

# MINNESOTA'S STATE DISLOCATED WORKER PROGRAM



State Fiscal Year 2008 Annual Report

## What is the 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 state program served more than 13,000 dislocated workers during state fiscal year (SFY) 2008 (July 1, 2007—June 30, 2008). The federal program served more than 4,600 workers.

**Table 1: Dislocated Worker Program Overview for SFY 2008**

	Federal (WIA)	State	Total
Customers Served	4,625	13,043	17,668
Available Program Funding	\$9,060,290	\$29,379,850	\$38,440,140

## 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. (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.)

### *Success Story:* Ron and Southwest MN Private Industry Council

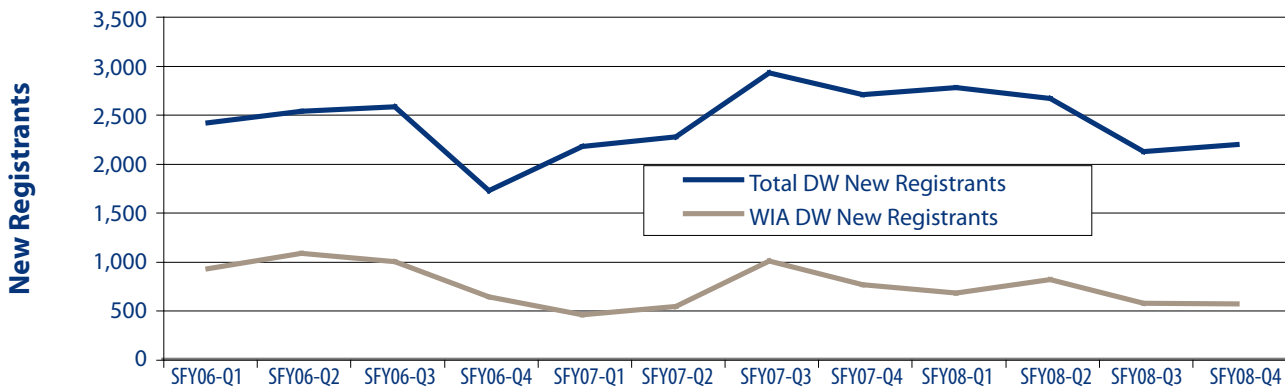
Ron was laid off from the Artesyn plant in Redwood Falls when the company moved operations to China. Because he had been laid off before, he decided to seek retraining so he could get out of the manufacturing electronic technician field. Using training funds from the Trade Adjustment Assistance program and support services from the Dislocated Worker Program, he attended school at Ridgewater College in Willmar to get his AAS degree in GPS/ GIS Agriculture. During this year and a half program, Ron maintained a 4.0 GPA.

After he completed his training, he applied for several positions and ultimately accepted an offer from AGCO in Jackson. He is a technical services specialist in the Precision Farming Group. He was able to increase his wage from \$17.72 at the time of his layoff to \$21.63 in his new position with AGCO.

His dislocated worker counselor, Tim Jones, followed up with Ron recently and learned that he is really enjoying his new job and feels that he is on the cutting edge in the farming industry. He expressed that he has finally found a place where he can continue to expand his skills without the turmoil of the layoff and call back situation he experienced previously.



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



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-four percent of dislocated workers served by the state program in SFY 2008 had a high school diploma as their highest credential when they entered the program. More than 3 percent of customers had not graduated from high school at all. Meanwhile, 23 percent had some college-level education or a college degree. (The remainder did not supply their educational attainment.)

### How many customers does the program typically serve?

The state Dislocated Worker Program served 13,043 job seekers in Minnesota in SFY 2008, an increase of 1,020 workers (or 8.5 percent) over the previous year. Of the total number served, about 53 percent were male and nearly half were between the ages of 40 and 54. Eight percent of customers were African-American and nearly 6 percent were Asian. (According to 2006 U.S. Census Bureau estimates, the respective shares of Minnesota's population for these groups are 4.5 percent and 3.5 percent.)

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 fluctuating number of workers added into the total line at the top. The Dislocated Worker Program saw an increase in new registrants in the final two quarters of SFY 2008.

### What services does the Dislocated Worker Program provide?

The typical dislocated worker customer needs career counseling and some type of training to facilitate a 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 Program counselors meet with customers to determine which services would result in the most successful outcome for the worker. Service providers offer core services, as well as service-related, training and support services with federal and state program funds (see page 4 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 manufacturing 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 services to Minnesota's dislocated workers. Compliant with the Workforce Investment Act, in 1998 Minnesota established 16 Workforce Service Areas (WSAs) as local partners. A local Workforce Investment Board (WIB) governs each area's priorities and operations.

In addition to the 16 WSAs, there are 10 certified, independent service providers that 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 WIA guidelines as a layoff of 50 or more people from a single work site during a single 30-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 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 that takes into account the unemployment in each WSA's labor market, among other appropriate factors.

## 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

### Service-Related:

- 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

## Success Story from a Customer's Perspective: Nicole and Quality Career Services

I would like to express my sincere appreciation to Quality Career Services for making it possible for me to finish my nursing degree.

In April of 2006 I was laid off from Hillcrest Bingo in St. Paul, where I had been employed as a site coordinator, earning \$12.50 an hour. I had worked for the nonprofit organization for 2½ years at the time they permanently closed. I did not know what I was going to do. I applied for job after job and my unemployment benefits were running out. Luckily, a few weeks before the closing, my former employer brought in Quality Career Services to talk to the employees about what services were available for dislocated workers.

When I called Quality Career Services, they immediately scheduled me to meet with Jan Willms, a dislocated worker counselor. I had attended some college, but did not complete my degree. With Jan's assistance, I determined the best route would be to finish my education.

Thanks to the help I received from Jan and Quality Career Services, I graduated from the College of St. Catherine with an associate degree in nursing. I can only imagine what my future would have been without QCS; I would have been working in a dead-end job, living paycheck to paycheck. Instead, I am currently employed at an outpatient clinic at the Transplant Center at the University of Minnesota, earning \$28 per hour.

I am in a profession I can be proud of, where I can make a difference and be a productive member of my community.

*Sincerely,*

~ Nicole Lentsch

**Table 2: Top 10 Mass Layoff Events in SFY 2008**

Events	Affected Operations	Industry	Affected Workers
<b>Macy's</b>	Minneapolis	Department Stores	806
<b>Champion Air</b>	Bloomington	Commercial Air Transportation	356
<b>Kimball Electronics</b>	Hibbing	Bare Printed Circuit Board Manufacturing	260
<b>Integra</b>	Minneapolis	Wired Communications	200
<b>Good Shepherd Care Center</b>	St. Paul	Nursing Care Facilities	178
<b>Weyerhaeuser</b>	Deerwood	Truss Manufacturing	158
<b>HC Holdings LLC</b>	Wadena	Metal Household Furniture	154
<b>Coleman Powermate</b>	Springfield	Industrial Machinery and Equipment Merchant Wholesalers	150
<b>General Mills</b>	Chanhausen	Frozen Fruit, Juice and Vegetable Manufacturing	95
<b>Spartech Packaging</b>	Mankato	All Other Plastics Product Manufacturing	80

## Why is the Dislocated Worker Program important?

In any economy, there is a great deal of churn — jobs destroyed, jobs created, and businesses opening and closing. In such an environment, the Dislocated Worker Program, which offers labor market information, counseling and training, helps minimize the “skills mismatch” between what employers need and what workers have.

When the economy worsens, as it did in SFY 2008, 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 contracted by 1,076 jobs during SFY 2008. During this period, the nation also posted job losses of 151,000.<sup>1</sup> In August, Minnesota’s unemployment rate was higher than the nation’s (6.2 percent in Minnesota compared to 6.1 for the U.S.) The collapse of the housing market is likely to have a greater effect in Minnesota than in other states given the large share of its economy that is driven by construction. Mortgage lenders have also been hard-hit in Minnesota as foreclosures have increased and previously inflated house values have fallen.

Table 2 lists the largest layoffs served by the Dislocated Worker Program in SFY 2008. Not every worker affected by a layoff event becomes a customer of the Dislocated Worker Program. Reported dislocation events for SFY 2008 remained nearly constant from the previous year (109 compared to 110 for SFY 2007). These 109 events affected 6,371 workers — a 25 percent decrease in affected workers from the previous year. There were 39 layoff events affecting 2,099 workers in manufacturing, which accounted for 36 percent of all dislocation events. Manufacturing accounted for a smaller share of the layoffs than in previous years. In addition to manufacturing, the retail trade, wholesale trade, information, educational services and health care (in long-term care facilities and administration) industries had the highest number of reported workers affected by a layoff in SFY 2008. So far

<sup>1</sup> Employment data from Current Employment Statistics (CES) program, as of October 16, 2008. For updated information go to: <http://www.deed.state.mn.us/lmi/tools/ces/Default.aspx>

## Success Story Sheila and Stearns-Benton Employment and Training Council

Sheila worked as a business account manager for Cellular 2000, which became part of Sprint in 2005. In the fall of 2007, after 13 years of employment, Sheila received the news that she would be affected by a major layoff.

A friend told Sheila about the Dislocated Worker Program so she contacted Stearns-Benton Employment and Training Council and got enrolled. She and her career planner, Angie Dahle, decided on several action steps to meet Sheila’s career goals. Sheila participated in the two-week class, Pre-Employment 101, and in several computer training courses through Minnesota Resource Center (Flexwork). Sheila also took a few classes at St. Cloud State University in analytical writing and communications. In May she completed the classes with outstanding grades.

While attending St. Cloud State University, Sheila saw an opening for a library office manager. Although only a temporary position, it was a start. Sheila hoped that if she worked hard, it would turn into a permanent position. In March 2008, she was offered this position as a full-time, permanent employee. For Sheila, the challenge of being laid off became the opportunity of a lifetime.

in SFY 2009, we have seen an increase in the number of workers affected by layoff events compared to the same months of the previous fiscal year.

## 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 imminent. 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 fewer 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 13,043 workers served by the state Dislocated Worker Program and the 4,625 workers served by the WIA Dislocated Worker Program in SFY 2008, 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 2008 Outcomes			
	SFY 2008 Goal	State	Federal	Total
<b>Entered Employment Rate</b> (did the customer exit to employment)	84.0%	<b>88.5%</b>	89.1%	88.7%
<b>Six Month Retention Rate</b> (did the customer keep that job)	89.0%	<b>92.4%</b>	92.0%	92.3%
<b>Average Earnings</b> (what the customer earned for two quarters after exit quarter)	\$16,892	<b>\$18,638</b>	\$17,529	\$18,354
<b>Credential Rate</b> (did the customer get a diploma)	60.0%	<b>67.1%</b>	71.5%	68.3%

### Success Story from a Customer's Perspective: Jason and Rural MN CEP



I had a great experience working with Rural Minnesota CEP. After I was laid off from my job of 3+ years, I wasn't sure where to go. Jobless with a baby on the way, I was concerned about our future. Through the WorkForce Center, I learned that there may be training available to me.

With the help of the Dislocated Worker Program, I was accepted into the lineworkers program at Minnesota Community & Technical College in Wadena. The help my family and I received from Nancy and Pam at RMCEP was phenomenal. I felt they always went above and beyond to help and encourage me. They genuinely wanted me to succeed.

In addition to nearly all of my educational costs, I received support services that allowed me to fix my car, pay my insurance, and relocate after I completed school. While attending school, I received monthly phone calls from RMCEP checking in to see how I was doing and if they could further assist me.

I finished school with good grades and I've started at my new job in Marshall, Minn. It feels great to do something good with my life and to provide for my family. I am thankful for Nancy, Pam and Rural Minnesota CEP for all of their help. I will be forever indebted to them!

~ Jason Abrahamson

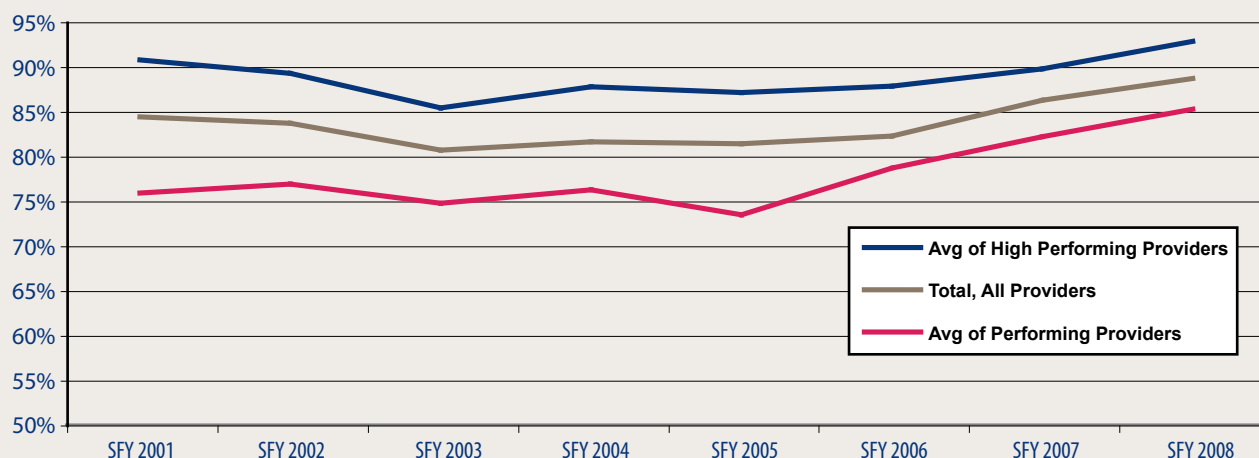
Dislocated Worker service providers made commendable improvements in their year-to-year performance. For example, this year's entered employment rate is more than 2 points higher than last year. In fact, the trend in Figure 2 reveals that Dislocated Worker Program service providers exited more customers into employment in SFY 2008 than in any previous year. This year's retention rate and average earnings also saw improvement. Minnesota's state Dislocated Worker Program credential rate was only 0.6 percent lower than the previous year.

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

Here are some of Minnesota's Dislocated Worker Program accomplishments during SFY 2008:

- Continued to serve customers from large layoffs, such as the Champion Air closing. This business shutdown happened at the same time as layoffs at Sun Country Airlines, reflecting continued troubles in

**Figure 2: State Dislocated Worker Program  
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 April 2007 to March 2008, Minnesota employers reported a Customer Satisfaction Index of 75.0 with all WorkForce Center programs (Figure 3). MnCSI, the Minnesota Customer Satisfaction Index, is the average response to three U.S. Department of Labor-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 Dislocated Worker customers served by both the state and federal programs reported a level of satisfaction of 73.9 percent during July 2007 to June 2008. Ninety percent of dislocated worker customers felt staff understood their needs and 93 percent of customers felt staff responded in a reasonable amount of time.

the transportation industry. Together with the service provider, HIREd, the state's Rapid Response team moved quickly to provide affected pilots, mechanics, flight attendants, and other employees with early program services to get them moving on to their next career. The blended project has already shown positive results in the first few months, and is poised to assist the local airline industry should current troubling trends continue.

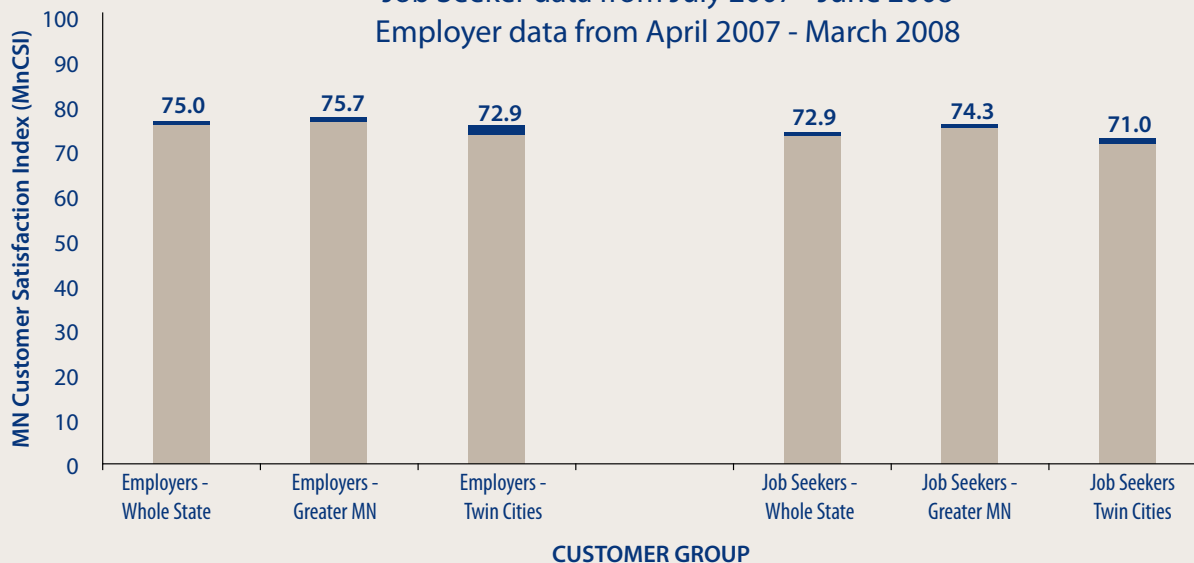
- Launched a new web-based Occupations in Demand tool (<http://www.deed.state.mn.us/lmi/tools/oid/default.aspx>) which provides state-of-the-art information to Dislocated Worker Program counselors and customers. This tool, which we believe to be the most detailed and easy-to-use resource of its kind nationwide, has greatly assisted Minnesota in becoming more demand-driven in its approach to dislocated worker services.



Figure 3: **Workforce Center System Satisfaction Survey Results:**

Job Seeker data from July 2007 - June 2008

Employer data from April 2007 - March 2008



- Re-established an annual conference for job seeker counselors (including counselors for DW, WIA Title IB Adult, and Veterans Employment). This critical professional development opportunity provides counselors with policy updates, peer learning opportunities and the chance to celebrate success.
- Continued to deepen co-enrollment of Dislocated Worker Program and Trade Adjustment Assistance customers, by bringing TAA into the same customer database — Workforce One — as the state's other workforce development programs.

Looking ahead to SFY 2008 we will:

- Supplement regular program efforts with the newly awarded federal demonstration grant, which will increase entrepreneurship opportunities for federal dislocated workers 50+ years old. This three-year, \$2 million initiative will serve 500 customers using the Growing America Through Entrepreneurship (Project GATE) model that the U.S. Department of Labor has embraced, and which Minnesota piloted several years ago.

## *Success Story* **Suzanne and Minneapolis Employment Training**

Suzanne was laid off from her job as an office manager and event coordinator. She had a great work ethic in her job search, but needed training through the Dislocated Worker Program to become certified in meeting planning and event coordinating to be competitive in her chosen field. Suzanne was very dedicated to her education; she maintained a 4.0 GPA at Dakota Tech and completed training in December. Suzanne began her new job in August and sent the following e-mail:

I actually got my first check today. It really feels good to be earning a paycheck again.

I love the job; it's exactly the work I wanted to do. I do logistical arrangements for training, some trade show work, and developing internships. It's not so massive as to be overwhelming, but it is new stuff for me (though a lot of this was covered in my courses).

All I can say is thank you. There is life after unemployment! I'm 60 and starting a new career. Wowie Zowie!

~ Suzanne

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

As a 38-year-old single mom of two teenagers, Karen was laid off from her marketing position where she earned \$31.73 per hour.

By the time she came to us for dislocated worker services, she was already three months into her unemployment benefits and starting to have difficulty with her monthly mortgage payments. She was also concerned about being able to make her car payments and pay her phone bill, two necessities for a job search.

An energetic, capable individual, she was on the verge of losing everything. Emotionally, she was on a roller-coaster, with the demands of single parenthood and the stress of unemployment bearing down on her. The weight of her situation made it difficult for Karen to present a calm, confident image in her interviews.

The Dislocated Worker Program helped Karen with a mortgage payment to allow her the time to negotiate with her banker to restructure her loan and access other funds for subsequent mortgage payments; the program also paid for a car payment and phone bill. With the worry of losing her home, her car, and her phone alleviated, she was able to concentrate on looking for a job. We helped Karen with her resume, gave her interviewing tips, helped her network, and referred her to organizations specific to her field.

Karen used her new contacts to land a position as a marketing program manager with a downtown ad agency, earning \$40.86 per hour. Within nine months of enrolling in the Dislocated Worker Program, Karen was able to land an appropriate position at a higher wage than the job she had lost, and was able to keep her home and car. She is also armed with the information and skills to conduct an effective job search, should she ever again find herself in career transition.

- Continue to refine the Occupations in Demand tool in response to customer feedback.
- Continue our annual job seeker counselor conference.
- Modify our Rapid Response database to begin calculating the cooperation level of employers, so that we can set more definitive goals in this area. We believe that employer cooperation is a key aspect of success in a mass layoff project, and with this measurement capability, we will be able to track the achievement of strategies to improve cooperation.
- Use LEAN management techniques to streamline the Trade Adjustment Assistance and Trade Readjustment Allowance programs so that customers experience more seamless services.

Providing comprehensive services to dislocated workers has been a priority in Minnesota for many years. 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. ■

## Appendix ~ State DW SFY 2008 Provider Performance

SFY 2008 State Dislocated Worker Performance Outcomes by Service Provider	State	Anoka County	Career Management Services (CMS)	Central MN Jobs and Training	City of Duluth
<b>New Registrant</b>	7,118	402	371	313	64
<b>Served</b>	13,043	629	554	522	110
<b>Exited</b>	6,288	342	266	346	25
Numerator DW EER	4,910	278	161	185	54
Denominator DW EER	5,548	298	173	205	59
<b>DW Entered Employment</b>	<b>88.5%</b>	<b>93.3%</b>	<b>93.1%</b>	<b>90.2%</b>	<b>91.5%</b>
<b>Negotiated Standard</b>	84.0%	84.0%	84.0%	84.0%	84.0%
<b>% Standard Achieved</b>	105.4%	111.1%	110.8%	107.4%	109.0%
Numerator DW Retention	4,876	275	109	162	57
Denominator DW Retention	5,275	285	112	171	60
<b>DW Employment Retention</b>	<b>92.4%</b>	<b>96.5%</b>	<b>97.3%</b>	<b>94.7%</b>	<b>95.0%</b>
<b>Negotiated Standard</b>	89.0%	89.0%	89.0%	89.0%	89.0%
<b>% Standard Achieved</b>	103.9%	108.4%	109.3%	106.4%	106.7%
Numerator DW Credential	831	35	21	44	11
Denominator DW Credential	1,238	46	51	62	20
<b>DW Credential</b>	<b>67.1%</b>	<b>76.1%</b>	<b>41.2%</b>	<b>71.0%</b>	<b>55.0%</b>
<b>Negotiated Standard</b>	60.0%	60.0%	60.0%	60.0%	60.0%
<b>% Standard Achieved</b>	111.9%	126.8%	68.6%	118.3%	91.7%
Numerator DW Avg Earnings	\$88,474,041	\$4,952,092	\$2,304,123	\$2,543,000	\$864,970
Denominator DW Avg Earnings	4,747	263	109	162	57
<b>DW Average Earnings</b>	<b>\$18,638</b>	<b>\$18,829</b>	<b>\$21,139</b>	<b>\$15,698</b>	<b>\$15,175</b>
<b>Negotiated Standard</b>	\$16,892	\$17,785	\$18,538	\$14,768	\$13,804
<b>% Standard Achieved</b>	110.3%	105.9%	114.0%	106.3%	109.9%

## Appendix ~ State DW SFY 2008 Provider Performance

SFY 2008 State Dislocated Worker Performance Outcomes by Service Provider	Dakota - Scott Workforce Services	Employment Action Center (EAC)	Hennepin/ Carver WSA	HIRED	Jewish Voc Services (JVS)
New Registrant	430	287	901	563	0
Served	1,040	545	1,483	719	76
Exited	705	207	836	243	0
Numerator DW EER	474	285	738	252	4
Denominator DW EER	566	308	838	286	5
<b>DW Entered Employment</b>	<b>83.7%</b>	<b>92.5%</b>	<b>88.1%</b>	<b>88.1%</b>	<b>80.0%</b>
<b>Negotiated Standard</b>	84.0%	84.0%	84.0%	84.0%	84.0%
<b>% Standard Achieved</b>	99.7%	110.2%	104.8%	104.9%	95.2%
Numerator DW Retention	465	302	746	278	17
Denominator DW Retention	494	329	827	298	19
<b>DW Employment Retention</b>	<b>94.1%</b>	<b>91.8%</b>	<b>90.2%</b>	<b>93.3%</b>	<b>89.5%</b>
<b>Negotiated Standard</b>	89.0%	89.0%	89.0%	89.0%	89.0%
<b>% Standard Achieved</b>	105.8%	103.1%	101.4%	104.8%	100.5%
Numerator DW Credential	50	24	58	17	1
Denominator DW Credential	85	38	76	28	2
<b>DW Credential</b>	<b>58.8%</b>	<b>63.2%</b>	<b>76.3%</b>	<b>60.7%</b>	<b>50.0%</b>
<b>Negotiated Standard</b>	60.0%	60.0%	60.0%	60.0%	60.0%
<b>% Standard Achieved</b>	98.0%	105.3%	127.2%	101.2%	83.3%
Numerator DW Avg Earnings	\$9,540,861	\$5,245,434	\$14,915,204	\$5,576,755	\$186,797
Denominator DW Avg Earnings	465	270	731	278	17
<b>DW Average Earnings</b>	<b>\$20,518</b>	<b>\$19,428</b>	<b>\$20,404</b>	<b>\$20,060</b>	<b>\$10,988</b>
<b>Negotiated Standard</b>	\$17,515	\$18,538	\$20,442	\$18,538	\$18,538
<b>% Standard Achieved</b>	117.1%	104.8%	99.8%	108.2%	59.3%

## Appendix ~ State DW SFY 2008 Provider Performance

SFY 2008 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	286	176	93	187	809
Served	439	466	138	798	1,643
Exited	240	257	86	192	822
Numerator DW EER	217	104	56	118	557
Denominator DW EER	224	123	59	135	650
<b>DW Entered Employment</b>	<b>96.9%</b>	<b>84.6%</b>	<b>94.9%</b>	<b>87.4%</b>	<b>85.7%</b>
<b>Negotiated Standard</b>	84.0%	84.0%	84.0%	84.0%	84.0%
<b>% Standard Achieved</b>	115.3%	100.7%	113.0%	104.1%	102.0%
Numerator DW Retention	233	96	38	144	547
Denominator DW Retention	256	110	46	155	604
<b>DW Employment Retention</b>	<b>91.0%</b>	<b>87.3%</b>	<b>82.6%</b>	<b>92.9%</b>	<b>90.6%</b>
<b>Negotiated Standard</b>	89.0%	89.0%	89.0%	89.0%	89.0%
<b>% Standard Achieved</b>	102.3%	98.1%	92.8%	104.4%	101.8%
Numerator DW Credential	41	46	32	27	89
Denominator DW Credential	55	55	38	54	131
<b>DW Credential</b>	<b>74.5%</b>	<b>83.6%</b>	<b>84.2%</b>	<b>50.0%</b>	<b>67.9%</b>
<b>Negotiated Standard</b>	60.0%	60.0%	60.0%	60.0%	60.0%
<b>% Standard Achieved</b>	124.2%	139.4%	140.4%	83.3%	113.2%
Numerator DW Avg Earnings	\$4,082,337	\$1,723,151	\$456,093	\$2,641,419	\$9,671,724
Denominator DW Avg Earnings	204	96	38	144	547
<b>DW Average Earnings</b>	<b>\$20,011</b>	<b>\$17,949</b>	<b>\$12,002</b>	<b>\$18,343</b>	<b>\$17,681</b>
<b>Negotiated Standard</b>	\$19,133	\$11,563	\$13,777	\$18,538	\$19,390
<b>% Standard Achieved</b>	104.6%	155.2%	87.1%	98.9%	91.2%

## Appendix ~ State DW SFY 2008 Provider Performance

SFY 2008 State Dislocated Worker Performance Outcomes by Service Provider	Rural MN CEP, Inc	S Central Workforce Council	SE MN Workforce Development	Stearns -Benton E&T	SW MN PIC, Inc.
New Registrant	389	316	260	133	91
Served	608	515	544	235	207
Exited	288	301	252	103	109
Numerator DW EER	205	169	223	120	104
Denominator DW EER	222	190	244	142	108
<b>DW Entered Employment</b>	<b>92.3%</b>	<b>88.9%</b>	<b>91.4%</b>	<b>84.5%</b>	<b>96.3%</b>
<b>Negotiated Standard</b>	84.0%	84.0%	84.0%	84.0%	84.0%
<b>% Standard Achieved</b>	109.9%	105.9%	108.8%	100.6%	114.6%
Numerator DW Retention	204	161	212	124	76
Denominator DW Retention	218	179	227	138	81
<b>DW Employment Retention</b>	<b>93.6%</b>	<b>89.9%</b>	<b>93.4%</b>	<b>89.9%</b>	<b>93.8%</b>
<b>Negotiated Standard</b>	89.0%	89.0%	89.0%	89.0%	89.0%
<b>% Standard Achieved</b>	105.1%	101.1%	104.9%	101.0%	105.4%
Numerator DW Credential	56	50	54	19	23
Denominator DW Credential	81	62	80	28	27
<b>DW Credential</b>	<b>69.1%</b>	<b>80.6%</b>	<b>67.5%</b>	<b>67.9%</b>	<b>85.2%</b>
<b>Negotiated Standard</b>	60.0%	60.0%	60.0%	60.0%	60.0%
<b>% Standard Achieved</b>	115.2%	134.4%	112.5%	113.1%	142.0%
Numerator DW Avg Earnings	\$2,831,070	\$2,122,589	\$3,580,967	\$2,036,926	\$1,080,938
Denominator DW Avg Earnings	204	155	198	123	72
<b>DW Average Earnings</b>	<b>\$13,878</b>	<b>\$13,694</b>	<b>\$18,086</b>	<b>\$16,560</b>	<b>\$15,013</b>
<b>Negotiated Standard</b>	\$12,428	\$14,838	\$16,784	\$12,859	\$14,854
<b>% Standard Achieved</b>	111.7%	92.3%	107.8%	128.8%	101.1%

## Appendix ~ State DW SFY 2008 Provider Performance

SFY 2008 State Dislocated Worker Performance Outcomes by Service Provider	Teamsters Service Bureau	Washington County	Winona County Workforce Council
New Registrant	821	203	23
Served	1,365	311	96
Exited	466	159	43
Numerator DW EER	483	90	33
Denominator DW EER	578	99	36
<b>DW Entered Employment</b>	<b>83.6%</b>	<b>90.9%</b>	<b>91.7%</b>
<b>Negotiated Standard</b>	84.0%	84.0%	84.0%
<b>% Standard Achieved</b>	99.5%	108.2%	109.1%
Numerator DW Retention	488	125	17
Denominator DW Retention	514	133	19
<b>DW Employment Retention</b>	<b>94.9%</b>	<b>94.0%</b>	<b>89.5%</b>
<b>Negotiated Standard</b>	89.0%	89.0%	89.0%
<b>% Standard Achieved</b>	106.7%	105.6%	100.5%
Numerator DW Credential	92	19	22
Denominator DW Credential	171	23	25
<b>DW Credential</b>	<b>53.8%</b>	<b>82.6%</b>	<b>88.0%</b>
<b>Negotiated Standard</b>	60.0%	60.0%	60.0%
<b>% Standard Achieved</b>	89.7%	137.7%	146.7%
Numerator DW Avg Earnings	\$9,743,025	\$2,147,876	\$226,694
Denominator DW Avg Earnings	487	110	17
<b>DW Average Earnings</b>	<b>\$20,006</b>	<b>\$19,526</b>	<b>\$13,335</b>
<b>Negotiated Standard</b>	\$18,538	\$20,733	\$11,715
<b>% Standard Achieved</b>	107.9%	94.2%	113.8%

# 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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