



Workforce Innovation and Opportunity Act

MINNESOTA
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PROGRAM YEAR 2017

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Introduction and Purpose

The Minnesota Department of Employment and Economic Development (DEED) and the Governor's Workforce Development Board (GWDB) present our annual Workforce Innovation and Opportunity Act (WIOA) report for Program Year 2017 (PY17). DEED is the state agency in Minnesota responsible for administering the United States Department of Labor (USDOL) WIOA Title I and III programs. In addition, DEED oversees a combination of other workforce development programs and funds, including Vocational Rehabilitation Services, State Services for the Blind, and Unemployment Insurance. The GWDB is the policy board that advises the Governor on the Minnesota workforce system and is mandated and funded by WIOA and further defined by [Minn. Stat. Sect. 116L.665](#).

WIOA program profiles appear in the following order:

- Wagner-Peyser
- WIOA Dislocated Worker Program
- WIOA Adult Program
- WIOA Youth Program
- WIOA Veterans Services

Program profiles include descriptions of purposes, activities, services, customers served, performance results and specific improvement strategies. Key statewide performance results are included within each program profile and a summary of services for each WIOA program is included in Appendix A.

This report fulfills the TEGl 05-18 requirements to submit to the USDOL Secretary an annual report on the performance progress for WIOA Title I programs (Adult, Dislocated Worker, and Youth) and WIOA Title III Wagner-Peyser Employment Service, including but not limited to the following subjects:

1. Progress toward meeting the state's strategic vision and goals, as described in the Minnesota State Combined Plan;
2. Performance data on the core common performance measures, including effectiveness serving employers;
3. Information on the status of state evaluation and improvement activities, including customer satisfaction;
4. Information on participants in the workforce development system;
5. Information on workforce activities provided by state funds; and
6. Information on each waiver the state has had in place for at least one program year.

The participant data provided in this report are generated by the Participant Individual Record Layout (PIRL) formatted files, which have been uploaded into the Workforce Integrated Performance System (WIPS). Minnesota submitted the required data to USDOL on September 28, 2018. Throughout the report, the terms "CareerForce location" and "career seeker" are used to refer to Minnesota's American Job Centers and potential clients, respectively.

WIOA Combined State Plan

The strategic vision of Minnesota's WIOA state plan is a healthy economy, where all Minnesotans have or are on a path to meaningful employment and a family-sustaining wage, and employers are able to fill jobs in demand. To build on this vision and to continue strengthening the workforce development system, in 2018 Minnesota submitted a modification to its WIOA Combined State Plan updating its two goals:

1. Reduce educational, skills training and employment disparities based on race, disability, disconnected youth or gender.
2. Build employer-led industry-sector partnerships that expand the talent pipeline to be inclusive of gender, race and disability to meet industry demands for a skilled workforce.

To achieve these two goals, Minnesota is continually improving its career pathway systems by focusing on elements of business and community engagement, customer-centered design and policy and system alignment.

Focus on Equity

As a part of DEED's work to reduce disparities, Governor Dayton created the **Office of Economic Equity and Opportunity (OEEO)** in 2015. The OEEO leads DEED's Diversity, Equity, and Inclusion strategies to improve the economic outcomes for Minnesotans of color, including strategies to achieve the goals of the WIOA Combined State Plan. As a part of racial equity implementation, OEEO works internally with DEED programs, policies, procedures, budgets and proposals, as well as externally with community partners.

Over the last year, OEEO continued to guide equitable implementation of WIOA, serve on the GWDB Racial Equity Committee, oversee DEED's Community Relations efforts with diverse communities, and align DEED's economic equity activities with other state agencies and external partners. A major undertaking in 2017 included implementing a Diversity, Equity and Inclusion strategy on the rebranding initiative of Minnesota's public workforce system and the accompanying online platform called CareerForceMN.com. This includes resourceful and informative content for all users (system staff, employers, and career seekers) aimed at promoting diverse and inclusive practices in the workplace and workforce system. OEEO also established Racial Equity Assessments and stakeholder engagement in the grant community review process for DEED's competitive grants. OEEO is operationalizing DEED's work for racial equity, facilitating conversations on race and outcomes and engaging external stakeholders in these processes.

The Minnesota Legislature appropriated funds specifically for the purpose of creating equity grants starting in state fiscal year 2017 and continuing through state fiscal year 2019. These state-funded equity grants work to further the State goals, alongside the WIOA programs. Under this funding, Minnesota nonprofit groups and organizations have developed programs to improve economic

opportunities for people of color, women, people with disabilities, veterans, and/or youth in Minnesota.

Regional Planning under WIOA

Minnesota's six WIOA authorized Regional Workforce Development Areas (RWDA) align with the state's sixteen Local Workforce Development Areas (LWDA) and reflect regional economies, geographical size, population, industry sectors, and workforce. The activities of the RWDAs and LWDAs are vital to fulfilling the vision and reaching the goals of the state plan.

During PY17, each RWDA and LWDA updated their plans to align with the modifications to the WIOA state plan and reported their achievements related to their previous plans. The state's RWDA and LWDA plans are available at <https://mn.gov/deed/about/what-we-do/objectives-plans/wioa.jsp>. Highlights within these plans include:

- Strategies that build on existing career pathways to serve individuals with the greatest barriers to employment.
- Creation of work plans within industry sectors in demand and building and strengthening employer partnerships.
- Establishment of benchmarks to measure outcomes of career pathway sector partnerships, including standardizing the process used to establish the career pathway to its occupations in demand.
- Outreach to businesses and career seekers to engage them in career pathways.
- Collaboration with housing, transportation, child care and human service providers. The provision of "navigators" within the career pathways system to ensure completion of education and skill training programs.
- Continuous improvement efforts to streamline services for customers, such as standardized tools for intake assessments, data sharing agreements, common intake processes and referral protocols.

Career Pathways Initiatives

With the passage of the WIOA, the GWDB created the committee called the Career Pathways Partnership. The purpose of the committee is to establish an operational framework to support sector-based Career Pathway Initiatives, including:

- Lead Minnesota's Career Pathway Initiatives;
- Clarify and establish clear guidelines to create state and regional Career Pathways Initiatives;
- Use data to strengthen connections to businesses and inform career pathway strategies;
- Identify innovations and opportunities within programs and education and workforce systems for region-specific implementation;

- Align policies and programs;
- Measure system change and performance, and;
- Build and strengthen cross-agency partnerships.

WIOA Performance Measures

PY17 marks the first full year of the implementation of the new common performance measures under WIOA which began July 1, 2016 and took time for the data on various outcomes to be fully available. The core programs all report on common indicators, using the federal definitions. The six primary indicators of performance are: Employment Rate in 2nd Quarter, Employment Rate in 4th Quarter, Median Earnings in 2nd Quarter, Credential Attainment, Measurable Skill Gains¹, and Effectiveness Serving Employers.

For the WIOA core programs, the threshold for performance failure is 90 percent of the adjusted level of performance for the overall State program score and the overall State indicator score. The threshold for performance failure on the individual indicator for any individual program is 50 percent of the adjusted level of performance. Performance on an individual measure will be determined based on the position of the outcome (the actual results achieved) relative to the adjusted levels of performance. An average of this result across all indicators for each program will establish the States' overall program score. An average of this result across all of the core programs for each indicator will be used to establish the States' overall indicator score. In the program performance tables in this report, the PY17 Target Ratio indicates the performance of each measure compared to the negotiated performance goal; over 100% indicates the state surpassed the goal.

A Quasi-experimental Analysis of WIOA Programs

Minnesota began measuring the impact of WIOA and state-funded programs in 2015, and an update is planned for 2020. With the guidance of an external economist contracted for this project, DEED conducts a rigorous, quasi-experimental analysis of administrative data to estimate the impact of program participation on future earnings, employment, and public benefit receipts. The findings help DEED to measure the effectiveness of WIOA Adult, Dislocated Worker and Career Pathways in meeting the goals of the WIOA Combined State Plan. These reports can be found at www.mn.gov/deed/performance.

- Compared to similar career seekers who were not engaged in any workforce program, participants in the Dislocated Worker and WIOA Adult programs tend to see substantial increases in earnings. This result is driven by strong increases in employment among

¹ Credential Attainment and Measurable Skill Gains are not tracked or required for Title III – Wagner-Peyser.

participants, suggesting that program participation helps career seekers find work quicker than they otherwise would have.

- Dislocated Worker participants not only find employment faster, but compared to similar career seekers, they also earn more in the long term.
- Participants across programs see a small but significant increase in cash assistance and public health care coverage, likely due to a combination of income loss and direct referrals from program counselors. This increase trends downward through the follow-up period, suggestive of more participants achieving self-sufficiency.
- For most cohorts in all programs in this study, the monetary benefits outweigh the costs. This is true when taking into account not just the cost of the programs themselves, but the cost of increased public benefit usage among participants and the benefit of increased tax revenue when participants see a higher income as a result of participation.

Customer Satisfaction

DEED examines customer satisfaction of career seekers who attend CareerForce workshops and meet one-on-one with our staff through online evaluations conducted twice-a-year. In 2018, 633 career seekers who attended either a Creative Job Search, Resume, Interviewing workshop, or had a one-on-one staff assisted job search session responded to our standardized evaluation. The overall combined response rate was 48% across these evaluations, just short of the goal of a 50% response rate. As part of the process to encourage feedback and career seeker participation in the survey, staff continuously encourage career seekers to keep current email addresses updated in the system for DEED to send email reminders.

Overall, the results of the evaluations show that statewide career seekers who respond to the evaluation have a high level of agreement that the workshops and/or one-on-one sessions are providing them with: information relevant to their job search, the information is presented clearly, the instructors are knowledgeable and able to answer questions, and workshop handouts provided are helpful. A core metric produced from the evaluations is the Net Promoter Score (NPS), which indicates how likely respondents are to recommend the workshops or one-on-one sessions to friends or colleagues who are job searching. The NPS can range from -100 to 100. Any score that is positive is considered good, while 50 is considered excellent. Our evaluations show an NPS of 41 to 57 – which is considered very good when compared to similar high-level service providers in private industry.

DEED provides the summarized results from these career seeker evaluations to Job Service managers, staff, and partners as a part of 'voice of the customer' activities within our continuous improvement processes. These results establish a baseline for understanding how our core services are being delivered throughout the state.

Effectiveness Serving Employers

PY17 is the second year of counting services to employers under the WIOA definitions and the first year of reporting measures. In Program Year 2017, Minnesota reported on two WIOA pilot approaches for Effectiveness Serving Employers; “Retention with the Same Employer” and “Employer Penetration Rate.” Tables containing the outcomes on these measures are located in Appendix A.

State Performance Measures

Over the course of 2017, DEED leadership met with various stakeholders to develop measures specific to the WIOA State Plan core goals of reducing disparities and building industry sector partnerships. The Minnesota WIOA State Plan Dashboard contains information regarding progress on the measures and is available at <https://mn.gov/deed/about/what-we-do/agency-results/perform-measures/wioa/>.

Collaboration with other WIOA Titles

DEED’s program staff and performance analysts from each of the WIOA Titles met throughout the year to discuss allowable activities within the programs, determine differences between the titles on the definitions of success, and created common performance measure joint guidance for measurable skill gains, credential attainment, and effectiveness in serving employers. This workgroup also provided the following recommendations.

- Implement a common system for collecting and reporting on services provided to employers.
- Develop a data sharing agreement with the National Student Clearinghouse.
- Establish a joint training plan on the guidance documents.
- Implement common protocols and guidance for all One Stop Locations.
- Formally establish a Common Performance Measures Advisory Committee.

Co-enrollment project

DEED is working with partners to examine enrollment patterns of WIOA program participants. In 2017, through a data sharing agreement with the Minnesota Department of Education (MDE) and the Minnesota Workforce Council Association (MWCA), the project identified the frequency and co-enrollment patterns of participants between Title II (Adult Basic Education) and the other core WIOA programs. In total, 796 instances of co-enrollment between Title II and Titles I and III were found. As the table below demonstrates, the vast majority of these linkages occurred in the Prior Co-enrollment; Prior Co-enrollment, Past-Post; and Concurrent Co-enrollment sequences. The next phase of the research will match participants to wage and employment outcomes to estimate the impact of co-enrollment. Future work will include an expanded group of employment programs, both federal and state funded.

Table 1: Adult Basic Education Co-enrollment by Title

	Title I	Title III	Titles I and III
Prior Co-enrollment	298	498	796
Prior Co-enrollment, Past-Post	5%	48%	32%
Concurrent Co-enrollment	36%	6%	17%
Grand Total	n = 298	n = 498	n = 796

CareerForceMN.com

DEED recently released CareerForceMN.com, a unified and collaborative technology platform, where career seekers, businesses, and system partners can access resources and make connections. Extensive planning and stakeholder engagement contributed to the creation of this tool and improved user experience.

CareerForceMN.com is the technology platform developed with the \$6 million, four-year Workforce Innovation Fund (WIF) grant that started September 2015. It provides innovative ways to deliver services more efficiently, facilitates cooperation across programs and funding streams, and fulfills the skill needs of specific employers and industry sectors. This rich resource has many exciting features designed to enhance success for customers, staff and partners. With a CareerForceMN.com account, users are able to view, “like” and share content. Career seekers may take skills and interest assessments, view local labor market information, create their own career goals, and save their results. Employers have access to valuable recruitment, hiring, and workforce development information and, with a user account, are able to present compelling ways to attract new talent. Another innovative feature is Career Connections, a tool which allows customers to directly connect with workforce development professionals to request information about CareerForce services or other customized resources.

Additionally, with the WIF grant funding, we have engaged in an overall assessment of DEED’s workforce development solutions and focused on integrating CareerForce services and a technology strategy that leverages our current investments. As a part of the CareerForce rebranding efforts, a committee made of DEED staff and external partners is developing business services training to CareerForce locations to ensure baseline business services and career fairs are provided through an engaging model customized to meet employer needs.

CareerForceMN.com will lead to improved services and new data about effective and sustainable strategies that can be scaled to other states’ workforce development agencies. CareerForceMN.com became available to the public on November 29, 2018 and has plans for additional enhancements through 2019.

Labor Market Information

DEED's Labor Market Information Office continues to build new online tools that assist career seekers in exploring careers, considering training opportunities, understanding their preparedness for job seeking, and identifying skill gaps. One example includes the new Career and Education Explorer tool, an enhancement based on Minnesota's Eligible Training Provider List (ETPL). The new tool provides a public portal to comprehensive information about occupations including wages, current and future job demand, and educational requirements; available at a statewide or regional level.

In addition to data tools, which are available at <https://mn.gov/deed/data/data-tools/>, DEED's Labor Market Information Office provides a wide variety of useful data including industry employment statistics, employment projections, unemployment statistics and more.

Client Management

Workforce One (WF1) is a **web-based client management application** used by nearly 2,000 state, city, county, and non-profit employment and training providers to track services to more than 100,000 customers across Minnesota's employment training network. WF1 is unique in that it includes many programs between two Minnesota state agencies; the Department of Human Services and DEED. WIOA programs, including Vocational Rehabilitation Services, as well as Minnesota's version of TANF and other assistance programs such as SNAP ET, all use WF1 as a primary case management and reporting tool. This single system for most of the federal workforce programs aids in creating the reports for WIOA.

Over the last year, DEED has made improvements to WF1 to allow users to track WIOA performance measures like Measurable Skills Gain, added employment plan functionality for several programs, built new platforms for programs like TANF Youth and SNAP ET Voluntary, improved the connection between WF1 and our financial system, created additional reports that help counselors maintain a close connection with customers, and assisted new providers to operate grants that support individuals from underserved communities. In the coming year, DEED is examining the cost of making additional improvements like electronic signature and bringing Wagner-Peyser into the system.

Wagner-Peyser Program Coordination

The Wagner-Peyser program provides services to businesses and career seekers. Wagner-Peyser provides critical support to Minnesota's 49 CareerForce locations by funding the salaries of staff who provide career services to career seekers and recruiting assistance to businesses; technology, software and other materials used for job searches; classes and seminars for career seekers and businesses; and job fairs and other recruiting events. In Minnesota, Wagner-Peyser also directly funds the state's Migrant Seasonal Farmworker Program, the Workforce Strategy Consultants and their activities, and MinnesotaWorks.net, the statewide no-fee job bank for career seekers and employers. Highlights of services funded through Wagner-Peyser in 2017 include:

Career Seeker Services

- Over 154,000 individuals were served online and in the CareerForce locations across Minnesota during the program year. Of those, over 30,000 career seekers received career services such as staff-assisted job search assistance or career planning. Over 18,000 career seekers (about 60%) found a job within 90 days of their last staff-assisted service.
- Wagner-Peyser staff work closely with the **Unemployment Insurance Reemployment Services and Eligibility Assistance (RESEA)** program to assess and provide job placement assistance to UI applicants. Staff conduct job search workshops, facilitate networking groups, and provide career services and job search assistance to career seekers. Services provided include skills assessments, career exploration, job-seeking assistance, resume writing, interviewing, social media, Internet job search and many more. Staff provide timely and critical services in serving UI claimants, veterans, migrant and seasonal farmworkers, and individuals facing cultural and other barriers to employment.
- Wagner-Peyser funds support **MinnesotaWorks.net**, a web-based labor exchange system that links career seekers and employers with the largest employment database in the state. Other public employment and training programs in Minnesota rely on this labor exchange system to help their program-eligible customers find employment.
- **Almost 680,000 job openings** were posted on MinnesotaWorks.net in PY17 – all current, unique job opportunities from vetted employers.

Overall, Wagner-Peyser participants achieved the negotiated target performance measures. When considering performance with an equity lens, nearly all racial and ethnic demographic groups exceeded the employment goal of 64.0% in the second quarter after exit, with the exception of individuals who identify as American Indian/Alaska Native. See Appendix A for federal performance outcomes and detailed second quarter employment by race and ethnicity.

Migrant and Seasonal Farmworker Program

The Migrant Seasonal Farmworker Program (MSFW) connects migrant farmworkers to agricultural jobs during the growing season. There are four CareerForce locations with significant MSFW activity including Faribault, Mankato, Rochester and Willmar.

- Wagner-Peyser staffs each of these CareerForce locations with **bilingual Spanish/English Migrant Labor Representatives (MLRs)**, all of whom have farmworker backgrounds. The MLR staff perform outreach activities during the peak time of the season, and they coordinate efforts with other farm worker service providers. They provide the farmworkers with information and handouts related to employment rights and protections. They assist farmworkers with applications, provide job referrals and inform qualified workers of employment services. The MLR provides resource guides that include information, contacts and eligibility information for DEED partners and local community resources.
- The **State Monitor Advocate (SMA)** visits communities with substantial MSFW activity to meet with employers, review and assess their needs and determine the effectiveness of the CareerForce services provided. The SMA works with the MLRs to promote the labor exchange system and workforce system services which contain information of particular importance to agricultural employers.
- Minnesota is identified as a Significant MSFW State, in the top 20 states for number of participants, and has **met all five Equity Ratio Indicators** in the fourth quarter of PY17, including: referred to employment, received staff assisted services, referred to support services, career guidance, and job development contacts.

Business Services

Seven regional Workforce Strategy Consultants are located in CareerForce locations throughout the state. They collaborate with businesses and local partners to solve workforce challenges at the regional and industry sector level. Workforce Strategy Consultants are developing innovative workforce solutions by **aligning resources, facilitating collaboration, and leveraging expertise** in targeted industry sectors to drive economic equity and growth. This is being accomplished through:

- Assisting key stakeholders in successful implementation of the regional plan
- Leveraging expertise in industry sector workforce development strategies
- Connecting key stakeholders to workforce development resources
- Partnering with DEED's Regional Business Development Specialists and Labor Market Analysts to enhance regional economic prosperity
- Designing tools and resources to support businesses in developing strategic workforce solutions that are relevant in today's dynamic and ever-changing environment
- Focusing on industry-specific engagement and workforce strategies within the high growth occupations in regionally identified sectors such as health care, advanced manufacturing, energy, natural resources, professional and business services and construction

To inform their provision of services to businesses, the Workforce Strategy Consultant team recently implemented a survey to evaluate the progress of industry sector partnerships. This online, statewide survey will be conducted semiannually to individuals participating in industry sector partnership activities. The results of this survey will help guide the strategy consultants' future efforts in delivering services to businesses to meet industry demands for a skilled workforce. Summarized results will also be provided to regional boards for their use.

Minnesota Apprenticeship Initiative and Workforce Success Roundtables

DEED and the Minnesota Department of Labor and Industry, in partnership, were awarded a U.S. Department of Labor American Apprenticeship Initiative Grant in October 2015. This grant, known as the Minnesota Apprenticeship Initiative (MAI), provides the state \$5 million over 5 years to expand and create new apprenticeship programs. By the end of 2018, employers developed 51 new registered apprenticeship programs in the industries of advanced manufacturing, healthcare, transportation and information technology. These new programs have 391 apprentices who have participated so far. In addition, 37 new registered apprenticeship programs are in development to teach occupation-specific competencies through classroom instruction and structured on-the-job training.

In PY17, MAI launched several successful marketing efforts to support apprenticeship expansion, including a social media campaign and advertisements on buses and in restaurants. These ads targeted the advanced manufacturing, agriculture, health care services, information technology, and transportation industries. In outreach efforts to employers, the MAI team emphasized the benefits of registered apprenticeships and how they can assist in reducing Minnesota's shortage of skilled workers. MAI staff engaged with employers directly, created detailed employer project timelines and held frequent face-to-face in-depth technical assistance meetings.

In March, April and May, DEED hosted a series of regional Workforce Success Roundtables throughout the state to demonstrate workforce solutions to large and small businesses. Employers heard from peers about best practices to implement strong workforce development programs, including registered apprenticeships. The eight Workforce Success roundtable events were an opportunity to bring together over 420 employers and inform them about the grants and opportunities available through DEED and our local partners. The key sponsor for the events was MAI.

Dislocated Worker Program

The Dislocated Worker program (DW) helps participants return to work after a layoff or other challenging life circumstance. The most common enrollment criteria used for the Dislocated Worker program is an individual's eligibility for Unemployment Insurance (UI).

Large layoffs – of 50 or more employees – are the ones most likely to garner public attention; however a significant amount of the program's resources go toward supporting workers who are part of small layoffs. Due to strong economic conditions over the past year, there are fewer participants in the DW program but these workers typically require more intensive resources due to multiple barriers to employment. DW delivers consistent high performance to employers and unemployed workers while being responsive to the state's economic needs which change from year-to-year. Eligible individuals who are enrolled in the Dislocated Worker program receive one or more of the following: career services, training services and supportive services.

- Career services include activities such as initial skill assessments, labor exchange services, development of an Individual Employment Plan, career counseling, peer support groups, and referral to supportive services available in the community.
- Training services assist the participant with identifying interests, skills and abilities in order to maximize employment choices. Training services may include occupational skills training, on-the-job training, job readiness training and entrepreneurial training.
- Supportive services are designed to provide a participant with the resources necessary for them to be successful while enrolled in career and training services. Supportive services may include assistance with transportation, child care, housing, health care, legal aid services, school supplies and linkages to other community services.

State-Funded Dislocated Worker Program

Minnesota is one of the few states in the country that offers a state-funded Dislocated Worker program in addition to the WIOA Dislocated Worker program. The state Workforce Development Fund, funded by a nominal fee imposed on employers, pays for the state Dislocated Worker program in addition to many other workforce development related programs. The state program served 7,959 individuals in PY17, making its enrollment numbers more than four times the size of the WIOA-funded Dislocated Worker program. To provide direct services to customers, DW provides state DW grants to a network of 16 LWDAs as well as eight independent non-profit service providers, listed below. Several of the independent service providers focus on providing unique language- and culturally-specific services.

- Arrowhead Economic Opportunity Agency;
- Goodwill/Easter Seals;
- HIRED;
- Comunidades Latinas Unidas en Servicio (CLUES);

- Jewish Family & Children’s Service of Minneapolis;
- Lifetrack Resources Inc.;
- Avivo (formerly known as RESOURCE Inc.); and
- Minnesota Teamsters Service Bureau.

For the purpose of this report, state-funded DW participants are not included in the performance measures.

Mass Layoffs and Rapid Response

The key to successfully assisting workers affected by a mass layoff is DEED’s State Rapid Response Team (SRRT). The SRRT is the first responder to large layoffs, providing quick access to essential services. The team finds out about upcoming layoffs, coordinates with businesses, and lets customers know about the DW program.

Federal law requires employers with at least 100 full-time employees to notify DEED at least 60 days prior to a mass layoff or plant closing, resulting in a “mass layoff project.” These mass layoff projects provide sufficient funding to serve all affected workers and ensure services are available to meet the unique needs of the workers impacted by a specific layoff. The SRRT provided information about layoff services in PY17 to over 123 companies with approximately 10,000 employees being affected by layoffs and business closure. The program is voluntary, so an individual who receives the information from SRRT is not required to enroll in the Dislocated Worker Program.

Upon notification of a layoff event, a SRRT member meets with the employer to discuss size, scope, and timing. In these initial conversations, we look for ways to help the employer avoid a layoff. Designed to prevent or minimize the duration of unemployment resulting from layoffs, SRRT’s priority is to provide information about layoff aversion strategies and activities. Layoff aversion activities and strategies include Unemployment Insurances Shared Work and Incumbent Worker Training.

If the layoff does occur, the next step for SRRT is to inform relevant stakeholders and schedule orientation meetings with workers. In these meetings, the SRRT along with specially trained staff from Unemployment Insurance provides in-person information about Unemployment Insurance benefits and services offered by the DW program. The SRRT will then recruit volunteers from the workers being laid off to interview DW service providers. Both Workforce Development Areas (WDAs) and Independent Service Providers are eligible to compete for these mass layoff projects.

Co-enrollment and Trade Adjustment Assistance

Minnesota is among a handful of states that requires co-enrollment of all Trade Adjustment Assistance (TAA) participants in either the state or federal DW program. Since most workers who are separated from employment due to increased imports or a shift in production demand also meet DW program criteria, co-enrollment allows these impacted workers to access services immediately following a layoff

criteria, co-enrollment allows these impacted workers to access services immediately following a layoff notice, rather than waiting for the layoff to be certified by the federal government. This makes the TAA program timelier and more effective for trade-impacted workers.

Rapid Response collaborates with the Workforce Strategy Consultants, Business and Community Development, and the Unemployment Insurance Division as well as local and regional partners to provide early warning indicators of a business layoff or potential closure. Some other strategies and permissible Rapid Response Activities include:

- Ongoing engagement, partnership, and relationship-building activities with businesses;
- Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs;
- Developing, funding, and managing incumbent worker training programs and other worker upskilling approaches as part of a layoff aversion strategy or activity;
- Establishing linkages with economic development activities and business retention and expansion activities;
- Partnering with organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered; and,
- Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer.

National Dislocated Worker Grants

National Dislocated Worker Grants are awarded to states by USDOL to temporarily expand the service capacity of the Dislocated Worker program by providing funding assistance in response to large, unexpected economic events with significant job loss. Minnesota received a Sector Partnership National Dislocated Worker Grant to increase the level of employer participation in work-based training initiatives throughout the state. Minnesota's Sector Partnership National Dislocated Worker Grant ended on June 30, 2018. During the grant period, DW providers served 935 participants, with 611 enrolled in training, 56 participated in on-the-job training, and 643 who exited to employment.

Performance Results

Minnesota's WIOA Dislocated Worker Program met or exceeded all planned performance goals in PY17. During the year, the WIOA Dislocated Worker program served 2,270 individuals with \$4,180,483 in federal funding. Both the amount of funds expended and the number of individuals served represent a decrease from PY16, consistent with the reduction in federal funding for Minnesota's Dislocated Worker program. The level of educational attainment for WIOA DW program participants is significantly lower than Minnesotans as a whole; 49 percent do not hold a post-secondary degree at enrollment. To a large extent, WIOA DW participants reflect the state's racial and ethnic labor force; however many Hispanic and Latino workers are served by the state DW program.

Accomplishments from PY17

- Supporting our customers into good jobs. The Dislocated Worker program continues to exceed federally mandated performance outcomes, especially when it comes to supporting customers into jobs that pay a family-sustaining wage.
- Emphasizing the “rapid” in “Rapid Response.” The State Rapid Response Team has a strong track record of responding not only quickly, but with top-notch energy and engagement, to support workers as soon as a layoff is announced. Rapid Response makes services accessible to diverse populations, including employing staff with cultural and language specific skills.
- Proactive assistance for our counselors and providers. DW led a series of roundtables for contracted local providers and non-profits, all of whom attended. Topics included policy guidance and performance technical assistance during the course of three days. Subsequent roundtables will be scheduled on a biannual basis based on feedback that indicated the event was a success.
- Stakeholder and Partner Outreach. Program administrators at DEED hosted the program’s first annual Local Area Roundtable. The full-day event was presented in a train-the-trainer format and provided guidance on new and updated policies, grant processes, case management procedures, data entry elements, and monitoring requirements. The Roundtable was repeated on multiple days to ensure many local area leadership teams were able to attend. The Roundtable wrapped up each day by breaking into a World Café. This allowed local area staff to speak directly with a DEED program administrator assigned to a specific element of the program, such as grant management, policy, performance and monitoring.

Looking Ahead: Goals and Priorities for PY 2018

- Improving customer service for providers and participants. DW staff will provide guidance to partners on the grant process and program policies. This includes updates to Dislocated Worker, TAA and Rapid Response policies which reflect WIOA regulations and State Plan goals, as well as providing technical assistance on changes in performance reporting. The team will prioritize statewide training opportunities for providers and staff to ensure consistency of operations and share best practices.
- Providing seamless service to other trade-impacted workers. Staff work to streamline systems to offer the highest level of support to workers who have lost their jobs due to the impact of foreign trade. This includes quick response times, follow-up services, and a streamlined reimbursement processes for workers pursuing training in new careers.

Youth Program

Minnesota leverages resources and opportunities to help young people – the future workforce – attain the skills, knowledge and aptitudes to become productive workers in the 21st century economy.

Minnesota’s vision for providing quality services to youth and young adults includes:

- Coordination of resources at the state and local level;
- Connecting youth with quality educational and work-based learning and with apprenticeship opportunities;
- Introducing youth to career pathways and in-demand jobs important to regional economies;
- Performance accountability; and
- Focusing on serving the neediest youth.

To be eligible for WIOA youth services an individual must be between the ages of 16 to 24 and not attending any school, or an in-school youth between the ages of 14 to 21 who is low-income and at-risk. Minnesota LWDA target services to those most in need and they met the challenge of locating, retaining and serving out-of-school youth: 80.1 percent of PY17 expenditures supported services to out-of-school youth.

Through the leadership of the GWDB and LWDA Youth Committees, Minnesota’s WIOA Youth Program provides comprehensive services to youth who are experiencing an “opportunity gap.” Examples of Local Youth Plans are posted on DEED’s website at <https://mn.gov/deed/gwdb/priorities/wioa/#2> under the heading of Youth Plans.

Performance Results

Minnesota met or exceeded all planned performance goals in PY17, listed in Appendix A. Minnesota’s WIOA Youth Program served 2,343 youth in PY17: 38 percent of the youth served had a disability; 44 percent were youth of color; 44 percent were from families receiving public assistance; 20 percent were system-involved youth (foster youth or juvenile offenders) and 19 percent were homeless youth/runaways.

Accomplishments from PY17

Minnesota supports partnerships at the state and local level so that a variety of funding sources can be leveraged to address the needs of opportunity youth, who may be disconnected from school and jobs. Youth programs focus on serving youth of color, youth with disabilities and economically disadvantaged youth, who experience unemployment rates twice that of that of the overall youth unemployment rate of 9.8 percent for ages 16-19 (2017).

Shared Vision for Youth Blueprints

Minnesota's commitment to improving services to the neediest youth is reflected in its Shared Vision for Youth (SVY) vision statement: "By age 25, Minnesota's young people will be ready for the responsibilities and rewards of economic self-sufficiency, health, family and social relationships, community involvement, stable housing and lifelong learning." This vision is supported by an interagency workgroup. All Minnesota LWDA's developed sample SVY blueprints as part of their WIOA Local Plans. To view these blueprints and additional information about the state interagency workgroup and on-going projects, please visit the Shared Vision for Youth webpage:

<https://mn.gov/deed/programs-services/office-youth-development/special/shared-vision/>.

The SVY Blueprints include examples of interagency projects underway at the Local Workforce Development Area (LWDA) level to improve transition outcomes for all at-risk youth with particular emphasis on:

- Dropouts and potential dropouts;
- Youth aging out of foster care;
- Youth with disabilities; and
- Homeless youth and runaways.

Private Sector Internships

Minnesota LWDA Youth Committees build relationships with new employers, including private sector employers. Local employers play a variety of roles in supporting youth workforce development goals in high-growth occupations, including:

- Identifying the skills and competencies needed, particularly for entry-level positions;
- Creating work experience opportunities and internships serving youth of color who are under-represented in the workforce;
- Providing mentoring opportunities in high-growth industries;
- Developing industry certifications; and
- Acquiring employer and industry commitments to hire youth.

The City of Minneapolis (STEP-UP) and the City of St. Paul (Right Track) are examples of Minnesota's nationally-recognized youth employment models that demonstrate the strong role that the private sector can play in supporting youth workforce development goals in urban settings. Southeast Workforce Development Inc.'s Hire UP and Central Minnesota Jobs and Training (CMJTS) Youth Protégés programs are examples of successful private sector internship models in Greater Minnesota.

Youth Committee Resource Guide

Minnesota developed a Youth Committee Resource Guide, which provides a snapshot of cooperative youth partnerships underway in Minnesota's Workforce Development Areas. See our Youth Committee

Resource Guide (find it at: <https://mn.gov/deed/programs-services/office-youth-development/resources/> under Best Practices).

Youth Partnerships to Leverage TANF Resources for Teen Parents

DEED, the Department of Human Services, and the Minnesota Workforce Council Association (MWCA) have worked in partnership since 2009 to serve teen parents receiving Minnesota Family Investment Program (MFIP) benefits or in TANF-eligible households. This partnership has leveraged over \$6.3 million of TANF funds to provide work experience and work-readiness training for over 3,800 teen parents who were receiving MFIP benefits or younger youth who were MFIP recipients. The partnership addresses disparities in MFIP outcomes, especially the Work Participation Rate, for African American and American Indian participants. Many of the participants have little or no previous work experience. They develop work readiness skills through their participation in the project. Participants are assigned a youth counselor/case manager and receive labor market information highlighting in-demand industries and educational opportunities available in the region.

Person-centered planning is key to success. Work experiences are targeted to the youth's career interests to provide hands-on exposure. Worksite supervisors assess career readiness on the worksite, allowing the youth to gauge their skill level with regard to industry-specific expectations and requirements. Participants utilize financial literacy tools to help navigate managing their earnings.

Co-enrollment in the WIOA Youth Program and the Minnesota Youth Program, when appropriate, has contributed to the success of these projects. The TANF project has enabled young adults, many of whom have significant barriers to obtaining and maintaining employment, to explore educational opportunities and fulfilling careers that will set them and their families up for lifelong success. The TANF Innovation Project webpage includes participant success stories (see: <https://mn.gov/deed/programs-services/office-youth-development/special/tanf/>).

Youth At Work Competitive Grants

The Minnesota Legislature provided \$3.3 million per year for competitive grants to provide summer or year-round work experience and an introduction to career pathways for youth who are under-represented in Minnesota's workforce. In PY17, 10,430 youth were served under the Youth at Work grant program. Special consideration is provided for projects which serve youth ages 14 to 24 and which:

- Provide information about education and training requirements for careers in high-growth, in-demand occupations,
- Target youth from communities of color, or
- Target youth with disabilities.

For more information on the Minnesota Youth at Work Competitive Grants (see: <https://mn.gov/deed/programs-services/office-youth-development/special/grants/>)

Minnesota Youth Program

A \$4.05 million per year investment in the Minnesota Youth Program (MYP) resulted in services to an additional 3,247 at-risk youth in SFY 2018 through work experience and experiential learning. Additionally, nearly 20,000 youth received services through the Outreach to Schools/Higher Education Career Advisors (HECAP) component of MYP. LWDA's maximize quality services by co-enrolling at-risk youth in MYP and WIOA. For more information on the Minnesota Youth Program see: <https://mn.gov/deed/programs-services/office-youth-development/youth-programs/youth-program.jsp>.)

YouthBuild Coordination

The Minnesota Legislature provided \$1 million in state funding which currently supports ten state Youthbuild programs serving at-risk youth ages 16 to 24, in addition to the federal YouthBuild program. Each state dollar is matched by one local dollar. In PY17, 385 youth were served, 99% obtaining a diploma or GED or continued in high school. Over 70% of participants obtained employment or were accepted into a registered apprenticeship or a post-secondary program. Of the remaining 30% of youth, the vast majority were continuing high school. Since 2016, USDOL has funded four federal YouthBuild Projects in Minnesota: one in rural Minnesota: Bi-County Community Action Program and three in St. Paul: Guadalupe Alternative Programs, Dayton's Bluff Neighborhood Housing Association, and Goodwill Easter Seals. DEED's Youthbuild web page includes program summaries, location of state and federal programs and best practices (see: <https://mn.gov/deed/programs-services/office-youth-development/youth-programs/youthbuild.jsp>).

Employment Resource Guide: Successfully Preparing Students with Disabilities for Competitive Integrated Employment

In partnership with the Minnesota Department of Education, DEED Vocational Rehabilitation Services and State Services for the Blind, the Office of Youth Development developed a resource guide for students with disabilities to aid them as they move through secondary education. This guide includes resources tailored to families and service providers as they help their child or client explore career interests and develop the life skills necessary to obtain competitive integrated employment. To view the guide, follow: https://mn.gov/deed/assets/employment-resource-guide_tcm1045-290595.pdf

E-Learning Modules

The Disability Resource and Information training are e-learning modules developed through a Technical Assistance and Training grant from the USDOL. The Disability Resource and Information training can be found here: https://mn.gov/deed/assets/disability-training-strategy_tcm1045-341417.docx

Youth Employment and Training Transportation Study

Studies which examine barriers facing youth have all indicated that the lack of transportation is a major challenge. The Minnesota Council on Transportation Access of the Minnesota Department of Transportation contracted with the University of Minnesota to examine state and national models of youth transportation and to offer recommendations to increase transportation resources. DEED Youth Services staff served on the study's advisory committee, examined data, and assisted in the development of recommendations. The report can be found here: https://mn.gov/deed/assets/best-practice-transportation_tcm1045-348008.docx.

Pre-Employment Transition Services (Pre-ETS)

DEED's Office of Youth Development is working closely with Vocational Rehabilitation Services to provide Pre-Employment Transition Services to students across the State of Minnesota. These services will be provided by Title I providers in LWDA's. Through these services, more Minnesota students will be prepared to obtain and retain competitive integrated employment. This project will allow local areas to braid Title I and Title IV funding to provide enhanced services to students with disabilities. This project targets students in grade 9 through age 21.

Workplace Safety for Teens

DEED's Office of Youth Development partnered with the National Institute of Occupational Safety and Health and the Young Worker Safety Center on the Minnesota edition of "Talking Safety: A Safety and Health Curriculum for Young Workers." See our website on youth workplace safety (see: <https://mn.gov/deed/programs-services/office-youth-development/workplace-safety-youth/>).

Looking Ahead: Goals and Priorities for PY 2018

Disability Employment Initiative – Partners For Youth Career Pathways

In 2016, DEED Youth Services was awarded a 42-month, \$2.5 million Disability Employment Initiative (DEI) grant to improve education, training, and employment opportunities and outcomes for youth with disabilities, ages 14-24, who are also: out-of-school, foster youth, teen parent, homeless, at-risk of dropping out of school, or ex-offender. The DEI grant emphasizes youth of color who have a disability. Minnesota is partnering with the PACER Center on the Round 7 DEI project to provide technical assistance to three implementation sites: Rural Minnesota CEP Inc., Central Minnesota Jobs & Training Services, and Southwest Minnesota Private Industry Council. In total, the implementation sites have served 293 youth and will exceed its planned enrollment goals.

Rural Minnesota CEP Inc., Southwest Minnesota Private Industry Council, and Central Minnesota Jobs & Training Services are Employment Network providers for the Social Security Administration's (SSA) Ticket to Work Program. Since 2013, these LWDA's received over \$200,000 in payments from SSA for successfully assisting disability beneficiaries to return to work and reduce their reliance on Social

Security Disability Insurance (SSDI) benefits and Supplemental Security Income (SSI). DEED's Office of Youth Development provides more information on the Round 7 Youth DEI grant, here:

<https://mn.gov/deed/programs-services/office-youth-development/special/disability-employment-initiative/>.

WIOA Youth Cost Matrix PY18

The new WIOA Youth Cost Matrix is available for Youth Committees, LWDA staff and service providers operating Title I Youth Programs. The cost matrix details allowable and unallowable costs under WIOA Youth and includes web links into federal law and regulations. The matrix developed by DEED's Youth Services Team supports state and local monitoring/oversight efforts. See:

https://mn.gov/deed/assets/wioa-chapter18_tcm1045-348169.pdf.

Homeless Youth

Minnesota secured a waiver from USDOL to increase services to Homeless In-School Youth under WIOA. The waiver allowed the state to reduce the required out of school youth expenditure rate from 75 percent to 60 percent for LWDA's who target homeless in-school youth. The waiver supports priorities identified in the WIOA Combined State Plan. See the Spotlight on Services to Youth Experiencing Homelessness study conducted by DEED: https://mn.gov/deed/assets/spotlight-services-youth-homelessness_tcm1045-351310.docx. A Minnesota Department of Education 2016-2017 survey indicated that over 3,600 youth between grades 8-12 statewide were homeless. Over 75% of Homeless In-School Youth in Minnesota are youth of color. Two LWDA's (Anoka County and Southeast WDI) will pilot the waiver in PY18. For more information, see: https://mn.gov/deed/assets/wioa-chapter17_tcm1045-343259.docx

Adult Program

The WIOA Adult program provides employment and training assistance to adults who face significant barriers to employment. The WIOA Adult program prioritizes veterans, individuals who receive public assistance or who are basic-skills deficient, and individuals with low incomes. Each LWDA has the authority to select the unique set of services that it will offer to its WIOA Adult customers and is responsible for strategic planning, program oversight, and coordination of resources.

For each participant, the overarching goal is obtaining or retaining employment in an in-demand occupation that provides a family-sustaining wage. Generally, WIOA Adult program participants work to increase their earnings, retain employment, and diversify their occupational skills. Eligible individuals who are enrolled in the WIOA Adult program may receive one or more of the following: career services, training services and supportive services. These categories of services offered are the same as what are offered in the Dislocated Worker program, but are uniquely tailored to best meet the needs of the participant.

Performance Results

Minnesota's WIOA Adult Program served 1,629 customers and met or exceeded all planned performance goals in PY17. During PY17, 63 percent of Adult program customers were not employed at time of their first service, 70 percent were low-income individuals, and 34 percent were single parents. The percentages of older workers increased in PY17 and there was a steady increase in the percentage of persons living with a disability between PY15 and PY17. Additionally, 23 percent of all adult enrollees are English language learners and/or have low levels of literacy.

Accomplishments from PY17

- **Performance & Participant Characteristics.** Staff throughout the state are consistently improving services and working to better serve diverse populations, including people of color, individuals with limited English proficiency, individuals receiving public assistance, and those experiencing homelessness. Of PY17 WIOA Adult participants throughout the state, over 30 percent identified as from a community of color, 12 percent identified as having previous justice involvement and 2.4 percent identified as experiencing homelessness.
- **Updated State and Local Policies.** DEED Employment and Training Division staff undertook a major policy update project in 2017. The updated policies now incorporate all current WIOA laws, regulations and guidance and will be the foundation for ongoing training and outreach to our providers.
- **Stakeholder and Partner Outreach.** Program administrators at DEED hosted the program's first annual Local Area Roundtable. The full-day event was presented in a train-the-trainer format and provided guidance on new and updated policies, grant processes, case

management procedures, data entry elements, and monitoring requirements. The Roundtable was repeated on multiple days to ensure many local area leadership teams were able to attend. The Roundtable wrapped up each day by breaking into a World Café. This allowed local area staff to speak directly with a DEED program administrator assigned to a specific element of the program, such as grants, policy, performance, and monitoring.

Looking Ahead: Goals and Priorities for PY 2018

The Minnesota WIOA Adult program strives to reach and engage individuals with multiple and deep barriers to employment. Meeting the needs of these individuals requires access to funding, regional coordination, strong partnerships, and innovative and inclusive models to create opportunities for adult workers who come from various backgrounds and experiences. Like WIOA Dislocated Worker, updated WIOA Adult program policies have been drafted over the last year and posted online for public comment.

Veterans Services

The Veteran Services program provides employment and training services from specifically trained staff to eligible US military veterans. Primary customers are Minnesota veterans of all service eras, and all ages—including the MN National Guard and Reserves who meet the state statute definition (MN STAT: 197.447) of an “eligible veteran”. Services are delivered primarily through the statewide Minnesota CareerForce system.

Disabled Veteran Outreach Program (DVOP) staff provide intensive employment services that include job-readiness assessment, job search strategy, and placement assistance to eligible veterans with significant barriers to employment. In addition, Local Veteran Employment Representative (LVER) staff reach out to businesses to develop job opportunities for veterans and educate Minnesota businesses on the value veterans bring to a business. LVER staff also provide assistance and guidance to CareerForce staff and partners on veterans programs and benefits. Funded by the Jobs For Veterans State Grant from the USDOL-Veterans Employment and Training Service, the program goal is to provide seamless high-quality career search resources through one-to-one counseling and support to eligible service members via the CareerForce locations. Veterans Services include job counseling, referrals, training, job fairs, support for veteran-owned businesses, and outreach to employers to hire veterans. To qualify for Veterans employment services, individuals must:

- Have served more than 180 consecutive days on active duty (not for Reserve or National Guard training) and been discharged or released with other than a dishonorable discharge, OR
- Have served on active duty and been released because of a service-connected disability, illness or injury, OR
- Have been a member of a reserve component under an order to active duty, served on active duty during war or in a campaign or expedition, and been discharged or released from duty with other than dishonorable discharge, OR
- Be an eligible spouse of a veteran.

Minnesota has implemented a number of system-wide strategies to ensure veterans are receiving Priority of Service (POS) to access employment and training services. These strategies include:

- Educating CareerForce staff
- Screening for veteran’s status at all points of entry
- Offering special programs for veterans
- Priority ranking for job vacancies
- Priority access to workshops
- Annual Veterans Career/Job Fairs
- Veteran Services to employers

Performance Results

Minnesota has just completed performance negotiations for PY18 with USDOL Veterans Employment Services and is awaiting approval of those performance goals. During PY17, 723 Veterans received case-managed intensive employment services through the JVSG program. Of those,

- 62% are between the ages of 25 and 49
- 48% have a disability which is a barrier to employment
- 16% are female
- 24% are from communities of color
- 15% were justice-involved (criminal court system) which is a barrier to employment
- 17% were homeless which is a barrier to employment
- 17% have high school diploma/GED only; 36% have bachelor's degree or higher
- 72% were unemployed coming into the program

Compared to the statewide population of Veterans, we provided case-managed services to:

- Over twice as many Veterans who are women (16% program versus 6.5% population)
- Three times as many Veterans from communities of color (24% program versus 7.1% population)

Performance outcomes:

- 83% of Veterans receiving case-managed services in PY17 successfully exited the program
- The average wage at exit was \$19.70 per hour, which is \$4.48 per hour more than the average cost of living for a single adult in Minnesota and \$1.23 more than for a typical Minnesota family.

Accomplishments from PY17

Outreach to Veterans within the CareerForce locations

In PY17, over 1,000 Veterans were served in other DEED workforce programs and CareerForce locations. Posters are visible in the lobby, resource rooms, and conference rooms of the local CareerForce locations, while reception staff also screen all customers for veteran status. Those who self-identify complete a questionnaire, which aids in serving those veterans with significant barriers to employment such as experiencing homelessness, low income, justice-involved, or service-connected disabilities.

Veteran staff offer special programs for justice-involved veterans through a community steering committee in a diversionary court program operating in several counties. This program is intended to provide an alternative to prison time for those whose military service may have precipitated their criminal behavior, diverting veterans to community services that may be more appropriate for them.

DEED's Veterans Employment Services program also provides specialized services to targeted populations of veterans who have traditionally been underserved. In addition to justice-involved veterans, we also provide intensive employment services to Native American veterans and women veterans.

Priority Ranking for Job Vacancies

Minnesota's job bank provides Priority of Service (POS) to all veterans. All new registrants in Minnesota's job bank (see: <http://www.MinnesotaWorks.net>) who check "veteran status" are prompted to answer a series of questions regarding their military engagement. If identified as an eligible veteran, their name goes to the top of the qualified applicant list, and an American flag is displayed by their name to designate their veteran status.

All veterans that meet the minimum criteria for the job are displayed at the top of the list and are denoted with the American flag for the employer's benefit. When employers are listing job vacancies, they are able to identify themselves as a "Veteran-Friendly Employer." Private employers are also encouraged to add the verbiage "Veterans Encouraged to Apply" to job postings, per Minnesota State Statute 197.455.

Priority Access to Workshops

Veterans interested in attending job search workshops can register for a variety of classes directly from DEED's website. An applicant who answers "yes" to veteran status is allowed to register for a workshop even if the class is full, while a non-veteran applicant would receive a message that "the session has reached maximum attendees" and be asked to check other session dates. Veterans are never turned away from workshop programming.

Annual Veteran Career/Job Fair

Since 2006, DEED has hosted an annual Veterans Career/Job Fair in July, the month proclaimed to be "Hire A Veteran" month in Minnesota by Governor Mark Dayton. In 2018, over 600 veterans attended the DEED Veterans Career Fair, and over 155 Minnesota businesses were in attendance to interview and hire them.

Veteran Services to Employers

Local Veteran Employment Representatives (LVERs) and DEED's new Workforce Strategy Consultants (WSC) coordinate outreach to employers and create a "Preferred Employer List" with over 100 companies that have agreed to be notified of referrals from Veterans staff. These companies have agreed that these are "priority" referrals and to take additional time when reviewing veterans' resumes. DEED has also implemented a customer contact system (Salesforce) that allows Workforce Strategy Consultants and LVER staff to access the employer database to determine the last point of contact and more detailed information about the employer. LVER and WSC staff distribute brochures

entitled “Minnesota Veterans...Good for Business” to all employers they meet. LVER and WSC staff encourage employers to follow a three-step process to recruit and hire veterans:

1. Post your job opening on MinnesotaWorks.net (see: <http://www.MinnesotaWorks.net>;
2. Contact a Veterans Employment Representative (see: <http://mn.gov/deed/job-seekers/veteran-services/employment-services/vets-reps.jsp>); and
3. Connect with your local yellow ribbon network (see: <http://www.TheYellowRibbon.org>).

Appendix A: Performance Tables

The following tables contain the annual statewide tables by program as submitted to USDOL via the Workforce Integrated Performance System (WIPS).

Effectiveness Serving Employers

Employer Services	Establishment Count PY17
Employer Information and Support Services	2,464
Workforce Recruitment Assistance	8,819
Engaged in Strategic Planning/Economic Development	736
Accessing Untapped Labor Pools	163
Training Services	152
Incumbent Work Training Services	73
Rapid Response/Business Downsizing Assistance	121
Planning Layoff Response	25

Measure	PY17 Result	Numerator	Denominator
Retention with Same Employer in the 2 nd and 4 th Quarters After Exit Rate	58.0%	5,781	9,962
Employer Penetration Rate	6.7%	11,646	173,534

Wagner-Peyser

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	38,112	37,738	\$8,972,688	\$235
Training Services	0	0	\$0	\$0

WIOA Performance Measure	PY17 Goal	PY17 Outcome	PY17 Target Ratio
Participants Served through Career Services	N/A	38,112	N/A
Employment 2 nd Quarter After Exit	64.0%	68.3%	106.7%
Employment 4 th Quarter After Exit	68.0%	71.0%	104.0%
Median Earnings - 2 nd Quarter After Exit	\$6,400	\$7,334	114.6%

Wagner-Peyser PY17 Quarter 2 Employment Outcomes by Race/Ethnicity

Ethnicity/Race	Number of Participants Q2	Employment Rate Q2
American Indian/Alaska Native	652	61.9%
Asian	663	65.4%
Black/African American	2,759	72.1%
Hispanic/Latino	1,464	72.7%
Native Hawaiian/Pacific Islander	69	70.4%
White	16,802	68.3%
More than One Race	508	68.1%
Total Statewide	21,559	68.3%

WIOA Dislocated Worker

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	1,393	888	\$2,210,883	\$1,587
Training Services	877	417	\$1,969,600	\$2,246

Summary Information	Percent
Percent training-related employment+	11.0%
Percent enrolled in more than one core program	0.0%
Percent Admin Expended	12.5%

+Applies to Title I only.

This indicator also includes those who entered into a training or education program for the Youth Program.

WIOA Performance Measure	PY17 Goal	PY17 Outcome	PY17 Target Ratio
Number of Customers Served	N/A	2,270	N/A
Employment 2 nd Quarter After Exit	83.6%	83.7%	100.0%
Employment 4 th Quarter After Exit	81.3%	82.2%	101.1%
Credential Attainment within 4 Quarters After Exit	70.1%	76.1%	108.6%
Median Earnings - 2 nd Quarter After Exit	\$8,400	\$11,535	137.3%
Measurable Skills Gain	Baseline	43.7%	Not Required

WIOA Dislocated Worker Program Participants by Race and Ethnicity

Race or Ethnic Group	Percent of Minnesota's Population	Percent of Minnesota's Labor Force	Percent of DW Enrollments
American Indian*	1.7%	1.4%	1.6%
Asian American*	4.6%	4.5%	3.5%
Black or African American*	5.9%	5.0%	6.1%
Hispanic or Latino*	5.2%	4.7%	0.4%
Two or More Races*	2.5%	1.8%	1.3%
White Alone	80.1%	82.7%	88.9%
*All "Not White" Alone	19.9%	17.3%	13.3%

WIOA Youth

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	1,433	822	\$4,664,319	\$3,255
Training Services	910	355	\$1,478,235	\$1,624

Summary Information	Percent
Percent training-related employment+	22.6%
Percent enrolled in more than one core program	2.3%
Percent Admin Expended	12.0%

+Applies to Title I only.

This indicator also includes those who entered into a training or education program for the Youth Program.

WIOA Performance Measure	PY17 Goal	PY17 Outcome	PY17 Target Ratio
Number of Customers Served	N/A	2,343	N/A
Employment 2 nd Quarter After Exit	74.2%	74.5%	100.4%
Employment 4 th Quarter After Exit	71.6%	77.8%	108.7%
Credential Attainment within 4 Quarters After Exit	49.7%	61.6%	123.9%
Median Earnings - 2 nd Quarter After Exit	Baseline	\$3,524	N/A
Measurable Skills Gain	Baseline	44.1%	N/A

WIOA Adult

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	679	362	\$3,127,598	\$4,606
Training Services	950	456	\$1,676,800	\$1,765

Summary Information	Percent
Percent training-related employment+	16.1%
Percent enrolled in more than one core program	0.4%
Percent Admin Expended	12.2%

+Applies to Title I only.

This indicator also includes those who entered into a training or education program for the Youth Program.

WIOA Performance Measure	PY17 Goal	PY17 Outcome	PY17 Target Ratio
Number of Customers Served	N/A	1,629	N/A
Employment 2 nd Quarter After Exit	80.0%	82.9%	103.6%
Employment 4 th Quarter After Exit	76.0%	82.9%	109.1%
Credential Attainment within 4 Quarters After Exit	70.0%	77.7%	111.0%
Median Earnings - 2 nd Quarter After Exit	\$5,700	\$7,883	138.3%
Measurable Skills Gain	Baseline	41.3%	Not Required

WIOA Adult Characteristics Over Time	PY15	PY16	PY17
Customers served	1,832	1,652	1,629
Not employed at time of initial service	62.5%	61.4%	62.7%
No post-secondary degree or certificate	80.2%	81.7%	76.9%
Single parent	30.6%	34.7%	34.1%
Veteran	3.8%	3.8%	2.8%
Living with a disability	11.2%	12.7%	13.9%
Older workers, Age 55 and over	10.9%	10.1%	11.8%
English language learners, Low levels of literacy	N/A	57.2%	23.0%

Jobs for Veterans' State Grants

Service	Participants Served	Participants Exited	Funds Expended	Cost Per Participant Served
Career Services	717	543	\$2,203,270	\$3,073
Training Services	0	0	\$0	\$0

Summary Information	Percent
Percent Admin Expended	15.2%