

JOB SERVICE

2017 ANNUAL REPORT



The Minnesota Department of Employment and Economic Development (DEED) delivers key services to career seekers and businesses through Job Service. The focus of all services, which are available through Minnesota's statewide network of WorkForce Centers, is to help career seekers find work and help employers attract and retain qualified employees.





JOB SEEKERS SERVED

2017 total customers served — **154,223** (pulled December 19, 2017)
2016 total customers served — **161,309** (pulled November 28, 2016)

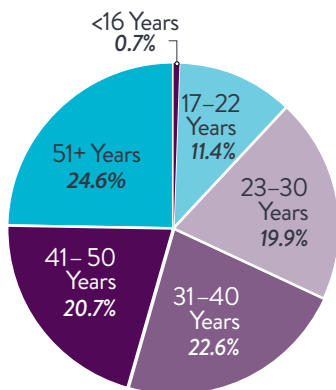
—2017—	—2016—
80,812 in WorkForce Centers	84,840 in WorkForce Centers
82,797 online*	85,439 online*
100,139 job seekers found a job within 90 days of their last service	106,235 job seekers found a job within 90 days of their last service
\$20.08 = average yearly wage <i>OR</i> \$41,778 = average annual wage for full-time workers	\$38,003 = average yearly wage
9,978 workshops were delivered to 33,015 attendees	6,594 workshops were delivered to 24,601 attendees
Job Service is the first point of contact for many of the over 43,000 Unemployment Insurance (UI) applicants who are called into the WFCs each year	Job Service is the first point of contact for almost 40,000 Unemployment Insurance (UI) applicants who are called into the WFCs each year
Over 11,000 veterans were served within our WorkForce Center System	Over 12,000 veterans were served within our WorkForce Center System

* Users may have received both online and walk-in services so may be counted twice

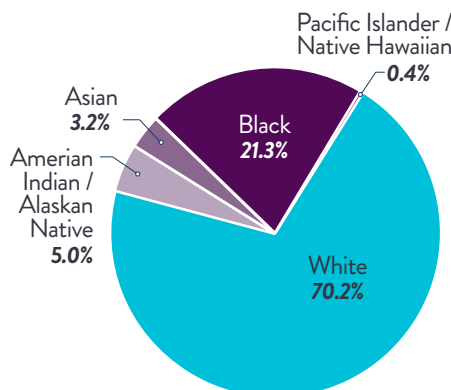
JOB SEEKER TESTIMONIALS

- I've been working with the Workforce Center much of this year attending various workshops. I'm happy to report I now accepted a job offer! I cannot thank the team at the Workforce Center enough for the guidance and training they provided to help me through this job transition, from improving my resume (after 20 years!) to interviewing skills to networking classes to Linked In workshops to Displaced Worker skill improvement classes. I needed them all to set myself up for success again. To you and your staff I extend a sincere THANK YOU!
— David
- I visited the WorkForce Center in Hutchinson to get some direction in my job search. I received excellent assistance in creating my resume. I also participated in workshops. I was impressed with the professionalism, knowledge and the personal touch. I was going from a 30 year career in retail, seeking a new career in the medical field. Thanks to all the resources I was informed of (through the WorkForce Center) I was able to make my wish come true.
— Suzanne

DEMOGRAPHICS OF JOB SEEKERS RECEIVING WAGNER-PEYSER* SERVICES

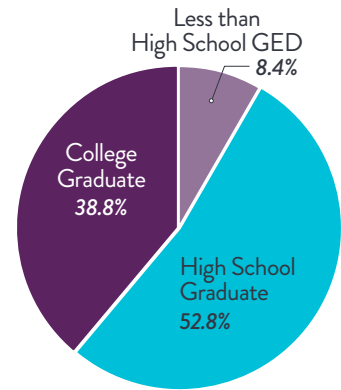


AGE



RACE

Individuals may select more than one
Ethnicity = 7.3% Hispanic/Latino



EDUCATION LEVEL

* The Wagner-Peyser Act provides for a labor exchange in offering employment opportunities and services on a no-fee basis to job seekers and businesses.



REGIONAL WORKFORCE STRATEGY CONSULTANTS

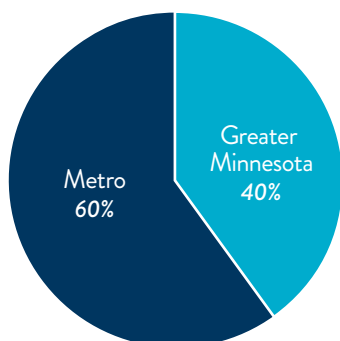
❖ DEED’s Workforce Strategy Consultants develop innovative workforce solutions by aligning resources, facilitating collaboration, and leveraging expertise in targeted industry sectors to drive economic equity and growth.

THE VALUE WE BRING

- ❖ Assist key stakeholders in the successful implementation of regional plan
- ❖ Leverage expertise in industry sector workforce development strategies
- ❖ Connect key stakeholders to workforce development resources
- ❖ Enhance regional economic prosperity through partnership with DEED’s Business Development Specialists and Labor Market Analysts
- ❖ Design tools and resources to support businesses in developing strategic workforce solutions that are relevant in today’s dynamic and ever-changing environment.

mn.gov/deed/wsc

2017 BUSINESS CONSULTATIONS



EMPLOYER TESTIMONIALS

- The registered apprenticeship program has allowed us to recruit and retain talented employees in hard to fill occupations and occupations in which the scope and education level of the role is changing. One area of focus has been in the nursing field. As the delivery of health care model shifts from hospital-centered, inpatient care to more primary and preventative care, there will be a need for the scope of practice for nursing to shift as well. The role of a RN will be expanding requiring nurses to function more independently in clinical decision making, case management, educating and guiding patients through adoption of healthy lifestyles. In order for employees to be successful in their role it is imperative that their clinical knowledge is expanded to include additional educational and hands on training.

We are also committed to increase outreach to women and minority groups and, through the apprenticeships and degrees, help pave the way to higher wages and a more secure career path. The landscape and demographics are changing, and we are trying to match our patient population with a more diverse workforce.

- *Mount Olivet Rolling Acres* has been very excited to be part of the registered apprenticeship/MAI grant this past year. By participating in this program, we have had the opportunity to provide our apprentices extensive training to further develop their skills. In return, these apprentices have passed that knowledge onto their co-workers, building stronger, more effective teams. The program has expedited developing these staff into promotional opportunities, which has resulted in retaining these highly skilled individuals. The program has created excitement amongst our staff to further develop them in our field of study.
- Through registered apprenticeship and the support of the Minnesota Apprenticeship Initiative Grant Pequot Tool & Manufacturing has arrived at an unplanned outcome. We have experienced accelerated skills development, greater employee engagement, and reduced workforce turnover. While our apprenticeship program remains a “work in progress” we are leveraging the support and resources readily accessible from MNDOLI, MAI, and third party training providers. PTM is committed to the systematic training and development of the 21st century workforce.

MinnesotaWorks.net

❖ No-fee online job bank

	State Fiscal Year 2017*	State Fiscal Year 2016*
Job openings posted	710,085	799,725
New employer accounts	1,296	1,938
New job seeker accounts	80,111	79,452

*81% of businesses surveyed had talked with a Business Service Representative about using MinnesotaWorks.net for recruiting purposes.

*91% of businesses surveyed would recommend MinnesotaWorks.net to a business colleague who needed to post a job opening.

WORKFORCE CENTER LOCATIONS

