

*South Dakota
Department of Labor*

South Dakota's Workforce Investment Act Annual Report

Program Year 2000

Letter from Warren Lotsberg, Chairperson *South Dakota Workforce Development Council*

On behalf of the South Dakota Workforce Development Council, I am pleased to submit the Workforce Investment Act (WIA) Annual Report for Program year 2000. Program year 2000 marked the first year of operation for the WIA in South Dakota. This report is designed to reflect the major activities conducted during the program year.

WIA programs provide an important framework for developing public-private sector partnerships. These partnerships help prepare South Dakota's unskilled youth and adults for entry into the labor force, train individuals facing serious barriers to employment, provide specialized training to dislocated workers, and meet the future training and employment needs of South Dakota industry.

Historically, South Dakota has provided a comprehensive service delivery system for employers and jobseekers alike. With the solidification of the One-Stop Career Center System and the implementation of WIA, this system has continued its high standards of quality. As we look to the future and the challenges unique to our state and its workers, the Workforce Development Council is committed to guiding program activities through the intent of the Workforce Investment Act to best serve the citizens of our state.



Warren Lotsberg honors Bonnie Hughes, a local partner, during the annual Workforce Investment Act conference.

South Dakota's Workforce Development System History

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

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

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

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

Employment Trends in South Dakota

The South Dakota economy appears strong based on most indicators, including labor force participation, the unemployment rate, nonfarm wage and salaried worker numbers, and wage trends. Two areas of concern are the agricultural economy and population trends.

The state labor force participation rate was 71.4 percent in 1997. In other words, over 70 percent of all South Dakota residents 16 years and older were either working or looking for work. Only ten other states had a higher labor force participation rate.

The unemployment rate remains very low; in 1998 the unemployment rate was 2.9 percent. Historically, the unemployment rate in the state has remained quite low. The unemployment rate has been 4 percent or less 20 years out of the last 29 years. The South Dakota economy has remained relatively immune to national recessions, except for the recessions in the early 1980's.

One of the best indicators of the condition of the labor market is the change in the number of nonfarm wage and salaried workers. Nonfarm wage and salaried workers, which is the count of workers at jobs by place of work, showed a solid increase in 1998. The number of nonfarm workers was up 2.1 percent from 1997, totaling 361,300 workers in 1998.

Businesses in the construction, manufacturing, finance and services industries have been adding the most workers. In the future, the manufacturing, retail trade, and services industries will see the greatest gains in the number of nonfarm wage and salaried workers. In addition, the construction and finance industries will see high growth in certain industry sectors. Special trade contractors will add a lot of workers. Depending upon the level of state matching funds for highway construction, highway and street contractors could add a significant number of workers in the next five years. Computer and computer equipment manufacturers are expected to add most of the new workers in the manufacturing industry. New stores and additional menu items will help create the demand for workers in eating and drinking places. Trucking firms will also add numerous new workers. The addition of financial, investment, and credit card services will account for most of the new workers in the finance industry. Hotels and motels, gaming establishments, medical clinics, nursing homes and assisted living centers, reservation processors, and telemarketing firms will fuel the majority of the growth in the services industry.

South Dakota nonfarm wage trends indicate a strong economy in the state. In recent years wage increases have been higher than the change in inflation; consequently real wages have risen. Using annual pay (of workers covered by unemployment insurance), wages increased 5.7 percent from 1997 to 1998 in the private sector.

The manufacturing industry and the finance, insurance and real estate industries have shown the largest increases. Since 1990, wages for private business have risen 40.8 percent, while inflation grew by just 24.7 percent.

Although the agricultural industry does not match the nonfarm sector in job creation and wage trends, it is a significant part of the South Dakota economy. A recent university study of the impact of “agribusiness” in the state showed it accounts for about 24 percent of the total value of production and services.

Population trends are an area of concern. Out migration of certain age groups of residents has caused population to remain fairly constant. Population grew only about six percent from 1990 to 1997 and reached an estimated 737,755 residents.

Because the population has remained relatively stable and the state already has a large share of the working age population in the workforce, the continued job growth has been rather surprising. Workers have been available to fill most of the new job openings. A recent study showed that approximately 63,000 new workers appeared on payrolls in 1998 that were not on 1997 payrolls. Those new workers have come from several sources, including multiple job holders, workers commuting from other states, and increased participation by students, some of them under 16 years of age.

However, the lack of population growth has created a tightened labor market. That tight labor market has caused some firms to go elsewhere when they decide to expand their businesses. Other firms have increased wages to attract the workers that they need. In some cases, the labor market has seen a “step ladder” job demand. Higher wages attract the most qualified workers. As those workers step up to better jobs, job vacancies are created for workers with fewer skills, including welfare clients and younger workers. But the “step ladder” job demand cannot continue indefinitely.

Three things need to happen for South Dakota to continue to have solid job growth. First, additional residents need to migrate to South Dakota. Second, demographic groups within the population that have low participation rates, such as disabled residents and American Indians on reservations, need to be better assimilated into the workforce. In addition, workers in rural areas, including dislocated farmers and ranchers, need to be retrained for different jobs so they can remain where they want to live.

Implementing an efficient labor market exchange will be necessary to continued economic growth in the state. Effectively matching worker skills to employer needs will be key. Worker mismatches and the resulting turnover are especially counter-productive during times of slow labor force growth. Research shows a fairly high level of turnover (and worker separations and accessions) among some industries in the state.

Additional research by regional states indicates that a large share of the workforce remains with the same employer over time. However, there is a core segment of workers

who consistently job hop from employer to employer. Determining which job best fits those workers and making sure they have the skills to perform the work will become important. In most cases, making that happen will require intervention by a labor exchange intermediary.

While the topic has not been fully researched and only anecdotal data is available, a significant number of workers in South Dakota consider themselves “underemployed.” Workers may describe themselves as “underemployed” because they find their job lacks in some area, including the lack of benefits, low wages, lack of full-time work, and feeling that their job does not make use of all their skills or abilities. Research by another rural state showed that a significant number of the “underemployed” have only a high school education. Since many of the jobs that require no post-secondary education tend to be low paid and low skilled, it is not surprising that many of these workers feel “underemployed.” It becomes a catch-22 situation, since a large number of these workers will require additional skills before they will be qualified for higher paying jobs.

As underemployment becomes a bigger issue, training and education programs will be scrutinized closely. Some programs are being shut down because they do not train workers for higher paying jobs or because they are not producing trained workers in a demand area.

A wide range of specific job skills will be needed in the next five years. By grouping occupations into categories defined by type of education or training required, the job skills needed in the future can easily be related to education and training programs. For the workers trained in the on-the-job category, the following occupations will see the most demand: food service workers, cashiers, retail sales persons, and food preparation workers. For occupations needing experience or some post-secondary education, the following occupations will see the greatest demand for workers: farmers and ranchers (to replace older workers leaving the occupation), first line sales supervisors, first line clerical supervisors, general secretaries, general utility maintenance repairers, and metal and plastic machine operators. Registered nurses and computer support technicians lead the list of occupations in the category of workers needing an associate degree. For occupations in the bachelor’s degree or higher group, the following occupations will require the most workers: general managers and top executives, secondary teachers, public administration officials, and elementary teachers.

The fastest growing occupations in the next five years will include computer support technicians, desk-top publishing system operators, medical assistants, adjustment clerks (customer service clerks), and computer engineers and systems analysts.

Meeting the Challenges of Employment Trends in South Dakota

Regional, national, and international economic changes have brought a demand for a highly skilled and educated workforce. South Dakota's previous agricultural based economy is developing and changing to meet these demands. Quality training is the key to success for both employers and employees.

To meet the challenge of the demands of the "new" economy requires a system grounded in specific skills, educational competencies, and work experiences. South Dakota's One-Stop Career Centers are the basis of this system in our state providing employers with a skilled, educated workforce and providing workers with an opportunity for economic security and self-sufficiency.

South Dakota's system capitalizes on the strengths of education, labor, rehabilitation, and social services to benefit all segments of our population. Youth, adults, dislocated workers, disabled individuals, and older workers will have the opportunity to utilize WIA services for their individual employment and training needs.

Working together – SD's One-Stop Career Centers

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

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

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

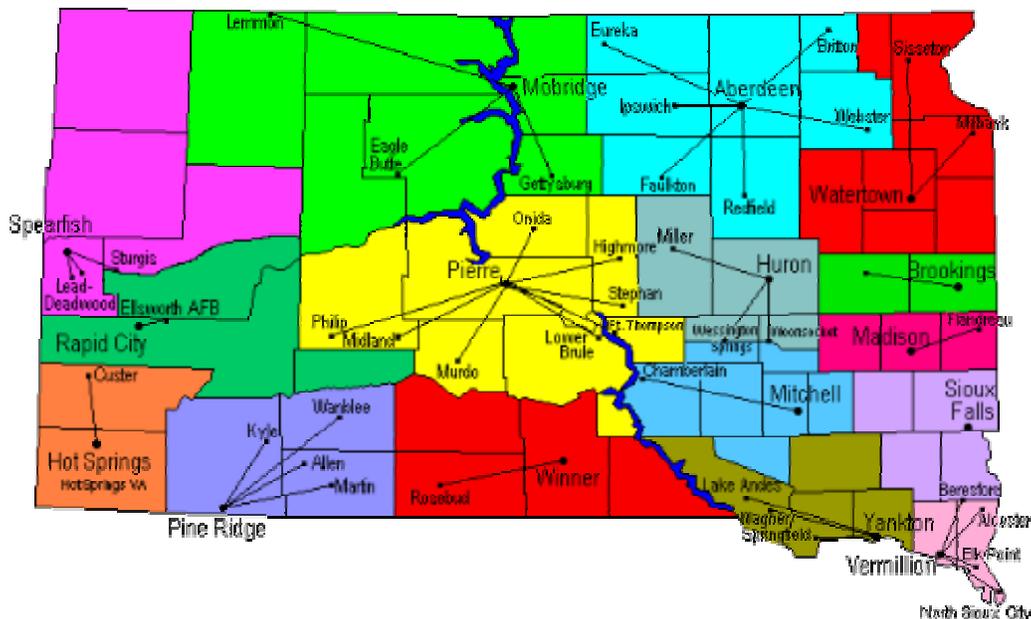
Job seekers also have ready access to labor market information, employment opportunities, unemployment insurance, employment guidance and counseling, training, as well as a single point of contact for employment and training information.

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

The following services are available at certified One-Stop centers:

- Labor Exchange
- Veterans Employment Programs
- Unemployment Insurance
- Job Corps Recruitment and Placement
- Bonding Program
- Alien Labor Certification
- Dislocated Worker Retraining
- Adult Training Programs
- Youth Training Programs
- Food Stamp E&T
- Older Worker Training
- Occupational Skill Training
- Alternative School enrollment
- GED/Adult Education
- TANF
- Labor Market Information
- Aptitude/Interest/Basic Skills Assessment
- Tax Credit
- Job Search Assistance Workshops
- Vocational Rehabilitation
- Resource Room
- Basic Skills Remediation

One-Stop Career Centers Main offices and itinerant communities



Service Delivery – Business Services

Employers are critical to the success of South Dakota's One-Stop Career System. They can receive business services through the 19 One-Stop Career Centers located throughout the state.

Employer services include:

- Computerized job matching
- Training services including basic skills, re-training, and skills upgrading
- Welfare-to-Work and Work Opportunity Tax Credits
- Rapid Response
- Clerical skills testing
- Free access to One-Stop Career Centers to recruit, interview, and screen applicants
- Resources on labor and employment law
- Veterans' services
- Alien labor certification

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

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

Service Delivery – Job Seekers

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

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

Services offered to job seekers through the One-Stop Career Center System include the following.

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

WIA Youth, Adult, and Dislocated Worker Programs

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

Funding for competitive projects requires the Governor's approval to release Request for Proposals (RFPs). This funding is used to contract for services provided by service providers, school districts, and through the Governor's Office of Economic Development.

Youth Training Programs

Youth training programs provide services to low-income youth ages 14 through 21. Programs are designed to prepare youth who are facing serious barriers to employment for participation in the labor force. This includes opportunities for assistance in

attainment of a high school education with preparation for further education and occupational exploration, and training for eventual employment.

Youth programs include the following:

- **Occupational skills:** Educational and job skills program designed to provide youth with basic education, vocational assessment, career exploration, job search, job retention, job specific skills; and life-coping skills.
- **Alternative School Training:** Individual service strategies outline basic skills remediation if needed, course credits to be achieved, identification of an employment goal, and necessary life skills. Services must include preparation for postsecondary education and connect to the One-Stop Career Center system. The sites must meet the Department of Education's accreditation requirements.
- **Summer Opportunities:** Summer Opportunity Programs must meet all WIA program requirements (assessments, employability plans, work readiness and work sustainment skills, and performance measures). Academic competencies are reinforced through applied learning. Programs expose youth to the current and emerging technologies. Postsecondary training options demonstrate various career advancement routes. South Dakota broke the activity into two types of programs based on developmental readiness for the ages of youth served.
 - Programs for youth ages 14 and 15 spotlight careers that younger youth are not typically familiar with. Youth try their hand at activities using real tools of the trade and the responsibilities of being employed in different career areas.
 - Programs for youth ages 16 and 17 provide authentic skill development for an occupational area. Local employers co-sponsor and co-teach occupational skills in a wide variety of related jobs within an occupation.
- **Department of Corrections:** Occupational assessments with job preparation and retention skills programs for youth just prior to returning to their home community.
- **Stipends and wages:** Awards for youth who complete the required program goals and then participate in additional exploration or work-based learning activities.
- **Career opportunities:** Funds that would cover the expenses associated with participation in career-related training sponsored by other agencies; i.e., the AGC sponsored Construction Trades Academies, ICA sponsored Youth Business Adventure, SDSMT sponsored Youth Engineering Adventure, etc.

The federal rules and regulations frequently point out that WIA is not a short term program and the services should always be a part of the community's ability to ensure that every youth is prepared to be a productive member of the adult workforce. This is a big shift in thought for many of the local service providers that have been used to providing a service or a program and exiting the youth as in past summer youth activities. The ability to provide long-term programming and then to even provide a minimum of 12 months of follow-up is still, if not slowly, evolving.

During the first year, the locals expanded services by paying registrations for WIA eligibles to attend career activities sponsored by other agencies, provided transportation to review postsecondary educational settings, and revamped their summer programs. They are discovering that with these new programming options, youth are interested in more services under WIA and remaining in programs. While costs connected to intake, assessment, and individualized services grew during the first year of implementation, second and third year will truly show the growth in costs for the WIA program design.

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

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

WIA encourages advanced education opportunities for youth. The funds provide postsecondary training in two types of situations.

- Allow high school youth to take a postsecondary course that would provide credit for high school graduation and jump-start their attaining an advanced education degree.
- Allow a high school graduate to participate in DOL approved postsecondary programs leading to employment in high demand/high wage occupations.

Adult Training Programs

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

Adult training programs include the following:

- **Service Provider Training:** This training is from a community-based educational/job skills program designed to provide participants with job specific skills, vocational assessment, career exploration, basic education, job search skills, job retention skills, and life-coping skills.
- **Customized Skills Training:** This type of training is designed for high demand occupations. Customized training is training: (a) that is designed to meet the special requirements of an employer (including a group of employers); (b) that is conducted with a commitment by the employer to employ or in the case of incumbent workers, continue to employ an individual on successful completion of the training; and (c) for which the employer pays for not less than 50 percent of the cost of the training. Such training may be an on-going project or a one-time project to fulfill a particular demand.
- **GOED – Workforce Development Programs:** These programs provide specialized training services through a cooperative effort of state agencies and private sector business. This includes new employee training, retraining, and upgrade training.
- **Postsecondary Individualized Skill Training:** Formal classroom training provided by the approved training providers leading to higher wages and high demand occupations.

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

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

Dislocated Worker Programs

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

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

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

Service Delivery – Job Training

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

Customized skills training is designed for high demand occupations. Customized training is training: (a) that is designed to meet the special requirements of an employer (including a group of employers); (b) that is conducted with a commitment by the employer to employ or in the case of incumbent workers, continue to employ, an individual on successful completion of the training; and (c) for which the employer pays for not less than 50 percent of the cost of the training. Such training may be an on-going project or a one-time project to fulfill a particular demand.

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

Service Delivery – Supportive Services

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

Supportive services may include the following:

Youth Supportive Services

1. Transportation Assistance;
2. Health Care Services;
3. Child Care Assistance;
4. Training-Related Clothing;
5. Lodging Assistance.

Adult and Dislocated Worker Supportive Services

1. Transportation Assistance;
2. Health Care Services;
3. Child Care Assistance;
4. Training-Related Clothing);
5. Lodging Assistance;
6. Job Search Allowance;
7. Relocation.

Success Stories



WIA Award Winners - Front row: Melody Larson, Kris Gilkerson, Lori Kwasniewski, Donell Oostra.
Back row: Alicia Shonrock, Yvonne Stulken, Chris Haar, Dave Abbott, Roger Prunty.

Outstanding WIA Youth Program The Right Turn, Summer Opportunities Program Nominated by: Pierre One-Stop Career Center

The Summer Opportunities Program relating to the Lewis and Clark Expedition was exceptional. The Right Turn, with Kris Gilkerson leading the way, partnered with the Discovery Center to produce a program that consisted of academics, life skills, occupational skills, employability, and lots of hands on learning and fun.

Twenty young participants explored the very lands and waterways that Lewis and Clark explored nearly two hundred years ago. They were introduced to a variety of careers and occupational skills based on Missouri River studies. They learned about the history and how the area's resources related to Lewis and Clark and to our lives today. Classroom speakers shared their specific skills with the participants. Classroom activities were enhanced with field trips to the river and a nearby ranch that has maintained the

natural prairie. Participants gained hands on experience with tools and equipment from the days of Lewis and Clark and those of today. All of this was linked directly to classroom lessons in science, math, reading, writing, and problem solving.

The participants also produced a Power Point presentation that chronicled their summer adventure. This presentation conducted by the participants has been shared with many local groups as well as presented to the Lewis and Clark forum.

**Outstanding WIA Adult Program
Western Dakota Technical Institute, Rapid City
Nominated by: Rapid City One-Stop Career Center**

Western Dakota Technical Institute has a record of providing extraordinary vocational training with consistently high placement and earnings rates for graduates. While this may be true of other training providers, there are a few factors that set Western Dakota apart.

Under JTPA and now WIA, Western Dakota has developed a tremendous relationship with the Rapid City One-Stop Career Center. The sizeable WIA obligations from Rapid City and other offices around the state have made Western Dakota the single largest provider of WIA adult training programs. The key to this success is a direct result of the close monitoring and oversight by David Wong and Joy Rehfield. But these efforts are made possible by an extraordinary degree of cooperation. Easy access to the Dean of Students, financial aides, billing and accounting, counselors, advisors, teachers and instructors has been assured by the WDTI administration. This allows the One-Stop staff to work together with WDTI staff to ensure participants are successful. Western Dakota has gone the “extra mile” and has demonstrated a willingness to make things easy for the WIA staff.

WDTI has committed a dedicated office on campus with regular hours for the benefit of the students. Space and equipment have been provided to allow WIA staff to keep close contact with participants. However, this is expanded to all students for access to One-Stop services including placement, labor market information, and all core services.

**Outstanding WIA Youth Participant
Alicia Shonrock
Nominated by: Aberdeen and Pierre One-Stop Career Centers**

Alicia sought out the Right Turn in Pierre for assistance in completing her GED, which she obtained with a 61 average. She continued working with the Right Turn to prepare for a career in the office area but soon decided she needed to be better prepared

for a child who was soon due. Alicia went to a full time job hoping to set some money aside for her baby and would later think about a career path.

Baby Shantel was born. Alicia began to think hard on how she could best care for herself and her new daughter. She wanted more than just a job. With the assistance of the Right Turn and the Pierre One-Stop she explored options and soon directed her efforts at furthering her education. The Surgical Technology program at Presentation College in Aberdeen became the tool for her self-improvement. The Aberdeen One-Stop stepped in to help and encourage her while she was in school. She excelled in her education and in her new responsibility. For two years Alicia attended classes full-time, maintained a 3.2 GPA, worked part-time, and all the while was a full-time mom.

Alicia graduated and found employment at the Queen of Peace Hospital in Mitchell with an opportunity to advance in her career. Her path has taken her farther than she had originally dreamed. Alicia is now planning on marriage and buying a home with acreage. Her family believes that JTPA/WIA programs may have saved the lives of Alicia and her daughter, we believe Alicia was the true “hero”.

**Outstanding Employer
Alcoa Extrusions, Inc.**

**Nominated by: Southeast Job Link and the One-Stop Career Center,
Yankton**

Alcoa Extrusions has been a friend and supporter of Job Link and the One-Stop for several years. This has been demonstrated in several ways. Through lending of equipment, teaching computer classes, serving on boards, hosting OJT opportunities for participants, donating significant sums for operational costs, financial commitment to the Yankton community effort to purchase and remodel a building that will become the new home to Job Link and Southeast Technical Institute. Alcoa is totally committed to enhancing our efforts to accomplish the goals and objectives of WIA.

The partnership between Alcoa Extrusions and our employment and training programs has been exemplary. The company has demonstrated willingness to work with and for our system. This has come to be a win-win situation for our participants, applicants, and the community as a whole. So many have benefited because Alcoa Extrusions cares.

**Outstanding WIA Partner
Aberdeen Development Corporation**

**Nominated by: Aberdeen One-Stop Career Center and Career Planning
Center**

The Aberdeen Development Corporation has truly become a full partner in both the promotion and success of WIA in the Aberdeen area. They have played a key role on

the local Workforce Development board. The corporation actively promotes the use of our offices, constantly encouraging local employers to utilize the full slate of services.

One significant event was allowing the Aberdeen Career Planning Center use of the 5,600 square foot industrial building. This center has become a focal point of training. The building has been adapted to meet a variety of training such as wire-feed welding, blue-print reading, and an extensive clerical training program. The clerical program was moved and expanded within one week to serve a sudden increase in demand due to a significant local layoff. This easily demonstrates the commitment of the Development Corporation to assist WIA clients in obtaining appropriate career related employment as quickly as possible. Future plans for the building include the development and implementation of an Even Start Family Literacy program as well as continued expansion of other training programs as may be needed to meet the needs of local employers.

The benefit to the local offices is quite apparent. However, the larger benefit is to employers, participants, job seekers, and the community as a whole. The Aberdeen Development Corporation has been a tremendous positive influence to our cause.

**Outstanding WIA Adult Participant (3)
“The Redfield Trio” Peggy Baier, Sharlene Gilbert, and Yvonne Stulken
Nominated by: Huron One-Stop Career Center**

“The Redfield Trio” became dislocated workers when Dakotah closed their facility in Redfield. This trio continued to work together through the programs offered by the Aberdeen One-Stop and Career Planning Center and eventually the Huron One-Stop and Cornerstones CLC. By staying together they easily encouraged and assisted each other through the program. All three entered the clerical skills program through Cornerstones. Together, they faithfully commuted 100 miles, round trip, through rain, snow, and sleet to finish the program. Now it was time for the rigors of the job hunt.

Peggy Baier concentrated on opportunities in Huron, Redfield and Aberdeen. Utilizing the WIA work experience activity a temporary placement was arranged with USDA natural Resources office. This expanded the training from the CLC program and with encouragement from the work site and the One-Stop and CLC she applied and was hired for a temporary office automation clerk with the USDA. She was recently hired as a permanent full-time employee with the USDA.

Sharlene (Chuck) Gilbert also sought employment in the Huron, Redfield and Aberdeen area. She, too, took advantage of a short-term employment experience to further refine her skills learned at the CLC. She worked on special projects for the State Fair. With her strong people skills and pleasant personality she found gainful employment with the Post Office in Hitchcock, SD.

Yvonne Stulken found many job opportunities but just was not being hired. She believed the interviews went well but employers were not giving her a chance to prove her skills. Cornerstones placed her in a temporary job which used her secretarial and reception skills. She reorganized the reception area, created databases and spreadsheets, and assisted with the development and hosting of the fall School-to-Work teacher In-service. She was hired as a temporary employee with the Department of Labor in Aberdeen and within a few months became a full time permanent employee for the New Hire Reporting with DOL.

Outstanding WIA Professional (2)

Lori Kwasniewski

**Nominated by: Watertown One-Stop Career Center
and**

Donelle Oostra

Nominated by: Southeast Job Link & Vermillion One-Stop

Lori Kwasniewski - Four years ago the Watertown CLC was in danger of losing Department of Labor funding and faced possible closure. Lori has worked diligently with Vocational Rehabilitation, Corrections, Social Services and the One-Stop to offer successful programs that have created a stability the center has not known for some time. Her intent was to create programs and services that are attractive to partners and clients alike.

Lori has been instrumental in partnering with Corrections and Social Services in arranging Career Days. She has increased the visibility of the CLC through job fairs, farm shows, and at the High School. Under Lori's guidance the CLC has partnered with Lake Area Technical Institute which has resulted in almost 50 area students considering non-traditional careers. She restructured the offerings at the CLC to better serve the participants. Lori has been the key to the turn around of the Watertown Career Learning Center.

Donelle Oostra has demonstrated a commitment, performance, and contribution to the overall success of the WIA efforts in the Vermillion and North Sioux City area. She has been outstanding in every sense of the word.

Gateway layoffs increased her workload a hundred fold. Donelle was instrumental in establishing a service location in North Sioux City and hiring and supervising temporary staff to assist with the response. This was a very complex task in light of major frustrations from outside influences. Through it all, she handled her own workload and that of a co-worker from the One-Stop who had left for other employment during the response to the dislocations. Although extremely busy, her thoroughness and accuracy, and concern for each individual she sees has never wavered. Donelle works with a smile and continued positive attitude regardless of the challenges before her.

South Dakota's WIA Performance Indicators

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

Performance data submitted on federal reports are verified and validated by state staff. The process involves checking the accuracy of a sample of the computerized records. The data verification process is the verification of the accuracy of keyed entries by their comparison with the original source(s) to identify and correct errors. Data validation involves checking the accuracy of the data entered into the computerized data base. Although data may be correctly transcribed from the forms, the data may not be accurate or logical because of recording errors. South Dakota is committed to continuous improvement of its information and data system.

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

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

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

While South Dakota has made every effort to assure performance measure numbers are accurate, it must be noted that a new One-Stop computer operating system was recently launched. This operating system is in a state of flux, and additional changes in the programming may result in the necessity for South Dakota to submit an amendment to this annual report.

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

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

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

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

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

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

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level (ACSI)	Number of Completed Surveys	Number of Customers Eligible for The Survey	Number of Customers Included in the Sample	Response Rate
Program Participants	65%	82.8%	838	1,573	1,573	53.3%
Employers	60%	75.2%	996	3,824	1,209	82.3%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	69%	73.5%	Numerator	310
			Denominator	422
Employment Retention Rate	73%	79%	Numerator	343
			Denominator	434
Earnings Change in Six Months	\$2500	\$2679	Numerator	1,162,812
			Denominator	434
Employment And Credential Rate	30%	9.6%	Numerator	55
			Denominator	575

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
	NUM		NUM		NUM		NUM	
Entered Employment Rate	79.4%	50	76.7%	23	64%	80	64.2%	34
		DEN 63		DEN 30		DEN 125		DEN 53
Employment Retention Rate	72.1%	44	72.1%	20	74.1%	83	71.4%	30
		DEN 61		DEN 29		DEN 112		DEN 42
Earnings Change in Six Months	\$2302	140,411	\$2063	59,814	\$2443	273,624	\$474	19,917
		DEN 61		DEN 29		DEN 112		DEN 42
Employment And Credential Rate	16.4%	10	5.4%	2	5.5%	9	0%	0
		DEN 61		DEN 37		DEN 163		DEN 65

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	NUM		NUM	
Entered Employment Rate	76.7%	197	74.5%	237
		DEN 257		DEN 318
Employment Retention Rate	81.2%	160	77.2%	183
		DEN 197		DEN 237
Earnings Change in Six Months	\$3364	662,751	\$2110	500,061
		DEN 197		DEN 237

Table E – Dislocated Worker Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
			Numerator	
Entered Employment Rate	74%	85.1%	Numerator	291
			Denominator	342
Employment Retention Rate	85%	92.8%	Numerator	270
			Denominator	291
Earnings Replacement in Six Months	85%	95.6%	Numerator	2,403,840
			Denominator	2,514,315
Employment And Credential Rate	30%	9.1%	Numerator	31
			Denominator	342

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans			Individuals With Disabilities			Older Individuals			Displaced Homemakers		
		NUM			NUM			NUM			NUM	
Entered Employment Rate	81%	17	88%	22	85.7%	30	100%	1				
		DEN 21		DEN 25		DEN 35		DEN 1				
Employment Retention Rate	88.2%	15	100%	22	93.3%	28	100%	1				
		DEN 17		DEN 22		DEN 30		DEN 1				
Earnings Replacement Rate	109.1%	147,354	108.5%	198,416	83.3%	196,243	79.1%	6,484				
		DEN 135,056		DEN 182,854		DEN 235,317		DEN 8,201				
Employment And Credential Rate	19.1%	4	8%	2	2.9%	1	0%	0				
		DEN 21		DEN 25		DEN 35		DEN 1				

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
		NUM		NUM
Entered Employment Rate	85.2%	202	84.8%	89
		DEN		237
Employment Retention Rate	93.1%	188	89.9%	80
		DEN		202
Earnings Replacement Rate	95.9%	1,641,415	95%	762,425
		DEN		1,711,391

Table H – Older Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Entered Employment Rate	63%	66.5%	Numerator	119
			Denominator	179
Employment Retention Rate	73%	78.8%	Numerator	141
			Denominator	179
Earnings Change in Six Months	\$2000	\$2242	Numerator	401,273
			Denominator	179
Credential Rate	35%	23.4%	Numerator	58
			Denominator	248

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	NUM		NUM		NUM		NUM	
Entered Employment Rate	71.9%	23	0%	0	62.5%	20	71%	98
		32		0		32		138
Employment Retention Rate	79.3%	23	0%	0	77.8%	21	81.6%	120
		29		0		27		147
Earnings Change in Six Months	\$2197	63,718	0%	0	\$2064	55,729	\$2237	328,822
		29		0		27		147
Credential Rate	31.6%	12	0%	0	29.3%	12	21.8%	42
		38		0		41		193

Table J – Younger Youth Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level		
Skill Attainment Rate	55%	78.7%	Numerator	796
			Denominator	1,011
Diploma or Equivalent Attainment Rate	40%	53.1%	Numerator	121
			Denominator	228
Retention Rate	50%	9.9%	Numerator	24
			Denominator	243

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients			Individuals With Disabilities			Out-of-School Youth		
Skill Attainment Rate	83.2%	NUM	94	81.6%	NUM	182	81.6%	NUM	284
		DEN	113		DEN	223		DEN	352
Diploma or Equivalent Attainment Rate	50%	NUM	12	67.3%	NUM	37	54.6%	NUM	53
		DEN	24		DEN	55		DEN	97
Retention Rate	4.2%	NUM	1	3.6%	NUM	2	3.6%	NUM	4
		DEN	24		DEN	56		DEN	111

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	1,112	516
Dislocated Workers	1,018	462
Older Youth	256	111
Younger Youth	1,122	582

Table N - Cost of Program Activities

		Total Federal Outlays (Program Only)
Adults		\$1,495,148.00
Dislocated Workers		\$942,021.00
Youth		\$1,565,917.00
Rapid Response (up to 25%) § 134 (a) (1) (A)		\$42,000.00
Statewide Required Activities (Up to 15%) § 134 (a) (2) (B)	Total Federal Outlays (Include program costs. Also include administrative costs as appropriate)	\$34,125.00
Statewide Allowable Activities § 134 (a) (3)	Program Activity Description	Total Federal Outlays (Program Only)
	N/A	N/A
Total PY Programmatic Federal Outlays		\$4,079,211.00

Table O - Local Performance

State of South Dakota Single SDA	Total Participants Served	3,508	Adults	1,112	
			Dislocated Workers	1,018	
			Older Youth	256	
			Younger Youth	1,122	
ETA Assigned #	Total Exiters	1,671	Adults	516	
			Dislocated Workers	462	
			Older Youth	111	
			Younger Youth	582	
			Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants		65%	82.8%	
	Employers		60%	75.2%	
Entered Employment Rate	Adults		69%	73.5%	
	Dislocated Workers		74%	85.1%	
	Older Youth		63%	66.5%	
Retention Rate	Adults		73%	79%	
	Dislocated Workers		85%	92.8%	
	Older Youth		73%	78.8%	
	Younger Youth		50%	9.9%	
Earnings Change/Earnings Replacement in Six Months	Adults		\$2,500	\$2,679	
	Dislocated Workers		85%	95.6%	
	Older Youth		\$2,000	\$2,242	
Credential/Diploma Rate	Adults		30%	9.6%	
	Dislocated Workers		30%	9.1%	
	Older Youth		35%	23.4%	
	Younger Youth		40%	53%	
Skill Attainment Rate	Younger Youth		55%	78.7%	
Description of Other State Indicators of Performance (WIA 136 (d)(1) (Insert additional rows if there are more than two Other State Indicators of Performance))					
N/A					
Overall Status of Local Performance			Not Met	Met	Exceeded
			4		13