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# Minnesota Dislocated Worker Annual Report

State Fiscal Year 2021

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

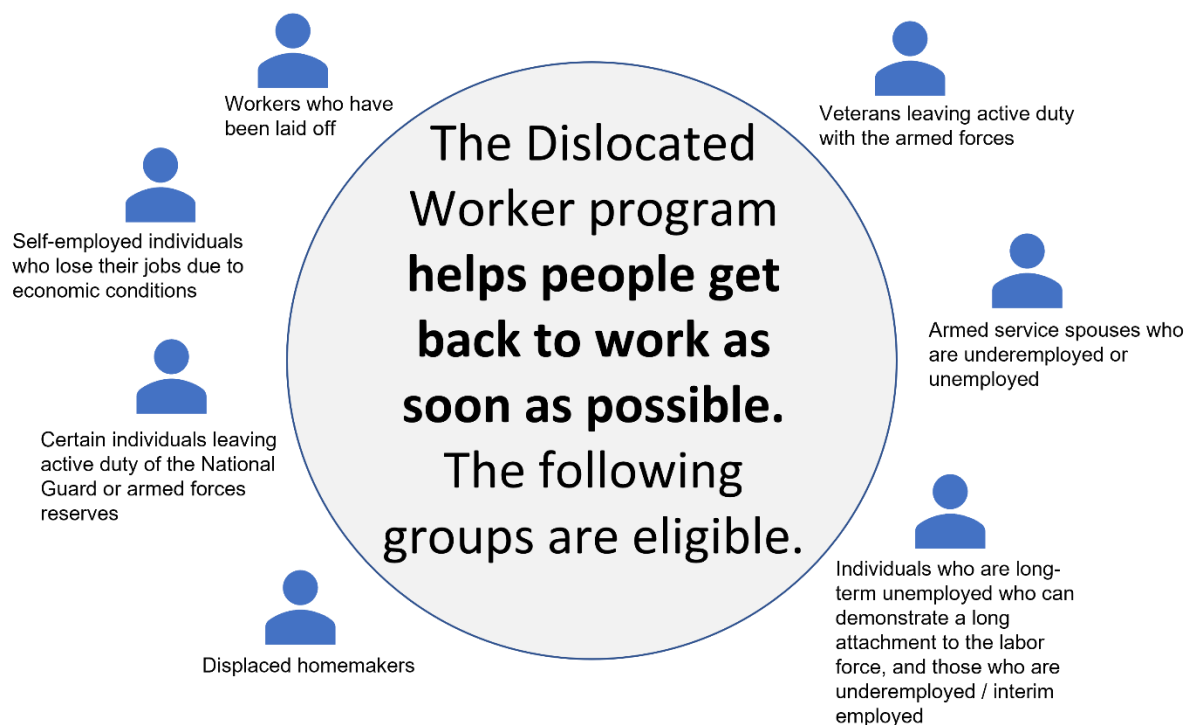
*(e) The commissioner shall provide a report to the legislature by March 1 of each year on the previous fiscal year's program performance using the data in paragraphs (b) and (d) and analysis of whether local workforce investment boards and eligible organizations involved with substantial layoffs or 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.*

## Minnesota's Dislocated Worker (DW) Program

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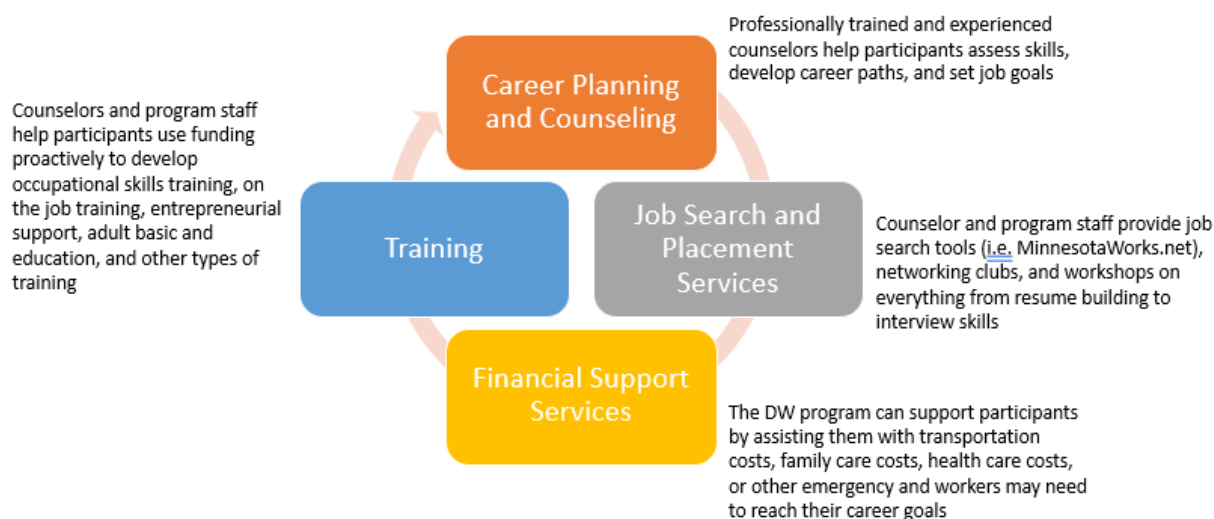
The Minnesota Dislocated Worker Program helps Minnesotans get back to work as quickly as possible. Participants in the program receive one-on-one career counseling, job search assistance, training, and related support services. The program is intended to mitigate the negative social and economic impact of unemployment to individuals, communities, and Minnesota's economy overall. In times of unprecedented economic crisis, these programs serve as a critical safety net for workers as they search for their next employment.

Minnesota is unique in having a state DW program in addition to a federally funded DW program. Minnesota designed its state-funded program to closely mirror the federal program which is governed by the Workforce Innovation and Opportunity Act (WIOA) of 2014, however, the State DW program allows for more flexibility while serving a greater number of dislocated workers. Minnesota's investment in the Dislocated Worker program has allowed the state to remain a globally competitive economy with a skilled workforce and low rates of unemployment.



## How We Serve People

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



When needed, 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.

## **Program Support & Service Delivery**

### Service Delivery through Workforce Development Partners

A network of 16  
Workforce Development  
Areas (WDAs) Across the  
State of Minnesota

8 Small Layoffs  
Independent Grantees  
(SLIGs)

The DW program provides services through a network of 16 Workforce Development Areas (WDAs) and 8 independent non-profit organizations. 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. 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). For participants, 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.

The current independent service providers (nonprofits) in addition to the WDAs, include:

- American Indian OIC (AIOIC)
- Arrowhead Economic Opportunity Agency (AEOA)
- Avivo
- Comunidades Latinas Unidas en Servicio (CLUES)
- Goodwill/Easter Seals

- HIRED
- Jewish Family & Children’s Service of Minnesota
- Minnesota Teamsters Service Bureau


## Mass Layoffs and Rapid Response

The Department of Employment and Economic Development’s (DEED) State Rapid Response Team (SRRT) plays an important role in assisting workers affected by a mass layoff and/or a business closure. The SRRT is the first responder to large layoffs, providing essential information to help inform both employers and workers impacted, of resources available to them. The SRRT finds out about upcoming layoffs, coordinates with businesses, and lets 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 (RR) finds out about layoffs, including from the employer, unions, media, or the workers themselves. Although 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 RR even if their layoff affects fewer than 50 workers. This communication increases the effectiveness of Minnesota’s DW program, and the SRRT works hard to develop strong relationships with Minnesota’s employers.

The WARN Act requires employers with at least 100 employees to notify DEED and the SRRT 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 a service provider can tailor its 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 throughout the state, most choose to work with the designated mass layoff project provider.

### Rapid Response Services

<b>1.</b> <b>Notification of a Layoff Event</b> 	<b>2.</b> <b>Recruitment for Planning and Selection Committee</b> 	<b>3.</b> <b>Service Provider Selection</b> 
<ul style="list-style-type: none"> <li>• Meet with employer to discuss size, scope, and timing of the layoff and/or closure.</li> <li>• Look for ways to help the employer avoid a layoff, called Layoff Aversion.</li> <li>• If a layoff does move forward, the next step is to inform all relevant stakeholders, including the employer, workers and DW service providers</li> <li>• Schedule informational meetings with workers to provide information about Unemployment Insurance benefits and services offered through the DW program</li> <li>• If enough workers are interested in receiving DW program services (a minimum of 50 workers), they solicit “bids” from service providers who are interested in serving the group and enter into a Competitive process.</li> </ul>	<ul style="list-style-type: none"> <li>• Recruit workers who are impacted by the layoff to be volunteers on a Planning and Selection Committee, a key component of Minnesota’s Rapid Response process. The committee is responsible for running a competitive bidding process to hire providers interested in providing DW services through a project grant.</li> <li>• Service providers must present the most compelling argument, as to why they should be chosen to be the grantee of the project.</li> </ul>	<ul style="list-style-type: none"> <li>• Members of the committee evaluate providers primarily based on past performance, which creates competition among service providers.</li> <li>• Both Workforce Development Areas (WDAs) and Independent Service Providers are eligible to compete for these projects.</li> <li>• 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.</li> </ul>

## Small Layoff Independent Grants

In 2013, DEED implemented Small Layoff Independent Grants (SLIGs), allowing the independent service providers to compete for funding to serve those affected by small layoffs. With a tiered funding structure that rewards high performance in targeted metrics – cost efficiency, outcomes for customers, 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 resources, support services and other resources that help them find a job in an in-demand industry.

## Trade Adjustment Assistance (TAA)

If a worker loses their job due to foreign competition, the adversely affected worker may be entitled to additional benefits under the federal Trade Adjustment Assistance (TAA) program. Individuals laid off from a TAA-certified work site may be eligible for a wider range of benefits, including additional training dollars, job search and relocation allowances, and a health coverage tax credit. 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.

# Dislocated Worker Program Funding and Performance

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## Major Economic Events and Layoffs

Minnesota employers added just under 170,000 jobs back onto their payrolls from January to December 2021, climbing back above 2.9 million jobs in October. Though the state is still below pre-pandemic employment levels, this is an encouraging sign of continuing recovery from the COVID-19 recession in 2020. Minnesota's job gains are outpacing the U.S. growth rate so far this year, but much like the past five years, the state's labor market tightness has constrained even faster economic growth. This is attributable to many interrelated factors including but not limited to continued uncertainty caused by the pandemic, changing work and family preferences, and a tightening labor market. While employment grew 6% from the beginning of 2021 through the third quarter, the state's labor force expanded only 1.6%. Reflecting continued high demand for workers, Minnesota businesses posted record numbers of job openings in the 2<sup>nd</sup> quarter. There were almost two open jobs for every unemployed job seeker – with just over 205,000 vacancies compared to less than 124,000 unemployed workers.

By December of 2021, Minnesota's unemployment rate fell to 3.1%, which is below pre-pandemic levels. The state's labor force is still 86,000 workers smaller now than in February of 2020. That means many Minnesotans continue to be out of work, but the employment impact of the pandemic on workers has been difficult to

measure. The pandemic caused some people to drop out of the workforce, lowering labor force participation, which resulted in an unemployment rate below what would be expected given job losses. DEED has created an adjusted unemployment rate, based on 12-month moving averages, that includes both Minnesotans who are looking for work now and who would have been expected to be working or looking for work if it wasn't for the impact of the pandemic. This rate climbed to 11.1% for Black or African Americans, compared to 5.4% for Whites and 2.7% for Hispanic or Latinx workers.

According to analysis from DEED's Labor Market Information office, the state of Minnesota is projected to add just under 62,000 jobs between the third quarter of 2021 and the third quarter of 2022, an expansion of 2.1% over the year, which would bring us back to 99.8% of pre-pandemic employment levels. Despite the labor market constraints, all but one industry (Utilities) in Minnesota is expected to add jobs over the next year. The largest number of jobs are expected to be added in Manufacturing, Educational Services, Administrative Support & Waste Management Services, and Accommodation & Food Services. Combined, these sectors account for over 45% of the projected job growth. Many of the industries that saw the largest initial employment decline at the beginning of the pandemic will continue to recover, although the pace and extent of each industry's rebound is expected to vary. The COVID-19 pandemic continues to inject uncertainty into the labor market in Minnesota. What we do know is that the unpredictable nature of the virus will continue to impact the behavior of businesses, workers, and job seekers alike. These are trends that continue changing how, where, and when we work, both now and for the foreseeable future and are playing out against larger, long-standing demographic trends that limit the size of available labor force and in turn constrain job growth. Despite this uncertainty, the jobs recovery is expected to continue in Minnesota into 2022, reaching pre-pandemic employment levels by the fourth quarter of 2022.

Minnesota's 10 largest layoff events affected over 3,223 workers in SFY2021 (compared to 3,268 workers in SFY2020 and 2,285 workers in SFY2019).



**Table 1: Top 10 Mass Layoff Events in SFY 2021**

<b>Company</b>	<b>Employees Laid Off</b>
Delaware North-Twins Stadium	634
Hilton Minneapolis	404
Crenlo	400
Christopher & Banks	361
St. Joseph's Hospital	273
Sky Chefs	270
Anoka Hennepin School District	262
Mall of America (MOA)	211
Eclipse Advantage	208
McNeilus Truck	200
<b>TOTAL</b>	<b>3,223</b>

## **Program Funding and Expenditures**

The DW program is funded through the Workforce Development Fund (WDF). The program receives its funding after all legislative appropriations have been deducted from the fund. In SFY 2021, the program budget was \$25,165,995.00. The Minnesota Job Skills Partnership Board (MJSP) has broad authority over the DW budget and policies.

In SFY 2021 (July 1, 2020 – June 30, 2021), the Minnesota DW program expended \$19,824,588.37 to serve 5,847 participants at an average unit cost of \$3,391 per participant. Independent providers spent \$4,153,130.83 and served 1,730 individuals. WDAs expended \$12,967,335.53 in formula funds and served 4,117 individuals. Minnesota achieved an 81.2% second quarter employment rate with 2,897 participants exiting the program during the performance cohort and 2,351 entering unsubsidized employment.

**Table 2: Dislocated Worker Funding and Customers Served SFY 2021**

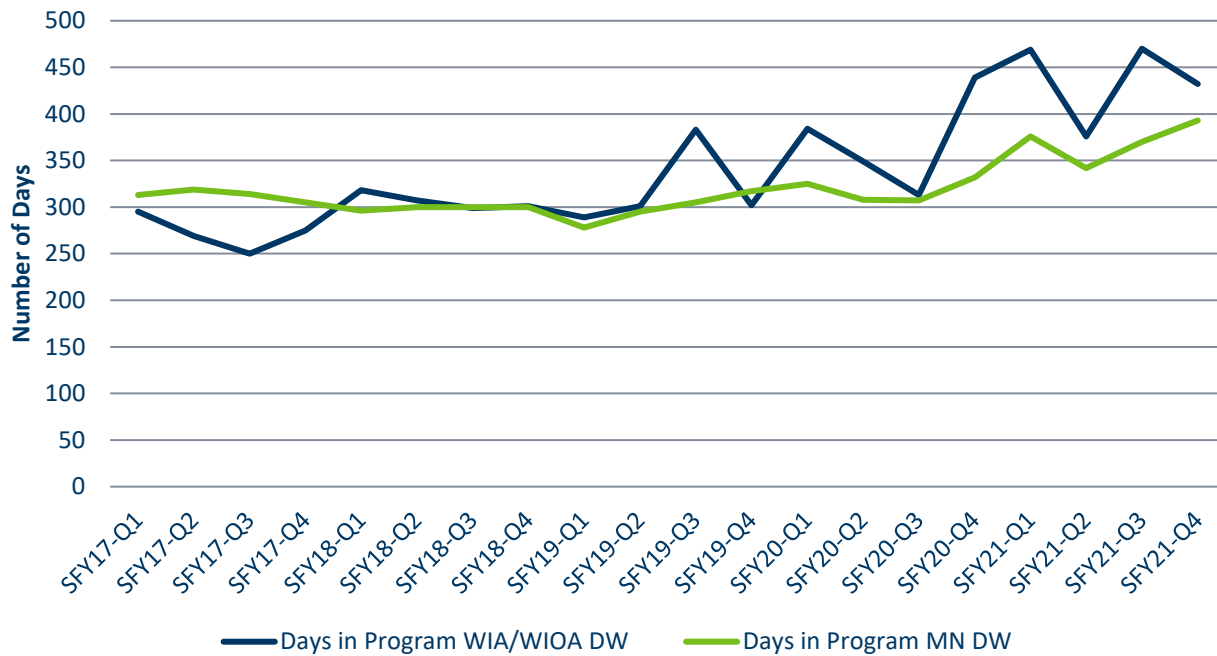
<b>Program</b>	<b>Customers Served</b>	<b>Program Funding Expended<sup>1</sup></b>
Minnesota DW	5,847	\$19,824,588.37
Federal DW	2,010	\$4,518,483.87
<b>Total<sup>2</sup></b>	<b>6,791</b>	<b>\$24,343,072.24</b>

<sup>1</sup>Program funding expended totals include administrative costs

<sup>2</sup> Many 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.

In SFY2021, the Minnesota State DW program served 5,847 customers, almost three times more than our federally funded DW program (2,010 customers served). The time customers spend in both DW program funding sources has begun to rise. In SFY2021, an average Minnesota DW customer spent just over 403 days in the program, up from an average of approximately 318 days in SFY2020.

**Figure 2: Average Number of Days in Dislocated Worker Program  
SFY 2017-SFY 2021**



## Our Results

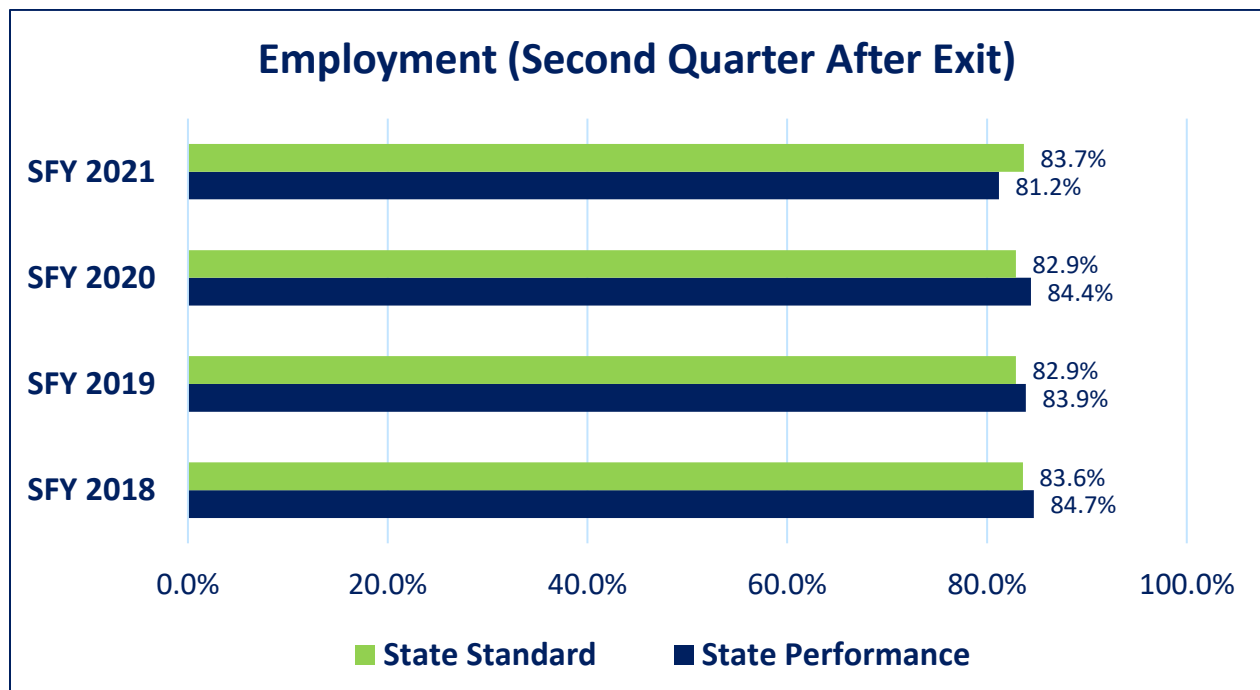
The DW program measures success, in part, through five performance measures prescribed by the new Workforce Innovation and Opportunity Act (WIOA). These measures are:

- Percent of participants who are in **unsubsidized employment during the second quarter after exiting** the program
- Percent of participants who are in **unsubsidized employment during the fourth quarter after exiting** the program;
- 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;
- The **median earnings** of program participants who are in unsubsidized employment during the second quarter after exiting the program; and
- Percent of participants who enrolled in an education or training program and achieve a **measurable skills gain** during a program year.

SFY 2021 is the fifth year WIOA performance indicators were in effect, replacing the four legacy WIA indicators which Minnesota used to measure performance in previous fiscal years.

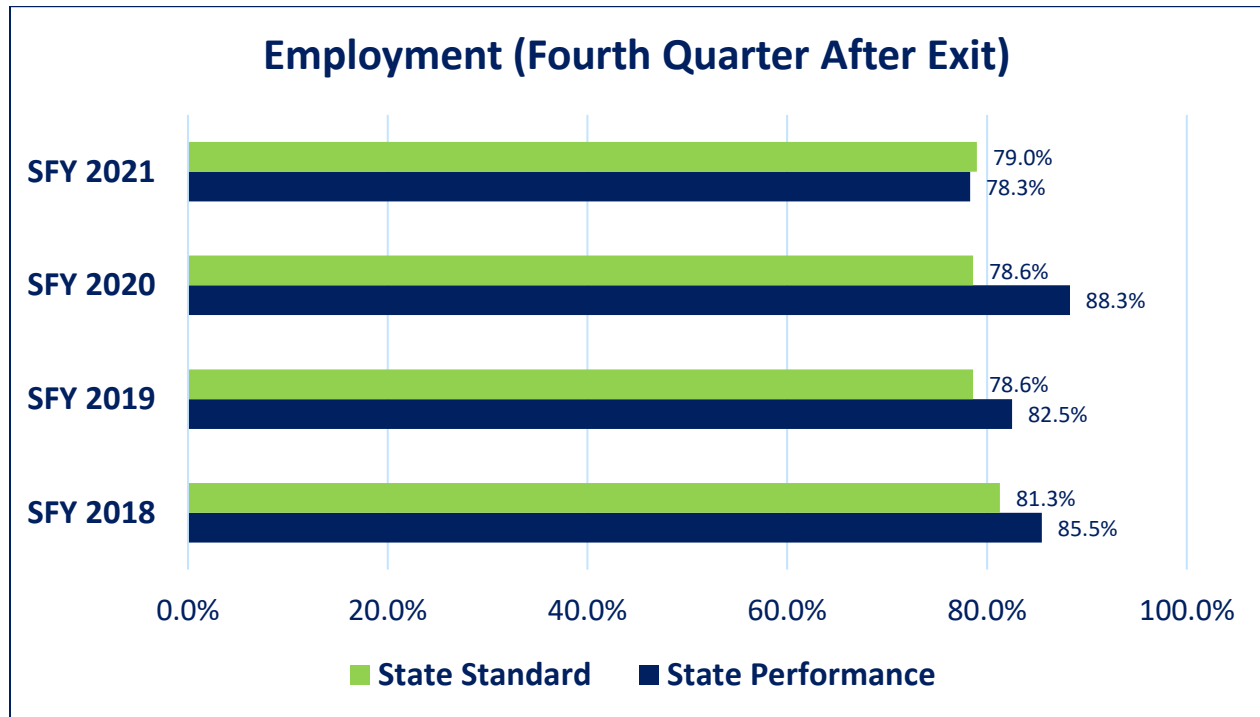
Another new performance feature of WIOA is the opportunity for states to review and negotiate their federal performance standards with the U.S. Department of Labor (USDOL) using a statistical adjustment model that takes into account the demographics of participants being served, regional labor market 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 its performance goals with USDOL every two years. Performance negotiations for the statewide goals were confirmed by written correspondence from the USDOL on June 3, 2020 and all agreed upon local area negotiations were submitted to the USDOL on September 30, 2020. The next round of negotiations will take place and be finalized by June 30, 2022. 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](#).

#### Employment (Second Quarter after Exit)



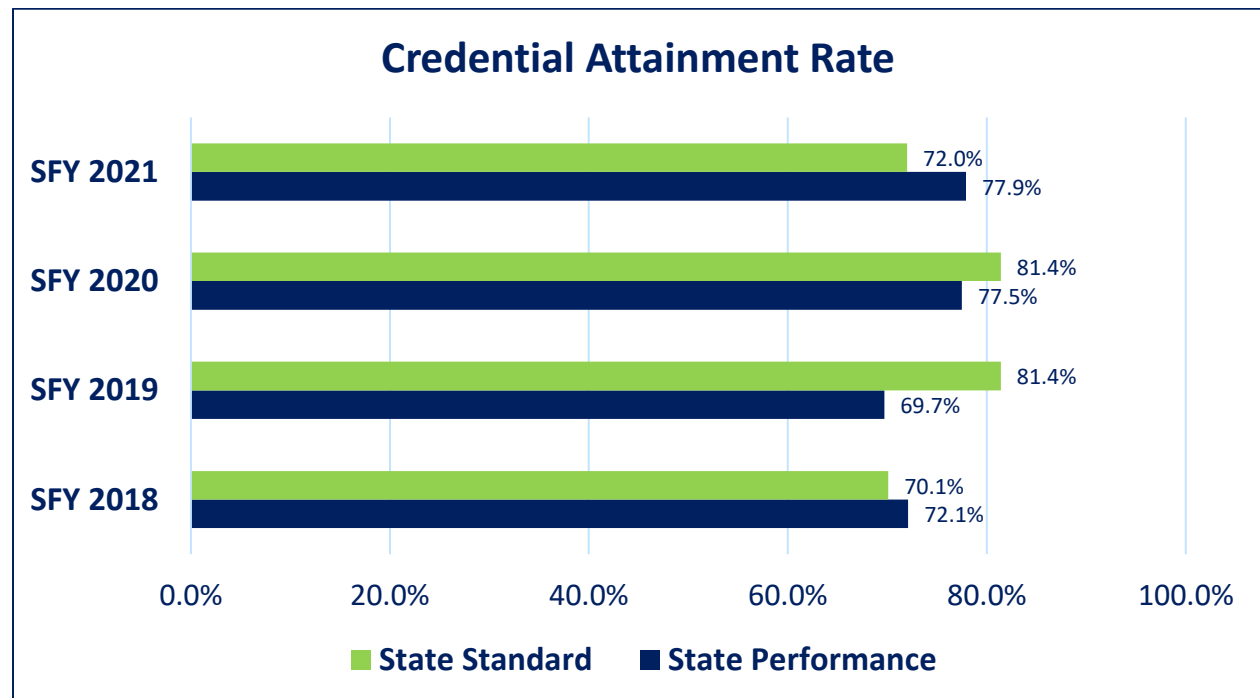
Percentage of participants who are in unsubsidized employment during the second quarter after exiting the program.

### Employment (Fourth Quarter after Exit)



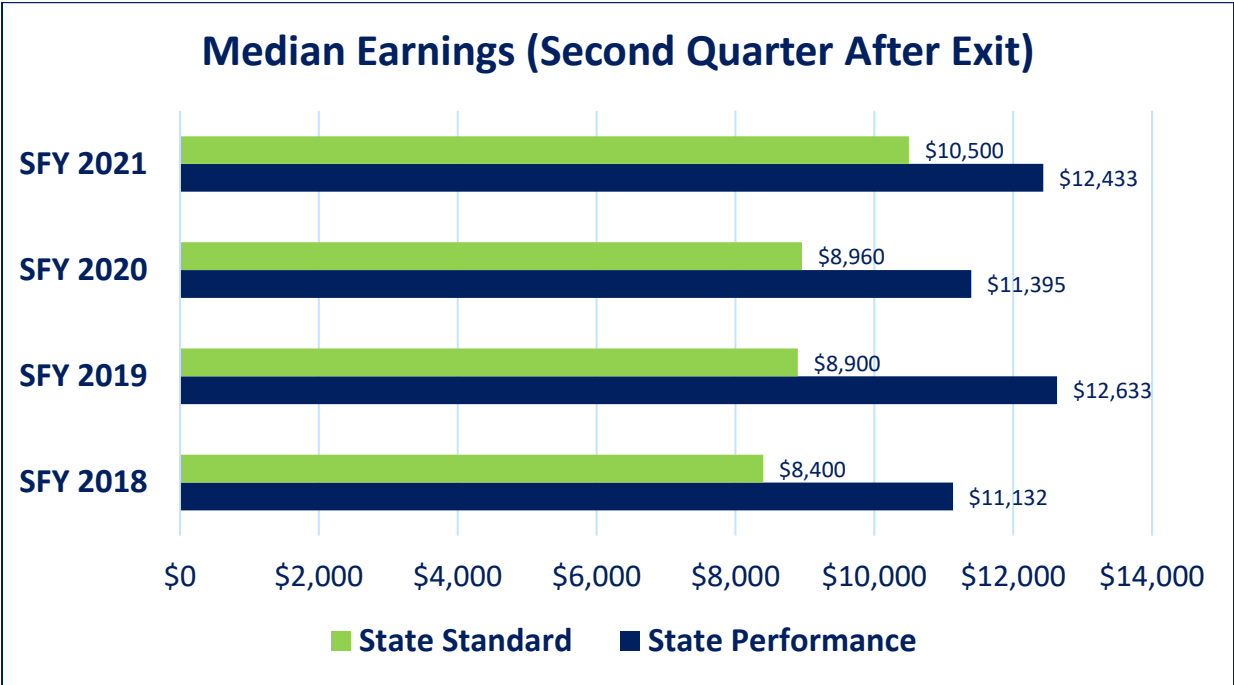
Percentage of participants who are in unsubsidized employment during the fourth quarter after exiting the program.

### Credential or Secondary School Diploma Attainment Rate



Percentage of participants enrolled in an education or training program (excluding those in on the job training and customized training) who attain a recognized postsecondary credential or a secondary school diploma during participation or within one year after exiting the program.

Median Earnings (Second Quarter after Exit)



Median earnings of participants who are in unsubsidized employment during the second quarter after exiting the program.

### Measureable Skills Gain

Year	State Performance	State Standard
SFY 2017	5.1%	Baseline Measure*
SFY 2018	18.7%	Baseline Measure*
SFY 2019	61.6%	Baseline Measure*
SFY 2020	66.5%	Baseline Measure*
SFY 2021	74.0%	53.5%

\*New Measure under WIOA; SFY 2021 was the first year the state had a standard.

\* Percentage of participants during a program year who are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains.

**Table 8: Minnesota Dislocated Worker Cost Benefit Analysis SFY 2013 – SFY 2021**

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
SFY 2019	\$15,581,138	6,854	\$2,273	3,840	\$4,058
SFY 2020	\$16,295,496	6,498	\$2,508	2,853	\$5,712
SFY 2021	\$19,824,588	5,847	\$3,391	2,351	\$8,432

## SFY2021 In Review

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SFY21 began with labor market and workforce development professionals wondering what happened to the job seekers. With a high unemployment rate and high numbers of unemployed workers, businesses were hoping to hire the workers they desperately needed but instead, they experienced challenges in finding workers. In the September 2020 article, [“Where Are the Job Seekers?”](#) DEED Labor Market Industry experts shared three possible explanations:

- Workers waiting to be called back by employers who laid off employees temporarily
- Health and safety concerns related to the continuing COVID-19 pandemic
- Workers waiting to see if any an additional stimulus check or enhancement to unemployment benefits were going to be implemented

The uncertainty caused by the pandemic, changing work and family preferences, and a tightening labor market has continued to be challenge across the state. Lower than expected program enrollments have also led to lower spending of program funds. However, the good news is that job placements have been strong, as upskilling are leading to a higher jump in wages than seen in previous job markets.

The ongoing pandemic and the waves of variants of COVID-19 has resulted in setbacks – some service providers have moved to online services again, after reopening their doors. Others are providing in-person services safely to meet the needs of their customers, and some are providing a hybrid service model.

Service providers are finding new ways to market and outreach to meet customers’ needs and trying various strategies to identify those that generate the greatest impact. Some include but are not limited to:

- promoting and building awareness and participation online via virtual services offered through the CareerForce Platform such as 1:1 virtual resume review, virtual workshops, job clubs and local resources
- working with Unemployment Insurance (UI) and DEED teams to connect with UI recipients by phone and letters customized to local services through the Good Jobs Now initiative
- promoting Incumbent Worker Training and forming unique partnerships with businesses
- partnering with regional businesses to collaborate and promote virtual hiring events
- outreaching various communities, attending events, and engaging with community partners
- Using targeted ads and social media as recruitment tools
- working with training partners to facilitate appropriate referrals

Looking ahead, DEED and its partners will continue to stay the course and find new ways to pivot to meet job seekers where they are in Minnesota’s journey to job recovery and building back a stronger economy.



## Accomplishments 2021

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- **Expanding National Demonstration Grants.** MN was one of five states nationally to receive the RETAIN Grant. The Retaining Employment and Talent after Injury/Illness Network is a multidisciplinary collaborative effort led by the Minnesota Department of Employment and Economic Development (DEED), Department of Health (MDH), Department of Labor and Industry (DLI), Mayo Clinic, and Workforce Development Inc. (WDI) that helps workers stay at or return to work when an injury or illness impacts their employment. DEED was awarded \$19.5 million dollars to expand MN RETAIN statewide, build new partnerships, and support 3,200 ill or injured Minnesotans over the next four years.
- **National Emergency Grants.** The Division received two national emergency grants to support the economic recovery and expand program services including an Opioid Grant which supports the reintegration of opioid impacted individuals back into the workforce, and COVID-19 Grant which supports employment and training of dislocated workers as well temporary humanitarian positions.
- **Exceeding performance goals.** The Dislocated Worker program exceeded federally mandated performance outcomes and surpassed the national average. Indicators for individuals entering employment and remaining employed continued to exceed the national average.
- **Holding strong and steady.** SFY21 continued to build on the successful strategies from SFY20 as the state weathers the pandemic and is on the road to an economic recovery. The program continued to respond quickly and efficiently to the needs of the customers and service providers.

## Looking Ahead to 2022

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- **Using an equity lens in program implementation.** As the state continues to recover, we want to ensure that communities facing significant barriers to employment have access and can receive the employment and training services necessary to become self-sufficient.
- **Providing seamless service to other trade-impacted workers.** Our teams will continue to reach out to customers and employers that are impacted by foreign competition. In 2021, TAA launched a chatbot on its website to increase awareness, improve customer service, and provide easily-accessible information to both individuals and companies impacted by foreign competition. TAA implemented the Final Rule, Reversion 2021, and will follow U.S. Department of Labor's guidance if/when the program is reauthorized by Congress in order to continue seamless service to trade-impacted workers.
- **Re-ignite Layoff Aversion/Incumbent Worker Strategy by improving SRRT effectiveness in layoff aversion and early response efforts as well as improving community and program partnerships and communications.** The SRRT will achieve this by developing early warning networks and systems to gather data and intelligence related to economic transition trends within industries, communities, or at specific employers, and planning strategies for intervention.

## Success Stories

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### Fatumo

Fatumo came into our program in early 2021, and Career Solutions assisted her with her last semester of college. She received her certificate in May and was able to start a PT job in July. She had a baby in September and plans to return to work. She also passed her National Council Licensing Examination (NCLEX) test in early February and received her LPN license.

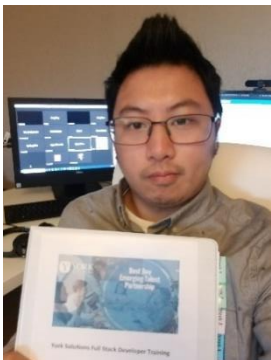
### Cathy

When I joined the Dislocated Worker Program the entire staff was welcoming and encouraging. I was assigned a career counselor who didn't judge and was totally supportive in the journey! Having options given to me without being pressured to accept potential positions. My Career Counselor (Angela) took the time to know me personally. She assisted with my resume building, which is a big, time-consuming project. Having someone listen to you when you are feeling low and anxious and pointing out the transferable skills that you possess is validating! It gave me a sense of worth!!! I am very appreciative to everyone that was a part of this journey! I have been employed since October in a position that I don't dread getting up in the mornings to attend! Thank you all!!

### Fong

It's been a little over a year since I was laid off. I worked at a steel mill, where I thought I would stay for a while because the job paid a decent living wage. But we experienced a mass layoff due to lack of demand for steel. I was unsure about what my future would look like. Sure, I was going to receive some financial help through unemployment benefits and severance pay. But "What's next?" I thought to myself.

One door closed, quite literally, and another door opened.



Shortly after, I was introduced to my career counselor, Kate Flick. She has been superb in our journey to redefine my future career. She helped me find what I was passionate about and re-sparked my interest in continuing my education. After going through a few workshops, she suggested I enroll in the University of Minnesota's Coding Bootcamp. I took the full-time course and after three months, I received my Full-Stack Web Development certificate.

During the next few months, I started applying for jobs in my new IT career field. Kate helped me polish my LinkedIn profile and Christine Chelstrom helped me polish my résumé. They connected me with some important people, who helped me land my next job. I will be paid to take a nine-week B2E ([Barriers to Entry](#)) Tech Training course with York Solutions. Then I'll be working for their clients under a one-year contract with the option to stay longer if I choose. This is the perfect opportunity to get my feet in the door while creating experience and continually improving my IT skills.

I am happy and grateful to these wonderful individuals who got me to where I need to be. Most importantly, I want to give a huge thanks to [Minnesota Job Partners](#) and the [Dislocated Worker Program](#) for helping people in need, such as myself. Without that help, I might still be working at another dead-end job. Thank you for putting your trust in me!

## Hans

Hans Accola is a Junior Web Application Developer at Home and Local Services. His transition from unstable jobs into a rewarding career took only 8 months.

Hans was laid off from DJO, a global provider of orthopedic devices. He had worked there for 18 months, starting in records and ending in customer service. Before that he had worked several short-term jobs in construction, retail, online currency, and other service-related positions.

After losing his job, Hans did warehouse and office work for low pay. Because he was laid off from a company that had jobs affected by overseas commerce, he was eligible for Trade Adjustment Assistance (TAA). He came back into the Dislocated Worker Program and together with his counselor embarked on a journey to find a career.

It is hard for a young person to build a life on unstable jobs. Hans was looking for a stable career that comes with living wages, a predictable schedule, and job security.

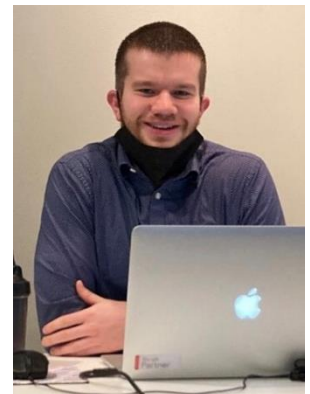
With guidance from his career counselor, Hans chose to pursue a career in technology. Technology workers have been in demand in Minnesota's economy for a long time. The median hourly wage for tech occupations was \$42.71 an hour in 2020. Today the field is filled with experience-based positions that pay well and require only a certification or associates degree.

Hans knew it would take education and training to prepare for a technology career.

He enrolled in Full Stack Engineering Training with Prime Digital Academy. After graduation, he began searching for junior-level IT positions.

Minnesota Job Partners helped Hans land his first tech role. Our job developer ensured his résumé would rise to the top with applicant-tracking software used by hiring managers. Since Hans chose an in-demand career, it didn't take long for him to get hired.

The transition paid off for Hans. He got a raise with a salary that pays much more than his previous jobs. He knows this is only the beginning. He is motivated to upskill and build a lasting career with his new company.



## Imogene

Unfortunately, I was one of the millions of people who was let go from my job during the COVID pandemic. After taking more than a year off to reflect on my life and what I wanted my future to look like, I was referred to Teamsters Service Bureau by a co-worker who was also let go.

Upon signing up, I was immediately partnered with a wonderful counselor named Meg. She was extremely helpful in assisting me with navigating the program and all it had to offer. We talked in great length about how I would use the program and its funding to further my education and increase my marketability.



I decided to enroll at Rutgers University Online and earn a certificate in Human Resources Management. I started the program in April 2021 and completed it one week early in July 2021. It was hard work but well worth it!

By August, I was confident enough to start applying for jobs and in September I was offered a position as an Executive Administrative Assistant at a Fortune 500 company only seven minutes from my home. The cherry on top is that it pays considerably more than the job I previously had!

Had it not been for the Teamsters Service Bureau and job readiness workshops, I would have never gotten this job. And thanks to them, I couldn't be happier! I would advise anyone who has been let go of their job to check out the Teamsters Service

Bureau. Don't delay! You will not regret it!

## **Wayne**

Wayne came into our program as a 51-year-old Maintenance Mechanic at the Electrolux Plant in St. Cloud, MN. He was looking for new skills to help him earn a good living to support his family. Under the Dislocated Workers Program, Wayne was accepted Land Surveying/Civil Engineering Program at the St. Cloud Technical Community College.

During his time at SCTCC, way took advantage of the tutoring program to assist him in passing the numerous math classes that were required for the degree. His hard work paid off as he made the President's List on multiple occasions with a perfect 4.0 grade point average. He will finish his studies at SCTCC, and after his summer internship, will graduate with high academic honors.

## Attachment A: State Dislocated Worker Provider Performance

State Dislocated Worker Program SFY 2021 Provider Performance																
	Exited	Served	Employed exiters in the 2nd quarter/ Total exiters	=	ACTUAL 2nd Quarter Employment Rate	2nd Quarter Employment STANDARD	ACTUAL 2nd Quarter Median Earnings	Median Earnings STANDARD	Exiters employed in the 4th quarter/ Employed exiters	=	ACTUAL 4th Quarter Employment Rate	4th Quarter Employment STANDARD	Credential Attained/ All Exiters who attended training	=	ACTUAL Credential Attainment Rate	Credential Attainment STANDARD
State	3,107	5,847	2,351 / 2,897	=	81.2%	83.7%	\$12,433	\$10,500	2,535 / 3,239	=	78.3%	79.0%	631 / 810	=	77.9%	72.0%
Northwest PIC Inc	23	32	14 / 18	=	77.8%	83.0%	\$6,770	\$10,000	30 / 34	=	88.2%	68.5%	4 / 6	=	66.7%	69.7%
Rural MN CEP Inc	175	391	122 / 141	=	86.5%	84.0%	\$9,356	\$9,061	146 / 177	=	82.5%	82.0%	17 / 30	=	56.7%	76.0%
NE MN Office of Job Training	137	167	90 / 107	=	84.1%	88.5%	\$11,664	\$11,000	61 / 76	=	80.3%	86.5%	38 / 44	=	86.4%	51.5%
City of Duluth	54	163	19 / 27	=	70.4%	83.7%	\$8,800	\$9,460	23 / 36	=	63.9%	87.5%	8 / 13	=	61.5%	72.0%
Central MN Jobs and Training	214	352	137 / 163	=	84.0%	88.0%	\$12,084	\$10,500	104 / 127	=	81.9%	88.0%	37 / 42	=	88.1%	78.0%
SW MN PIC Inc	39	120	36 / 45	=	80.0%	83.7%	\$7,929	\$9,000	47 / 57	=	82.5%	79.0%	9 / 15	=	60.0%	64.4%
S Central Workforce Council	106	174	70 / 78	=	89.7%	85.0%	\$9,525	\$8,935	68 / 81	=	84.0%	79.0%	12 / 17	=	70.6%	72.0%
SE MN Workforce Development	145	355	32 / 42	=	76.2%	85.0%	\$8,507	\$8,500	61 / 76	=	80.3%	83.6%	13 / 19	=	68.4%	81.0%
Hennepin/ Carver ETC	351	618	321 / 422	=	76.1%	82.9%	\$16,991	\$12,000	383 / 507	=	75.5%	75.0%	111 / 129	=	86.0%	71.0%
Mpls Employment and Training	116	252	93 / 115	=	80.9%	80.0%	\$12,134	\$10,500	93 / 129	=	72.1%	75.0%	26 / 44	=	59.1%	68.0%
Anoka County	122	182	99 / 122	=	81.1%	85.0%	\$11,417	\$10,911	105 / 131	=	80.2%	82.0%	26 / 30	=	86.7%	76.5%
Dakota/Scott Workforce Services	211	362	181 / 221	=	81.9%	83.7%	\$14,737	\$13,500	203 / 272	=	74.6%	78.0%	84 / 92	=	91.3%	80.0%
Ramsey Cty Workforce Solutions	114	227	78 / 101	=	77.2%	83.0%	\$12,712	\$11,200	86 / 115	=	74.8%	75.0%	17 / 23	=	73.9%	73.5%
Washington County	55	99	63 / 72	=	87.5%	83.7%	\$12,960	\$11,783	87 / 95	=	91.6%	88.0%	6 / 9	=	66.7%	69.0%
Stearns/Benton E&T	286	608	234 / 287	=	81.5%	86.0%	\$10,865	\$9,638	180 / 237	=	75.9%	80.0%	33 / 45	=	73.3%	83.0%
Winona Cty Workforce Council	9	15	44 / 623	=	100.0%	77.3%	\$15,040	\$8,024	44 / 686	=	100.0%	82.5%	2 / 2	=	100.0%	76.9%
American Indian OIC	0	5	0 / 0	=	No Data	83.1%	No Data	\$11,649	0 / 0	=	No Data	78.8%	0 / 0	=	No Data	73.0%
Arrowhead Economic Opportunity Agency	100	148	107 / 145	=	73.8%	88.5%	\$7,151	\$11,000	116 / 154	=	75.3%	86.5%	13 / 19	=	68.4%	51.5%
Avivo	81	159	46 / 58	=	79.3%	83.1%	\$14,266	\$11,649	42 / 65	=	64.6%	78.8%	3 / 6	=	50.0%	73.0%
CLUES	50	89	16 / 27	=	59.3%	83.1%	\$7,494	\$11,649	22 / 33	=	66.7%	78.8%	9 / 15	=	60.0%	73.0%
Goodwill/Easter Seals Minnesota	73	156	34 / 47	=	72.3%	83.1%	\$13,309	\$11,649	19 / 36	=	52.8%	78.8%	12 / 19	=	63.2%	73.0%
HIRED	145	258	119 / 141	=	84.4%	83.1%	\$18,750	\$11,649	144 / 170	=	84.7%	78.8%	38 / 44	=	86.4%	73.0%
Jewish Family and Children's Services	62	113	47 / 52	=	90.4%	83.1%	\$16,327	\$11,649	49 / 58	=	84.5%	78.8%	25 / 30	=	83.3%	73.0%
MN Teamsters Service Bureau	418	802	390 / 463	=	84.2%	83.1%	\$13,431	\$11,649	461 / 568	=	81.2%	78.8%	88 / 117	=	75.2%	73.0%
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). Exited is all participants exited from 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, 2019 - June 30, 2020 except those exited with exclusion. Formula: Percent of employed exiters divided by all exiters during the reporting period.															
	4th Quarter Employment based on exiters January 1, 2019 - December 31, 2019 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, 2019 - June 30, 2020 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 January 1, 2019 - December 31, 2019 except those exited with exclusionary reason and those who did not attend training.															