

# Minnesota Dislocated Worker Program

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*Fiscal Year 2007 Report*

## Minnesota's State Dislocated Worker Program

### State Fiscal Year 2007 Report

#### What is the Minnesota State Dislocated Worker Program?

The Minnesota Dislocated Worker Program is crucial to maintaining the flexible workforce required to compete in today's global economy. When changing markets contribute to layoffs, many workers can be left without viable re-employment options. The Dislocated Worker Program provides training, career counseling, and job search services that help customers return to the workforce faster.

Dislocated workers benefit from both state and federal funding in Minnesota. The federal program (currently authorized through the Workforce Investment Act, or WIA) is important, but cannot serve the full demand for the program. The state program served over 12,000 workers during state fiscal year 2007 (July 1, 2006—June 30, 2007) – nearly three-fourths of all customers served.

**Table 1: Dislocated Worker Program Overview for SFY 2007**

	State	Federal	Total
Customers Served	12,023	3,630	15,653
Available Program Funding	\$27,487,727	\$9,590,839	\$37,078,566

#### How did the Dislocated Worker Program begin?

Minnesota is a leader in its commitment to serving dislocated workers. The state began offering services targeted at dislocated workers in 1983 with federal funding authorized under Title III of the Job Training Partnership Act (JTPA). In 1990, responding to a statewide recession and a rise in worker dislocations, Minnesota enacted a payroll tax on Unemployment Insurance taxable wages to supplement federal funding for dislocated worker services. The state legislature appropriated funds

collected from the employer payroll tax to the Workforce Investment Fund (also known as the State Dislocated Worker Fund) and used them to create the state program.

In 1999, the state legislature renamed the Workforce Investment Fund the Workforce Development Fund and appropriated \$29 million to the fund, more than twice the amount the state received from the federal government for the same purpose. Since then, the legislature has adjusted the tax based on economic and other factors, ranging from 0.07 to 0.1 percent of taxable wages.

#### Whom does the Dislocated Worker Program serve?

Customers served by the Dislocated Worker Program can be:

- workers who have been laid off through no fault of their own (i.e. they neither quit nor were fired),
- self-employed individuals who lose their job due to economic conditions,
- displaced homemakers (someone who was previously a homemaker who is seeking employment outside of the home),
- certain employees affected by the recent statewide smoking ban,
- veterans leaving active duty with the Armed Forces, and/or
- certain individuals leaving active duty of the National Guard or Armed Forces Reserves.

To be eligible for the Dislocated Worker Program, an individual must typically be eligible for Unemployment Insurance (UI). UI is a temporary income replacement benefit, provided to qualified persons out of work through no fault of their own. Workers may be paid up to 50 percent of their average weekly wage, subject to a state maximum for up to 26 weeks. In 2007, more than \$680 million in unemployment benefits was paid to over 175,000 Minnesotans. (The Dislocated Worker Program does not serve temporary or seasonal workers who are laid off as a result of cyclical work which is a large portion of Unemployment Insurance recipients. This and funding limitations explain why not every UI recipient becomes a Dislocated Worker Program customer.)

Working in conjunction with Unemployment Insurance, the Dislocated Worker Program provides needed support for its customers during the transitional time following a layoff. Through career counseling, job search advice, and training unemployed workers are able to return to work faster. This both restores financial stability for the worker and aids the former employer by reducing their required contribution to Unemployment Insurance for that worker. Businesses that hire also benefit from employing a worker who enhanced his/her skills while enrolled in the Dislocated Worker Program.

Many dislocated workers can make a huge leap in education and career prospects from the time of layoff to the time they exit the program. Sixty-seven percent of dislocated workers served in SFY 2007 had a high school diploma as their highest credential, when they entered the program. A small but very real fraction (three percent) had not graduated from high school at all. Meanwhile, 21 percent had some college degree.

Some of the inspirational success stories that come out of the program are featured throughout this report.

## How many customers does the program typically serve?

The State Dislocated Worker Program served 12,023 job seekers Minnesota in SFY 2007, an increase of 302 workers (or 2.6 percent) over the previous year. Of the total number served, about 51 percent were male (a change from past years in which the

program served slightly more women than men) and over half were between the ages of 40 and 54. Nine percent of customers were African-American and over five percent were Asian. (The respective share of Minnesota's population for these groups, are 3.5 percent and 2.9 percent.)

## Success Story

### Darlene and Southwest MN Private Industry Council

Dear Tim,

Thank you for the opportunity to voice my appreciation for the Dislocated Worker Program and for your help (as a counselor). When I lost my job I felt a sense of fear and anxiety as to what I would do. I am a wife of a small town farmer and we have five children. We were paying \$800 a month for health care insurance so there was no way I could NOT work. We were barely getting by.

I originally called the local WorkForce Center to see if they could refer me to a job and they told me about the Dislocated Worker Program. I didn't think I would qualify or that I would be able to commit to a "program" since I had to find a job, had no child care and was scared to death. But with much encouragement from you, Tim, I took a leap of faith, and I am so glad I did.

This program has allowed me to complete my college credits and get a VERY good paying and fun job as an LPN. I love what I do and can't picture myself doing anything else. I have been in my current position for over four years now. I have received several pay increases for job performance and cost of living. I am proud to tell my kids Mommy has a college degree and that I have a great job that includes health care insurance.

While in the program I had two major surgeries but took classes on-line. Finances were slim since I wasn't working full time but the program paid not only for my tuition, books, lab fees, uniforms and the like, but Tim you were able to get day care and gas money for me too. I couldn't have done it with out you and this program! I am thankful every day I was given this wonderful opportunity, and I tell people about the Dislocated Worker Program all the time.

Sometimes people in these small towns don't think there is a way to get a higher education or that they are worth it, but we are! I feel programs like this will be necessary in the future, especially with the fluctuation in grain and livestock prices along with small town farmers being pushed out by the big guys. I hope that the Government and the State of Minnesota continues to invest in its future, the people.

Thanks again,

Darlene Rohlik  
Seaforth, MN

Figure 1 shows the trend of new Dislocated Worker registrants over time. The more constant line represents those workers served by federal funding. Additional state funding makes it possible to serve the very large and widely fluctuating number of workers added into the total line at the top. In SFY 2007, the Dislocated Worker Program saw substantially more new registrants than in the previous fiscal year, likely due to changing economic conditions.

## What services does the Dislocated Worker Program provide?

The typical Dislocated Worker customer needs career counseling and some type of training to facilitate their return to the workforce. However, not every dislocated worker needs or receives training. According to a recent Rapid Response survey, the three most commonly requested services by dislocated workers are job leads/job replacement, resume and employment letter writing, and interviewing skills. Because each customer's needs are unique, a variety of customized services are available to meet specific backgrounds and goals. Dislocated worker counselors meet with customers

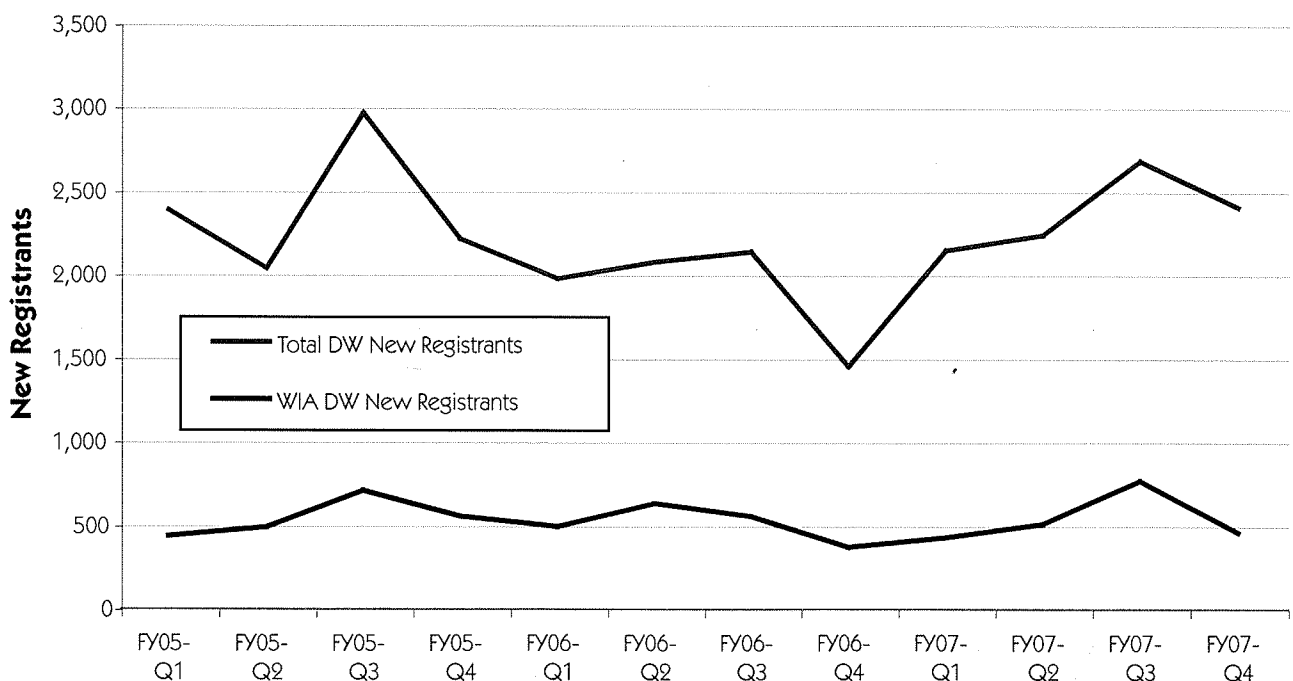
to determine which services would result in the most successful outcome for the worker. Service providers offer flexible core, intensive, training, and support services with federal and state program funds (see diagram for a broad description of these services). Customer enrollments in the program can last anywhere from a few weeks to two years.

Some workers may be entitled to additional benefits under the federal Trade Adjustment Assistance (TAA) Act, which serves workers whose jobs have been lost to foreign competition. An individual laid off from a TAA-certified work site is eligible for a wider range of benefits, including additional training dollars and in some cases, extended Unemployment Insurance benefits, known as Trade Readjustment Allowance (TRA). In Minnesota, every TAA customer is co-enrolled in the Dislocated Worker Program.

## How does the program provide these services?

A network of 26 certified service providers, employing hundreds of career counselors, provide the core and intensive services to the state's dislocated workers. These counselors also research

**Figure 1: Total Dislocated Worker New Registrants Over Time**



## The Dislocated Worker Program **Serving Our Customers**

### Core Services:

- WIA eligibility determination
- One-Stop services orientation
- Basic skills assessments
- Workshops for job-seeking skills
- Self-service tools (e.g. MinnesotaWorks.net)
- Job search and placement assistance
- Career counseling
- Review of economic data relating to chosen field

### Intensive Services:

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

### Training Services:

- Occupational skills training
- On-the-job training
- Entrepreneurial training
- Adult education and literacy
- Job readiness training
- Customized training

### Support Services:

- Transportation
- Family care
- Health care
- Housing or rental assistance
- Emergency health or financial assistance
- Personal, financial, and/or legal counseling

and approve the training provided by any one of a number of accredited educational institutions across the state. Compliant with the Workforce Investment Act, in 1998 Minnesota established sixteen Workforce Service Areas (WSAs) as local partners (see map on back cover). A local Workforce Investment Board (WIB) governs each area's priorities and operations.

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

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

Dislocated workers who are part of a closing or a mass layoff—defined by state statute<sup>1</sup> as a layoff of

fifty or more people from a single work site during a single thirty-day period—are typically served through project or discretionary funds. Projects are a bit different from smaller layoffs in that a volunteer group of workers affected by the large layoff form an Employee Management Committee (EMC), which helps plan services for the project and selects a provider. The state invites all credible, certified providers to compete for these special grants. Use of the EMC ensures responsiveness to customer concerns and more immediately empowers workers to have a say in their future.

A dislocated worker who is part of a smaller layoff can simply select a WorkForce Center, or one of three independent service providers authorized to serve such workers: Career Management Services, Quality Career Services and Teamsters. The funds that serve these customers are distributed on the basis of a formula which takes into account the unemployment in each WSA's labor market, among other appropriate factors.

<sup>1</sup>Minnesota State Statute 116L.17 governs the State Dislocated Worker Program.



## *Success Story:* **Scott and Central Minnesota Jobs and Training Services**

After fifteen years as  
a buyer for Simonson

Lumber Company, Scott lost his position as a result of the slowdown in the housing market. Wanting to change careers, Scott came to the Monticello WorkForce Center and enrolled in the Dislocated Worker Program.

With guidance from Lila, an Employment Specialist, Scott decided on a new career in heating and air conditioning. Scott's former experience in customer service and his desire to work with his hands made this career path a good fit for him.

With Lila's help, Scott discovered Total Comfort Heating and Air Conditioning of Minneapolis. They agreed to hire and train Scott as a

Heating and Air Conditioning Technician through On-the-Job Training (OJT). The Dislocated Worker Program reimbursed Total Comfort half of Scott's wages for the training period.

Scott successfully completed his OJT and continues full-time employment at Total Comfort. Total Comfort is pleased with Scott's performance and has offered to assist Scott with the cost of future job training classes and certification.



## **Why is the Dislocated Worker Program important?**

Even in good economic times, there is a great deal of churn—jobs destroyed, jobs created, and businesses opening and closing. In such an environment, a program like Dislocated Worker which offers labor market information, counseling, and training helps minimize the “skills mis-match” between what employers need and what workers have.

When the economy softens, as it showed signs of doing late in SFY 2007, the Dislocated Worker Program goes from being helpful to essential. Workers laid off without many prospects can readjust more quickly and get back to work in a growth industry. The training provided by the program makes these workers more attractive to potential employers and may even prevent future job loss.

Minnesota's employment grew by 60,426 jobs or 2.2 percent during SFY 2007, a fairly strong rate of growth which matched the nation's. However, in May 2007, Minnesota's unemployment rate exceeded the nation for the first time since 1976. Minnesota lost 23,300 jobs in the last six months of 2007—giving it a small rate of decline compared to the nation's slight growth during the same period.

Table 2 lists the largest layoffs served by the Dislocated Worker Program in SFY 2007. Manufacturing accounted for a disproportionately large share of dislocated workers. According to Current Employment Statistics (CES), manufacturing employment in Minnesota declined by 1.8 percent during SFY 2007. Six out of the ten largest layoff events for this period were in the manufacturing sector. As certain industries are downsized, Minnesota's workforce has had to retrain into growth industries like healthcare.

Reported dislocation events for SFY 2007 were up slightly from the previous year (110 compared to 98 for SFY 2006). These 110 events affected 8,394 workers—a 36 percent increase in affected workers from the previous year. There were 43 layoff events affecting 3,352 workers in manufacturing, which accounted for 39 percent of all dislocation events.



**Table 2: Top 10 Mass Layoff Events in SFY 2007**

Events	Affected Operations	Industry	Affected Workers
3M Corporate Headquarters	Maplewood	Corporate, Subsidiary, and Regional Managing Offices	600
Andersen Corporation	Bayport	Wood, Window and Door Manufacturing	411
Hutchinson Technology	Hutchinson	Other Electronic Component Manufacturing	275
Artesyn Technologies	Redwood Falls	Switchgear and Switchboard Apparatus Manufacturing	240
Macy's Warehouse	Minneapolis	General Warehousing and Storage	214
Allianz	Golden Valley	Insurance Agencies and Brokerages	170
ConAgra Foods	Edina	Other Snack Food Manufacturing	170
Midwest Wireless	Mankato	Wireless Telecommunications Carriers	150
Ainsworth Engineered	Vancouver and Grand Rapids	Hardwood, Veneer, and Plywood Manufacturing	132
Entronix	Eveleth	Other Electronic Component Manufacturing	130

### *Success Story:* Karen and Career Management Services

Karen was a 38-year-old single Mom of two teenagers, laid off from her marketing position because of corporate restructuring where she earned \$31.73 per hour. By the time she came to the Dislocated Worker Program, she was starting to have difficulty with her monthly mortgage payments. She was also concerned about payments for her car and phone, two necessities for any intense job search.

Emotionally, Karen was on a roller-coaster, feeling the demands of single parenthood and the financial stresses of unemployment. The Dislocated Worker Program helped with a mortgage payment, car payment, and phone bill. This allowed Karen critical time to negotiate with her banker to restructure her loan and access other assets for subsequent mortgage payments. With the worry of losing her home, her car, and her phone alleviated, she was able to concentrate on looking for a job.

Karen rewrote her resume with help from program staff at Career Management Services (CMS). She

also received interview coaching, information on strategic tactics for job searching, and tools to begin networking and gaining business contacts.

Karen reviewed her job search techniques with staff and brainstormed future strategies, including creating more compelling cover and thank-you letters. CMS made introductions to high level contacts to jump-start the networking process, and in one case followed up with a personal phone call to make a recommendation. Staff also referred her to support and networking groups specific to her field.

Karen started a temporary position as a marketing program manager with a large, well-known hospitality and entertainment company. Eventually, using her new skills and contacts gained through the Dislocated Worker Program, Karen accepted a full-time, permanent position as a marketing program and account manager with an ad agency at \$40.86 per hour—better than 125 percent of her original wage!

In addition to manufacturing, the retail trade, wholesale trade, finance and insurance, healthcare (in long-term care facilities and administration), and professional and technical services industries had the highest number of reported workers affected by a layoff in SFY 2007. Not every worker affected by a layoff event becomes a customer of the Dislocated Worker Program.

## Who responds when a layoff occurs?

Quickly reaching workers affected by a layoff is essential to reducing the economic and social consequences created by layoffs. Rapid Response activities are crucial to the timeliness of dislocated worker services.

Minnesota's Rapid Response team functions as the first responders when the Dislocated Worker Program receives word that a layoff or plant closing is eminent. The team may find out about upcoming layoffs from a number of sources: the employer,

workers who have been or will be laid off, suppliers to the business, local government officials, and/or the media. The federal Worker Adjustment Retraining Notification (WARN) Act requires that employers notify the government and its workers in the event of a mass layoff. Many employers notify the State even if their layoff includes less than 50 people.

Upon notification, the Rapid Response team meets with the employer to discuss the size, scope, and timing of layoffs. As Minnesota improves its broader Business Services, Rapid Response also looks for opportunities where layoff aversion may be possible. If layoffs move forward, the Rapid Response team informs all relevant stakeholders and sets up orientation meetings with workers in which they provide information about Unemployment Insurance benefits and the services offered by the Dislocated Worker Program.

## How does the Dislocated Worker Program measure success?

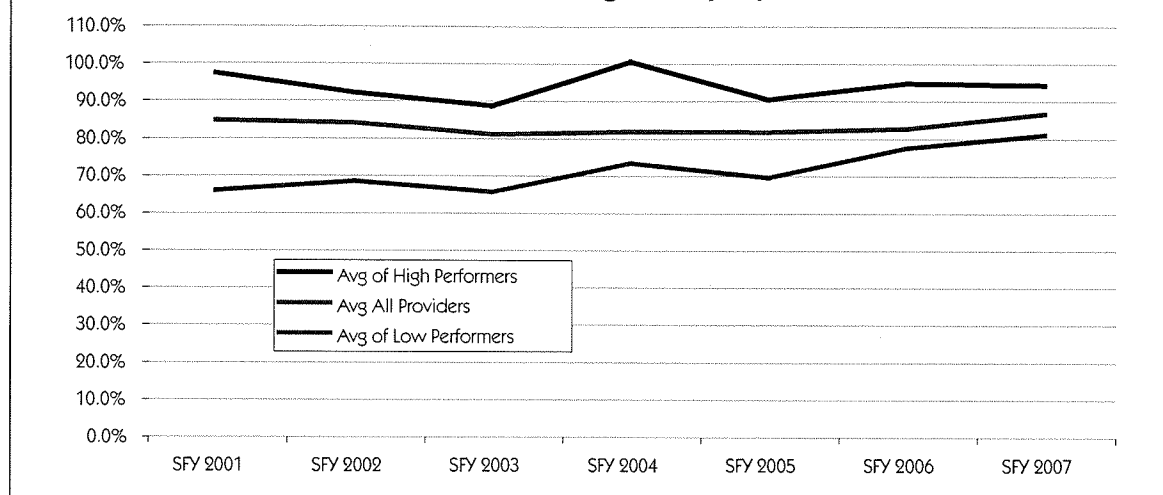
For the 3,630 workers served by the WIA Dislocated Worker Program and 12,023 workers served by the State Dislocated Worker Program in SFY 2007, the performance outcomes, compared to the standards negotiated with the U.S. Department of Labor (DOL), are as follows:

Table 3: Program Performance Measures				
Dislocated Worker Program Performance Measure	SFY 2007 Goal	SFY 2007 Outcome		
		State	Federal	Total Outcomes State and Federal
<b>Entered Employment Rate</b> (did the customer exit to employment)	87.0%	86.1%	88.1%	86.2%
<b>Six Month Retention Rate</b> (did the customer keep that job)	89.0%	91.4%	92.6%	91.6%
<b>Average Earnings</b> (what the customer earned for two quarters after exit quarter)	\$16,811	\$18,091	\$17,116	\$17,888
<b>Credential Rate</b> (did the customer get a diploma)	69.0%	67.7%	70.7%	68.0%

Dislocated Worker service providers made commendable improvements in their year-to-year performance. For example, this year's entered employment rate represents a four percent improvement over last year. In fact, the trend in Figure 2 (on next page) reveals that Dislocated Worker Program service providers exited more customers into employment in SFY 2007 than in any previous year. In addition, this year's credential rate represents a ten percent increase over last year; and retention and average earnings also saw improvement.



**Figure 2: Dislocated Service Provider  
Percent of Customers Exiting to Employment Over Time**



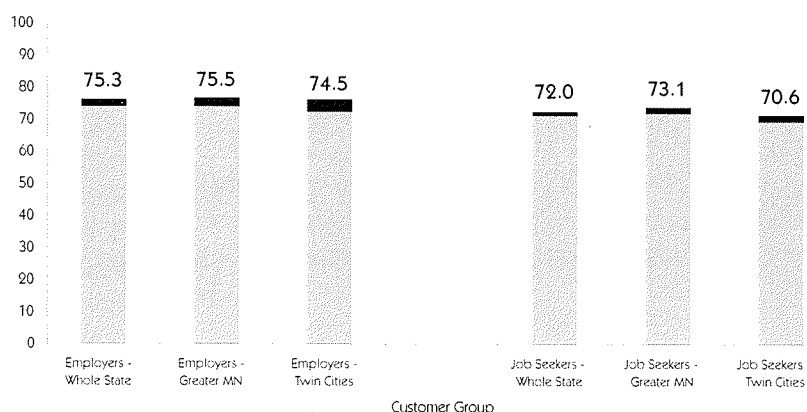
Businesses and workers continue to report a high level of satisfaction with the Minnesota WorkForce Center system, where most Dislocated Worker customers receive their services. For the period October 2006 to September 2007, Minnesota employers reported a Customer Satisfaction Index of 75.3 with all WorkForce Center programs. MnCSI, the Minnesota Customer Satisfaction Index, is the average response to three DOL-mandated questions on customer satisfaction. The

MnCSI is modeled on the ASCI (American Customer Satisfaction Index), a measure of customer satisfaction widely used in the private sector.

Minnesota WorkForce Center Adult and Dislocated Worker customers served by both the state and federal programs reported a level of satisfaction of 73.5 during October 2006 to September 2007. Eighty-seven percent of WIA Adult and Dislocated Worker customers felt staff understood their needs and ninety-two percent of customers felt staff responded in a reasonable amount of time.

**Figure 3: WorkForce Center System Satisfaction Survey Results:  
Employer and Job Seeker data from October 2006 – September 2007**

Confidence intervals designated as darker shading at top of column.



## What is on the horizon for the Dislocated Worker Program?

We continue to make improvements for delivering and measuring quality services. Following are some current and/or recently completed projects aimed at improving the Dislocated Worker Program:

**Occupations In Demand (OID) System.** Our new web-based OID system makes it easy for Dislocated Worker customers to assess what jobs are in demand in local labor markets. The system helps the user—whether that is a customer or counselor—identify what those jobs pay, what training may be required

## *Success Story:*

### **Marcus and Goodwill/Easter Seals**

As a young man, Marcus faced adversity from gang influences and a lack of economic opportunity. His work history had been unstable, and most recently he had been laid off from work as a houseman performing cleaning and light food prep duties. Due to financial constraints, Marcus had been living with his sister in Minneapolis.

After five months of dedicated job searching, with the help of the staff at Goodwill/Easter Seals and Minneapolis Employment and Training, his moment of opportunity finally came. Marcus was offered a job earning \$2.50 more per hour than his previous job. But, this opportunity didn't come without difficult decisions. He was offered a job as a slaughterer with a meat packing company in a small town, hundreds of miles away. While Marcus was highly qualified for this position, he had no money to relocate, would have to leave his sister and teenaged son, and would be moving to a new area.

Goodwill Easter Seals provided him with guidance and support through this difficult decision, helping Marcus weigh the pros and cons of the opportunity. He received support services such as grocery cards and taxi vouchers to get to and from his new job. His employer offered temporary room and board for three weeks.

Ultimately, Marcus accepted the offer and embraced the change of a new job in a new town. He has since reported that he is in the process of renting a house where his teenaged son can live with him, obtaining his driver's license, and saving up for a vehicle. In thanking staff, he has expressed he could not have done this on his own. While he has only known life in the city, he is amazed at how happy he is in a small town, and he cannot wait to reunite with his son.

to get the job, and the job's future outlook. The OID website went live in February 2008 at: [www.positivelyminnesota.com/lmi/tools/oid](http://www.positivelyminnesota.com/lmi/tools/oid).

**Reworked scorecard based on customer feedback.** In response to customer requests for information about service provider outcomes, the scorecard was launched in summer 2007. Using the

scorecard, EMCs can inform their provider selection process with data on whether previous customers exited the program into employment, kept that job for at least six months, and what their average earnings were in that new job. After launch, we gathered feedback from customers and made some improvements to the design and presentation. As a bonus, the scorecard has given providers an easier way to monitor their monthly performance outcome progress, and we have observed improvements in performance as a result.

**Employer Follow-Up Survey.** In 2006, the Dislocated Worker Program created a customer follow-up survey. Because employers are also our customers, in 2007 we created a one page survey to measure their satisfaction with the program. The survey measures, among other things, the extent to which Rapid Response improved employee morale and reduced Human Resources costs during a difficult time. We will use the results of the survey to identify what employers value and how to best assist them during a layoff.

**Improved Layoff Tracking Database.** This database tracks layoffs and associated Rapid Response team activities. While this has been an effective tool, we found years ago that managers, media, and legislators asked questions that the database could not answer. At least three waves of changes, using internal Business Information Technology staff, have been completed or planned. These changes allow us to track, monitor, and report program activities more accurately. Several reports were added to the database including a report that tracks the flow of services to the customer and a count of layoffs by industry and county. In response to a federal audit request, a new tab was created to measure the decision making process required to determine that a layoff will become a project. Dozens more changes are imminent, all of which will help make the program more responsive to customers and responsible to taxpayers.

**Counselor Survey and Conference.** We are reaching out to our counselors to learn how they feel about the effectiveness of current program processes and what tools we can supply to assist them in serving our customers. Survey questions



*Success Story:*  
**Mary Lou and  
 South Central  
 Workforce Council/  
 Minnesota Valley  
 Action Council**

Mary Lou enrolled in the Dislocated Worker Program in May 2007.

After working at her employer for seven years, she was laid off from her position as a documentation specialist for a motion control systems company in New Ulm, Minnesota, due to restructuring. After taking a career assessment at the local WorkForce Center, Mary Lou discovered that her strongest areas were clerical and business; areas in which she had many years of work experience.

With no college degree, Mary Lou thought of pursuing a two year program or taking some computer classes to update her skills. She diligently searched the Minnesota Works website for clerical and office support positions, had a Job Service worker assist her with perfecting her resume, and attended a Creative Job Search class. Mary Lou eventually found an office support/accounting position with a local milk drying plant. She was thrilled to find a position which combined her skills and work experience. She interviewed, got the job, and fully recovered her previous wage of \$15.00 an hour.

will focus on counselor needs and experiences with the program. We are also planning a Counselor Conference in Spring 2008 which will offer a peer learning experience, networking opportunities, and technical assistance.

**Trade Adjustment Assistance (TAA) and Workforce One.** In April 2008, after a great deal of preparation and technical work, the Trade Adjustment Assistance program will begin tracking customers through Workforce One, the web-based client management system used by virtually all the state's workforce development programs. Tracking customers in the same system will allow counselors and other staff to more easily leverage and coordinate services.

*Success Story:*  
**Carrie and Rural MN CEP**

For ten years, Carrie worked as a Client Service Representative at BISYS in Brainerd for \$12.25 per hour before she was laid off along with eleven others. She participated in assessment and employment planning services at the local WorkForce Center, and used the LearnKey training modules and several job search courses. She also received financial assistance for one car payment, gas for job searches, and clothing for interviews. Carrie applied for a Minnesota Care Enrollment Representative position and is now making \$15.66 per hour with full benefits.

In Carrie's own words:

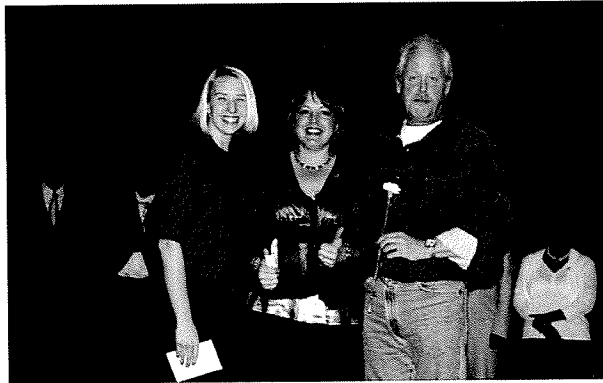
"My experience was very good. The classes offered were great, especially the resume writing class. Everyone at the WorkForce Center was nice.

[My counselor] Amber could generally meet with me at the drop of a hat, and she did that a couple of times! She is a very approachable person and easy to talk to. She offered interview strategies which helped immensely. The WorkForce Center also bought a new outfit for my interviews, which I was incredibly grateful for since I hadn't worked for six months. I would definitely recommend anyone who is unemployed to go talk to the WorkForce Center."

Providing comprehensive services to dislocated workers has been a priority in Minnesota for many years. The Minnesota's Dislocated Worker Program distinguishes itself nationally in its aggressive funding, innovative programming, and outstanding results. In the coming year, the program will continue to focus on strategies aimed at keeping Minnesota workers secure, prepared, and competitive in the labor market. The Dislocated Worker Program has worked vigorously to realize this goal, and we firmly believe that Minnesota's twin engine of prosperity will continue to be its increasingly skilled workforce, and the competitive businesses that hire them. ■

## *Success Story:*

### **Cathy and Central Minnesota Jobs and Training Services**



The first time I met Cathy, she was crying in my office. She had lost her job and was upset because she didn't know which way to turn or what to do. As we completed paperwork, we spoke about how unfair life was at times. Cathy confessed to me a few months later that when she received the letter requiring her to attend an Unemployment Overview, her first thought was that it was going to be a waste of time. Little did she know that it was going to change her outlook.

After Cathy completed her career assessments and researched training and employment options at the Central Minnesota Jobs and Training Services Center, she realized that nursing was the right career for her. Cathy was determined, had a goal in mind and told me that, 'she was going to be a success story'.

With the help of the Minnesota Dislocated Worker Program, Cathy enrolled at St. Paul Technical College for LPN training. For the next two years, we had frequent conversations and emails about how tough classes were, how icky the weather was, and how worried she was about a test she had just taken or the one that was coming up the next week. I provided encouragement, and I guess you could say we developed a professional friendship over time.

Through her diligence and determination, Cathy was finally doing her clinical rounds and would graduate in December and that is when Cathy sent me the following email:



*Our last day of class is on December 14th.*

*Graduation pinning ceremony is coming up and I want you to pin me with my LPN pin! If it wasn't for you, I wouldn't be there. So? What do you think? Please! I talked it over with my husband and we both agree you should be pinning me. It seems you're the right fit for the job.*

*Let me know,  
Cathy*

On Graduation Day, I sat in the auditorium next to Cathy's husband, Tom, and their children, watching the ceremony. The new graduates each had selected a special person to pin them with their LPN pin. I remembered how distraught Cathy was that day in my office two years prior and compared it to how poised and how "ready to take on the world" she looked that evening. There was an excitement in the air.

As Cathy's name was announced and her husband and I walked on stage to pin her, I was as proud as I could be.

What's right about the Dislocated Worker Program and how it affects people are things that cannot be measured. The world is going to be a better place because Cathy was able to take a path that guided her to success. She was able to use a program to help change her world and in turn will make our world a better place. I know that Cathy will be the kind of nurse who I would want to take care of me and my family members. What an honor it was to help Cathy use the Dislocated Worker Program to get to where she is today.

Cathy now has a job as an LPN at the Veteran's Hospital. Who would have thought that our relationship that began with Cathy crying in my office would come full circle with Cathy seeing me cry at her graduation?

# APPENDIX - SFY 2007 PROVIDER PERFORMANCE

<b>SFY 2006 State Dislocated Worker Performance Outcomes by Service Provider</b>	<b>State</b>	<b>Anoka County</b>	<b>Career Management Services (CMS)</b>	<b>Central MN Jobs and Training</b>	<b>City of Duluth</b>
New Registrant	7,305	337	242	268	72
In Program	6,313	272	217	212	58
Served	12,023	584	341	405	110
Exited	5,710	312	124	193	52
Numerator DW EER	5,470	312	91	205	66
Denominator DW EER	6,350	334	98	247	71
DW Entered Employment	86.1%	93.4%	92.9%	83.0%	93.0%
Negotiated Standard	87.0%	87.0%	87.0%	87.0%	87.0%
% Standard Achieved	99.0%	107.4%	106.7%	95.4%	106.8%
Numerator DW Retention	5,774	373	65	284	67
Denominator DW Retention	6,317	401	70	314	71
DW Employment Retention	91.4%	93.0%	92.9%	90.4%	94.4%
Negotiated Standard	89.0%	89.0%	89.0%	89.0%	89.0%
% Standard Achieved	102.7%	104.5%	104.3%	101.6%	106.0%
Numerator DW Credential	1,076	46	21	56	22
Denominator DW Credential	1,589	76	33	76	30
DW Credential	67.7%	60.5%	63.6%	73.7%	73.3%
Negotiated Standard	69.0%	69.0%	69.0%	69.0%	69.0%
% Standard Achieved	98.1%	87.7%	92.2%	106.8%	106.3%
Numerator DW Avg Earnings	\$103,138,405	\$6,752,885	\$1,466,377	\$4,074,417	\$921,271
Denominator DW Avg Earnings	5,701	361	65	283	67
DW Average Earnings	\$18,091	\$18,706	\$22,560	\$14,397	\$13,750
Negotiated Standard	\$16,811	\$17,609	\$14,592	\$14,622	\$13,667
% Standard Achieved	107.6%	106.2%	154.6%	98.5%	100.6%

	<b>Dakota - Scott Workforce Services</b>	<b>Employment Action Center (EAC)</b>	<b>Hennepin - Carver ETC</b>	<b>HIRED</b>	<b>Jewish Voc Services (JVS)</b>
New Registrant	682	348	915	220	0
In Program	635	293	584	180	77
Served	1,167	615	1,484	477	82
Exited	532	322	900	297	5
Numerator DW EER	505	304	859	359	64
Denominator DW EER	595	374	1,029	445	73
DW Entered Employment	84.9%	81.3%	83.5%	80.7%	87.7%
Negotiated Standard	87.0%	87.0%	87.0%	87.0%	87.0%
% Standard Achieved	97.6%	93.4%	96.0%	92.7%	100.8%
Numerator DW Retention	444	379	850	410	101
Denominator DW Retention	482	408	945	447	110
DW Employment Retention	92.1%	92.9%	89.9%	91.7%	91.8%
Negotiated Standard	89.0%	89.0%	89.0%	89.0%	89.0%
% Standard Achieved	103.5%	104.4%	101.1%	103.1%	103.2%
Numerator DW Credential	60	41	53	12	2
Denominator DW Credential	101	60	87	50	3
DW Credential	59.4%	68.3%	60.9%	24.0%	66.7%
Negotiated Standard	69.0%	69.0%	69.0%	69.0%	69.0%
% Standard Achieved	86.1%	99.0%	88.3%	34.8%	96.6%
Numerator DW Avg Earnings	\$8,769,069	\$7,861,431	\$17,781,562		\$1,892,078
Denominator DW Avg Earnings	444	369	845	409	101
DW Average Earnings	\$19,750	\$21,305	\$21,043	\$20,655	\$18,733
Negotiated Standard	\$17,342	\$14,592	\$20,240	\$14,592	\$14,592
% Standard Achieved	113.9%	146.0%	104.0%	141.6%	128.4%

# APPENDIX - SFY 2007 PROVIDER PERFORMANCE

SFY 2006 State Dislocated Worker Performance Outcomes by Service Provider	Minneapolis Employment and Training	NE MN Office of Job Training	Northwest PIC, Inc.	Quality Career Services (QCS)	Ramsey Cty Workforce Solutions
New Registrant	193	254	79	484	1,023
In Program	143	304	46	614	895
Served	375	437	105	725	1,559
Exited	232	133	59	111	664
Numerator DW EER	254	131	50	199	509
Denominator DW EER	282	149	58	252	583
DW Entered Employment	90.1%	87.9%	86.2%	79.0%	87.3%
Negotiated Standard	87.0%	87.0%	87.0%	87.0%	87.0%
% Standard Achieved	103.5%	101.1%	99.1%	90.8%	100.4%
Numerator DW Retention	285	212	54	252	463
Denominator DW Retention	338	238	59	269	501
DW Employment Retention	84.3%	89.1%	91.5%	93.7%	92.4%
Negotiated Standard	89.0%	89.0%	89.0%	89.0%	89.0%
% Standard Achieved	94.7%	100.1%	102.8%	105.3%	103.8%
Numerator DW Credential	47	51	21	104	50
Denominator DW Credential	74	64	30	133	93
DW Credential	63.5%	79.7%	70.0%	78.2%	53.8%
Negotiated Standard	69.0%	69.0%	69.0%	69.0%	69.0%
% Standard Achieved	92.0%	115.5%	101.4%	113.3%	77.9%
Numerator DW Avg Earnings	\$4,186,876	\$3,462,524	\$706,153	\$3,841,495	\$8,719,103
Denominator DW Avg Earnings	268	212	54	252	462
DW Average Earnings	\$15,623	\$16,333	\$13,077	\$15,244	\$18,873
Negotiated Standard	\$18,944	\$11,449	\$13,641	\$14,592	\$19,859
% Standard Achieved	82.5%	142.7%	95.9%	104.5%	95.0%

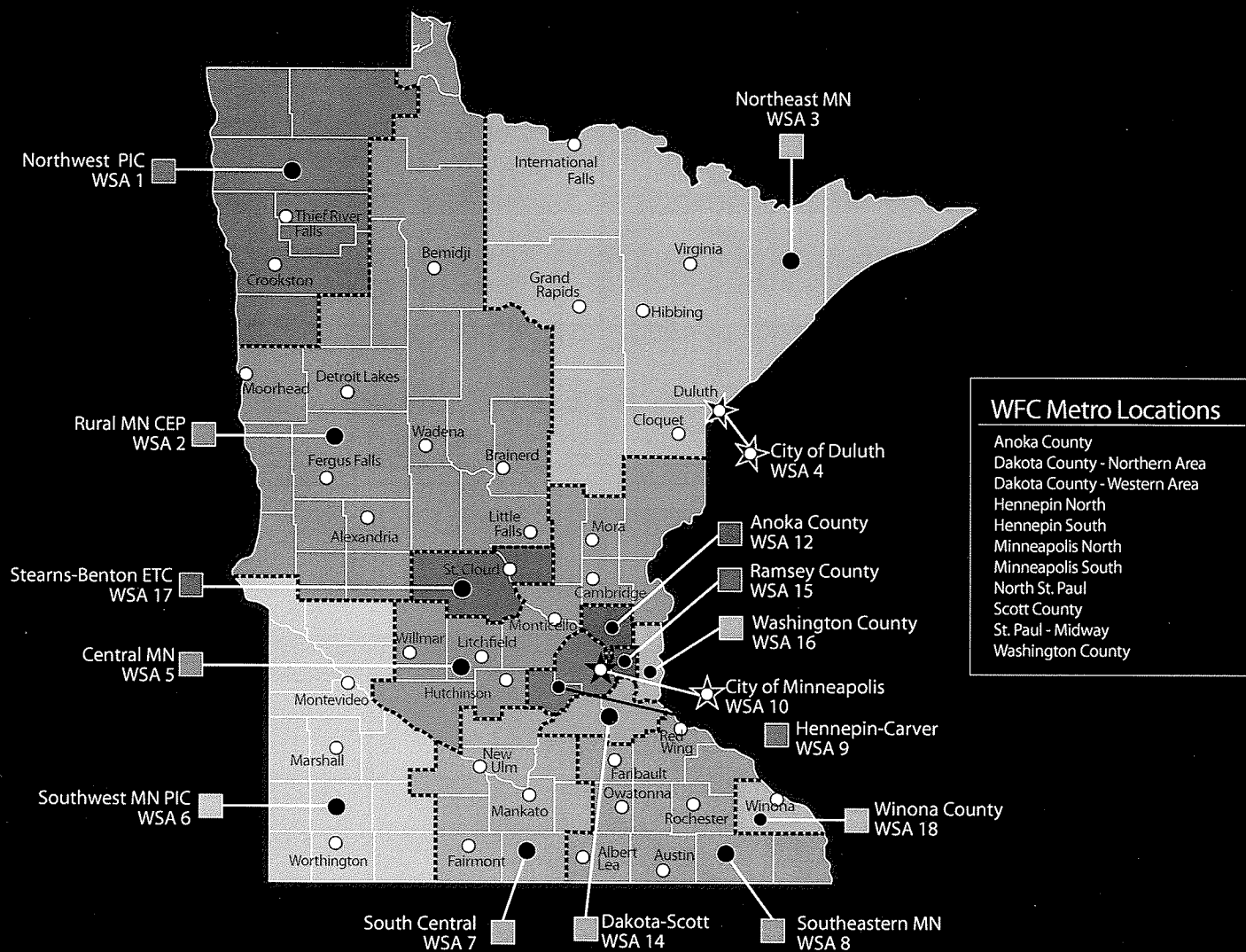
	Rural MN CEP, Inc	S Central Workforce Council	SE MN Workforce Development	Stearns-Benton E&T	SW MN PIC, Inc.
New Registrant	231	255	347	160	160
In Program	235	201	291	102	116
Served	452	447	578	287	209
Exited	217	246	287	185	93
Numerator DW EER	232	198	267	123	44
Denominator DW EER	260	215	305	142	45
DW Entered Employment	89.2%	92.1%	87.5%	86.6%	97.8%
Negotiated Standard	87.0%	87.0%	87.0%	87.0%	87.0%
% Standard Achieved	102.6%	105.9%	100.6%	99.6%	112.4%
Numerator DW Retention	212	239	300	150	54
Denominator DW Retention	230	263	333	165	57
DW Employment Retention	92.2%	90.9%	90.1%	90.9%	94.7%
Negotiated Standard	89.0%	89.0%	89.0%	89.0%	89.0%
% Standard Achieved	103.6%	102.1%	101.2%	102.1%	106.4%
Numerator DW Credential	112	76	85	33	28
Denominator DW Credential	142	93	120	47	31
DW Credential	78.9%	81.7%	70.8%	70.2%	90.3%
Negotiated Standard	69.0%	69.0%	69.0%	69.0%	69.0%
% Standard Achieved	114.3%	118.4%	102.7%	101.8%	130.9%
Numerator DW Avg Earnings	\$2,998,931	\$2,995,449	\$4,304,016	\$1,897,796	\$755,923
Denominator DW Avg Earnings	212	238	283	150	52
DW Average Earnings	\$14,146	\$12,586	\$15,209	\$12,652	\$14,537
Negotiated Standard	\$12,305	\$14,691	\$16,618	\$12,732	\$14,707
% Standard Achieved	115.0%	85.7%	91.5%	99.4%	98.8%



# APPENDIX - SFY 2007 PROVIDER PERFORMANCE

SFY 2006 State Dislocated Worker Performance Outcomes by Service Provider	Teamsters Service Bureau	Washington County	Winona County Workforce Council
New Registrant	742	178	115
In Program	591	174	73
Served	1,158	288	138
Exited	567	114	65
Numerator DW EER	538	141	19
Denominator DW EER	610	161	22
DW Entered Employment	88.2%	87.6%	86.4%
Negotiated Standard	87.0%	87.0%	87.0%
% Standard Achieved	101.4%	100.7%	99.3%
Numerator DW Retention	437	116	27
Denominator DW Retention	456	130	30
DW Employment Retention	95.8%	89.2%	90.0%
Negotiated Standard	89.0%	89.0%	89.0%
% Standard Achieved	107.7%	100.3%	101.1%
Numerator DW Credential	109	33	14
Denominator DW Credential	184	44	18
DW Credential	59.2%	75.0%	77.8%
Negotiated Standard	69.0%	69.0%	69.0%
% Standard Achieved	85.9%	108.7%	112.7%
Numerator DW Avg Earnings	\$8,414,559	\$2,528,946	\$359,579
Denominator DW Avg Earnings	437	110	27
DW Average Earnings	\$19,255	\$22,990	\$13,318
Negotiated Standard	\$14,592	\$20,528	\$13,049
% Standard Achieved	132.0%	112.0%	102.1%

## Minnesota's Workforce Service Areas and WorkForce Centers



### For a complete list of service providers or other questions about the program:

651.259.7537 or 1.866.213.1422  
[www.positivelyminnesota.com/dw](http://www.positivelyminnesota.com/dw)

### For questions regarding this report:

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