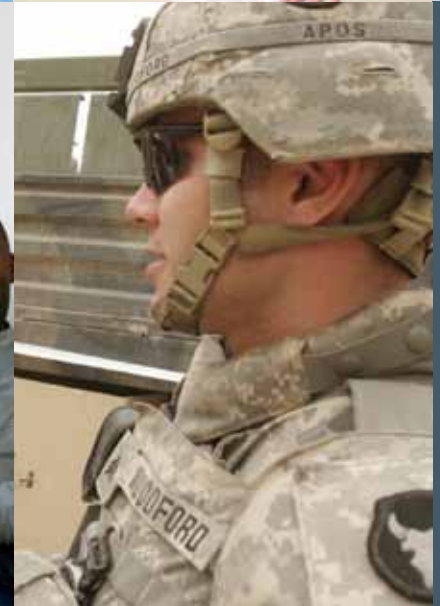




MINNESOTA

DISLOCATED
WORKER PROGRAM



*Supporting
Dislocated Workers through
Economic Recovery*

STATE FISCAL YEAR 2011 A N N U A L R E P O R T

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Supporting Dislocated Workers through Economic Recovery

Even with an improving labor market, the Minnesota Dislocated Worker (DW) Program served an exceptionally high volume of people during state fiscal year (SFY) 2011. Furthermore, a large proportion of these people had already endured years of unemployment following layoffs. Providing job search services, career counseling and training, the program supports workers through substantial transition. Program participants remain enrolled in the program for longer periods, because more are likely to engage in substantial training. Their longevity in the program demonstrates the vitality – and challenges the capacity – of the Dislocated Worker Program. Our primary goal is to contribute to a stronger economy by helping workers secure training and helping employers find the skilled workers they need to succeed in Minnesota.

Working together with the Unemployment Insurance (UI) Program, the DW Program supports participants who have lost their jobs. Thanks to our services, workers are able to secure permanent jobs in high-demand occupations, resulting in increased stability. There are several benefits associated with the program. Not only is the worker’s financial stability restored, the hiring employer benefits from the new employee who has enhanced his or her skills. Many program participants view this transition as an opportunity to return to school and advance their careers.

FIGURE 1: Dislocated Worker Program Customers, Served Over Time, SFY 2007-2011

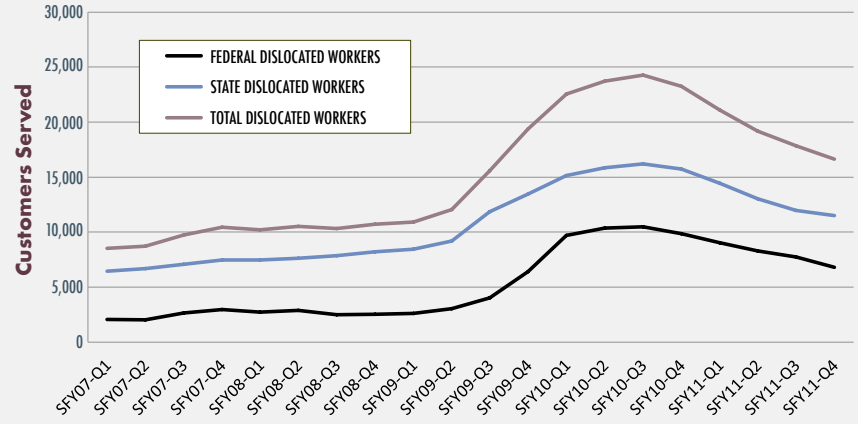


FIGURE 2: New Registrants and Exited Participants Over Time, WIA DW and MN DW SFY 2007-SFY 2011

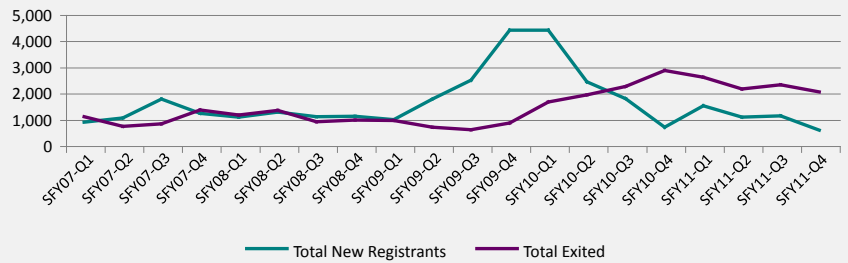
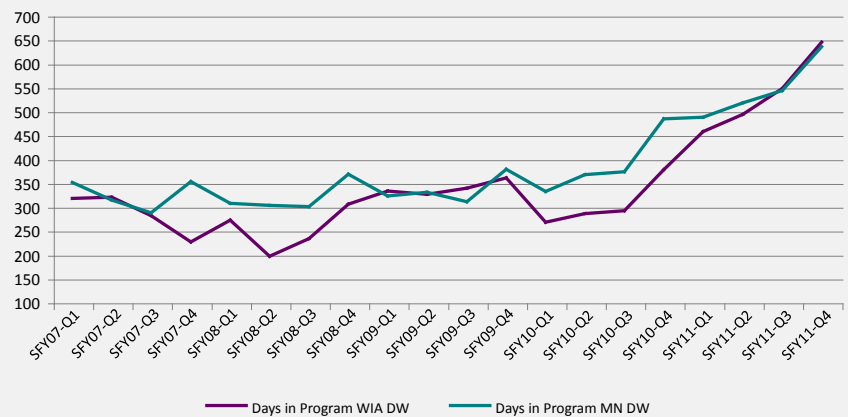


FIGURE 3: Average Number of Days in Dislocated Worker Program, SFY 2007-SFY 2011





In SFY 2011 (July 1, 2010, to June 30, 2011), the state program served 17,006 people, a decrease of 3,501 (17.1 percent) from SFY 2010. The main reason for slowing rates of service is exhaustion of already reduced funding to serve new enrollees. Despite serving fewer customers, the program still faces high demand because people are staying in the program longer, averaging 635 days as of the final quarter of SFY 2011 (Figure 3). Even more telling, the state program served only 656 more people in SFY 2011 than in SFY 2009, returning to our rate of service during the year in which we implemented the American Recovery and Reinvestment Act (ARRA) funding. This may be a sign of gradual economic improvement in Minnesota.

In Minnesota, dislocated workers benefit from both state and federal funding. Service providers in Minnesota assisted 5,735 people in the Workforce Investment Act Dislocated Worker Program during SFY 2011. In addition to the federally funded DW Program, Minnesota served 1,101 individuals using ARRA funding, which came at a critical time for dislocated workers nationwide. Since closing out ARRA funding, service providers in Minnesota have realized that program demand has slowed, though it still remains substantial. During SFY 2011, the federally funded DW Program served 5,735 people, a decrease of 5,259, or 53.2 percent, from SFY 2010.

During SFY 2011, Minnesota continued to operate six National Emergency Grants (NEGs), serving 3,631 people during that time. Due to the magnitude of workers laid off by Tyco Electronics, staff applied for an additional NEG to serve 175 workers. As SFY 2011 came to a close, so did three active NEGs, leaving us with three NEGs to serve those impacted by mass layoffs and one NEG to serve those impacted by flooding in southeastern Minnesota. This disaster NEG helps to rebuild and clean an area following a natural disaster, temporarily employing dislocated workers. As of the publication of this report, staff members plan to apply for at least one more NEG to serve workers laid off from Andersen Windows in Bayport.

Our state Dislocated Worker Program serves the largest number of individuals of all these funding streams, helping almost twice as many customers as all three sources of federal funding – WIA, ARRA, NEG – combined (Table 1 and Figure 1).

Customers

To be eligible for the DW Program, an individual typically must qualify for unemployment insurance, which provides temporary benefits for people who are out of work through no fault of their own. Unlike UI, the DW Program excludes temporary or seasonal workers, who represent a large portion of UI recipients.

TABLE 1: Dislocated Worker Program Overview for SFY 2011

Program	Customers Served	Program Funding Expended	Allocated Program Funding Over at least Two Years
MN DW	17,006	\$28,072,581	\$29,154,000
WIA DW ²	5,735	\$14,911,467	\$16,706,980
ARRA DW ²	1,101	\$867,429	\$867,429
NEG ²	3,631	\$8,641,576	\$16,500,377
TOTAL	25,104¹	\$52,493,053	\$63,228,786

¹ Due to co-enrollment in programs, the total unique count of customers will not equal the sum of customers served in each funding stream.

² Federal program performance outcomes combine all customers served in WIA DW, WIA ARRA DW, and NEGs. This table breaks down the numbers served into more specific components of our programs.

³ Service providers have two years to spend allocated funding, with more time for funding to serve larger layoffs. As a result, program expenditures may be less than program allocations. NEG funding allocations cover a period beginning in SFY 2008.



Success STORY

Jeff Woodford and the Rural Minnesota Concentrated Employment Programs Inc.

My college career began at Minnesota State University Moorhead in 2003. Two years later, I was mobilized for a 16-month deployment in the Middle East, which was later extended by four months. Upon returning from a 22-month deployment to Iraq in 2007, I transferred to Bemidji State University, where I studied biology.

During that time, I was referred to Bemidji veterans employment and Dislocated Worker Program representatives at the Bemidji WorkForce Center, who I had heard might be able to help me find an internship for the summer. Not only did the veterans representatives inform me of numerous internships available in my field, they also told me about resume workshops and veterans events, and they put me in touch with other people at the WorkForce Center who could help me with expenses that were not covered under military benefits. Through their excellent networking, vast resources and willingness to assist in any way, I obtained an internship with the Minnesota Department of Natural Resources. The internship was later converted into a part-time job that I kept through the remainder of my college career. The veterans employment and Dislocated Worker/Rural Minnesota Concentrated Employment Program representatives maintained weekly contact with me, constantly informing me of different workshops, continuing education courses in my field and full-time employment opportunities.

In February 2010, the representatives told me about a full-time position with the county Environmental Service Office in a nearby town. Out of more than 40 applicants, I was offered and accepted the position in March.

In my previous job as an assistant manager, I was making \$9.50 an hour with no fringe benefits. My new position as an environmentalist specialist with Hubbard County Parks pays almost twice as much per hour with benefits. With my new home, career with excellent wages, benefits and experience, I can start a family and move to the next stage of my life. Without the help of the Bemidji veterans employment representatives and Dislocated Worker/Rural Minnesota Concentrated Employment Program staff, I would not be where I am today.

—Jeff Woodford

Any of the following are eligible for dislocated worker services in Minnesota:

- 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 jobs due to economic conditions
- Displaced homemakers (those who were previously homemakers and are now seeking work outside of the home)
- Veterans leaving active duty with the armed forces
- Certain individuals leaving active duty of the National Guard or armed forces reserves

Service Process

A network of 49 WorkForce Centers in Minnesota employs hundreds of career counselors, providing the core and service-related support to Minnesota's dislocated workers. These counselors also research and approve the training provided by accredited educational institutions across the state. Compliant with the Workforce Investment Act (WIA) of 1998, the state of Minnesota established 16 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 eight WIA-certified, independent service providers:

- Arrowhead Economic Opportunity Agency
- Career Solutions
- Employment Action Center
- Goodwill/Easter Seals
- HIRED



- Teamworks Inc.
- Jewish Vocational Services
- Lutheran Social Service

These three independent service providers are also authorized to serve dislocated workers from small layoffs:

- Career Management Services
- Quality Career Services
- Teamsters Service Bureau

Service Delivery Model and Funding Patterns

Layoffs consisting of 50 or more workers within 30 days are considered large layoffs. Dislocated workers who are part of a closing or mass layoff typically participate in a project. Projects differ from smaller layoff services in that the workers form a selection and planning committee to choose a single provider to serve the full group affected by the layoff. Members of the committee then interview bidding service providers and evaluate them on past program performance, creating a competition among service providers. In addition to selecting the provider, the committee outlines the services it will require. This process promotes program quality and consistency.

Depending upon the source of funding, service providers have varying lengths of time to obligate and expend program funding to serve dislocated workers. For instance, Ford Motor Co. announced the imminent closing of its manufacturing plant in St. Paul during 2006 and proceeded to lay off workers gradually. As a result, Minnesota established a separate project to serve these workers over the course of five years. This funding came out of three separate program year mass layoff budgets.

A dislocated worker who is part of a small layoff may select a WorkForce Center, or one of the three independent service providers authorized to serve such workers. During SFY 2011, DEED allocated \$13.04 million to service providers by a specific funding formula to serve workers impacted by smaller layoffs. The funding formula takes into account the share of the state's unemployed people

Success STORY

Jenean Burke and Southwest Minnesota Private Industry Inc.



In the spring of 2009, Jenean Burke was among more than 200 people who were laid off when the Bayliner boat factory closed in Pipestone. Jenean was 50 and had been working in the upholstery department for more than 25 years.

Jenean's first attempt at a job search revealed that only a few highly competitive manufacturing jobs were available in her region. She was faced with the further pressures of being the only source of income for her family because her husband was disabled and had been recently diagnosed with kidney cancer.

Jenean approached the Southwest Minnesota Workforce Center, where she learned that Bayliner had been certified as a Trade Adjustment Assistance (TAA) plant. This meant that funds were available to provide additional training benefits to the affected workers through the TAA and Dislocated Worker programs. At the urging of her family and career counselor Tim Jones, Jenean enrolled in the Medical Assistant Program at Minnesota West Community and Technical College.

Jenean began full-time training in August 2009 and graduated from the Certified Nursing Assistant Program in the summer of 2011 with a 3.48 grade point average. At the completion of her training, Jenean had two job offers and decided to work for the Pipestone County Medical Center.

Jenean's story is proof that it is never too late to go back to school and make a career change. Recently, Jenean sent a thank you card to Jones saying, "I am so grateful for your help, guidance and support. I never thought I could do this, and I wouldn't have been able to do this without the Dislocated Worker Program and you. Thank you."



Success STORY

Al and Michelle Ford, Employment Action Center, HIRED and the Minneapolis Employment and Training Program



Recently featured on Minnesota Public Radio, this is a success story that we absolutely could not pass up. Thank you to Annie Baxter with MPR, Mary White with HIRED, and Michelle and Al for their willingness to share their story.

Before the recession hit nationwide, two people in St. Paul lost their jobs. They are a married couple and were the two breadwinners in a single household.

They worked in different capacities for the same company. Al worked in manufacturing for 14 years, while Michelle managed a customer service staff of nine. She received her layoff notice about one month before Al received his. Both visited the St. Paul WorkForce Center and eventually found new jobs. Then they both received layoff notices again in 2010 – on the same day. Those layoffs left the Fords feeling defeated, questioning how they were going to recover from the transition. Eventually, they decided to keep pushing one another, sharing their home computer and looking for jobs.

After a relatively short period of unemployment, they both found jobs again. Al still has that position at St. Catherine University, but Michelle's barely lasted a year.

In total, the couple suffered five layoffs in five years. At one point during their series of layoffs, Michelle and Al were working with the same DW Program counselor, Mary White. Al worked with Mary following each of his layoffs, while Michelle worked with her following the first.

No one really tracks the frequency of serial layoffs, but we know that they create concerns for hiring managers. Luckily, Michelle's current supervisor with ActivStyle explored this issue during the job interview, realizing that Michelle had indeed experienced multiple layoffs instead of assuming that she "hopped jobs." That type of job history often creates hesitation on the part of employers.

Al and Michelle are, in every sense of the word, resilient. At the risk of sounding unwelcoming, DW counselors hope to never see them again unless, of course, it's a visit to celebrate a job anniversary.

living in the WSA, the share of the state's permanently separated unemployed people living in that area, the share of statewide total weeks paid of unemployment insurance to permanently separated claimants, and a job density factor that measures a WSA's standard deviation from the state average. The formula contains a "hold harmless" provision so that an individual service provider will not experience a budget decrease of more than 10 percent or growth of more than 30 percent from year to year.

Rapid Response

Minnesota's Rapid Response Team is the first responder to large layoffs, ensuring a quick initiation to essential services. Rapid responders may find out about upcoming layoffs from varying sources: the employer, workers who are being laid off, suppliers to the business, local government officials, local rapid response officials or the media. The federal Worker Adjustment Retraining Notification Act requires employers to notify the government in the event of a mass layoff (defined as 50 or more workers over a 30-day period). Many employers will notify the state even if their layoff affects fewer than 50 workers.

Upon notification, a rapid responder will meet with the employer to discuss the size, scope and timing of the forthcoming layoffs. Rapid response also looks for opportunities to avert the impacts of layoffs. If the layoff moves forward, the Rapid Response Team informs all relevant stakeholders and schedules orientation meetings with workers in which they provide information about UI benefits and the services offered by the DW

**Table 2: Top 10 Mass Layoff Events Compared: SFY 2009 - SFY 2011**

2009		2010		2011	
Company	Employees Laid Off	Company	Employees Laid Off	Company	Employees Laid Off
Hutchinson Technology, Inc.	969	Delta Airlines	1,457	Tyco Electronics	448
Celestica	559	BAE Systems	612	Medtronic	250
Seagate Technology, Inc.	495	Snyder Stores	500	Boston Scientific	160
Target Headquarters	480	Schwing America	315	Cima Labs	150
North Memorial	450	Sam's Club	285	Radisson University Inn	139
Denny Hecker Auto Group	363	K-12 St. Paul School District	249	Express Scripts	130
Team Industries	307	Corrections Corporation of America	234	Capella University	125
Viracon	300	Boston Scientific	220	Suzlon Rotor	110
Allina Hospitals and Clinics	287	ACS Business Process Solutions	216	American Hardware Mutual Ins. Co.	99
Snyder Drug	285	Wilder Foundation	200	EA Sween Co.	91
Total Employees Laid Off	4,495	Total Employees Laid Off	4,288	Total Employees Laid Off	1,702
Percent of number laid off during the preceding year	184.5%	Percent of number laid off during the preceding year	95.4%	Percent of number laid off during the preceding year	39.7%

Program. Upon first contact with a group of potential participants, members of the Rapid Response Team ask participants to complete a survey that will inform the DW service providers of their most critical needs.

Layoffs in Minnesota, Large and Small

The program must remain flexible to serve different sizes and types of layoffs. Even during strong economic times, companies shift, grow and shrink, eliminating some jobs while creating others. The DW Program supports individuals and encourages them to invest in their own futures by completing training that will pave the way for more opportunities.

Throughout SFY 2011, rapid response activity related to mass layoffs slowed. Looking back over the past four years, Minnesota has returned to nearly the same number of people affected by mass layoffs as in SFY 2008. In all, the top 10 layoffs addressed by our program in Minnesota during SFY 2011 represented 39.7 percent of the number of workers impacted by the top 10 layoffs in SFY 2010 (Table 2 and Figure 5).

Providing Vital Services

In order to return to the workforce quickly, most participants in the DW Program receive career counseling and some type of training.

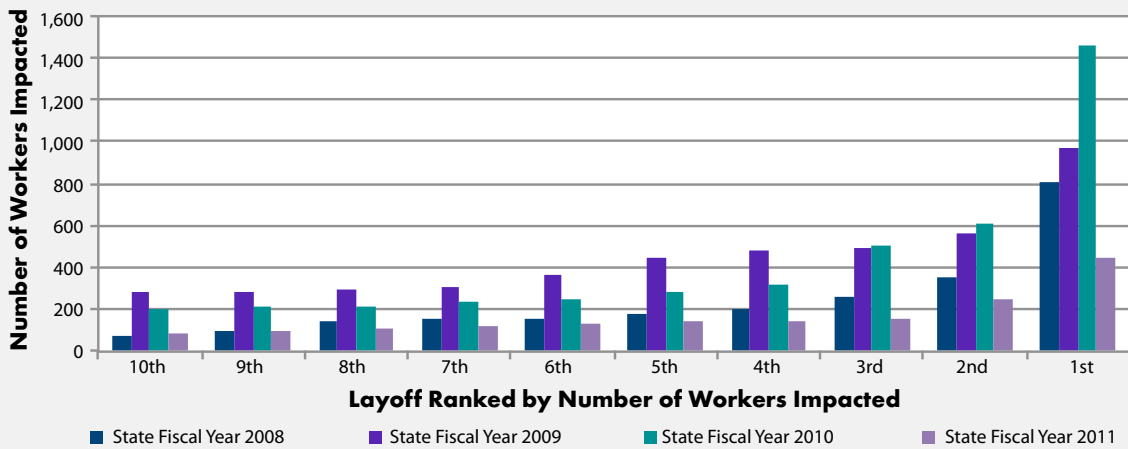
DW counselors meet with participants to determine which services would result in the most successful outcome. A variety of flexible services are offered using federal and state program funds.

Core Services:

- WIA and Minnesota DW Program eligibility determination
- One-stop services orientation
- Basic skills assessments via MinnesotaWorks.net
- Workshops for job-seeking skills, including Creative Job Search
- Self-service tools, including MinnesotaWorks.net
- Job search and placement assistance
- General career guidance
- Review of economic data and labor market information relating to chosen field



FIGURE 4: Number of Individuals Impacted by Top Ten Layoff Events Addressed in Dislocated Worker Program, SFY 2008 - SFY 2011



Advanced services:

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

Training Services:

- Occupational skills
- On-the-job training
- Entrepreneurial support
- Literacy and adult basic education
- Job readiness
- Customized training

Support Services:

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

Of the 17,006 people served through Minnesota’s DW Program, 7,246 (42.6 percent) pursued training. Of

these, 3,129 earned industry-recognized credentials, with the remainder seeking pre-vocational training. Training helps program participants secure full-time, stable employment.

Innovative Programming

In addition to these services, Minnesota seeks ways to better specialize our services and contribute to research that will impact future programming. For example, our program encourages dislocated workers to consider entrepreneurial opportunities and self-employment as an option. Following three calendar years of operation, Minnesota will successfully close its second Project GATE: Growing America Through Entrepreneurship. This program offers business consulting and classroom training to dislocated workers who are at least 45 years old and want to launch or grow small businesses. The close of SFY 2011 marked 30 months of program operation, during which time 142 individuals launched or grew businesses. Of that number, 92 have been in operation for at least one year and 66 have been in operation for at least two. Statewide, 595 people participated in the program, with 349 advancing into business consulting and 162 taking classes.

Trade Adjustment Assistance

Workers losing their jobs due to foreign trade may be entitled to additional benefits under the federal Trade Adjustment Assistance (TAA) Program. An individual laid off from a TAA-certified work site may be eligible for a wider range of benefits, including additional training



dollars and extended UI benefits, known as Trade Readjustment Allowance (TRA). In Minnesota, every TAA customer is co-enrolled in the DW Program.

Measuring Program Success

As prescribed by the Workforce Investment Act Dislocated Worker Program, the program measures success based on four primary outcomes:

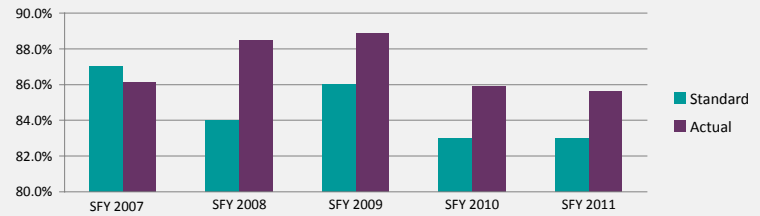
- Percent of program participants who exit the program and **enter employment**
- Percent of those people who **retain that employment** for at least six months
- **Average earnings** over six months for people who have exited the program into employment
- Percent of newly employed program participants who also **obtain a credential**

Each year, DEED negotiates performance goals with the U.S. Department of Labor (DOL) for the federal program, which the agency carries over into the state-administered program. Service providers in the Minnesota Dislocated Worker Program exceeded all four standards negotiated with DOL for the 7,213 dislocated workers exiting the program during SFY 2011.

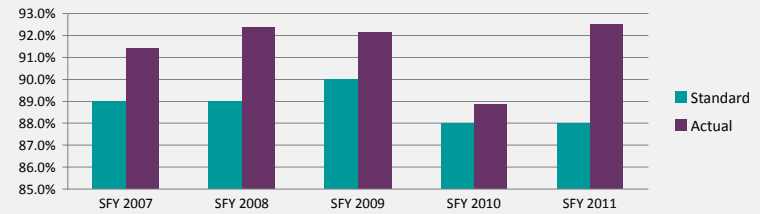
For most performance standards, DW service providers maintained their program performance as compared to last year (Table 3, Figure 6, Appendix). During SFY 2011, 85.6 percent of people exiting from Minnesota’s DW Program found jobs, a slight decrease from 85.9 percent in SFY 2010. Interestingly, those who pursued training in SFY 2011 had a higher rate of entering employment: 88.1 percent as opposed to the 85.6 percent of all program exiters. A slightly lower 84.3 percent of those who did not pursue training entered employment. Over time, program staff will analyze the performance impacts of training more closely.

FIGURE 5: Statewide Performance of the Minnesota Dislocated Worker Program Over the Past Five Years

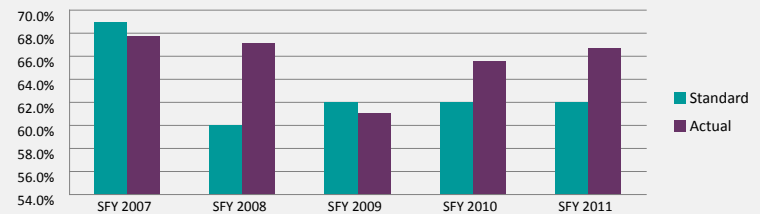
Entered Employment Rate



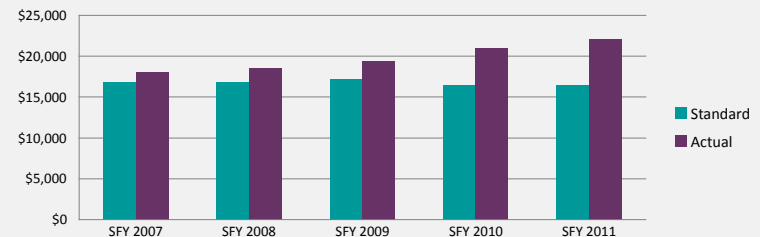
Employment Retention



Employment and Credential Rate



Average Earnings





New Business **LAUNCH** *through Project Gate II*



Bill Johnson and HIRED with the Minnesota Employment and Training Program

Bill Johnson, who owns and operates Bill Johnson Nature Stock Photography Inc., has a file of more than 200,000 images. He specializes in

plant and insect photography, from full-specimen to ultra-close-up macro photography.

Bill was one of many laid off from the Minnesota Historical Society in late 2008. He visited the North Minneapolis WorkForce Center, where he enrolled in the Dislocated Worker Program and discovered Project GATE II. As an aspiring entrepreneur for many years, Bill began to explore the option of opening and operating his own business as his primary means of income.

As a stock nature photographer, Bill has taken images that have appeared in more than 800 national and regional publications. He also has had solo photographic exhibits at the Minnesota Valley National Wildlife Center, the University of Minnesota Landscape Arboretum and the Como Park Conservatory. In 2004, he was part of a major national photography exhibit on plants and their pollinators, at the United States Botanical Garden on the mall in Washington, D.C. Bill is also a charter member of the North American Nature Photographers Association and a member of the Garden Writers Association of America.

Bill's business contributes to the growth of Minnesota's economy, an important outcome of helping dislocated workers become self-employed.

Congratulations, Bill.

The rate of retention increased from 88.9 to 92.5 percent over the past year. Average semi-annual earnings increased by \$1,020 since SFY 2010 and are now at an all-time high for program exiters. Finally, 66.7 percent of participants who exit the program into employment are also securing credentials, up from 65.6 percent in SFY 2010, exceeding our goal of 62 percent both years.

Accomplishments

In addition to continued outstanding program performance and overall success among program participants, Minnesota's Dislocated Worker Program can celebrate many accomplishments.

■ **Holding strong and steady**

SFY 2011 largely reflects diligent continuation of programs and grants initiated in SFY 2010, staying the course and weathering a slowly recovering economy.

■ **National Emergency Grants**

Grants staff tightly operated the Formula Funds Replenishment National Emergency Grant, along with five other NEGs, with allocations totaling \$14.38 million. During SFY 2011 alone, NEGs served 3,631 people.

■ **Launching or growing 142 businesses through Project GATE II, with 92 operating for one year**

Operating since Jan. 1, 2009, GATE – Growing America Through Entrepreneurship has provided entrepreneur workshops to more than 2,000 people, supported 595 people, and offered consulting to 349 and training to 162 participants. Minnesota's success with this program demonstrates self-employment as a viable opportunity for laid-off workers.

■ **Continued streamlining of programs**

Minnesota continues to mandate co-enrollment between the TAA and the DW programs. As required in recently established U.S. Department of Labor policy, state staff members provide 100 percent of our TAA case management. In the past year, TAA staff members have redesigned the customer application intake process, the interface with DW counselors, the application materials, the invoice payment process, and the DW counselor training process. The benefits of this streamlining are substantial: With TAA fully engaged, DW resources go further and serve more Minnesotans.



Minnesota Dislocated Worker Program

The Costs and the Benefits

During SFY 2011, program operators and DEED staff spent	\$28,072,581	to serve	17,006 participants.	We spent \$1,651 per program participant.
7,538 exited the program with 6,451 entering unsubsidized employment: 85.6 percent .				
On average, Minnesota Dislocated Worker program providers spend \$4,352 per job attained.				

Minnesota Dislocated Worker Program Cost Benefit Analysis: The Past Five Years

State Fiscal Year	Program Funding Expended	Customers Served		Funding Cost per Customer Served	Number of Individuals Exiting Into Employment		Funding Cost per Employed Customer
2011	\$28,072,581	17,006	=	\$1,651	6,451	=	\$4,352
2010	\$29,420,000	20,507	=	\$1,435	4,497	=	\$6,542
2009	\$30,821,000	16,350	=	\$1,885	4,911	=	\$6,276
2008	\$25,852,000	13,043	=	\$1,982	4,910	=	\$5,265
2007	\$24,038,762	12,023	=	\$1,999	5,470	=	\$4,395
Totals:	\$138,204,343	78,929		\$1,751	26,239		\$5,267

■ Continued focus on taxpayer accountability

During SFY 2011, we successfully administered more than 100 project grants to serve workers affected by mass layoffs, holding grantees to high standards of fiscal reporting through monthly financial status reports, steady participant status reports, and ongoing program performance measures of each of these grants.

■ Successful professional development opportunities

In April, DEED convened the fourth annual conference for job seeker counselors, which included counselors for DW, WIA Title 1B Adult, and Veterans Employment. This professional development opportunity provides counselors with policy updates, peer learning opportunities and a chance to celebrate success. At this year's conference, a panel of customers was invited to share in their success, and a leading manufacturer pointed out what employers need in this economy.

■ Networking with other states

Minnesota hosted the Region V Roundtable, inviting WIA program administrators from Illinois, Indiana, Kansas, Wisconsin, Iowa, Michigan, Nebraska, Missouri and Ohio. During this event and our job seeker counselor conference, Minnesota State Demographer Tom Gillaspay gave a presentation

entitled "The New Normal," stressing the importance of post-secondary education and credential attainment for employment in the future.

Goals and Priorities for State Fiscal Year 2012

■ Continued outstanding service

As workforce development funds begin to recover, service providers in Minnesota can commit to reconnecting with people who have been on waiting lists for program services. Service providers also commit to continue working with dislocated workers who have engaged in long-term training; all partners want to see them through to credential and job attainment.

■ Deepen working partnership with FastTRAC

Demonstrating great success since its implementation in SFY 2009, FastTRAC provides intensive support services to people who are advancing along an established career pathway. Uniting post-secondary education, adult basic education and meaningful employment, this program strives to show participants how to progress along a career instead of simply securing a job that may not last or provide advancement opportunities.



Success STORY

Gueorgui Petkov and the Winona County Workforce Council

Gueorgui Petkov came from Bulgaria to the United States in June 2001. He readily found work to support his family until the beginning of the recession in December 2008, when he was laid off from his maintenance technician job at Watlow Controls. At that time Gueorgui was the primary breadwinner of the family. He realized that he needed to find a new field of work to support his family.

Gueorgui wanted a job that would be less susceptible to layoffs and was interested in working in the medical field. After taking assessments at the Winona WorkForce Center and doing research, he decided to enroll in the Radiography Program at Rochester Community and Technical College. This program is taught in conjunction with the Mayo School of Health Sciences. He chose this field based upon his interests and the fact that it is a nontraditional career field. Because English is his second language, Gueorgui wisely started his career taking classes in basic reading and grammar, then progressing through his training program. During his first semester, he earned a 4.0 grade point average and will graduate with a 3.50 grade point average, even while working part time. He has worked part time as a radiology aide at Mayo Clinic since April and will continue to do so until he receives his license. Gueorgui graduated in August with an associate of science degree in radiography.

When asked what advice he would give to other people in his situation, he said, "In difficult times, you have to believe in what you are capable of achieving and never give up." He thanks his case manager, Ellen Zempel, and the entire WorkForce Center staff for their help and support through this difficult, life-changing period.

■ Leverage additional financial resources to serve more customers while adjusting to reduced budgets

SFY 2011 brought critical reductions in federal funding. Of all statewide reductions in Workforce Investment Act dollars, Minnesota will be most impacted with an overall 22 percent reduction. While the rate of new registrants has steadied and in some areas decreased, the average length of time customers spend in the program has increased. The challenge is clear: We must serve more customers with fewer resources. DW Program service providers entered SFY 2012 with most state and federal program dollars already obligated. Program staff continues to look for opportunities for additional federal funding, such as pilot programs like Project GATE II.

■ Reworking client management system

This year, DEED continues the transformation of its case management system, Workforce One. The main purpose is the recoding to a .NET platform so that the underlying software can maintain appropriate technical support. This will also be an opportunity to improve the performance and usability of this critical tool. This multiyear effort will result in even fewer seams in the delivery of services from multiple programs, including those funded by the Workforce Investment Act.

■ Enhance Rapid Response and TAA process with Labor Market Information and MinnesotaWorks.net

DEED supports a wealth of resources for economic and workforce development organizations, including one of the best Labor Market Information teams in the country. Further, MinnesotaWorks.net, the "no fee online job bank for finding jobs and employers in Minnesota," has demonstrated outstanding success, with 66 percent of surveyed employers filling positions and 47 percent of job seekers receiving contact for an interview. Program staff are working to introduce these outstanding tools earlier in the Rapid Response Team process, touching those laid off workers who may not pursue the DW Program.



■ Deepen connections with partners in the Unemployment Insurance Division

Our working relationship with UI continues to deepen. In addition to ongoing joint delivery of rapid response services and information, UI staff will continue co-locating at one-stop centers to assist customers and partners with program issues. UI staff trained in Trade Readjustment Allowance (TRA) will continue accompanying TAA staff members who supplement rapid response visits at trade-impacted sites. Minnesota believes that this early in-person contact dramatically enhances customer service.

- **Continue supporting aspiring entrepreneurs**
Minnesota remains committed to supporting dislocated workers in pursuing self-employment. We anticipate the sunset of the federally funded Project GATE II program on Dec. 31, 2011, and have already garnered legislative support for a state-driven program to support aspiring entrepreneurs. Transitioning this program will require continued partnership with Minnesota's Unemployment Insurance Division and the Small Business Development Center Network, leading to established collaboration.

■ Staff training and team building

Program staff plans to reconvene the annual job seeker counselor conference for the fifth consecutive year.

The Dislocated Worker Program will continue to face challenges even as the economy recovers. Staff will continue to work with even those who face successive layoffs, remaining a steady support system. While waiting periods are shrinking, the new list of customers waiting to begin DW training proves that the program has a positive reputation and impact. As the labor market transforms, the DW Program continues to provide support to Minnesota's workforce. Minnesota has distinguished itself with prioritized funding, innovative programming and consistent outcomes. Each year, all involved with Minnesota's Dislocated Worker Program commit to this standard of service, as well as to ongoing efforts in providing quality services despite the struggles we will face throughout SFY 2012.

Success STORY



Nancy Johnson and the Northeast Minnesota Office of Jobs and Training

Nancy Johnson had been a dedicated medical office professional for 30 years when she found herself catapulted into the job market after the medical office where she worked closed.

Nancy met with Rita Olness, a career counselor and licensed instructor at the Northeast Minnesota Office of Job Training, and enrolled in the Dislocated Worker Program. Nancy completed career assessments, computer classes and a customized math refresher course. During this time, Nancy also realized that she needed to return to college to gain the technology skills to secure a health care career again.

Nancy selected the short-term health unit coordinator training program at Lake Superior College to complement her previous office management experience and new computer skills. Nancy's commitment to learning and her ability to perform with excellence landed her a position at Essentia Health as a health unit coordinator.

Successful employment journeys come in many different forms. For Nancy, it was upgrading her skills and returning to the medical field she loved so that she could assist others with their health care needs.

"I found unemployment to be a difficult experience especially when I realized I was unable to find a job in today's market. I would not be where I am today without the amazing staff at the Northeast Minnesota Office of Job Training. I received the support, education and guidance I needed. I want to thank everyone for their kindness."

—Nancy Johnson

APPENDIX - DISLOCATED WORKER PROGRAM STATE FISCAL YEAR 2011 ANNUAL REPORT

State Dislocated Worker Program SFY 2011 Provider Performance												
	New Registrant	Exited	Served	Numerator DW EER	Denominator DW EER	DW Entered Employment	Negotiated Standard	Percent of Standard Achieved	Numerator DW Retention	Denominator DW Retention	DW Retention	Negotiated Standard
State	3,862	7,213	17,006	6,451	7,538	85.6%	83.0%	103.1%	5,113	5,526	92.5%	88.0%
Anoka County	62	320	567	346	383	90.3%	83.0%	108.8%	218	241	90.5%	88.0%
Career Management Services (CMS)	365	377	1,051	504	614	82.1%	83.0%	98.9%	423	452	93.6%	88.0%
Central MN Jobs and Training	157	437	1,043	388	425	91.3%	83.0%	110.0%	360	383	94.0%	88.0%
City of Duluth	8	25	79	23	24	95.8%	83.0%	115.4%	26	30	86.7%	88.0%
Dakota/Scott Workforce Services	561	621	1,483	352	421	83.6%	83.0%	100.7%	318	356	89.3%	88.0%
Employment Action Center	191	476	919	363	404	89.9%	83.0%	108.3%	232	246	94.3%	88.0%
Hennepin/Carver ETC	671	1,105	2,317	859	1,005	85.5%	83.0%	103.0%	688	749	91.9%	88.0%
HIRED	163	252	598	450	575	78.3%	83.0%	94.3%	385	397	97.0%	88.0%
MN Teamsters Service Bureau	298	466	955	516	623	82.8%	83.0%	99.8%	416	449	92.7%	88.0%
Mpls Employment and Training	244	236	532	179	207	86.5%	83.0%	104.2%	165	182	90.7%	88.0%
NE MN Office of Job Training	151	266	463	202	213	94.8%	83.0%	114.2%	131	140	93.6%	88.0%
Northwest PIC Inc	10	25	50	30	40	75.0%	83.0%	90.4%	44	45	97.8%	88.0%
Quality Career Services	30	106	877	144	200	72.0%	83.0%	86.7%	89	97	91.8%	88.0%
Ramsey Cty Workforce Solutions	467	791	2,073	605	702	86.2%	83.0%	103.9%	442	486	90.9%	88.0%
Rural MN CEP Inc	71	260	572	274	320	85.6%	83.0%	103.1%	239	257	93.0%	88.0%
S Central Workforce Council	108	244	609	243	291	83.5%	83.0%	100.6%	187	213	87.8%	88.0%
SE MN Workforce Development	47	511	1,012	321	365	87.9%	83.0%	105.9%	276	302	91.4%	88.0%
Stearns/Benton E&T	57	199	505	174	195	89.2%	83.0%	107.5%	110	120	91.7%	88.0%
SW MN PIC Inc	59	135	359	123	134	91.8%	83.0%	110.6%	95	101	94.1%	88.0%
Washington County	131	226	449	198	222	89.2%	83.0%	107.5%	167	174	96.0%	88.0%
Winona Cty Workforce Council	8	156	351	145	156	92.9%	83.0%	111.9%	94	98	95.9%	88.0%

Percent of Standard Achieved	Numerator DW Credential	Denominator DW Credential	DW Credential	Negotiated Standard	Percent of Standard Achieved	Numerator DW Average Earnings	Denominator DW Average Earnings	DW Average Earnings	Negotiated Standard	Percent of Standard Achieved
105.1%	1,763	2,644	66.7%	62.0%	107.6%	\$110,655,632	5,012	\$22,078	\$16,400	134.6%
102.8%	45	71	63.4%	62.0%	102.3%	\$4,256,046	202	\$21,070	\$17,205	122.5%
106.4%	173	249	69.5%	62.0%	112.1%	\$13,362,798	422	\$31,665	\$17,933	176.6%
106.8%	153	205	74.6%	62.0%	120.3%	\$7,303,908	360	\$20,289	\$14,287	142.0%
98.5%	8	9	88.9%	62.0%	143.4%	\$414,445	26	\$15,940	\$13,354	119.4%
101.5%	97	123	78.9%	62.0%	127.3%	\$7,555,266	318	\$23,759	\$16,943	140.2%
107.2%	80	102	78.4%	62.0%	126.5%	\$5,349,428	227	\$23,566	\$17,933	131.4%
104.4%	157	232	67.7%	62.0%	109.2%	\$14,967,139	670	\$22,339	\$19,775	113.0%
110.2%	89	163	54.6%	62.0%	88.1%	\$10,712,845	382	\$28,044	\$17,933	156.4%
105.3%	134	237	56.5%	62.0%	91.1%	\$10,460,682	415	\$25,206	\$17,933	140.6%
103.1%	54	80	67.5%	62.0%	108.9%	\$2,609,306	139	\$18,772	\$18,509	101.4%
106.4%	123	159	77.4%	62.0%	124.8%	\$2,533,927	131	\$19,343	\$11,186	172.9%
111.1%	9	25	36.0%	62.0%	58.1%	\$583,682	44	\$13,266	\$13,328	99.5%
104.3%	21	108	19.4%	62.0%	31.3%	\$2,211,055	89	\$24,843	\$17,933	138.5%
103.3%	102	142	71.8%	62.0%	115.8%	\$8,626,987	438	\$19,696	\$18,758	105.0%
105.7%	88	117	75.2%	62.0%	121.3%	\$3,661,993	237	\$15,451	\$12,022	128.5%
99.8%	50	94	53.2%	62.0%	85.8%	\$2,895,547	186	\$15,567	\$14,354	108.5%
103.9%	108	177	61.0%	62.0%	98.4%	\$5,183,468	275	\$18,849	\$16,237	116.1%
104.2%	67	80	83.8%	62.0%	135.2%	\$1,818,104	109	\$16,680	\$12,440	134.1%
106.9%	46	59	78.0%	62.0%	125.8%	\$1,359,321	94	\$14,461	\$14,370	100.6%
109.1%	95	124	76.6%	62.0%	123.5%	\$3,122,780	146	\$21,389	\$20,056	106.6%
109.0%	62	80	77.5%	62.0%	125.0%	\$1,425,695	94	\$15,167	\$11,333	133.8%

