



Minnesota Dislocated Worker Annual Report

State Fiscal Year 2018
03/01/2019

Total cost of salaries, printing, and supplies in
developing/preparing this report is \$1361.32
(reported as required by Minn. Stat. 3.197)

Table of Contents

Table of Contents	2
Who We Are and What We Do	3
The Customer Experience.....	3
Mass Layoffs and the Rapid Response Team	4
Small Layoffs and Small Layoff Independent Grantees (SLIGs)	5
Trade Adjustment Assistance (TAA)	5
National Dislocated Worker Grants (DWGs)	5
How We Do It.....	6
Services.....	6
Dislocated Worker Program Funding and Performance.....	7
Major Economic Events and Layoffs.....	7
Program Expenditures	8
Enrollment	9
Our Results	10
Success Stories.....	15
Accomplishments 2018.....	16
Looking Ahead to 2019	17
Attachment A: State Dislocated Worker Provider Performance.....	18

This report fulfills the requirements in Minnesota Statutes 116L.17, subdivision 6(e), concerning the state Dislocated Worker program:

(e) The commissioner shall provide a report to the legislature by March 1 of each year on the previous fiscal year's program performance using the data in paragraphs (b) and (d) and analysis of whether local workforce investment boards and eligible organizations involved with substantial layoffs or plant closings are meeting the minimum standards described in paragraph (c). The commissioner shall inform any local workforce investment board or eligible organization that does not meet minimum performance standards in a given year of their status.

Who We Are and What We Do

The Minnesota Dislocated Worker (DW) program serves laid-off workers and employers to mitigate the negative impact of layoffs, while also being responsive to the state's economic needs. The DW program supports workers who have lost their jobs by providing one-on-one career counseling, job search assistance, training, and support services. The program also benefits employers who are looking for skilled workers. Program staff and partners ensure that Minnesota's workers are able to secure permanent jobs in high-demand occupations. The program's benefits are three-fold:

- Workers are able to quickly reenter into the workforce at jobs with comparable wages and benefits;
- Employers are able to find skilled and experienced workers needed to meet their business needs within the changing economy; and
- Minnesota's economy and businesses remain globally competitive in good and bad economic times.

Minnesota is unique in having both a state as well as a federally funded DW program. Most states only have a federally funded DW program, governed by the Workforce Innovation and Opportunity Act (WIOA) of 2014. Minnesota designed its state-funded program to closely mirror the federal program, meaning that they are virtually indistinguishable in the eyes of the customer. However, the additional funding provided by the state DW program through the state's Workforce Development Fund (WDF) allows services to more laid off workers than would be possible under the federally funded DW program alone. In fact, the state funding serves almost four times the number of laid off workers as the federal funding allows.

The Customer Experience

The primary purpose of the DW program is to serve Minnesotans who have lost their job through no fault of their own (i.e. they neither quit nor were fired) and who may need help finding suitable employment quickly. In addition to these individuals, the following groups are eligible for DW program services in Minnesota:

- Self-employed individuals who lose their jobs due to economic conditions;
- Veterans leaving active duty with the armed forces;
- Certain individuals leaving active duty of the National Guard or armed forces reserves;
- Armed service spouses who are underemployed or unemployed;
- Displaced Homemakers; and

- Individuals who are long-term unemployed who can demonstrate a long attachment to the labor force.

Most individuals who qualify for Unemployment Insurance (UI) are also eligible for the DW program. The DW program eligibility excludes temporary or seasonal workers, however, who tend to make up a large portion of UI recipients. As of 2017, the state DW program eligibility also excludes individuals who were, at the time employment ceased, employees of a political committee, political fund, principal campaign committee, or party unit, as defined in Minn. Stat. Chapter 10A, or who were working for an organization required to file with the federal elections commission.

There are two primary funding streams that support DW service delivery in Minnesota – mass layoff funding (or mass layoff “projects”) and small layoff funding (or small layoff “formula” funding). In the eyes of a dislocated worker, these funding streams are seamless and do not affect their access to services. Additionally, both state and federal funding can be used for either mass layoffs or small layoffs.

Mass Layoffs and the Rapid Response Team

Federal law requires employers with at least 100 employees to notify the Department of Employment and Economic Development (DEED) at least 60 days prior to a mass layoff or plant closing. A dislocated worker who is part of a large layoff will often enter the DW program through a “mass layoff project.” Projects are meant to ensure sufficient and dedicated funding exists to serve all affected workers, and that the service provider can tailor services to meet the unique needs of the workers impacted by a specific layoff. Although these customers can still choose to access DW services at any service provider location, most choose to work with the dedicated mass layoff project provider.

The key to successfully assisting workers affected by a mass layoff is DEED’s Rapid Response team. The Rapid Response Team is the first responder to large layoffs, providing essential information to help inform impacted employers and workers of resources available. They find out about upcoming layoffs, coordinate with businesses, and let customers know about the DW program. If Rapid Response learns that the layoffs are the result of foreign trade, they alert Trade Adjustment Assistance (TAA) and the U.S. Department of Labor to research and determine worker eligibility for TAA benefits.

There are several ways that Rapid Response finds out about layoffs, including from the employer, the workers themselves, suppliers to the business, and/or the media. Although federal law (the Worker Adjustment Retraining Notification (WARN) Act) requires employers to notify the state of a “large” layoff (over 50 individuals in a 30-day period), many businesses will notify the DW program even if their layoff affects fewer than 50 workers. This communication increases the effectiveness of Minnesota’s DW program, and the Rapid Response Team works hard to develop strong relationships among Minnesota’s employers.

Upon notification of a layoff event, Rapid Response meets with the employer to discuss size, scope, and timing. In these initial conversations, Rapid Response staff first look for ways to help the employer avoid a layoff. If a layoff does move forward, the next step for Rapid Response is to inform all relevant stakeholders, including the employer, workers and providers of DW program services, and schedule orientation meetings with workers. In these meetings, specially trained Rapid Response staff provide in-person information about Unemployment Insurance benefits and services offered by the DW program.

The Rapid Response team will then recruit workers who were impacted by the layoff to be volunteers on a Planning and Selection Committee. The Planning and Selection Committee is a key component of Minnesota’s Rapid Response process, which is run in a competitive manner. This means that service providers must present the most compelling argument, via face-to-face interviews, as to why they should be chosen by committee members to operate the project grant. Once the Rapid Response team identifies enough workers interested in receiving DW program services (a minimum of 50 workers), they solicit “bids” from service providers who are interested in serving the group. The providers are then invited to interview with the Planning and Selection Committee, who ultimately make the final decision as to who will be the designated provider of services for the entire group. Members of the committee evaluate providers primarily based on past performance, which creates competition among service providers. Both Workforce Development Areas (WDAs) and Independent Service Providers are eligible to compete for these projects. The main distinction between these two groups is that Independent Service Providers are usually Community Based Organizations (CBOs), while the WDAs are directly connected to the statewide Workforce Center system. After the committee chooses a single provider for the entire group of workers affected by the layoff, it works with the provider to outline specific services required by the group.

Small Layoffs and Small Layoff Independent Grantees (SLIGs)

In 2013, DEED implemented Small Layoff Independent Grants (SLIGs), allowing the independent service providers to compete for funding awards to serve those affected by small layoffs. With a tiered funding structure that rewards high performance in targeted metrics – cost efficiency, outcomes for customers, and outreach to populations of color and long-term unemployed - the DW program is better able to incentivize and fund outstanding service to customers.

If an individual is laid off during a “small layoff event,” i.e. less than 50 individuals are impacted at a single company, they are free to choose any service provider convenient to them to receive services. This can be either a WDA or an independent service provider. The program services available to workers impacted by either small layoffs or mass layoffs are the same – both groups have access to one-on-one counseling, training resource, support services and other resources that help them find a job in an in-demand industry.

Trade Adjustment Assistance (TAA)

If a worker loses his/her job due to foreign trade, he/she may be entitled to additional benefits under the federal Trade Adjustment Assistance program. Individuals laid off from a TAA-certified work site may be eligible for a wider range of benefits, including additional training dollars. In Minnesota, every TAA participant is co-enrolled in the DW program. Like Rapid Response, Trade Adjustment Assistance finds out about layoffs that are trade-related through employers, workers, suppliers to businesses, DW counselors and/or the media. TAA and Rapid Response closely collaborate to deliver services to workers before, during, and after layoffs.

National Dislocated Worker Grants (DWGs)

Another potential source of federal funding that used to serve dislocated workers are the National Dislocated Worker Grants (DWGs). The purpose of DWGs are to provide additional resources to states to help respond to

significant mass layoff events, natural disasters resulting in job loss, unexpected economic events, or to implement sector strategies and regional partnerships. In SFY2018, Minnesota administered one DWG, the Sector Partnership DWG (serving dislocated workers across the state and providing funding for regional planning initiatives). During a good economy, Minnesota typically has sufficient resources to respond to mass layoffs using existing state and federal funds. In SFY2018, Minnesota did not open any new DWGs related to mass layoffs. In the past, however, Minnesota has applied to several DWGs (previously called National Emergency Grants), particularly during the Great Recession. In SFY2018, Minnesota expended \$767,389 in DWGs to serve 538 customers.

How We Do It

DEED oversees both the state and federal Dislocated Worker Programs. In order to provide direct services to customers, the DW program provides grants to a network of 16 Workforce Development Areas (WDAs), which are governed by a Workforce Development Board (WDB). This method allows for local input and control over policies to meet the unique needs of each community. These local considerations are essential in delivering effective services across the state, since economic conditions can vary significantly from region to region.

In addition to the 16 WDAs, eight independent service providers (nonprofits) also offer DW program services:

- Arrowhead Economic Opportunity Agency;
- Avivo (formerly RESOURCE Inc.);
- Comunidades Latinas Unidas en Servicio (CLUES);
- Goodwill/Easter Seals;
- HIRED;
- Jewish Family & Children's Service of Minnesota;
- Lifetrack Resources, Inc.; and
- Minnesota Teamsters Service Bureau

Services

The DW program provides a wide variety of services that are individualized to meet the unique needs of each DW participant. Generally, the types of services provided by DW counselors are classified into four categories:

- **Career Planning and Counseling:** Professionally trained and experienced counselors help participants assess skills, develop career paths, and set job goals.
- **Job Search and Placement Services:** Counselor and program staff provide job search tools (i.e. MinnesotaWorks.net), networking clubs, and workshops on everything from resume building to interview skills.
- **Job Training:** Counselors and program staff help participants use funding proactively to develop occupational skills training, on-the-job training, entrepreneurial support, adult basic education, and other types of training.

- **Financial Support Services:** The DW program has the ability to support its participants through tough financial times by assisting with transportation costs, family care costs, health care costs, or other emergency aid workers may need to reach their employment goals.

Participants complete an interest assessment, are provided with local Labor Market Information (LMI) to help inform their job search, and work with their counselor to research available trainings or work-based opportunities that fit with their Individual Employment Plan (IEP). All participants complete a skills assessment to test basic math and reading proficiency before enrolling in training supported by the program. Once the participant is successful in obtaining unsubsidized, suitable employment, they are exited from the program and provided with up to 12 months of follow up services to ensure they are successful in their new job.

Dislocated Worker Program Funding and Performance

The Dislocated Worker program strives to be responsive to the needs of the state's economy by rapidly reemploying laid off workers while delivering consistently high performance. Many times large layoffs, such as Electrolux or ABM Aviation, are the ones to make the news; however, a significant amount of the program's resources go towards supporting workers who are part of small layoffs, even during good economic times. Since the end of the Great Recession, we have seen declining numbers in the DW program due to improving economic conditions. Though, it now costs more on average to serve these workers who typically require more intensive resources, or have multiple barriers to employment. Our high performance outcomes reflect the work we do on behalf of all Minnesotans, regardless of the current economic conditions.

Major Economic Events and Layoffs

Unemployment in Minnesota remained low throughout SFY2018. Minnesota's unemployment rate (seasonally adjusted) stayed relatively flat throughout the year, with 3.4 percent unemployment in July 2017 and 3.1 percent in June 2018. As of November 2018 (the most recent month's data available as of this writing), Minnesota's unemployment rate had declined slightly to 2.8 percent, lower than the national seasonally adjusted average that month (3.7%). Although the seasonally adjusted unemployment rate continued to fall, annual job gains also declined again by just under 3,500 to 33,460 for a 1.1% increase over November 2017. Private sector gains over the year were at 31,365 or 1.2% in November. Corresponding national rates of growth of total and private sector employment each declined a tenth point to 1.6% and 1.9% respectively.

The American Community Survey results showed that between calendar years 2016 and 2017, the Minnesota labor force grew by 51,181. Of this growth in available workers, 97.1 percent or 49,690 were foreign-born and 92 percent (47,061) were people of color. The white non-Hispanic workforce grew by 4,120 during that year and the native-born grew by 1,476.

For the first time on record (dating back to 1991), annual job growth in education and health care turned negative with its decline of 2,091 jobs since November 2017, joining logging & mining and other services as

sectors that are down from last year. Despite lagging the nation in total annual employment growth, Minnesota outpaces the nation in six of the eleven major sectors, with construction and leisure & hospitality continuing to stand out as sources of strength.

Still, Minnesota’s 10 largest layoff events affected over 3,670 workers in SYF2018 (compared to 1,600 workers in SFY2017 and 2,813 workers in SFY2016).

Table 1: Top 10 Mass Layoff Events in SFY 2018

Company	Employees Laid Off
Electrolux	900
ABM Aviation	623
Minneapolis Public Schools	437
Quad Graphics Waseca	336
Seneca Rochester	280
Anoka Hennepin School District	275
LSC Communications	236
Pilgrim's Pride - Luverne	200
Mid Continent Cabinetry	195
Federal Cartridge	190
Total	3672

Program Expenditures

Over the course of SFY2018 (July 1, 2017 – June 30, 2018), the Minnesota DW program expended \$14,138,695 to serve 8,009 participants at an average cost of \$1,765 per participant served. Minnesota achieved an 84.7% second quarter employment rate with 5,088 participants exiting the program during the performance cohort and 4,310 entering unsubsidized employment. On average in SFY2018, Minnesota DW program providers spend \$3,280 per customer employed in the second quarter.

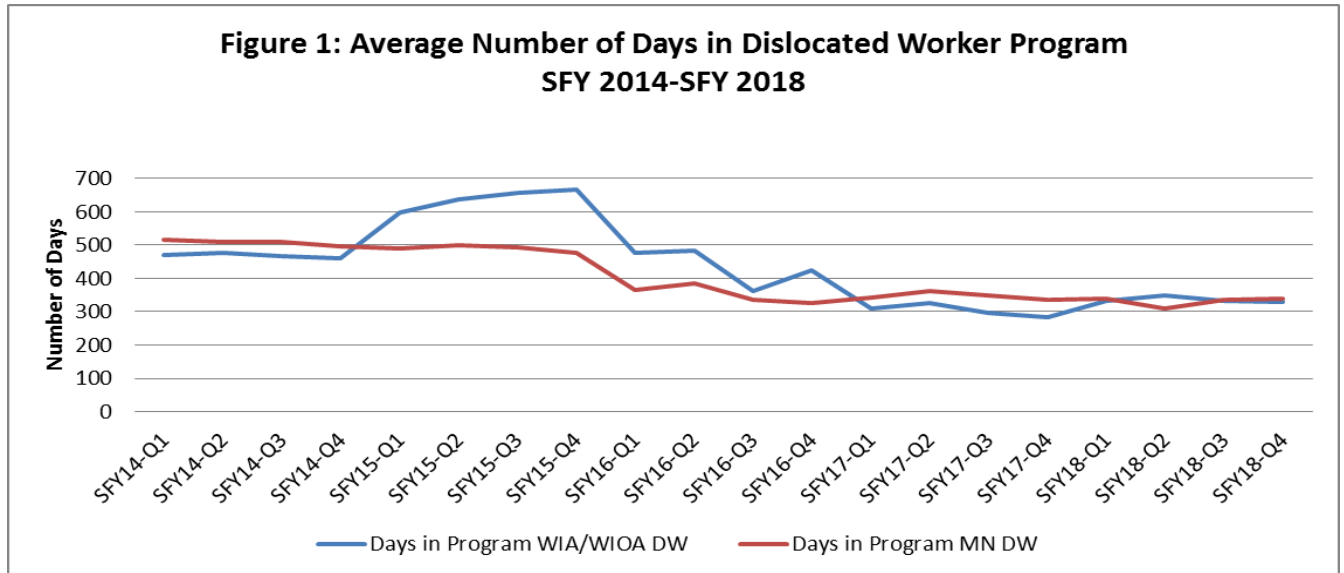
Table 2: Dislocated Worker Funding and Customers Served SFY 2018

Program	Customers Served	Program Funding Expended ¹
Minnesota DW	8,009	\$14,138,695
Federal DW	2,273	\$5,062,835
DWGs (Federal)	538	\$767,389
Total ²	9,684	\$19,968,919

¹Program funding expended totals include administrative costs

²Many times DW customers are enrolled in several funding streams at the same time. For this reason, the sum of the MN DW customers served and the Federal DW customers served will not equal the total. These are not unique customer counts but are the number of customers accessing program activities using these funding streams.

Enrollment



In SFY2018, the Minnesota DW program served just over 8,000 customers, almost four times more than our federally funded DW program (2,273 customers served). The time customers spend in both DW program funding sources continues to drop. In SFY2018, an average Minnesota DW customer spent just over 331 days in the program, down from an average of approximately 343 days in SFY2017.

Our Results

The DW program measures success, in part, through five performance measures prescribed by the new Workforce Innovation and Opportunity Act (WIOA). These measures are:

- Percent of participants who are in **unsubsidized employment during the second quarter after exiting** the program (Table 3A);
- Percent of participants who are in **unsubsidized employment during the fourth quarter after exiting** the program (Table 4A);
- Percent of program participants enrolled in an education or training program who **attain a recognized postsecondary credential or a secondary school diploma** (or equivalent) during enrollment or within 365 days of exiting the program (Table 5A);
- The **median earnings** of program participants who are in unsubsidized employment during the second quarter after exiting the program (Table 6A); and
- Percent of participants who enrolled in an education or training program and achieve a **measurable skills gain** during a program year (Table 7).

SFY 2018 is the second year WIOA performance indicators are in effect, replacing the four legacy WIA indicators which Minnesota used to measure performance in previous fiscal years. Although the measures are similar, and measure similar outcomes, there are important differences in the ways they are calculated and tracked. For this reason, the Annual Report separates out past years' performance using the legacy measures, and includes a separate table with the SFY2017 and SFY2018 new WIOA indicators.

Another new performance feature of WIOA is the opportunity for states to review and negotiate their federal performance standards with the U.S. Department of Labor (USDOL) using a statistical adjustment model that takes into account the demographics of participants being served, regional labor market information, and local area unemployment rates when determining state standards to ensure they are fair, achievable and accurately reflect the uniqueness of each state's economy. Minnesota negotiates all of our performance goals with USDOL every two years. Performance negotiations for the statewide goals were finalized on May 10, 2018 and all agreed upon local area negotiations were submitted to the USDOL on September 28, 2018. In order to remain consistent across the two funding streams, the state-funded DW program also uses these same negotiated goals, which are reported quarterly to the Minnesota Job Skills Partnership Board. In addition, Minnesota State Statute 116L.98 requires a "uniform outcome report card" for programs funded by the Workforce Development Fund, including the State Dislocated Worker program. These results can be found on [DEED's Agency Report Card Website](#).

Table 3: Entered Employment Rate (Legacy WIA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2011	85.6%	83.0%	57.3%
SFY 2012	82.6%	83.0%	61.1%
SFY 2013	84.7%	86.0%	60.0%
SFY 2014	86.1%	85.0%	60.0%
SFY 2015	84.7%	85.0%	62.8%
SFY 2016	86.9%	85.0%	68.1%

Table 3A: Quarter 2 Employment Rate (New WIOA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2017	84.3%	83.6%	Not Available
SFY 2018	84.7%	83.6%	71.0%

Table 4: Employment Retention Rate (Legacy WIA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2011	92.5%	88.0%	81.9%
SFY 2012	92.4%	88.0%	84.2%
SFY 2013	92.1%	90.0%	84.3%
SFY 2014	92.5%	92.5%	83.9%
SFY 2015	92.4%	92.5%	85.1%

Year	State Performance	State Standard	Average National Performance
SFY 2016	93.9%	92.5%	86.3%

Table 4A: Employment Rate Q4 (New WIOA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2017	82.7%	81.3%	Not Available
SFY 2018	85.5%	81.3%	72.0%

Table 5: Employment/Credential Rate (Legacy WIA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2011	66.7%	62.0%	71.9%
SFY 2012	66.7%	62.0%	71.1%
SFY 2013	67.6%	69.0%	50.7%
SFY 2014	68.0%	69.0%	50.7%
SFY 2015	64.7%	69.0%	49.4%
SFY 2016	70.5%	69.0%	53.2%

Table 5A: Credential or Secondary School Diploma Rate (New WIOA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2017	78.7%	70.1%	Not Available
SFY 2018	72.1%	70.1%	66.0%

Table 6: Average Earnings (Legacy WIA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2011	\$22,078	\$16,400	\$17,550
SFY 2012	\$21,133	\$16,400	\$16,500
SFY 2013	\$20,722	\$20,000	\$15,949
SFY 2014	\$22,225	\$20,000	\$16,040
SFY 2015	\$22,983	\$19,100	\$16,786
SFY 2016	\$23,804	\$19,100	\$17,251

Table 6A: Quarter 2 Median Earnings (New WIOA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2017	\$11,259	\$8,400	Not Available
SFY 2018	\$11,132	\$8,400	\$8,085

Table 7: Measureable Skills Gain (New WIOA Measure)

Year	State Performance	State Standard	Average National Performance
SFY 2017	5.1%	Baseline Measure	Not Available
SFY 2018	18.7%	Baseline Measure	31.0%

Over the past three years, the number of customers enrolling in the DW program has continued to decline due to a strong economy and low statewide unemployment. The “cost per participant served” and the “cost per employed customer” has also continued to decline. This is likely due to one main factor – the program is targeting individuals who are harder to serve, i.e. have multiple barriers to employment or are long term unemployed who do not have the means to financially support themselves while they attend training. They are receiving more prevocational and/or other work

readiness services to obtain employment quickly. For the performance outcomes of all DW service providers, see Attachment A.

Table 8: Minnesota Dislocated Worker Cost Benefit Analysis SFY 2013 – SFY 2018

Year	Program Funding Expended	Customers Served	Cost Per Customer Served	Number of Individuals Exiting into Employment	Cost per Employed Customer
SFY 2013	\$24,654,893	12,643	\$1,950	4,809	\$5,127
SFY 2014	\$24,352,158	10,783	\$2,258	4,869	\$5,001
SFY 2015	\$22,429,401	10,431	\$2,150	4,531	\$4,950
SFY 2016	\$24,634,496	10,644	\$2,314	4,748	\$5,437
SFY 2017	\$17,580,343	8,985	\$1,957	3,721	\$3,880
SFY 2018	\$14,138,695	8,009	\$1,765	4,310	\$3,280
Total	\$127,789,986	61,495	\$2,066	26,988	\$4,613

Success Stories

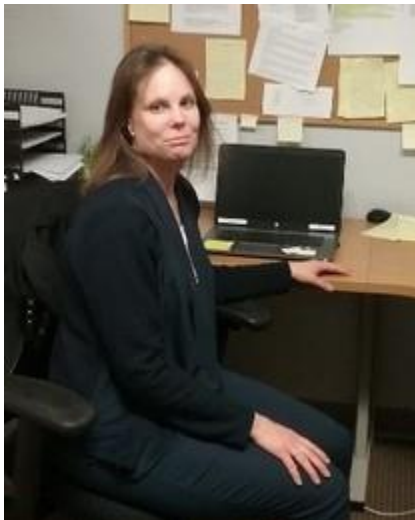
Bonni, South Minneapolis Workforce Center



I had to unexpectedly leave my previous job, and did not have another job lined up to go to. I applied for Unemployment benefits and when I went to the required orientation meeting, was told about the CLIMB program. I had been thinking about starting my own counseling/therapy practice so I investigated it further to see if it would be a good fit. It was determined that I qualified for the Dislocated Worker program, which in-turn allowed me to participate in the CLIMB program.

I was assigned to work with Laura Dale at the Lake Street Workforce Center. She has been great!! She is very supportive and resourceful. The program paid for me to take a Clinical Supervision course that has allowed me to broaden the scope of practitioners I will be able to provide licensing supervision to. Laura also connected me, and the program paid for, services through Bravura Training, which has helped me to get technology training and assistance to make my practice run smoothly.

Anna, Career Solutions (Formerly Stearns and Benton Counties)



Anna lost her job as a PRIDE Specialist with Independent Lifestyles, Inc. Being separated from her employment was devastating because it was a job she enjoyed, believed in, and intended to stick with long-term. In reflecting upon her time in the Dislocated Worker Program Anna said the services that were most beneficial for her was the one-on-one guidance on how to set up her resume and utilize other job search tools. She was also grateful for the assistance she received on her cover letter, reference list, interview tactics, letters of recommendation, and LinkedIn page, which helped her market herself to employers. When asked how she has changed throughout and following the completion of the program, Anna said she feels “more confident about her resume and employment history. My experience resulted in getting a higher paying job as a Mental Health Adult Case Manager with a great company the Central Minnesota Mental Health Center, with better benefits and

opportunity for growth and advancement.” She said she would definitely recommend the Dislocated Worker Program to other workers who lose their jobs.

Accomplishments 2018

- **Supporting our customers into jobs with family sustaining wages.** The Dislocated Worker program continues to exceed federally mandated performance outcomes, especially when it comes to supporting customers into jobs that pay a family-sustaining wage. DEED anticipates another successful year as we look ahead to new performance standards taking effect under WIOA.
- **Emphasizing the “rapid” in “Rapid Response.”** Our team has a strong track record of responding not only quickly, but with top notch energy and engagement, to support workers as soon as a layoff is announced. The Rapid Response team took steps to make services more accessible to diverse populations, including employing a diverse staff of Rapid Responders.
- **More proactive assistance for our counselors and providers.** Our team led a series of Roundtables where all local providers and non-profits participated. Subjects like policies and performance were covered during the course of three days. The event was a success and subsequent Roundtables will be scheduled on a biannual basis.
- **Stakeholder and Partner Outreach.** Program administrators at DEED hosted the program’s first annual Local Area Roundtable. The full-day event was presented in a train-the-trainer format and provided guidance on new and updated policies, grant processes, case management procedures, data entry elements, and monitoring requirements. The Roundtable was repeated on multiple days to ensure as many local area leadership teams were able to attend. The Roundtable wrapped up each day by breaking into a World Café. This allowed local area staff to speak directly with a DEED program administrator assigned to a specific element of the program (Grants, Policy, Performance, Monitoring, etc.).
- **Collaboration with federal Titles.** Performance staff met with performance leads from each of the WIOA Titles throughout the year to discuss allowable activities within the programs, determine differences between the titles on the definitions of success, and created common performance measure joint guidance for measurable skill gains, credential attainment, and effectiveness in serving employers. This workgroup also provided the following six recommendations:
 1. Submit draft guidance for a 30-day comment period.
 2. Implement a common system for collecting and reporting on services provided to employers.
 3. Develop a data sharing agreement with the National Student Clearinghouse.
 4. Establish a joint training plan on the guidance documents.
 5. Implement common protocols and guidance for all One Stop Locations.
 6. Formally establish a Common Performance Measures Advisory Committee.

Looking Ahead to 2019

- **Improving customer service for providers and participants.** We will continue to provide guidance and updates to partners on the WIOA law and changes to the grant process. This will include updating the Dislocated Worker, TAA and Rapid Response policies to reflect the new regulations, as well as providing technical assistance on changes in performance reporting. The team will prioritize statewide training opportunities for providers and staff to ensure consistency of operations and share best practices.
- **Providing seamless service to other trade-impacted workers.** Our teams continue to streamline systems to offer as much support as possible to workers who have lost their jobs due to the impact of foreign trade. This includes shortening response times, increasing follow-up, and easing reimbursement processes for those workers pursuing training in new careers.

Attachment A: State Dislocated Worker Provider Performance

State Dislocated Worker Program SFY 2018 Provider Performance																			
	Funding Expended	Exited	Served	Employed exiters in the 2 nd quarter / Total exiters	=	ACTUAL 2 nd Quarter Employment Rate	2 nd Quarter Employment STANDARD	ACTUAL 2 nd Quarter Median Earnings	Median Earnings STANDARD	Exiters employed in 4 th quarter / Total exiters	=	ACTUAL 4 th Quarter Employment Rate	4 th Quarter Employment STANDARD	Credential Attained / All who attended training	=	ACTUAL Credential Rate	Credential STANDARD	Cost per Customer Served	Cost Per Employed Customer
State	\$14,138,695	4,605	8,009	4,310 / 5,088	=	84.7%	83.6%	\$11,132	\$8,400	2,307 / 2,699	=	85.5%	81.3%	631 / 875	=	72.1%	70.1%	\$1,765	\$3,280
WDA 1 Northwest PIC Inc.	\$189,370	47	94	8 / 10	=	80.0%	82.7%	\$4,628	\$5,146	4 / 7	=	57.1%	61.9%	4 / 5	=	80.0%	100.0%	\$2,015	\$23,671
WDA 2 Rural MN CEP Inc.	\$1,053,897	253	495	185 / 214	=	86.4%	67.4%	\$8,623	\$6,353	94 / 110	=	85.5%	53.4%	30 / 35	=	85.7%	81.0%	\$2,129	\$5,697
WDA 3 NE MN Office of Job Training	\$1,094,006	554	793	819 / 853	=	96.0%	68.1%	\$9,505	\$7,023	468 / 492	=	95.1%	63.1%	54 / 130	=	41.5%	77.2%	\$1,380	\$1,228
WDA 4 City of Duluth	\$121,076	40	66	41 / 56	=	73.2%	67.2%	\$8,766	\$8,988	20 / 25	=	80.0%	62.5%	9 / 13	=	69.2%	72.3%	\$1,834	\$2,953
WDA 5 Central MN Jobs and Training Services	\$1,085,990	240	523	176 / 213	=	82.6%	74.7%	\$12,729	\$6,056	78 / 85	=	91.8%	62.5%	42 / 50	=	84.0%	100.0%	\$2,076	\$6,170
WDA 6 SW MN PIC Inc.	\$382,094	92	183	35 / 39	=	89.7%	83.1%	\$9,477	\$8,013	15 / 20	=	75.0%	69.7%	10 / 12	=	83.3%	95.0%	\$2,088	\$10,917
WDA 7 South Central Workforce Council	\$384,853	133	288	130 / 146	=	89.0%	78.7%	\$10,532	\$7,173	76 / 88	=	86.4%	67.1%	25 / 32	=	78.1%	80.7%	\$1,336	\$2,960
WDA 8 SE MN Workforce Development	\$728,416	205	463	186 / 212	=	87.7%	74.3%	\$8,647	\$8,908	108 / 124	=	87.1%	59.9%	52 / 65	=	80.0%	75.0%	\$1,573	\$3,916
WDA 9 Hennepin/Carver Counties	\$628,000	508	771	513 / 661	=	77.6%	100.0%	\$12,758	\$9,651	264 / 339	=	77.9%	100.0%	30 / 55	=	54.5%	41.6%	\$815	\$4,551
WDA 10 Mpls Employment and Training	\$627,535	129	271	204 / 275	=	74.2%	96.2%	\$10,632	\$9,738	100 / 135	=	74.1%	100.0%	51 / 69	=	73.9%	44.4%	\$2,316	\$3,076
WDA 12 Anoka County	\$598,756	203	324	179 / 206	=	86.9%	75.1%	\$10,813	\$4,886	105 / 119	=	88.2%	74.5%	36 / 41	=	87.8%	88.2%	\$1,848	\$3,345
WDA 14 Dakota/Scott Counties	\$1,016,507	390	578	298 / 361	=	82.5%	86.9%	\$14,294	\$6,096	131 / 163	=	80.4%	88.3%	41 / 48	=	85.4%	83.7%	\$1,759	\$3,411
WDA 15 Ramsey Cty Workforce Solutions	\$785,517	248	351	209 / 257	=	81.3%	89.2%	\$11,160	\$9,680	111 / 138	=	80.4%	85.9%	33 / 43	=	76.7%	46.6%	\$2,238	\$3,758
WDA 16 Washington County	\$533,326	124	179	161 / 167	=	96.4%	81.7%	\$12,382	\$5,646	78 / 83	=	94.0%	82.9%	13 / 17	=	76.5%	72.7%	\$2,979	\$3,313
WDA 17 Stearns/Benton E&T	\$741,593	150	314	105 / 126	=	83.3%	75.4%	\$7,813	\$7,323	53 / 66	=	80.3%	67.3%	20 / 24	=	83.3%	88.7%	\$2,362	\$7,063
WDA 18 Winona County	\$2,368	17	30	47 / 52	=	90.4%	88.6%	\$6,598	\$8,326	29 / 34	=	85.3%	87.5%	3 / 6	=	50.0%	69.6%	\$79	\$50
Arrowhead Economic Opportunity Agency	\$392,483	97	259	69 / 76	=	90.8%	68.1%	\$8,573	\$7,390	36 / 40	=	90.0%	63.1%	3 / 5	=	60.0%	77.2%	\$1,515	\$5,688
Avivo	\$451,895	147	237	147 / 191	=	77.0%	93.2%	\$12,022	\$9,250	91 / 114	=	79.8%	96.6%	46 / 53	=	86.8%	54.1%	\$1,907	\$3,074
CLUES	\$152,581	31	63	31 / 37	=	83.8%	93.2%	\$7,429	\$9,250	14 / 15	=	93.3%	96.6%	3 / 5	=	60.0%	54.1%	\$2,422	\$4,922
Goodwill/Easter Seals	\$376,315	70	142	33 / 39	=	84.6%	93.2%	\$17,450	\$9,250	16 / 18	=	88.9%	96.6%	7 / 7	=	100.0%	54.1%	\$2,650	\$11,403
HIRED	\$846,168	309	469	254 / 317	=	80.1%	93.2%	\$21,231	\$9,250	120 / 139	=	86.3%	96.6%	22 / 30	=	73.3%	54.1%	\$1,804	\$3,331
Jewish Family and Children's Services	\$276,697	72	135	39 / 45	=	86.7%	93.2%	\$13,242	\$9,250	18 / 22	=	81.8%	96.6%	2 / 5	=	40.0%	54.1%	\$2,050	\$7,095
Lifetrack	\$155,352	21	30	2 / 4	=	50.0%	74.3%	\$3,312	\$7,906	0 / 1	=	0.0%	59.9%	Data Pending	=	No Data	75.0%	\$5,178	\$77,676
Minnesota Teamsters Service Bureau	\$1,672,432	511	951	287 / 356	=	80.6%	93.2%	\$14,531	\$9,250	148 / 179	=	82.7%	96.6%	54 / 74	=	73.0%	54.1%	\$1,759	\$5,827
SPECIALS NOTES	DEED has calculated the above performance by combining participants served in both Small and Large layoffs funded by STATE Dislocated Worker																		
	Served is all participants accessing the program during the actual program year (real-time). High or low numbers are not negative or positive.																		
	2nd Quarter Employment based on exiters July 1, 2016 - June 30, 2017 except those exited with exclusion. Formula: Percent of employed exiters divided by all exiters during the reporting period.																		
	4th Quarter Employment based on exiters July 1, 2016 - December 31, 2016 except those exited with exclusion. Formula: Percent of employed exiters divided by all exiters during the reporting period.																		
	2nd Quarter Median Earnings results based on exiters July 1, 2016 - June 30, 2017 except those exited with exclusionary reason and those showing zero earnings. This indicator measures the median earning during the 2nd quarter after exiting the program.																		
Credential Attainment results based on exiters July 1, 2016 - December 31, 2016 except those exited with exclusionary reason and those who did not attend training. This indicator measures the percent of participants who received a credential after attending training.																			
Indicator goals vary by provider based on their participants' demographics, their region's labor market information, and their regions unemployment rate using the Department of Labor's (DOL) Statistical Adjustment Model. Statewide goals based on negotiated levels approved by DOL.																			

