0%	88.2%	117.6%
Younger Youth Placement and Retention	70.0%	76.4%	109.1%
Older Youth Placement	75.0%	75.6%	100.8%
Older Youth Retention	78.0%	82.3%	105.5%
Older Youth Wage Gain	\$3,800	\$3,928	103.4%
Older Youth Credential	55.0%	60.6%	110.2%

¹Standards negotiated with the U.S. Department of Labor.
²PY 2009 Target Ratio = PY 2009 actual performance level (i.e., Result) divided by PY 2009 negotiated performance level (i.e., Target), multiplied by 100.

Performance Evaluation

A summary comparison of Minnesota Youth versus National WIA Performance is available on DEED’s website:

2009 Teen Parent Pilot Project

The Minnesota Department of Human Services partnered with DEED and the Minnesota Workforce Council Association (MWCA) to provide work experience and a work readiness training for teen parents enrolled in the Minnesota Family Investment Program (MFIP). Approximately 300 teen parents were served in 16 sites in this year-round initiative.

Success Story: Blanca

Blanca is a twenty-year-old mother of two. Today she lives independently in her own apartment and attends Minnesota West Community and Technical College for Radiology. When she first came to the Southwest Minnesota Private Industry Council (SW MN PIC) Blanca was 18, homeless and newly pregnant.

With the help of the SW MN PIC Youth Programs, she was able to obtain housing assistance for her first month's rent and deposit. She overcame a drug addiction by herself, which ultimately helped her carry and deliver two beautiful and healthy children. Over the past two years, Blanca has grown tremendously. She is the first in her family to graduate from high-school. With the help of the SW MN PIC Youth Programs, Blanca decided on a career in Radiology and took the appropriate steps to attend post-secondary school. Blanca is the first person in her family to pursue a post-secondary education.

Blanca has completed her first semester at Minnesota West Community and Technical College and started her second semester. She is currently living independently, taking care of her two children. She is proud of herself for being able to take care of her children and attend school.

Blanca realized that her parents were not able to give her the life they had hoped because of their lack of education. She feels blessed to have the opportunity to go back to school, gain higher education, and work in a field that will provide a better life for her children.

TANF Summer Youth Program

DEED partnered with the Minnesota Department of Human Services and the MWCA to secure a \$6 million grant from Health and Human Services to operate a TANF summer youth program in the

summer of 2010. Approximately, 3,000 youth will be served in the following priority groups:

- **First Priority:** Teen parents, ages 16 through 24, who are on Minnesota Family Investment Program (MFIP).
- **Second Priority:** Younger youth, ages 16 through 18, who are on the grant in MFIP households.
- **Third Priority:** Older youth, ages 19 through 24, who are in MFIP households but not on the grant.
- **Fourth Priority:** Other older and younger youth, ages 14 through 24, who are in TANF-eligible families (at or below 200% of the poverty level, with a minor child in the household).

The TANF Emergency Contingency Funds (ECF) can only be used for participant wages, so youth were co-enrolled in the WIA Youth or the Minnesota Youth Program to cover other costs. For more information, see DEED's TANF Youth Summer Youth Web page:

http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/For_Youth_Program_Service_Providers/TANF_Summer_Youth_Program.aspx

Best Practice from 2009 – South Central Minnesota

Minnesota Valley Action Council (MVAC) incorporated financial fitness as a core component of the youth employment and training program. Financial literacy training included the establishment of savings accounts for all youth. MVAC recruited employers who provided work experience opportunities in high-demand careers such as green jobs, manufacturing and refurbishing, information technology, health care and sales.

Best Practice from 2009 – Northeast Minnesota

All youth had the opportunity to create an electronic portfolio from eFolioMinnesota. This is a web-based portfolio designed to showcase an individual's education, employment history, career goals and personal achievements. This is a free resource for Minnesota residents, students and workers provided by the Minnesota State College and University System. Over 300 youth were employed under the Recovery Act in Northeast Minnesota - all participated in work readiness training and leadership development. Youth accomplishments were documented in their personal eFolio portfolio for future reference.

Youthbuild Coordination

Minnesota's SVY Web page has been updated to include information on how to find and contact Youthbuild service providers. DEED partnered with the Minnesota Youthbuild Coalition to develop a web-based Youthbuild Best Practices summary:

http://www.positivelyminnesota.com/Programs_Services/Youth_Services/PDF/YB_BestPractices.pdf.

Work Readiness Training

Youth service providers integrated work experiences with related work readiness training and leadership development. Work readiness topics focus on training content areas like:

- Foundation skills such as communication skills, teamwork, decision-making, problem-solving, conflict-resolution, work habits, customer service, responsibility, appearance, integrity, leadership and time management.
- Job-seeking skills such as portfolio-building (resumes, cover letters, references), job applications, entrepreneurship, interviewing, networking, and transition planning into unsubsidized jobs.
- Career planning including career assessments and options for continued education.

- Financial literacy such as budgeting, use of credit, opening of bank accounts.
- Industry-specific training relevant to the work experience.
- Basic skills including math, reading and computer literacy.

Success Story: Rayannon

Rayannon was referred to the Washington County Youth Program by a teacher in a GED Program. Rayannon had dropped out of high school and had been unemployed for a year.



Rayannon was placed in a job and she worked hard and achieved her GED. The worksite was so pleased with Rayannon's work performance that they extended the work experience for six months. The worksite supervisor was a mentor who encouraged Rayannon to pursue additional training. "Rayannon is a pleasure to work with and takes suggestions that we make to improve her life in the working world." Rayannon completed the Career Exploration Workshop offered at the WorkForce Center. She enrolled at a local community college and completed a Phlebotomy Technician Program with assistance from the Youth Program.

Rayannon plans to enroll in a Respiratory Therapy Program. "The Youth Counselor has really helped me a lot. When I first came to the Youth Program, I had no idea what I wanted to do, let alone have the ambition to do it. For once I felt like someone cared if I succeeded or failed."

Project C3 MN

Project C3 MN is an online resource mapping tool designed to connect youth, families, professionals, and employers to services in their communities (<http://www.c3online.org>). Information on hundreds of resources and youth-serving organizations is easily accessible through this website. Youth with disabilities are employed as Resource Mapping interns (see: Best Practices at:

http://www.positivelyminnesota.com/Programs_Services/Youth_Services/Shared_Youth_Vision/Inter-Agency_Projects/Minnesota_Best_Practices_Youth_Resource_Mapping.pdf.

Workplace Safety for Teens

DEED and the Department of Labor and Industry partnered with the National Young Worker Safety Center on the Minnesota edition of *Talking Safety: Teaching Teens about Workplace Safety and Health*. (See:

http://www.positivelyminnesota.com/All_Programs_Services/Office_of_Youth_Development/Workplace_Safety_for_Youth/index.aspx).

Success Story: Allen



Allen joined Southeast Minnesota Workforce Development, Inc.'s youth program seeking help in finding a job. He had a high school diploma, National Guard training in mechanics, some work experience, and a good work ethic.

Based on Allen's initial strong performance with a team at community worksites, Workforce Development, Inc. was able to place him in a stimulus-funded work program at McNeilus Steel, Inc.

"My manager said that I am a great worker, have a positive attitude and willingness to learn more" said Allen. But while the shop manager was impressed with Allen's work, he also expressed concern that Allen lacked the proper education to advance in the field of diesel mechanics. Allen applied for a WIA scholarship to attend Riverland Community College in the Diesel Mechanic Diploma Program, starting spring of 2010.

Allen is currently working full-time at McNeilus Steel, Inc. in the warehouse and with his manager's support is planning to attend classes in the spring at Riverland Community College.

Cost Savings Through the Use of Technology

DEED partnered with SVY team members to sponsor webinars on topics of interest to state and local partners. Use of the webinar technology is a budget-friendly approach to providing training and technical assistance on topics such as:

- Re-designed ISEEK website
- Junior Achievement's New Financial Literacy Curriculum – JA Finance Park
- TANF Summer Youth Program

MnCareers Regional Supplements

SVY partners (MnSCU, DEED and ISEEK) worked together to produce printed regional career information guides. LWIBs paid for printing and a multitude of local SVY partners helped distribute them. Hundreds of school districts, alternative schools and technical colleges received the MnCareers publication entitled, "Exploring High-Demand, High-Pay Occupations," along with job seekers, students, counselors, parents and employers. Select the following link to view the *MnCareers Regional Supplements*:

<http://www.iseek.org/mncareers/index.html>.

Best Practice from 2009 – Central Minnesota Jobs & Training

Camps to Careers provided five regional career camps in the manufacturing and healthcare sectors. Students took part in an eight-day, experiential learning experience in healthcare or manufacturing, and had an opportunity to participate in paid internships following the camps.

Quotes from Youth Participants

"I am learning tons about business management while working here. It is perfect because I plan to major in business management in college. I think this job will put me a step ahead of the other kids at college."

- Shelby, age 17

"I was able to help my mom with the bills. She really appreciated that."

- 16-year-old intern

Success Story: Michael



As a young adult in rural Stearns County, I have not had much opportunity to obtain employment or continue my education. I graduated from an

alternative high school in April 2009. I contacted the WorkForce Center in St. Cloud to find out about CareerONE.

Through my participation in CareerONE, we worked in teams of eight youth with a team leader and learned about career pathways, reality budgeting, workplace safety and work readiness skills. I was able to work in this team and earn my work readiness credential. My team worked at the Bend in the River Park in Rice where we painted a historical farm house. CareerONE was great. I learned a lot and I got a nice paycheck.

After completing CareerONE, I contacted the Youth Career Planner to find out about returning to post-secondary school. I am preparing to attend the St. Cloud Technical College for an Accounting degree.

Best Practice from 2009 – Ramsey County Workforce Solutions

All youth placed at worksites received a formal evaluation. This feedback came from the person who was in the best position to assess the quality of the young worker’s performance: the supervisor who regularly observed performance on the worksite. Prior to placement on the worksite, youth participated in comprehensive work readiness training in a diverse group setting that allowed youth to learn from each other, build leadership skills, trust and confidence among their peers.

Quote From Youth Participant

“This summer I learned lots of things. I am glad to have this job because I just had a baby. All of the work is hands-on and hard. I would highly recommend working here.” - Cody, age 18

Cost-Effectiveness Analysis: WIA Youth Programs

Total WIA Youth Expenditures: \$10,982,253

Total WIA Benefits (Wages + Earnings): \$12,783,962

Cost/Benefit Ratio: \$1.16 for each \$1 of WIA Youth Formula Grant Funds

Explanation of Calculations: In this analysis, only direct benefits to program participants were considered. These benefits include post-program participant wages, plus wages paid to participants during the program in PY 2009. The following shows how program participant wages and earnings through program participation were combined to calculate the total WIA benefit (wages + earnings) figure of \$12,783,962, with a result of \$1.16 in benefits for every dollar expended.

Youth Program Earnings Through Participation: \$10,982,253

During their participation in WIA Youth Programs, youth receive immediate direct benefit from their earnings in work experience opportunities. The figure above represents program earnings during PY 2008. Beyond these direct services to youth, Minnesota benefited from the participation of youth in WIA in ways that are not quantified in this analysis. WIA Youth Programs provide structured, well-supervised work experience,

Best Practice from 2009 – Dakota –Scott Workforce Services

Community Involvement in planning for the Youth Recovery Act: all community stakeholders and youth service providers were invited to a meeting where they brainstormed ideas for employment opportunities in Dakota County. As a result of this process, unique employment opportunities were developed in the areas of: manufacturing, landscaping, library shelving assistance and property maintenance.

educational opportunities and life-skills training that help establish good work habits, along with the specific jobs. Earnings of youth participants frequently return to the local economy in the form of increased spending. Other positive results:

- Students remained in school as a result of participation in WIA
- Dropouts returned to school during or after participating in WIA
- Savings realized due to reduced crime and judicial system costs
- Juvenile offenders were able to use a portion of their earnings to pay restitution
- Development of responsible work habits, work readiness credentials, citizenship skills and parenting skills
- Savings to taxpayers through participants leaving (or not entering) public assistance programs

Post-Program Participant Wages: \$1,801,709

This figure is the estimated annualized earnings of exiters from the PY 2009 WIA Youth Program for the 12-month period immediately following program exit, adding 3.3 percent inflation and wage growth during this period.

Best Practice from 2009 – Minneapolis

The Minneapolis Employment and Training Program provided local elected officials, LWIB and Youth Council members with an opportunity to visit worksites where youth are employed. Worksite supervisors talked about the benefits of employing youth and young workers talked about the skills that they were learning on the worksite. HIRED at YouthLink was one of the featured worksites. YouthLink employed homeless youth to perform outreach and to learn culinary skills by preparing and serving meals to other homeless youth. Local elected officials toured the facility, and learned from the supervising chef what motivated youth to excel in the culinary program offered at YouthLink.

Incentives to Serve At-Risk Youth

Minnesota provided statewide discretionary funds under the 2009 Recovery Act as an incentive for LWIBs to increase services for foster youth, juvenile offenders, homeless youth, Native Americans and other at-risk youth populations. To leverage the incentive funds, LWIBs developed special projects that focused on local partnerships to meet the needs of hard to serve youth.

Success Story: Lacie



My success in the field of education would not be complete without the help of the WIA Youth Program. While I was attending Bemidji State University studying music, education was my main priority thanks to the assistance that I received from this wonderful program. Funding is always a concern for college students, but I was able to work limited hours which helped me keep my grades up and my head in the game. Now, I'm an Instrumental Music Teacher working in Red Lake Falls, Minnesota. I teach fifth grade band, sixth grade band, Junior High Band, Senior High Band, Drum Line and Kindergarten classroom music. How much better could it get? Thanks to this program, I have landed my dream job! Thank You!

Best Practice from 2009 – Southwest Minnesota

An environmental infrastructure improvement project under the direction of CURE (Clean Up Our River Environment) coordinated the work of youth crews making infrastructure improvements to environmental education, recreation and eco-tourism sites in Chippewa and Lac Qui Parle counties. The project targeted low-income, at-risk youth attending alternative schools, juvenile offenders, public assistance recipients and youth with disabilities. Youth were required to report on the impact of their work through a blog on CURE's website. Youth used recycled materials and had the opportunity to explore green jobs.

Success Story: Victoria



Victoria was an exceptional seventeen-year-old YouthLEAD participant. Victoria is currently a senior Honor Roll student attending

Como High School where she is involved in Choir, National Honor Society, and the Multi-Cultural Excellence Program. She is a volunteer at Feline Rescue Shelter and Regions Hospital. Victoria successfully completed her work experience at Turn-Style Consignment located in Roseville. Her supervisor/store manager was so pleased with Victoria’s work performance and positive attitude that she was offered a permanent position.

Victoria has bloomed into a confident and empowered young woman. Victoria is pleased to contribute to the family finances. Her mother is elated with her accomplishments and the services that YouthLEAD has provided. Victoria plans to attend University of St. Thomas with a major in Veterinary Science.

Quotes from Parents

“It was great to have her work for a company where she could make a difference locally as well as gain work experience.”

“This program is very crucial to the skill development of my child. It is an awesome employment opportunity.”

“My daughter said she now understands how to budget and has a better understanding of hard work. She found she likes to work with people with special needs and wants to make that the focus of her career. I think that this program has benefitted my daughter in the most wonderful way.”

Best Practice from 2009 – City of Duluth

The City of Duluth’s Youth Employment Services (YES) developed a website that youth could access to complete application forms. All youth funded under the Recovery Act participated in safety training before placement on a worksite. This resulted in 50% fewer injuries on the job.

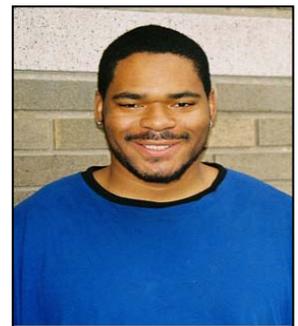
Success Story: Minneapolis STEP-UP

Minneapolis STEP-UP interns conduct on the spot interviews in order to gather public opinion for films they produce while interning at Phillips Community Television.



Success Story: Marcus

Marcus, age 23, was a homeless youth in Minneapolis. Through the Minneapolis Youth Recovery Act program, HIRED placed Marcus in a job at Hell’s Kitchen, a popular downtown restaurant.



During his time there Marcus went to jail for a day on an outstanding warrant. His employer believed in him, and assured him that the job would be there after Marcus finished his sentence. Marcus is now in good standing with the court and is making regular child support payments. In August he was hired on as a regular employee of Hell’s Kitchen.

DISLOCATED WORKER PROGRAM

Introduction

In Program Year (PY) 2009, the Workforce Investment Act (WIA) and State Dislocated Worker programs in Minnesota served the largest number of individuals in program history. The demands on our program remain high, illustrating the deep challenges that individuals in our labor force face each day. When changing markets result in layoffs throughout the nation, many workers are left with few, if any, options for new employment. The Dislocated Worker (DW) program provides job search services, career counseling, and training that reduce the individual's time in transition. During PY 2009, we saw more customers seek training, which increased the average time in the program to 450 days, compared to just over 300 in PY 2008.

Like the Youth and Adult programs, Minnesota continues to seek ways to better support individuals who have been laid off. Specifically, Minnesota's vision for improving these services is tested during times of economic hardship, touching on these elements:

- Strategically focusing the use of valuable program dollars on long-term and vocational training that result in industry-recognized credentials
- Using available resources effectively by combining available funding sources while seeking creative forms of additional funding
- Remaining open to developing workers' skills to fit in-demand fields, all the while encouraging our customers to seek out different opportunities
- Consistent effort to attain performance goals

In the state of Minnesota, dislocated workers benefit from both state and federal funding. In PY 2009 (July 1, 2009 – June 30, 2010), the DW program funded through Workforce Investment Act and American Recovery and Reinvestment Act (WIA and ARRA) dollars served 12,517 individuals, an increase of 5,016 individuals (66.9 percent)

from those served with only WIA funding during PY 2008. The state program served 20,507 individuals, an increase of 4,157 (25.4 percent) from PY 2008. Through our American Recovery and Reinvestment Act (ARRA) Stimulus funds, we served an additional 6,339 individuals, 2,633 of whom were served *only* through ARRA. Of the 12,517 individuals served through WIA and ARRA DW funds, 5,923 – 47.3 percent – pursued training funded through our programs. In many situations, customers benefit from a combination of funding sources in order to provide the best possible services.

TABLE 1: Dislocated Worker Program Overview for PY 2009

Program	Customers Served	Program Funding Expended	Allocated Program Funding
WIA DW ²	9,884	\$8,477,935	\$18,269,872
ARRA DW ²	2,633	\$3,935,465	\$18,135,226
MN DW	20,507	\$22,553,584	\$30,204,859
NEG ²	3,795	\$4,445,240	\$14,378,662
TOTAL UNIQUE CUSTOMERS¹	30,646	\$39,412,224	\$80,988,619

¹Due to co-enrollment in programs, the total unique count of customers will not equal the sum of customers served in each funding stream.

²Program performance outcomes combine all customers served in WIA DW, WIA ARRA DW and NEGs. This table breaks down the numbers served into more specific components of our programs.

Customers

Individuals who access services from with the Dislocated Worker (DW) program can be:

- Workers who have been laid off through no fault of their own (i.e. they neither quit nor were fired),
- Self-employed individuals who lost their jobs due to economic conditions,
- Displaced homemakers (those who were previously homemakers, and are now seeking work outside of the home)
- Veterans

To be eligible for the DW program, an individual must typically be eligible for Unemployment Insurance (UI), a temporary benefit available to individuals who are out of work through no fault

of their own. Unlike UI, the DW program does not work with temporary or seasonal workers who are laid off as a result of cyclical work, which comprises a large portion of UI recipients and explains the discrepancy between the number of individuals claiming UI and those participating in the DW program.

Success Story: Leah and Rural Minnesota CEP, Inc.

After getting married in 2003, Leah moved to Fergus Falls to begin her new life with her husband. At that time, she visited the WorkForce Center to understand the employment opportunities available in her new hometown.

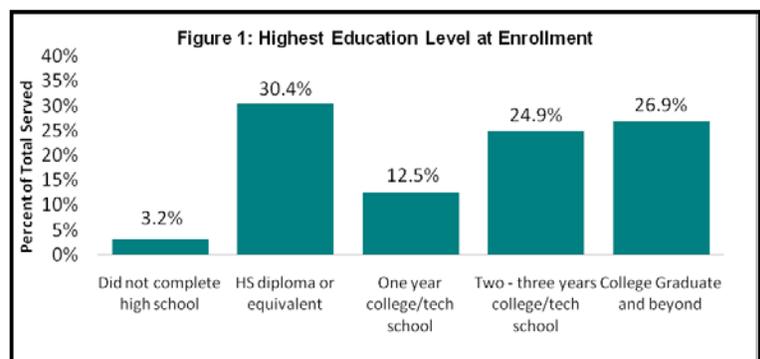


She secured full-time employment shortly thereafter, working with a company called Detail at Retail, which provided electrical services in Home Depot stores. After two years, the company announced it was going out of business due to economic hardship, meaning that Leah would soon be without work and without health insurance.

She returned to the WorkForce Center as a dislocated worker, enrolling and initiating counseling with Michelle, a DW program counselor. She decided to return to school in the Health Information Technician program at North Dakota State College of Science. After being laid off in May of 2005, she began school the following August. She found a part-time job at a local hospital to supplement her husband's income. In addition to counseling, the Dislocated Worker program offered support by paying her tuition and purchasing books for her program. After graduating, Leah applied for a position as a tumor registrar with Lake Region Healthcare. Just before Christmas, Leah was offered the position. Leah now collects and records information related to cancerous and benign tumors, carefully documenting them into a central database. Each state then shares this information with the national center, where medical doctors and personnel select the most appropriate treatment for specific tumors. Leah recognizes that her job impacts every individual who currently has or will have cancer, along with the families and friends of these individuals. Leah put it best: "I am thrilled and honored to be a tumor registrar. I am excited to go to work and be a small part of something so big that will benefit people beyond my lifetime."

Working together with UI, the DW program provides support for individuals during the time of transition which follows a layoff. Through career counseling, job search guidance, and training, unemployed workers are able to return to work more quickly. There are several mutual benefits associated with this program; not only is the worker's financial stability restored, the employer and taxpayers benefit by paying less in UI for that individual. Employers that hire the individual following completion of DW program services benefit from the new employee who has enhanced his/her skills. Many dislocated workers make significant advancements in education and career prospects from the time of layoff to the time they exit the program.

Upon entering the program, nearly one third of our program participants have achieved a high school diploma or the equivalent (figure 1). Only three percent of program participants have not obtained their high school diploma, but the remaining two thirds have at least one year of schooling beyond high school, with nearly twenty percent as college graduates, and nearly eight percent pursuing education beyond college. We serve slightly more men than women, and 87.1 percent of our program's participants identify as white, largely reflective of Minnesota's population. Thirty five percent of program participants fall between 45 and 54 years of age, with a quarter of our participants falling in the 35 to 44 year old age cohort.



Demand on the Dislocated Worker Program

Program
 During the preceding two years, we experienced unprecedented growth in the number of new customers enrolling in the Dislocated Worker (DW) program. New enrollments slowed over PY 2009, primarily because our funding did not allow us to enroll everyone who needed services. In tandem with this trend, customers are staying in the program longer, resulting in a decrease in new enrollments, but a steadily increasing number of customers served overall during PY 2009. Throughout PY 2009, the WIA DW program (funded with federal dollars) served 9,844 individuals, an increase of 2,343 or 31.2 percent from PY 2008. This same year, Minnesota’s DW program served 20,507 individuals, an increase of 4,157 or 25.4 percent from PY 2008 (Figures 2 and 3).

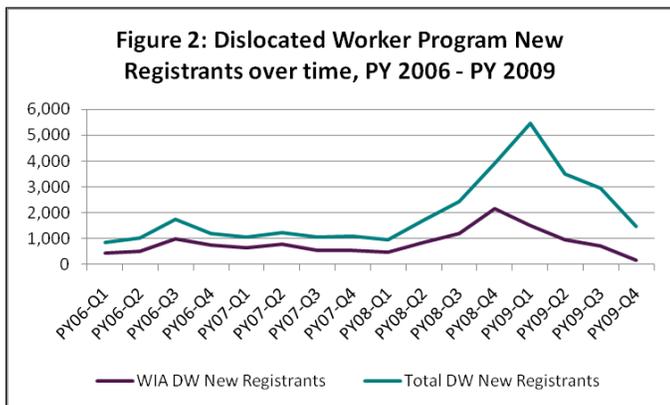
July of 2009, we had an all-time high number of new registrants in our DW program, which peaked in the preceding quarter for the WIA DW program. Additionally, while the number of new registrants in both programs has continued to rise, individuals are remaining in the program for longer periods of time (Figure 3). The number of new registrants in PY 2008 quarter 4 increased by 129.5 percent from the same quarter of the preceding year. While we did not see similar trends during PY 2009 due to funding constraints, we continue to serve the customers entering the programs during the PY 2008 surge, illustrated by the increasing average length of time in the program.

Why is the Dislocated Worker Program Important?

The DW program is available to those who have lost their jobs through no fault of their own. Even during times of economic stability, markets and fields change: businesses grow and shrink, jobs move overseas or are created through small business development. The WIA DW program is always a vital tool to help workers, but especially during times of economic downturn. This program provides an additional avenue to help customers contribute their talents and experience to the workforce.

When the economy recesses as dramatically as it has over the past three years, the DW program serves as one of many safety nets, supporting and encouraging individuals to invest in the future by completing training that will increase their employability.

In PY 2009, our program addressed the largest layoff in our programs’ history. Once again, every layoff ranking in the top ten affected more than 200 workers, with the two largest exceeding the two largest layoffs addressed by our program in PY 2008. In all, the top ten layoffs in PY 2009 impacted 95.4 percent of the number of workers impacted by the top ten layoffs in PY 2008, meaning that layoffs in PY 2009 impacted 176.9 percent of the workers in PY 2007.



Beginning in July of 2008, the number of new registrants in both DW programs climbed steadily, exceeding previous highs in registration by the second quarter (October) of PY 2008 (Figure 2). By

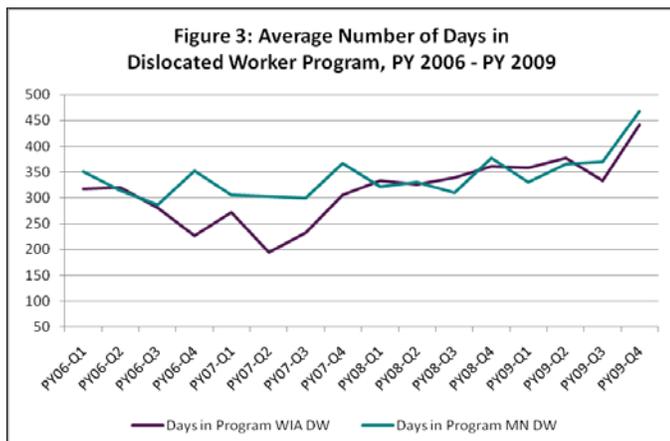


Table 2: Ranked Top 10 Mass Layoff Events Addressed through DW Program, Compared: PY 2007 - PY 2009*

PY 2009		PY 2008		PY 2007	
Company	Employees Laid Off	Company	Employees Laid Off	Company	Employees Laid Off
Delta Airlines	1,457	Hutchinson Technology, Inc.	969	Macy's	806
BAE Systems	612	Celestica	559	Champion Air	356
Snyder Stores	500	Seagate Technology, Inc.	495	Kimball Electronics	260
Schwing America	315	Target Headquarters	480	Integra	200
Sam's Club	285	North Memorial	450	Good Shepherd Care Center	178
K-12 St. Paul School District	249	Denny Hecker Auto Group	363	Weyerhaeuser	158
Corrections Corporation of America	234	Team Industries	307	HC Holdings LLC	154
Boston Scientific	220	Viracon	300	Coleman	150
ACS Business Process Solutions	216	Allina Hospitals and Clinics	287	Powermate	150
Wilder Foundation	200	Snyder Drug	285	General Mills	95
Total Employees Laid Off	4,288	Total Employees Laid Off	4,495	Total Employees Laid Off	2,437
Percent of number laid off during the preceding year	95.4%	Percent of number laid off during the preceding year	176.0%		

*Companies with bolded titles have former employees served through Minnesota's National Emergency Grants.

Creative, Focused Sources of Funding

During PY 2009, Minnesota renewed its pursuit of funding through National Emergency Grants (NEGs). Also used to support regions impacted by natural disasters, we have also exercised this resource to serve individuals who were part of a large layoffs, layoffs in a specific industry, or smaller layoffs which we could not serve due to high demand. The NEG category added to Table 1 includes those customers who were served through our natural disaster NEGs as well as our ARRA funded NEGs. Minnesota operated seven NEGs during PY 2009, two of which were disaster related.

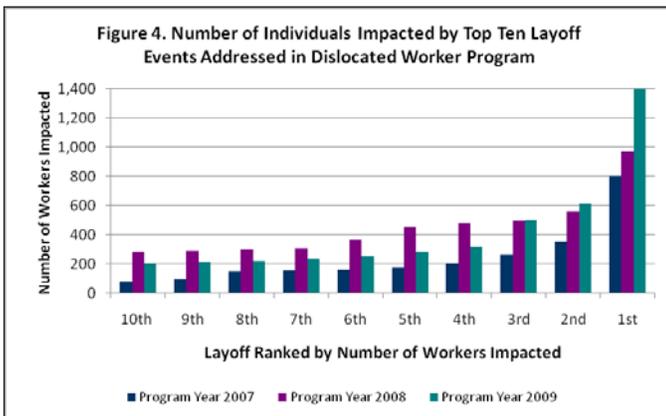
In April of 2010, Minnesota gained a noteworthy title as the first state in the nation to apply for and be awarded a Formula Funds Replenishment National Emergency Grant. Funded through ARRA dollars, this grant will supplement our available funding, allowing us to serve those impacted by

small layoffs throughout the state. Eleven of our sixteen service providers are operating this NEG, serving 1,841 individuals with \$5,527,108 through March 31, 2011.

Individuals laid off through the NWA/Delta merger comprise the largest layoff served by our Rapid Response team – 1,457 workers, 613 of whom we will serve through our NWA NEG for \$2,635,901. Our second largest layoff during PY 2009, BAE Systems, comprises its own NEG as well. With 612 laid off, we were awarded an NEG to serve 183 customers with \$786,901. We are currently preparing a modification request to provide services to 15 additional customers through this NEG.

Minnesota also operates the STICH NEG serving affected workers from Seagate Technology, Target Headquarters, IBM, Celestica and Hutchinson Technology. We secured \$4,768,700 to serve 1,341 individuals through March 31 of 2011. We

currently have a modification pending which, if approved, will increase funding by \$905,795 to serve 1,373 customers. Minnesota is also operating an industry-focused NEG to serve individuals laid off from the Minnesota Automotive Retailers, totaling \$660,052 to serve 132 individuals through February 16 of 2011.



Services

Rapid Response

Minnesota's Rapid Response team is the first responder to layoffs, ensuring a quick initiation to essential services. Rapid Responders may find out about upcoming layoffs from any of a variety of sources: the employer, workers who have been or will be laid off, suppliers to the business, local government officials, local Rapid Response officials, and/or the media. The Federal Worker Adjustment Retraining Notification (WARN) Act requires that employers notify the government in the event of a mass layoff (defined as 50 or more workers over a 30 day period). Many employers will notify the state even if their layoff affects fewer than 50 workers.

Upon notification, a Rapid Responder meets with the employer to discuss the size, scope, and timing of the planned layoffs. As Minnesota improves its broader Business Services, the Rapid Response team also looks for opportunities to avert or minimize layoffs. If the layoff moves forward, the Rapid Response team informs all relevant stakeholders and schedules orientation meetings with workers in which they provide information about Unemployment Insurance

benefits and the services offered by the DW program.

Success Story: Mary and Winona County WorkForce Center

My name is Mary McCormack; I was laid off from TRW Automotive in Winona because my job moved to Mexico. When my employer announced the layoff, representatives from the Winona WorkForce Center came to talk with us, informing us of the training programs that would be available.

Thanks to the Dislocated Worker program, I enrolled in the Medical Assistant Program at Western Technical College in La Crosse. My counselor and staff members with the WorkForce Center were patient and encouraging, always urging me forward. In the beginning, I often felt frustrated, as it is not easy to make a snap decision on a career change. I graduated in December of 2009 and am now working part-time, gaining great experience and unbelievable knowledge! Ellen, my Dislocated Worker program counselor, keeps in touch with me, letting me know of other job opportunities that are available and that will fit into my schedule. I am thankful to be employed and no longer collecting Unemployment Insurance benefits.

As a medical assistant I work for a doctor with Integrative Healthcare of Winona. In my job, I escort patients to their exam rooms, record vital signs, draw blood, ensure appropriate inventory for the lab, and supervise the front desk. I work with a wonderful group of people; each of my co-workers takes the time to explain the information I need to do my job well.

I am thankful for the help Winona WorkForce Center and our taxpayers' dollars offered, allowing me obtain my education. I would not have been able to afford it on my own after losing my job. I do wish that we were not losing so many jobs to other parts of the world.

Services Offered

In order to facilitate a steady transition back into the workforce, most participants in the DW program access job-seeking assistance, including career counseling and some type of training. Upon first contact with a group of potential participants, members of the Rapid Response team ask these individuals to complete a survey that will inform the DW service providers of their most critical needs. In a recently completed Rapid Response

survey, the three most commonly requested services were job replacement or access to job leads, resume and employment letter writing, and interviewing skills.

DW counselors meet with participants to determine which services will result in the most successful outcome for the individual. Service providers offer a variety of flexible core, intensive, training, and support services with federal and state program funds, as follows:

Core Services:

- WIA program eligibility determination;
- One-Stop services orientation;
- Basic skills assessments via MinnesotaWorks.net;
- Workshops for job-seeking skills;
- Self-service tools, including MinnesotaWorks.net;
- Job search and placement assistance;
- Career counseling; and
- Review of economic data and labor market information relating to one's desired field.

Service Related:

- Comprehensive assessments;
- Employment plan development;
- Counseling and career planning;
- Case management; and
- Short-term pre-vocational services.

Training Services:

- Occupational skills;
- On-the-job training;
- Entrepreneurial support;
- Literacy and adult basic education ;
- Job readiness; and
- Customized training.

Support Services:

- Transportation cost assistance;
- Family care cost assistance;
- Health care cost assistance;
- Housing or rental assistance;
- Emergency health or financial assistance; and

- Personal, financial, and/or legal counseling.

If companies are losing jobs to foreign competitors, some workers may be entitled to additional benefits under the Federal Trade Adjustment Assistance (TAA) Act. An individual laid off from a TAA-certified work site is eligible for a wider range of benefits, including additional training dollars and in some cases, extended Unemployment Insurance benefits, known as Trade Readjustment Allowance (TRA). To maximize available resources in Minnesota, every TAA customer is co-enrolled in the DW program.

In addition to these services, Minnesota consistently seeks ways to better specialize our services and contribute to research that will impact future programming. Specifically, our program encourages dislocated workers to consider entrepreneurial opportunities and self-employment as an option. In January of 2009, Minnesota launched its second Project GATE: Growing America Through Entrepreneurship, offering business consulting and classroom training to individuals seeking to launch or grow a small business. The close of PY 2009 marked eighteen months of program operation, at which point we served 291 participants through business consulting to assist in launching or growing a business. In Minnesota as well as in Virginia, Project GATE II is available to participants in the WIA DW program who are at least 45 years of age. The other two pilot states, North Carolina and Alabama, are comparing dislocated workers seeking self-employment through a comparison of urban and rural areas of the state. As of June 30, GATE participants in Minnesota had launched 57 businesses, 30 of which have been operating for at least one year.

Service Process

A network of 49 WorkForce Centers (WFCs) in Minnesota employ hundreds of career counselors, providing the core and service-related support to Minnesota's dislocated workers. These counselors also research and approve the training provided by any one of a number of accredited educational

institutions across the state. Compliant with the Workforce Investment Act of 1998, the State of Minnesota established sixteen Workforce Service Areas (WSAs) as local partners. A local Workforce Investment Board (WIB) governs each area's priorities and operations.

In addition to the 16 WSAs, there are ten WIA-certified, independent service providers, which primarily, but not exclusively, serve dislocated workers in the Twin Cities metropolitan statistical area:

- Arrowhead Economic Opportunity Agency
- Career Solutions
- Employment Action Center
- Goodwill/Easter Seals
- HIRED
- Jewish Vocational Services
- Teamworks, Inc.

These three independent service providers are also authorized to serve dislocated workers from small layoffs:

- Career Management Services
- Quality Career Services
- Teamsters Service Bureau

Dislocated workers who are part of a closing or mass layoff are typically served through project or formula funds. Projects are slightly different from smaller layoffs, as the workers who are affected by these layoffs have the option to form a volunteer group called an Employee Management Committee (EMC). This group helps to select a service provider and develop a plan for the services that will be offered for the project. Customers then grade service providers based on their performance, which informs future EMCs in their pursuit of high quality service provision. This promotes quality and consistency among our service providers.

A dislocated worker who is part of a small layoff can simply select a WorkForce Center, or one of the three previously mentioned independent service providers authorized to serve such workers. The funds that serve these customers are distributed on the basis of a formula which takes into account the

rate of unemployment in each WSA, along with other appropriate factors.

Success Story: Mary Anne and HIRED, Minneapolis

In April of 2009, Mary Anne Morris was laid off from her job as a receptionist/administrative assistant at a property management company after working there for four and a half years.



Mary Anne spent most of her adult years raising her four sons and working in various jobs such as attendance/lunch supervisor at her children's school and in the HR department for a retail business. She mainly worked to contribute to her household income, but expressed to her Dislocated Worker program counselor that she was not necessarily fulfilled. Mary Anne didn't have the chance to go to college as she was busy raising her family.

Being laid off ended up being a blessing in disguise. Now that her sons have grown up and she was without a job, she finally had the chance to realize her dream of going to college. When Mary Anne came into the program she was unsure of the career she wanted to pursue, but knew that it had to be within the realm of healthcare.

Mary Anne was proactive in her career exploration and attended education and job fairs to see "what was out there." She ended up narrowing down to two choices, and actually wrote up two training proposals, one for the Electroneurodiagnostic Technician (ENDT) program at the Minneapolis Community and Technical College, while the other was for Health Information Technology at Anoka Technical College. After learning more about both careers, she felt she was better suited for the ENDT program, where she would be working more directly with patients.

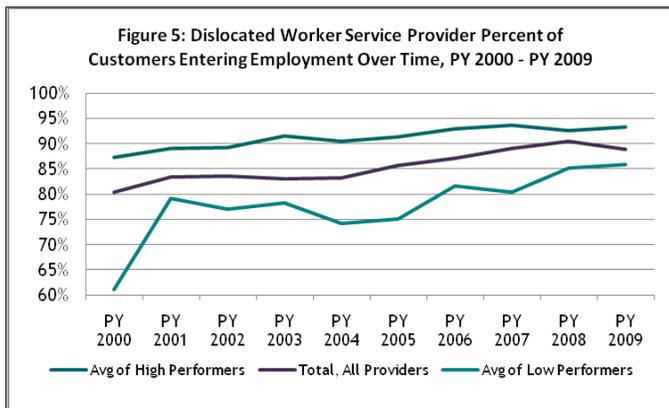
Mary Anne started school with ARRA funding. Since then, Mary Anne has blossomed, maintaining a 4.0 GPA and making the dean's list. She has even been asked to tutor other students in this intense coursework. Mary Anne completed an internship at the University of Minnesota ENDT clinic last semester and has started another one in St. Cloud this summer. On July 8th, Mary Anne was offered a part-time job at Abbott Northwestern Hospital in the Noran clinic, earning a higher salary than she ever had in the past.

In her words, "For the first time in my life, I feel I am doing something for me." Christina Lira, her DW program counselor, had the opportunity to watch her come from a place of uncertainty and a lack of fulfillment, to a place of confidence and wholeness. Mary Anne expressed that she is finally working in her "dream job."

Performance

For the 12,517 workers served by the WIA and WIA ARRA DW and the 20,507 workers served by the MN DW Program in PY 2009, Minnesota met or exceeded all four of our performance standards as negotiated with DOL.

Despite the challenges that accompany an economic recession, fourteen of Minnesota’s sixteen Workforce Service Areas (WSAs) managed to meet all four performance criteria, with five of these exceeding all standards. Six WSAs exceeded three of the four, while three exceeded two of the four standards. Only two WSAs failed a standard; one failed the credential standard while the other failed the average earnings standard. As provided in federal guidance, we consider “meet” to fall within 80 and 100 percent of meeting the goal, and exceeding to be just that – over 100 percent of the goal. Providers who did not exceed all four performance criteria struggled with the employment retention standard, reaching between 85 and 99 percent of the standard of 88 percent of customers retaining their employment for at least six months.



Performance Measure	PY09 Goal ¹	PY 2009 Outcomes		
		Federal	State	Total
Entered Employment Rate (Did the customer exit to employment?)	83.0%	89.8%	85.9%	86.7%
Six Month Retention Rate (Did the customer keep that job for six months?)	88.0%	87.9%	88.9%	88.7%
Average Earnings (What did the customer earn for six months after exit?)	\$17,205	\$18,173	\$21,058	\$20,356
Credential Rate (Did the customer obtain a certificate or credential?)	62.0%	65.9%	65.6%	65.4%

¹Standards negotiated with the U.S. Department of Labor.

Specifically, we average the responses to the following questions, which are based on a scale of 1 (lowest or least satisfied) to 10 (highest or most satisfied):

- What is your overall satisfaction with the services?
- To what extent have the services met your expectations?
- How well did the services you received compare with the ideal set of services?

Averaged, these numbers generate a single number, the actual MnCSI, which falls on a scale of 0 to 100. A score of 70 translates to an average customer response of “7” to two of the three questions, and an “8” on the third. We use this system because it provides an index comprised of responses to two or more questions about the same idea and is more reliable than looking at the responses to a single question.

Customer Satisfaction

To express customer satisfaction, the Minnesota WorkForce Center System uses the Minnesota Customer Satisfaction Index (MnCSI), which is based largely on the American Customer Satisfaction Index (ACSI) as used in the private sector.

Successful Business Launch: Tim and the Winona County WorkForce Center



Tim was working as a senior electronic technician at Watlow Controls in Winona when he was laid off in December of 2008. After eleven years with the company, this layoff came as a shock to Tim, who expected to retire from the company.

Before he was laid off, Tim was referred to the Winona County WorkForce Center to apply for Unemployment Insurance benefits. Tim promptly began working with a counselor with the DW program, who discussed all of the services available to him. At that point, Tim thought he was going to go into the same career—just working someplace else. While job searching, he found that electronic technician positions were non-existent and was getting very concerned about the lack of available opportunities.

One of Tim's friends suggested he attend a solar energy workshop at Winona Senior High sponsored by Winona County Environmental Services on July 22, 2009. Tim remembers this date because during this workshop, he had a "light bulb moment." Since he had owned his own business prior to working at Watlow, and was interested in solar energy, he decided to start his own solar business. His counselor enrolled Tim into Project GATE II, a pilot program designed to support dislocated workers who are at least 45 years of age with launching or growing their own businesses. Through Project GATE II, Tim worked with the local Small Business Development Center representative for assistance with financial issues relating to business ownership.

On January 15, 2010, the State of Minnesota notified Tim and his business partner that their company, Winona Renewable Energy, LLC, was officially recognized and that they were legally able to conduct business. Tim's financial outlook is good. He anticipates that his annual income will be more than double that of his previous job.

When asked, Tim states "the Dislocated Worker program was helpful. My case worker informed me of job leads, and identified resources when I decided to start a business. Being part of the Project GATE II Program allowed me to fully concentrate on business start-up while continuing to receive Unemployment Insurance benefits." The 15 months from date of layoff to business start-up was the perfect length of time to start his company.

As in previous program years, both businesses and job seekers reported high levels of satisfaction with the Minnesota WorkForce Center system, where most DW program customers receive their services. For the period April 2009 to March 2010, job seeker customers across the state of Minnesota reported MnCSI score of 73.2 with all WorkForce Center programs, an increase of .5 from PY 2008. Employers who post job orders and employers who receive business services reported MnCSI scores of 79.5 and 81.1, respectively. These scores evidence that, even during challenging times, service providers strive to do their very best.

Accomplishments

- **First state awarded Formula Funds Replenishment National Emergency Grant to serve 1,841 additional customers with \$5,527,108**

Minnesota was the first state to apply for and be awarded a Formula Funds Replenishment National Emergency Grant. We listened to our local service providers, who had growing concerns about the increased and on-going demand of our customers. We explored this funding source as an opportunity to assist our customers who would otherwise be unable to complete or begin the vital training to improve their capacity for re-employment. The United States Department of Labor (USDOL) awarded Minnesota \$5,527,108 to serve 1,841 current and waitlisted customers.

- **Awarded \$2,635,901 to serve 613 customers laid off from Delta/Northwest Airlines**

In addition to the Formula Funds Replenishment National Emergency Grant, we applied for and received a \$2,635,901 National Emergency Grant to serve 613 workers laid off through the Northwest Airlines/Delta Airlines merger. Minnesota separately established a state project to serve 140 additional workers laid off from NWA/Delta, who were not eligible for the NEG due to the timing of their layoffs.

- **Served 1,671 workers with other NEGs**

We continue to tightly operate three National Emergency Grants to serve 198 workers laid off from BAE Systems, 132 workers laid off from the Minnesota Automotive Retailers through the MARS NEG and finally, 1,341 workers laid off from Seagate, Target Corporation, IBM, Celestica, and Hutchinson Technology through the STICH NEG. These three grants total \$6,215,653.

- **Improved Partnership with Business Services**

We continue to deeply integrate our Rapid Response and Business Services throughout the state of Minnesota. We trained our statewide team of 30+ Business Service Specialists, all of whom already have significant inroads into the employer community, to deliver early response services in layoff situations. This has resulted in better and earlier warning of key layoffs.

- **GATE II Participants Launched 57 Businesses**

The close of PY 2009 marked eighteen months of operating Project GATE II (Growing America Through Entrepreneurship). Project GATE II is a 2.5 year, \$2 million pilot project designed to assist at least 500 dislocated workers over the age of 45 who are interested in self-employment. These dislocated workers receive support from consultants in Small Business Development Centers throughout the state as they start or grow their own businesses. USDOL has been helpful to Minnesota in expanding our eligibility criteria, lowering the age requirement, and broadening the customer base to include those served through National Emergency Grants. To date, 391 individuals have participated in 1,311 activities through Project GATE II, launching 57 businesses.

- **Hosted Third Annual Job Seeker Counselor Conference, bringing together 240 counselors**

In April, we reconvened an annual conference for job seeker counselors, which included counselors for DW, WIA Title 1B Adult, and Veterans Employment. This professional development opportunity provides the counselors with policy updates, specifically about ARRA Stimulus monies, peer learning opportunities, and an opportunity to celebrate success. Staff from the DOL regional

office came to provide essential information on new TAA law and how Minnesota's integration efforts with DW can improve even more dramatically.

- **Fully integrated Trade Adjustment Assistance**

Minnesota continues to mandate co-enrollment between TAA and the DW program. As required in recently established USDOL policy, state merit staff members provide 100 percent of our TAA case management. In the past year, TAA staff members have redesigned the customer application intake process, the interface with DW counselors, the application materials, and the DW counselor training process. Minnesota has also begun publishing clear state-level policies to implement the new TAA law, to ensure consistent integration with the DW program statewide.

- **Served 6,399 Customers through ARRA**

We worked closely with service providers to successfully bring closure to the American Recovery and Reinvestment Act (ARRA). Minnesota served 6,399 customers through ARRA, 2,633 of whom were served solely through ARRA funding. Many of these individuals were enrolled within weeks of the passage of the act in February 2009. We altered our databases to accommodate this funding source, easing our reporting processes as we progressed with the program.

- **Served 851 Customers with CAAs over three years**

On June 30, 2010, Minnesota closed its Career Advancement Account (CAA) Demonstration Program. Granted \$2.3 million in December of 2006, we served 851 individuals over three years as they sought varying forms of training to enhance their capacity for re-employment. Minnesota tightly integrated CAAs within its one-stop system, ensuring that customers both inside and outside programs like the DW program had access to these resources. We continue to discuss the potential for self-service tools and eagerly await the forthcoming report that will reveal the empirical findings from this demonstration project.

Goals and Priorities for Program Year 2010

- **Leverage Additional Financial Resources to Serve more Customers**

As our rate of new registrants has steadied and in some areas decreased, and our customers' average length of time in the program has increased, we find ourselves in a challenging place: working to serve more customers with fewer resources. We are entering program year 2010 with most of our state and federal program dollars already obligated.

- **Prioritize Funding to Serve more Customers**

Our primary use of remaining federal WIA resources will be as "bridge" grants to provide initial core and intensive services to job seeker customers from Trade Act-certified sites, so that Minnesota can continue to make full use of the Trade Adjustment Assistance program and its resources for training. This will test the full integration of DW and TAA in new ways, and we will share what we learn with our federal and state partners.

- **Continue Strategic Approach in Pursuing and Operating National Emergency Grants**

Minnesota commits to further incorporation of National Emergency Grants to support those workers who are losing jobs in concentrated regions of the state. Given the administrative challenges that accompany NEGs, we will continue to operate these funding sources tightly and with transparent accountability.

- **Transform Workforce One**

This year, this agency will begin a transformation of its case management system, Workforce One. The main purpose is the recoding to a .NET platform, so that the underlying software can maintain appropriate technical support. This will also be an opportunity to improve the layout and usability of this critical tool. This multi-year effort will result in even fewer seams in the

delivery of services from multiple programs, including those funded by WIA.

- **Further Develop Connections with UI**

Our linkages with Unemployment Insurance (UI) continue to tighten. In addition to ongoing joint delivery of Rapid Response services and information, UI staff will continue co-locating at one-stop centers to assist customers and partners with program issues. UI staff trained in Trade Readjustment Allowance (TRA) will also begin accompanying TAA staff who supplement Rapid Response visits at trade-impacted sites. Minnesota believes that this early in-person touch dramatically enhances customer service.

- **Continue to Support Aspiring Entrepreneurs**

We will continue to make participation in Project GATE II as seamless as possible, working with Unemployment Insurance and Small Business Development Centers to deepen these working relationships as we serve customers.

- **Offer Professional Development Opportunities**

We will reconvene our annual job seeker counselor conference for the fourth consecutive year.

In Minnesota, the WIA Dislocated Worker program will continue to face challenges as our workforce recovers from this economic recession. The long list of customers waiting to begin training through the WIA DW program in Minnesota evidences the program's positive impact on our workforce. As our labor market transforms, the WIA DW program continues to provide support through project and formula dollars.

Having previously distinguished ourselves throughout the nation with prioritized funding, innovative programming, and consistent outcomes, all involved with the WIA Dislocated Worker program commit to this standard of service. We commit to do our best in providing quality services despite the struggles we will face throughout program year 2010.

ADULT PROGRAM

Adult Vision and Priorities

Just as Minnesota supports partnerships that help young people and workers who have been laid off, we also offer the same quality of services through our WIA Title 1-B Adult program to those who have struggled in their committed involvement with the labor force. Minnesota's program provides employment and training assistance to those most in need, prioritizing individuals who receive public assistance, individuals living with low incomes, and veterans within these groups.

Minnesota seeks to offer consistent and outstanding service for these individuals by:

- Ensuring that we coordinate state and local services;
- Connecting adults with the resources they need to achieve lasting, quality employment;
- Fostering a positive environment to encourage adults as they seek jobs to strengthen regional economies; and
- Remaining accountable to performance measures.

For each participant, the overarching goal is employment or enhancement of his or her occupation. Generally, participants can work to increase their earnings, employment retention, and occupational skills attainment. Spanning program year (PY) 2009, Minnesota's Adult program was greatly successful as counselors worked directly with nearly 4,000 individuals. In addition to these individuals, thousands of other individuals accessed services available in the resource areas of our WorkForce Centers throughout the state. The Adult program continues to offer specific and specialized training services to meet the needs of individuals living in regions facing diversifying economic needs.

Services Offered and Provider Processes

Job seekers can participate in a preliminary assessment of skill levels, aptitudes, and abilities. Further, all WIA Adult program providers must

make the following services available to customers:

- Access to current job openings via MinnesotaWorks.net;
- Training for skills necessary for in-demand jobs;
- Classroom training, including training for non-traditional positions;
- Entrepreneurial training;
- On-the-job training (OJT);
- Vocational and personal counseling;
- Labor market information;
- Detailed assessment tools;
- Supportive services;
- Resource areas and equipment; and
- Referrals to other agencies.

When an individual is in need of supportive services to assist in attaining larger employment goals, local service providers may offer creative or financial help with one or more of the following, provided the resources are available:

- Transportation;
- Family care;
- Healthcare;
- Housing or rental assistance;
- Emergency health insurance;
- Emergency financial assistance;
- Tools and clothing;
- Personal, financial, and legal counseling; and
- Needs-based payments.

Program Organization

In each of the 16 local Workforce Service Areas (WSAs) housing Minnesota's 49 WorkForce Service Centers (WFCs), a local Workforce Investment Board (LWIB) has the authority to select the unique services in addition to those listed above that it will offer to its WIA Adult customers based on their needs and upon available resources. The WIB is also responsible for strategic planning, program oversight, and coordination of resources.

The WIA Title 1-B Adult program continues to operate within the same team and management as the Dislocated Worker (DW) and Trade Adjustment Assistance (TAA) programs. By working together, we are able to better coordinate policy design and state-level activities.

Success Story: Sherrice and the South Minneapolis WorkForce Center

When Sherrice first visited the Minneapolis WorkForce Center (WFC) in November of 2009, she had previously worked in personal care and wanted to upgrade her skills in order to obtain her Certified Nursing Assistant (CNA) license. Coincidentally, the Minneapolis WFC WIA Adult program received an ARRA grant for healthcare training – specifically to complete training for the CNA license.



Sherrice completed her paid work experience on June 30, 2010 and was offered full-time employment in the same long-term care facility with a starting hourly wage of \$11.44. Meeting with Sherrice and discussing her future, she said, “None of this would have been possible without the WorkForce Center. I owe this all to you.” Our response: “We congratulate you and wish you great success in your new position!” Sherrice may pursue a licensed practicing nurse program in the future.

Program Participants

With \$12,413,400 of funding for PY 2009, the Title 1-B Adult Program has been successful in meeting its annual performance goals as negotiated with DOL, serving 4,000 individuals as they sought to obtain or improve their employment.

During PY 2009, 74.1 percent of Adult program participants were not employed at the time of initial service, comparable to the percentage from the preceding program year (Table 1). Twenty percent of participants were claiming unemployment insurance (UI) benefits, a 43.7 percent increase from the preceding program

year. Likely due to increasing economic hardship nationwide, we anticipate this barrier to remain this significant through the next program year.

Single parents comprise a large portion of our Adult program participants; during PY 2009, 26.5 percent were raising children as a single parent. Overall, 7.7 percent of participants were living with a disability presenting a barrier to self-sufficiency. Over 28 percent of participants were receiving some form of public assistance. Finally, 5.5 percent of participants identified limited English speaking ability as a barrier to securing and maintaining employment.

Table 1: Adult Program Participant Characteristics at Time of Service Initiation

	PY 2007	PY 2008	PY 2009
Customers served	2,361	2,599	4,000
Not employed	65.0%	74.3%	74.1%
Receiving unemployment insurance benefits	7.0%	11.8%	20.6%
Receiving some form of public assistance	18.0%	28.8%	28.7%
Not yet high school graduate	11.1%	8.9%	8.5%
Single parents	30.0%	28.3%	26.5%
Veteran	1.9%	2.2%	2.2%
Living with a disability which presents a barrier to self-sufficiency	6.0%	9.0%	7.7%
Older worker, 55+	6.0%	6.7%	6.6%
Limited English-speaking ability	6.6%	5.7%	5.5%

Performance Evaluation

Each year, MN DEED and each applicable program negotiate performance standards with the United States Department of Labor (DOL). Minnesota uses several tracking tools and designated performance staff members to follow program

performance during the year, allowing us to better understand the economic climate in each region. We also use these tools to award incentive dollars to our service providers. Administrators of Minnesota's Adult program, together with representatives from the DW program and TAA team, work to determine program performance and strategies to better serve customers. Constant attention to program performance and adherence to program plans allow program managers to address the most pressing needs, identifying new trends before they create challenges for our customers. Each WSA plans accordingly and strives to meet, if not exceed, the negotiated performance standard.

Table 2: WIA Adult Program Performance, PY 2009

Adult Program Performance Measure	PY 2009 Standard ¹	PY 2009 Result	PY 2009 Target Ratio ²
Customers Served	-	4,000	-
Entered Employment Rate (Did the customer exit to employment?)	80.0%	83.0%	103.7%
Employment Retention (Did the customer keep that job for six months?)	80.0%	84.8%	106.1%
Average Annual Earnings (What did the customer earn for six months after exit?)	\$10,800	\$14,669	135.8%
Credential Rate (Did the customer obtain a certificate or credential?)	66.0%	75.9%	115.0%

¹Standards are negotiated with the U.S. Department of Labor

²PY 2009 Target Ratio = PY 2009 actual performance level divided by PY 2009 negotiated performance standard, multiplied by 100.

The WIA Title 1-B Adult program performance measures include four criteria: the rate of customers entering employment, the rate of customers keeping these jobs for at least six months, the rate of customers receiving a credential following completion of the program, and the customer's average earnings for six months after exit. Due to the tightening labor market and the challenges our customers face, Minnesota renegotiated three of the four

performance measures downward for PY 2009. Program managers proposed levels of performance based on past performance, the Government Performance and Results Act goals, and national comparisons.

Performance Results

Minnesota met and exceeded all four performance standards with its Adult program participants. For the WIA Title 1-B programs, the upper limit of the performance range is meeting 100 percent of the negotiated level of performance for that measure, while the lower limit of the range is 80 percent of the negotiated level of performance. As recommended, Minnesota uses the negotiated levels of performance to galvanize continuous improvement and enhance our customer satisfaction.

Of the 16 WSAs, 14 achieved all four negotiated performance standards as outlined by DOL for the Adult program. Of these, seven exceeded all performance standards. These core requirements include an 80 percent rate of participants entering employment, 80 percent retaining employment for six months or longer, average semi-annual earnings of \$10,800 for each participant, and 66 percent of participants earning credentials (Table 2). In addition to the 12 WSAs meeting all four of their performance goals and seven exceeding all of these, four exceeded three out of four of their standards, while four exceeded two and met the other two standards. Only one WSA failed to exceed any of its standards, meeting three, but failing to meet one completely.

Accomplishments from PY 2009

- **Strategic Framework for Service Delivery**
Launched in 2007, FastTRAC has become Minnesota's framework for statewide improvement of adults' occupational skills. This program integrates resources of workforce development, higher education and Adult Basic

Education (ABE) entities into a new approach that helps eliminate academic barriers that keep many low-skilled adults from obtaining occupational goals. The purpose of FastTRAC is to improve education and employment outcomes of adult Minnesotans, particularly the adults who lack the basic and foundational skills to enter and complete post-secondary education.

- **Seamless Integration of ARRA Funding**

Adult program administrators integrated stimulus funding provided by the American Recovery and Reinvestment Act (ARRA). DEED continued appropriate co-enrollment policies and provided a streamlined case management system within Workforce One, our customer tracking system, for local partners to provide seamless service to customers in the program, minimizing the complications that may have resulted from incorporating ARRA funding.

- **Counselors Continue Professional Development**

Title I-B Adult program counselors across the state participated in a professional development opportunity at the most recent Job Seeker Counselors Conference. This conference integrated peer learning and networking opportunities for counselors from multiple employment and training programs, and increased the state's ongoing investment in counselor skills and knowledge.

- **Launched Improved, Intuitive Website**

DEED's new website serves as a model for Minnesota's approach to job seeker customers: rather than making customers guess the program into which they enroll, we will ask them what they need, and then find the appropriate resource. We strive to operate in the same manner, with emphasis on the customer's need, not on what the program may offer to eligible customers.

- **Increased Capacity by transferring funds**

Our providers were able to address high demand for job seeker services thanks to WIA

Adult resources. Four WSAs transferred resources from Adult to DW; others recognized that many DW-eligible individuals also faced significant barriers to re-employment, in part due to the long-term nature of this unemployment, and were therefore eligible for the WIA Adult program.

Success Story: Sonya and the Southwest Minnesota Private Industry Council (SW MN PIC)

When she came to SW MN PIC, Sonya had limited skills and educational background. As a result, she felt cornered into a job that paid slightly more than minimum wage and had no future for advancement. She sought a career that would be fulfilling, pay self-sufficient wages, and offer a solid future. Researching her options and reflecting on her personal interests, she decided to return to school to become a massage therapist. Massage therapy programs are relatively short but are often intense, requiring full-time schooling, studying, and required practicum hours. As a single mother of two, Sonya did not know how she was going to complete the program, so her school referred her to SW MN PIC.



Sonya met with Sara Karbo, a Job Training Specialist, who reviewed some options with her and assisted her in completing an assessment and labor market research. She then completed her program like a runaway train, graduating with high honors and the chosen graduation commencement speaker for her class. During the middle of her spring semester, Sonya put together her resume and portfolio of her work. She called potential employers to learn about massage therapist opportunities. Before she graduated, Sonya accepted a job with a chiropractic office starting at \$26.00 per hour, including benefits for her and her two sons. Sonya stated that she would never have been able to accomplish this without the WIA Adult program. She now has a bright future ahead of her that allows her to support her family and take pride in her career.

Looking ahead to the WIA Title 1-B Adult Program in PY 2010

The WIA Title 1-B Adult program exists to serve individuals who have limited connections to the workforce and have historically struggled with finding and sustaining employment. These goals translate to a very diverse constituency. Further, local service providers have widely varying implementation strategies. Regardless of this diversity, Minnesota's WIA Adult program has several overarching goals:

- **Focus on Remedial Skill Development**
Through the recently launched FastTRAC program, service providers in Minnesota plan to continue integrating multiple program resources to better serve our Adult program customers, seeking to eliminate the academic barriers that prevent many adults from obtaining occupational credentials and jobs that would accompany such training.
- **Continued Integration with Dislocated Worker and Trade Adjustment Assistance**
Customers who enter WorkForce Centers seeking help should not have to worry about differing program names and bureaucratic complications. The more Title I-B Adult, Dislocated Worker, and Trade Adjustment Assistance programs work together, the better. While already a pioneer of such integration, Minnesota can and will seek ways to do more. Currently, we are reworking our policies to make them as consistent with those for the DW and TAA programs as possible.
- **A Specific Track at Next Year's Counselor Conference**
Counselors may always benefit from program-specific professional development. Our primary avenue for this work is the annual Job Seeker Counselor Conference which will implement specific sessions tailored to such needs while continuing to encourage efforts for integration.
- **Big Picture Analysis – Regression Model**
Minnesota was chosen as one of the states to participate in DOL's regression model, designed in part with the Upjohn Institute. Through this model, Minnesota will acquire a new understanding of its evolving labor force as it provides critical data to assist in designing new programs and customer service models.
- **Improved Performance**
While some areas of the state struggle to meet standards in a tough economy, Minnesota believes that we can continue to meet and exceed our negotiated performance standards. A combination of continued counselor development, general policy review, and other technical assistance efforts will assist service providers as we work with these customers.

PERFORMANCE RESULTS

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level ¹	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included In the Sample	Adjusted Response Rate
Participants	76.0	73.7	502	665	6,763	75.5
Employers	77.0	78.7	534	724	7,706	73.8

Table B - Workforce Investment Act Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80.0	83.0	731
			881
Employment Retention Rate	80.0	84.8	907
			1,069
Average Earnings	\$10,800.00	\$14,668.60	\$12,967,013
			884
Employment and Credential Rate	66.0	75.9	337
			444

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	79.8	205	71.4	10	68.5	50	69.4	43
		257		14		73		62
Employment Retention Rate	82.4	234	100.0	16	81.4	57	88.9	64
		284		16		70		72
Average Earnings	\$10,149.30	\$2,344,498	\$14,644.30	\$219,665	\$11,112.30	\$622,288	\$12,278.50	\$785,823
		231		15		56		64
Employment and Credential Rate	72.2	114	44.4	4	65.7	23	55.6	10
		158		9		35		18

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	88.0	243	80.7	488
		276		605
Employment Retention Rate	90.5	476	79.4	431
		526		543
Average Earnings	\$17,290.40	\$8,178,345	\$11,651.30	\$4,788,668
		473		411

¹ American Customer Satisfaction Index

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0	89.8	1,739
			1,936
Employment Retention Rate	88.0	87.9	1,288
			1,466
Average Earnings	\$16,400	\$18,173.40	\$22,716,749
			1,250
Employment and Credential Rate	62.0	65.9	397
			602

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.5	106	88.7	94	82.3	260	100.0	4
		127		106		316		4
Employment Retention Rate	82.2	83	76.3	71	85.0	187	83.3	5
		101		93		220		6
Average Earnings Rate	\$19,119.70	\$1,510,453	\$14,337.90	\$946,300	\$16,976.40	\$3,004,823	\$5,653.60	\$28,268
		79		66		177		5
Employment and Credential Rate	68.3	28	59.5	22	71.9	46	0.0	0
		41		37		64		0

Table G - Other Outcomes for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	88.6	468	90.3	1,271
		528		1,408
Employment Retention Rate	86.8	369	88.3	919
		425		1,041
Average Earnings	\$16,885.40	\$6,061,849	\$18,692.40	\$16,654,900
		359		891

Table H.1 - Youth (14-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	0.0	62.0	769
			1,241
Attainment of Degree or Certificate	0.0	54.3	729
			1,343
Literacy and Numeracy Gains ¹	0.0	24.1	71
			295

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table H.2 - Older Youth (19-21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75.0	75.6	186 246
Employment Retention Rate	78.0	82.3	205 249
Average Earnings Gain	\$3,800.00	\$3,928.30	\$872,076 222
Credential Rate	55.0	60.6	200 330

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	85.0	91 107	33.3	1 3	67.6	25 37	74.0	125 169
Employment Retention Rate	78.9	75 95	100.0	1 1	82.2	37 45	80.7	134 166
Average Earnings Rate	\$3,822.80	\$328,758 86	\$2,197.00	\$2,197 1	\$3,339.10	\$130,226 39	\$3,510.70	\$526,600 150
Credential Rate	63.9	85 133	50.0	2 4	67.2	39 58	59.5	128 215

Table J - Younger Youth (14-18) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	90.0	92.5	3,814 4,124
Youth Diploma or Equivalent Rate	75.0	88.2	488 553
Retention Rate	70.0	76.4	422 552

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out of School Youth	
Skill Attainment Rate	90.6	1,045 1,153	93.9	1,926 2,051	89.7	612 682
Youth Diploma or Equivalent	90.0	135 150	89.9	249 277	71.8	51 71
Retention Rate	68.0	102 150	75.4	211 280	78.4	91 116

Table L - Other Reported Information

Reported Information	12-Month Employment Retention Rate		12-Month Earning Increase (Adults & Older Youth) or 12-Month Earning Replacement (Dislocated Workers)		Placement in Nontraditional Employment		Wages At Entry into Employment for Those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	85.1	854	\$3,792.50	\$3,720,489	5.3	39	\$4,995.90	\$3,552,120	73.6	176
		1,003		981		731		711		239
Dislocated Workers	87.9	1,469	80.0	\$25,875,274	3.6	63	\$9,338.80	\$15,894,608	69.0	312
		1,671		\$32,342,569		1,739		1,702		452
Older Youth	80.2	194	\$4,423.70	\$928,985	2.7	5	\$2,868.20	\$504,806		
		242		210		186		176		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	16,806	5,085
Total Adult Self-Service Only	0	0
WIA Adult	4,000	1,517
WIA Dislocated Worker	12,832	3,571
Total Youth (14-21)	5,125	1,673
Younger Youth (14-18)	3,733	1,263
Older Youth (19-21)	1,392	410
Out-of-School Youth	1,521	483
In-School Youth	3,604	1,190

Table N - Cost of Program Activities

Program	Program Activity		Total Federal Spending
	WIA	WIA ARRA	
Local Adults	\$8,477,935	\$3,935,465	\$12,413,400
Local Dislocated Worker	\$12,755,771	\$12,903,136	\$25,658,907
Local Youth	\$10,982,253	\$12,935,548	\$23,917,801
Rapid Response	\$2,755,579	\$2,069,315	\$4,824,894
Harken WIA 173 Special Allotment	-	-	\$716,545
National Emergency Grants (NEGs)	\$386,954	\$4,058,286	\$4,445,240
Statewide Required Activities (up to 15.0) WIA Section 134(a)(2)(B)	-	-	\$1,713,679
Statewide Allowable Activities WIA Section 134(a)(3)			
Program Activity Description			
Youth Special Projects	-	-	\$1,255,909
Labor Market Information	-	-	\$514,102
Special Technology Projects	-	-	\$1,289,856
Other Allowable Activities	-	-	\$4,277,447
Total of All Federal Spending			\$81,027,780

Table O - Local Performance

Local Area Name: Northwest Minnesota Private Industry Council, Inc. - WSA 1	Total Participants Served	Adults	193
		Dislocated Workers	137
		Older Youth (19-21)	37
		Younger Youth (14-18)	168
ETA Assigned #: 27045	Total Exiters	Adults	65
		Dislocated Workers	35
		Older Youth (19-21)	9
		Younger Youth (14-18)	46
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	84.6
	Dislocated Workers	83.0	80.6
	Older Youth	75.0	80.0
Retention Rates	Adults	80.0	97.0
	Dislocated Workers	88.0	95.0
	Older Youth	78.0	90.0
	Younger Youth	70.0	63.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,018.00	\$12,855.50
	Dislocated Workers	\$13,328.00	\$15,386.80
	Older Youth	\$3,800.00	\$7,750.00
Credential/Diploma Rates	Adults	66.0	40.0
	Dislocated Workers	62.0	21.1
	Older Youth	55.0	60.0
	Younger Youth	75.0	85.7
Skill Attainment Rate	Younger Youth	90.0	98.1
Placement in Employment or Education	Youth (14-21)	0.0	84.8
Attainment of Degree or Certificate	Youth (14-21)	0.0	76.1
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Rural Minnesota Concentrated Employment Program, Inc. - WSA 2	Total Participants Served	Adults	752
		Dislocated Workers	1182
		Older Youth (19-21)	151
		Younger Youth (14-18)	581
ETA Assigned #: 27040	Total Exiters	Adults	213
		Dislocated Workers	324
		Older Youth (19-21)	38
		Younger Youth (14-18)	162
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	89.0
	Dislocated Workers	83.0	94.3
	Older Youth	73.0	100.0
Retention Rates	Adults	80.0	89.3
	Dislocated Workers	88.0	91.5
	Older Youth	78.0	94.7
	Younger Youth	70.0	90.9
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,906.00	\$12,142.20
	Dislocated Workers	\$12,022.00	\$13,649.10
	Older Youth	\$3,280.00	\$3,459.30
Credential/Diploma Rates	Adults	66.0	91.8
	Dislocated Workers	62.0	88.1
	Older Youth	49.0	85.2
	Younger Youth	75.0	94.4
Skill Attainment Rate	Younger Youth	85.0	94.6
Placement in Employment or Education	Youth (14-21)	0.0	70.1
Attainment of Degree or Certificate	Youth (14-21)	0.0	68.0
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	45.2
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Northeast Minnesota Office of Job Training - WSA 3	Total Participants Served	Adults	294
		Dislocated Workers	387
		Older Youth (19-21)	97
		Younger Youth (14-18)	216
ETA Assigned #: 27035	Total Exiters	Adults	107
		Dislocated Workers	114
		Older Youth (19-21)	35
		Younger Youth (14-18)	69
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	95.9
	Dislocated Workers	83.0	88.4
	Older Youth	75.0	90.0
Retention Rates	Adults	80.0	89.2
	Dislocated Workers	88.0	83.8
	Older Youth	78.0	72.7
	Younger Youth	70.0	74.1
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,022.00	\$12,869.90
	Dislocated Workers	\$11,186.00	\$14,805.40
	Older Youth	\$3,800.00	\$5,062.10
Credential/Diploma Rates	Adults	66.0	87.7
	Dislocated Workers	62.0	78.9
	Older Youth	55.0	85.7
	Younger Youth	75.0	85.1
Skill Attainment Rate	Younger Youth	90.0	92.5
Placement in Employment or Education	Youth (14-21)	0.0	81.3
Attainment of Degree or Certificate	Youth (14-21)	0.0	87.5
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	45.5
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: City of Duluth - WSA 4	Total Participants Served	Adults	90
		Dislocated Workers	76
		Older Youth (19-21)	80
		Younger Youth (14-18)	143
ETA Assigned #: 27005	Total Exiters	Adults	15
		Dislocated Workers	14
		Older Youth (19-21)	8
		Younger Youth (14-18)	9
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	83.3
	Dislocated Workers	83.0	100.0
	Older Youth	75.0	100.0
Retention Rates	Adults	80.0	78.3
	Dislocated Workers	88.0	100.0
	Older Youth	78.0	62.5
	Younger Youth	70.0	76.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,921.00	\$11,261.30
	Dislocated Workers	\$13,354.00	\$9,461.30
	Older Youth	\$3,800.00	\$1,345.90
Credential/Diploma Rates	Adults	66.0	53.8
	Dislocated Workers	62.0	83.3
	Older Youth	55.0	100.0
	Younger Youth	75.0	85.7
Skill Attainment Rate	Younger Youth	90.0	87.4
Placement in Employment or Education	Youth (14-21)	0.0	87.5
Attainment of Degree or Certificate	Youth (14-21)	0.0	100.0
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	33.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Central Minnesota Jobs and Training - WSA 5	Total Participants Served	Adults	338
		Dislocated Workers	1,280
		Older Youth (19-21)	58
		Younger Youth (14-18)	308
ETA Assigned #: 27105	Total Exiters	Adults	103
		Dislocated Workers	422
		Older Youth (19-21)	36
		Younger Youth (14-18)	130
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	79.5
	Dislocated Workers	83.0	95.7
	Older Youth	75.0	84.2
Retention Rates	Adults	80.0	83.1
	Dislocated Workers	88.0	88.4
	Older Youth	80.0	100.0
	Younger Youth	70.0	83.6
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,160.00	\$18,141.30
	Dislocated Workers	\$14,287.00	\$19,147.70
	Older Youth	\$3,700.00	\$5,694.40
Credential/Diploma Rates	Adults	66.0	73.9
	Dislocated Workers	62.0	85.7
	Older Youth	55.0	82.9
	Younger Youth	75.0	97.3
Skill Attainment Rate	Younger Youth	90.0	94.9
Placement in Employment or Education	Youth (14-21)	0.0	73.3
Attainment of Degree or Certificate	Youth (14-21)	0.0	76.9
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	27.3
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Southwest Minnesota Private Industry Council Inc. - WSA 6	Total Participants Served	Adults	98
		Dislocated Workers	225
		Older Youth (19-21)	29
		Younger Youth (14-18)	146
ETA Assigned #: 27055	Total Exiters	Adults	32
		Dislocated Workers	35
		Older Youth (19-21)	11
		Younger Youth (14-18)	41
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	84.6
	Dislocated Workers	83.0	90.5
	Older Youth	76.0	66.7
Retention Rates	Adults	80.0	92.7
	Dislocated Workers	88.0	93.3
	Older Youth	78.0	100.0
	Younger Youth	71.0	65.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,711.00	\$19,283.80
	Dislocated Workers	\$14,370.00	\$15,612.80
	Older Youth	\$3,800.00	\$13,506.80
Credential/Diploma Rates	Adults	66.0	76.0
	Dislocated Workers	62.0	73.3
	Older Youth	55.0	57.1
	Younger Youth	76.0	96.2
Skill Attainment Rate	Younger Youth	90.0	95.9
Placement in Employment or Education	Youth (14-21)	0.0	71.4
Attainment of Degree or Certificate	Youth (14-21)	0.0	70.0
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: South Central Workforce Council - WSA 7	Total Participants Served	Adults	200
		Dislocated Workers	780
		Older Youth (19-21)	54
		Younger Youth (14-18)	160
ETA Assigned #: 27030	Total Exiters	Adults	59
		Dislocated Workers	248
		Older Youth (19-21)	23
		Younger Youth (14-18)	39
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	78.6
	Dislocated Workers	83.0	88.7
	Older Youth	75.0	83.3
Retention Rates	Adults	80.0	82.4
	Dislocated Workers	88.0	84.8
	Older Youth	78.0	91.7
	Younger Youth	69.0	70.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,135.00	\$7,873.60
	Dislocated Workers	\$14,354.00	\$13,679.90
	Older Youth	\$3,300.00	\$5,404.80
Credential/Diploma Rates	Adults	66.0	80.0
	Dislocated Workers	62.0	63.6
	Older Youth	50.0	52.9
	Younger Youth	75.0	95.2
Skill Attainment Rate	Younger Youth	85.0	91.1
Placement in Employment or Education	Youth (14-21)	0.0	60.6
Attainment of Degree or Certificate	Youth (14-21)	0.0	77.4
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	41.7
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met		Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Southeast Minnesota Workforce Development - WSA 8	Total Participants Served	Adults	275
		Dislocated Workers	912
		Older Youth (19-21)	169
		Younger Youth (14-18)	235
ETA Assigned #: 27075	Total Exiters	Adults	147
		Dislocated Workers	246
		Older Youth (19-21)	48
		Younger Youth (14-18)	73
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	84.0
	Dislocated Workers	83.0	86.5
	Older Youth	75.0	68.0
Retention Rates	Adults	80.0	77.3
	Dislocated Workers	88.0	87.2
	Older Youth	78.0	89.7
	Younger Youth	70.0	76.8
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$11,268.00	\$11,210.70
	Dislocated Workers	\$16,237.00	\$17,482.40
	Older Youth	\$3,800.00	\$4,260.90
Credential/Diploma Rates	Adults	66.0	69.0
	Dislocated Workers	62.0	64.1
	Older Youth	55.0	54.3
	Younger Youth	75.0	62.0
Skill Attainment Rate	Younger Youth	90.0	80.1
Placement in Employment or Education	Youth (14-21)	0.0	71.8
Attainment of Degree or Certificate	Youth (14-21)	0.0	69.5
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	16.1
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Hennepin Carver Employment and Training Council - WSA 9	Total Participants Served	Adults	329
		Dislocated Workers	2,404
		Older Youth (19-21)	98
		Younger Youth (14-18)	311
ETA Assigned #: 27120	Total Exiters	Adults	178
		Dislocated Workers	738
		Older Youth (19-21)	22
		Younger Youth (14-18)	122
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	64.3
	Dislocated Workers	83.0	88.0
	Older Youth	75.0	80.0
Retention Rates	Adults	80.0	76.0
	Dislocated Workers	88.0	87.1
	Older Youth	78.0	72.7
	Younger Youth	70.0	0.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$12,156.00	\$10,841.60
	Dislocated Workers	\$19,775.00	\$20,394.30
	Older Youth	\$3,800.00	\$2,043.60
Credential/Diploma Rates	Adults	66.0	33.3
	Dislocated Workers	62.0	64.8
	Older Youth	55.0	72.7
	Younger Youth	75.0	100.0
Skill Attainment Rate	Younger Youth	90.0	92.4
Placement in Employment or Education	Youth (14-21)	0.0	65.5
Attainment of Degree or Certificate	Youth (14-21)	0.0	65.0
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
			✓
			Exceeded

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Minneapolis Employment and Training - WSA 10	Total Participants Served	Adults	447
		Dislocated Workers	606
		Older Youth (19-21)	233
		Younger Youth (14-18)	722
ETA Assigned #: 27010	Total Exiters	Adults	216
		Dislocated Workers	142
		Older Youth (19-21)	99
		Younger Youth (14-18)	374
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	91.6
	Dislocated Workers	83.0	90.1
	Older Youth	69.0	64.8
Retention Rates	Adults	80.0	76.9
	Dislocated Workers	88.0	90.8
	Older Youth	75.0	72.5
	Younger Youth	60.0	54.5
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,867.00	\$11,634.80
	Dislocated Workers	\$18,509.00	\$17,916.70
	Older Youth	\$2,900.00	\$1,933.90
Credential/Diploma Rates	Adults	66.0	78.6
	Dislocated Workers	62.0	74.1
	Older Youth	48.0	46.2
	Younger Youth	68.0	63.2
Skill Attainment Rate	Younger Youth	86.0	96.2
Placement in Employment or Education	Youth (14-21)	0.0	41.2
Attainment of Degree or Certificate	Youth (14-21)	0.0	13.9
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	1.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met		Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Anoka County - WSA 12	Total Participants Served	Adults	62
		Dislocated Workers	705
		Older Youth (19-21)	24
		Younger Youth (14-18)	50
ETA Assigned #: 27085	Total Exiters	Adults	13
		Dislocated Workers	223
		Older Youth (19-21)	6
		Younger Youth (14-18)	7
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	73.7
	Dislocated Workers	83.0	95.3
	Older Youth	72.0	100.0
Retention Rates	Adults	80.0	84.6
	Dislocated Workers	88.0	84.2
	Older Youth	77.0	66.7
	Younger Youth	62.0	66.7
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,514.00	\$9,829.20
	Dislocated Workers	\$17,205.00	\$18,342.30
	Older Youth	\$3,800.00	\$5,318.00
Credential/Diploma Rates	Adults	66.0	70.0
	Dislocated Workers	62.0	88.5
	Older Youth	55.0	100.0
	Younger Youth	70.0	66.7
Skill Attainment Rate	Younger Youth	80.0	100.0
Placement in Employment or Education	Youth (14-21)	0.0	57.1
Attainment of Degree or Certificate	Youth (14-21)	0.0	62.5
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Dakota/Scott Counties - WSA 14	Total Participants Served	Adults	260
		Dislocated Workers	1,120
		Older Youth (19-21)	29
		Younger Youth (14-18)	179
ETA Assigned #: 27125	Total Exiters	Adults	147
		Dislocated Workers	279
		Older Youth (19-21)	16
		Younger Youth (14-18)	48
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	73.2
	Dislocated Workers	83.0	84.7
	Older Youth	70.0	85.7
Retention Rates	Adults	80.0	84.8
	Dislocated Workers	88.0	83.5
	Older Youth	80.0	72.7
	Younger Youth	70.0	74.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,713.00	\$13,769.40
	Dislocated Workers	\$16,943.00	\$20,839.20
	Older Youth	\$3,200.00	\$4,344.80
Credential/Diploma Rates	Adults	66.0	55.6
	Dislocated Workers	62.0	54.5
	Older Youth	45.0	50.0
	Younger Youth	75.0	80.0
Skill Attainment Rate	Younger Youth	85.0	92.3
Placement in Employment or Education	Youth (14-21)	0.0	63.0
Attainment of Degree or Certificate	Youth (14-21)	0.0	45.5
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Ramsey County Workforce Solutions - WSA 15	Total Participants Served	Adults	518
		Dislocated Workers	851
		Older Youth (19-21)	281
		Younger Youth (14-18)	450
ETA Assigned #: 27115	Total Exiters	Adults	150
		Dislocated Workers	211
		Older Youth (19-21)	49
		Younger Youth (14-18)	134
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	80.7
	Dislocated Workers	83.0	86.2
	Older Youth	69.0	66.7
Retention Rates	Adults	80.0	84.0
	Dislocated Workers	88.0	95.2
	Older Youth	75.0	80.0
	Younger Youth	70.0	78.2
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$11,067.00	\$12,817.80
	Dislocated Workers	\$18,758.00	\$18,205.80
	Older Youth	\$2,900.00	\$3,224.80
Credential/Diploma Rates	Adults	66.0	66.7
	Dislocated Workers	62.0	91.7
	Older Youth	48.0	45.1
	Younger Youth	75.0	88.8
Skill Attainment Rate	Younger Youth	87.0	85.3
Placement in Employment or Education	Youth (14-21)	0.0	72.2
Attainment of Degree or Certificate	Youth (14-21)	0.0	68.8
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	23.4
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance		Not Met	Met
			Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Washington County - WSA 16	Total Participants Served	Adults	28
		Dislocated Workers	613
		Older Youth (19-21)	12
		Younger Youth (14-18)	23
ETA Assigned #: 27100	Total Exiters	Adults	10
		Dislocated Workers	215
		Older Youth (19-21)	2
		Younger Youth (14-18)	3
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	100.0
	Dislocated Workers	83.0	91.2
	Older Youth	75.0	100.0
Retention Rates	Adults	80.0	80.0
	Dislocated Workers	88.0	86.1
	Older Youth	78.0	0.0
	Younger Youth	70.0	100.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,898.00	\$8,983.50
	Dislocated Workers	\$20,056.00	\$18,884.90
	Older Youth	\$3,800.00	\$0.00
Credential/Diploma Rates	Adults	66.0	100.0
	Dislocated Workers	62.0	86.0
	Older Youth	55.0	100.0
	Younger Youth	75.0	100.0
Skill Attainment Rate	Younger Youth	90.0	93.8
Placement in Employment or Education	Youth (14-21)	0.0	80.0
Attainment of Degree or Certificate	Youth (14-21)	0.0	80.0
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

Table O - Local Performance

Local Area Name: Stearns-Benton Employment and Training Council - WSA 17	Total Participants Served	Adults	73
		Dislocated Workers	506
		Older Youth (19-21)	28
		Younger Youth (14-18)	6
ETA Assigned #: 27110	Total Exiters	Adults	18
		Dislocated Workers	108
		Older Youth (19-21)	7
		Younger Youth (14-18)	1
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	100.0
	Dislocated Workers	83.0	93.2
	Older Youth	75.0	100.0
Retention Rates	Adults	80.0	95.7
	Dislocated Workers	88.0	91.9
	Older Youth	78.0	100.0
	Younger Youth	70.0	100.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$13,456.00	\$17,678.60
	Dislocated Workers	\$12,440.00	\$15,984.00
	Older Youth	\$3,500.00	\$8,838.80
Credential/Diploma Rates	Adults	66.0	87.5
	Dislocated Workers	62.0	76.2
	Older Youth	55.0	85.7
	Younger Youth	75.0	100.0
Skill Attainment Rate	Younger Youth	90.0	100.0
Placement in Employment or Education	Youth (14-21)	0.0	100.0
Attainment of Degree or Certificate	Youth (14-21)	0.0	90.0
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met		Met
			Exceeded ✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

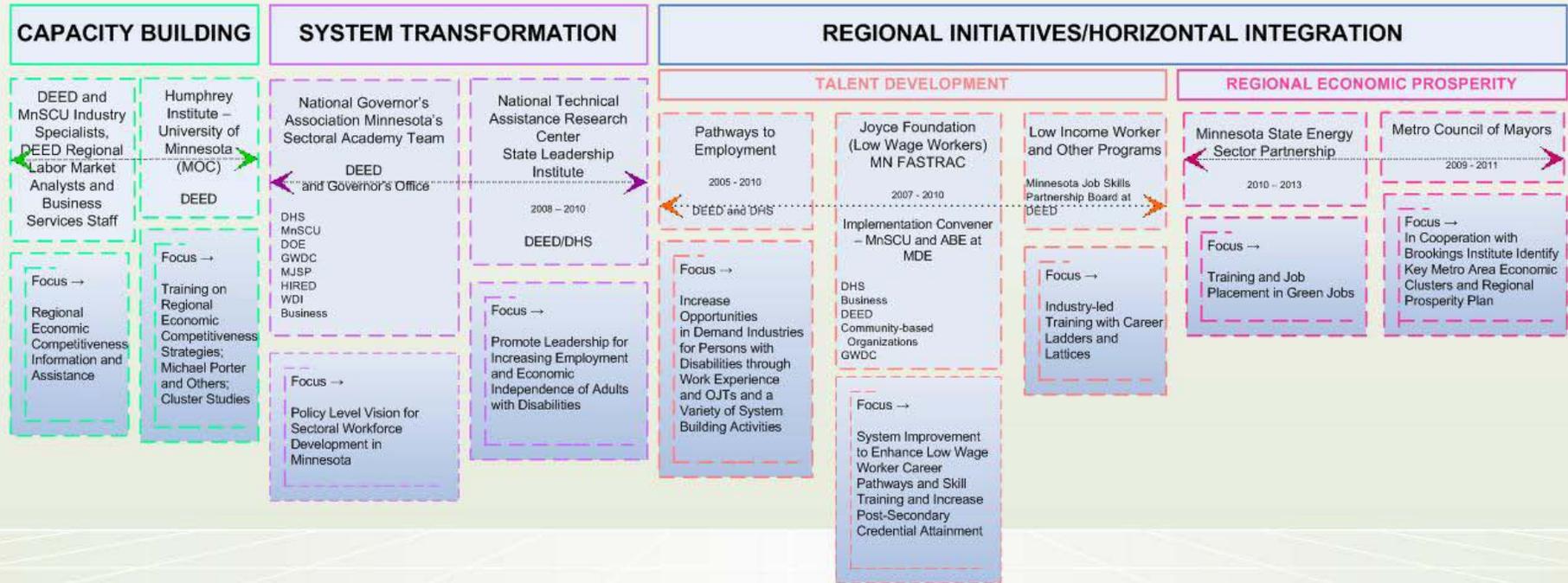
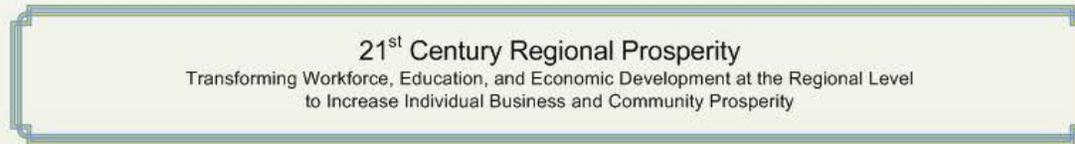
Table O - Local Performance

Local Area Name: Winona County Workforce Council - WSA 18	Total Participants Served	Adults	42
		Dislocated Workers	104
		Older Youth (19-21)	12
		Younger Youth (14-18)	35
ETA Assigned #: 27080	Total Exiters	Adults	44
		Dislocated Workers	18
		Older Youth (19-21)	1
		Younger Youth (14-18)	5
Reported		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	76.0	73.7
	Employers	77.0	78.7
Entered Employment Rates	Adults	80.0	66.7
	Dislocated Workers	83.0	88.9
	Older Youth	75.0	66.7
Retention Rates	Adults	80.0	96.3
	Dislocated Workers	88.0	100.0
	Older Youth	78.0	83.3
	Younger Youth	70.0	75.0
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,296.00	\$29,262.80
	Dislocated Workers	\$11,333.00	\$17,212.50
	Older Youth	\$3,800.00	\$2,669.20
Credential/Diploma Rates	Adults	66.0	87.8
	Dislocated Workers	62.0	66.7
	Older Youth	55.0	33.3
	Younger Youth	75.0	75.0
Skill Attainment Rate	Younger Youth	87.0	86.7
Placement in Employment or Education	Youth (14-21)	0.0	75.0
Attainment of Degree or Certificate	Youth (14-21)	0.0	57.1
Literacy or Numeracy Gains ¹	Youth (14-21)	0.0	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1))			
		0.0	0.0
		0.0	0.0
Overall Status of Local Performance	Not Met	Met	Exceeded
			✓

¹Literacy/Numeracy outcomes manually calculated by DEED Office of Youth Development staff using DOL ETA data flowcharts described in TEGL 17-05, Change 2.

ATTACHMENT A

21st Century Regional Prosperity



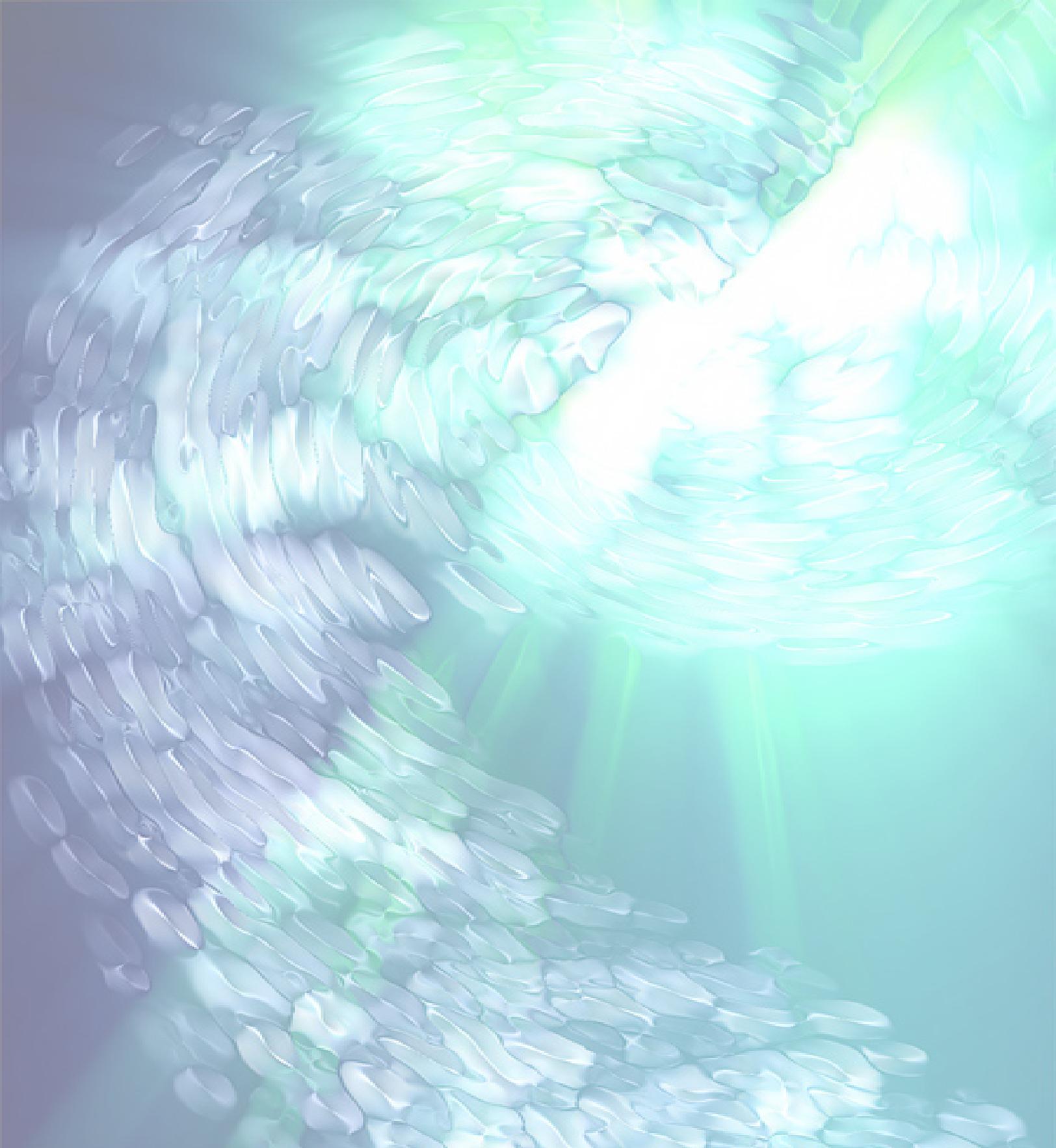
Questions, call Kathy Sweeney at 651.259.7565, kathy.sweeney@state.mn.us

ACRONYMS							
ABE	Adult Basic Education	DOL	Department of Labor	MFIP	Minnesota Family Investment Program	TANF	Temporary Assistance for Needy Families
DEED	Department of Employment and Economic Development	GWDC	Governor's Workforce Development Council	MJSP	Minnesota Job Skills Partnership Board	WIA	Workforce Investment Act
DHS	Department of Human Services	JSP	Job Skills Partnership	MnSCU	Minnesota State Colleges and Universities	WIRED	Workforce Innovation Regional Economic Development
DLI	Department of Labor and Industry	MDE	Department of Education	RIG	Regional Innovation Grant	WSA	Workforce Service Area

08/23/10

ATTACHMENT B Exit/Activity Cohorts for WIA and Common Measures Program Years 2008 – 2010

Measures PY '08, '09, '10																	
	PY 2008					PY 2009				PY 2010							
	Apr-Jun 2007	Jul-Sep 2007	Oct-Dec 2007	Jan-Mar 2008	Apr-Jun 2008	Jul-Sep 2008	Oct-Dec 2008	Jan-Mar 2009	Apr-Jun 2009	Jul-Sep 2009	Oct-Dec 2009	Jan-Mar 2010	Apr-Jun 2010	Jul-Sep 2010	Oct-Dec 2010	Jan-Mar 2011	Apr-Jun 2011
Total Participants (Adult, DW, OY, YY)						Jul. 2008 - Jun. 2009				Jul. 2009 - Jun. 2010				Jul. 2010 - Jun. 2011			
Total Exiters (MN Performs) (Adult, DW, OY, YY)																	
Total DOL Exiters (Adult, DW, OY, YY)						Apr. 2008 - Mar. 2009				Apr. 2009 - Mar. 2010				Apr. 2010 - Mar. 2011			
Diploma Rate (YY)																	
Skill Attainment Rate (YY) (both exiters & participants)																	
Entered Employment Rate (Adult, DW)			Oct. 2007 - Sept. 2008			Oct. 2008 - Sept. 2009				Oct. 2009 - Sept. 2010							
Entered Employment Rate (OY)			Oct. 2007 - Sept. 2008			Oct. 2008 - Sept. 2009				Oct. 2009 - Sept. 2010							
Employment and Credential/Certificate Rate (Adult, DW)																	
Credential/Certificate Rate (OY)																	
Employment Retention Rate (Adult, DW)	Apr. 2007 - Mar. 2008				Apr. 2008 - Mar. 2009				Apr. 2009 - Mar. 2010								
Retention Rate (OY, YY)	Apr. 2007 - Mar. 2008				Apr. 2008 - Mar. 2009				Apr. 2009 - Mar. 2010								
Earnings Gain (OY)																	
Average Earnings (Adult, DW)																	
Youth Common Measures																	
Placement in Employment or Education (all Youth)			Oct. 2007 - Sept. 2008			Oct. 2008 - Sept. 2009				Oct. 2009 - Sept. 2010							
Attainment of Degree or Certificate (all Youth)																	
Literacy & Numeracy Gain (all Youth)						July 2008 - June 2009				July 2009 - June 2010				July 2010 - June 2011			



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