



**PY 2002
Minnesota
Workforce Investment Act
Annual Report**



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Introduction

Program Year 2002 (PY 02) saw Minnesota's residents elect a new Governor, choose a new legislature, and deal with a record state budget deficit. This report summarizes the year's activities provided under Title IB of WIA, which included the Adult, Dislocated Worker and Youth components of the Act.

Minnesota's new Governor Tim Pawlenty formed a framework within which he expected all state agencies to function: "Do more with less." He spoke of the need to increase efficiencies in government and to continue to eliminate waste in the administration of programs. He indicated that people expected the same or even increased services from government but with fewer public resources.

Through visits to WorkForce Centers, Governor Pawlenty continued to gain an appreciation of the need for one-stop centers. However, he urged the WorkForce Centers to seek ways to operate effectively within budget constraints.

WorkForce Center operators sought to maximize efficiencies by using staff expeditiously and by encouraging customers to use self-service/informational programs wherever possible in the Resource Room of each Center. WorkForce Center staff offered assistance whenever such help was needed. Additional non-WIA resources to run the Resource Rooms were sought from all of the Center's partners.

The Minnesota Legislature sought ways to encourage greater effectiveness and efficiency in the WorkForce Center system. The Legislature reviewed participant activity conducted out of the

WorkForce Center system and assessed service delivery.

The record state budget deficit (in excess of \$4 billion) forced state and local governmental leaders to review how program funds were expended. Every dollar (state and federal) had to be spent in a way that would maximize return on investment.

PY 2002 saw the merger of the former Minnesota Department of Economic Security (Minnesota's WIA state administrative entity) with the Minnesota Department of Trade and Economic Development. The new department, the Minnesota Department of Employment and Economic Development (DEED), became responsible for Minnesota's efforts under WIA, other state and federal employment and training programs, tourism, and other economic development activities.

During PY 2002, Minnesota dealt with a fragile economic recovery that saw the slowing down of layoffs but the lack of job growth. Jobs were difficult to find. The Unemployment Insurance Benefits exhaustion rate remained high meaning that many laid off individuals were failing to find a job by the time their unemployment benefits

ran out. For individuals without any previous attachment to the labor force, the problem of finding a job was even worse. The WorkForce Center continued to review its programs to ensure that its customers received services that would equip them with the necessary skills to meet the challenges of a tight labor market.

PY 2002 continued to see the Minnesota WorkForce Center system providing and/or arranging for core, intensive, and training services that met the needs of its job seeking customers and were in keeping with the available resources. Affiliate sites around the



state afforded customers with the opportunity to link WorkForce Center services at additional community locations. The affiliate sites helped address issues such as geographic and language barriers for individuals who could not or would not go to one of the 51 WorkForce Centers.

WorkForce Centers increased its services to local businesses. Despite U.S. Office of Management and Budget present proposals to eliminate customer satisfaction as one of WIA's performance standards, Minnesota felt very strongly that high customer satisfaction was a goal for which the state's WorkForce Center system should strive. Begun in 2001, DEED continued its major effort to obtain customer feedback from all of the customer groups it served. As indicated in the PY 2001 Annual Report, this feedback came from job seekers registered in these programs: WIA Title IB, Adults; WIA Title IB, Youth; WIA Title IB, Dislocated Workers; WIA Title III, Wagner-Peyser Job Service; WIA Title IV, Vocational Rehabilitation; WIA Title IV, State Services for the Blind's Workforce Development; State funded Minnesota Youth Program; State funded Dislocated Worker Program; Minnesota Family Investment Program (Minnesota's version of the federal Temporary Assistance for Needy Families program); and the Food Stamp Employment and Training Program. The Center for Survey Research and Analysis at the University of Connecticut conducted the interviews and reported the results.

Additionally, the Center for Survey Research and Analysis conducted surveys of employers who utilized a range of services from the WorkForce Center ascertaining the degree of satisfaction that these companies had with the assistance they received.

During PY 2002, the State assessed its need for a Minnesota One-Stop Operating System (MNOSOS) for data collection. After a system-wide analysis was conducted, the State determined that such a system was necessary.

Minnesota continues to enhance the WIA program by improving the Consumer Report System/WIA Training Program Certification System, promoting program partnerships and coordination efforts, and delivering technical assistance and training to providers as appropriate.

This report provides a summary of Minnesota's PY 2002 WIA Title IB programs and activities. It gives an overview of Minnesota's economy, the One-Stop System, partnering activities, and the Consumer Report System. The report details how the State allocates its resources. Finally, the report provides data describing the WIA Title IB programs along with information indicating the degree to which the State met its required performance.



Minnesota's Economic Context

The 1990s were the strongest in Minnesota's economic history. The state experienced its longest economic expansion with the total number of jobs growing each year since 1982. Between 1991 and 2000, the state added 532,000 jobs and by 1998, the state had recorded its lowest annual average unemployment rate ever at 2.6 percent, the lowest in the country at that time. With these labor market conditions, it's no surprise that the state's economy grew more than 20 percent faster than the nation's between 1990 and 1999. In fact, job growth and the demand for workers were so strong that the ubiquitous worker shortages were the top economic concern in the state during the last part of the decade and into 2000. While past employment and training programs were created during times of relatively high unemployment and few job openings, WIA began at a time when worker shortages had replaced job shortages.

The Recession

By Program Year 2000, however, the rate of economic growth was slowing and signs of economic downturn began to show; the unemployment rate began to increase as unemployment claims rose and the rate of job growth slowed. The national recession started in March 2001 and Minnesota was not spared from the impact of the recession.

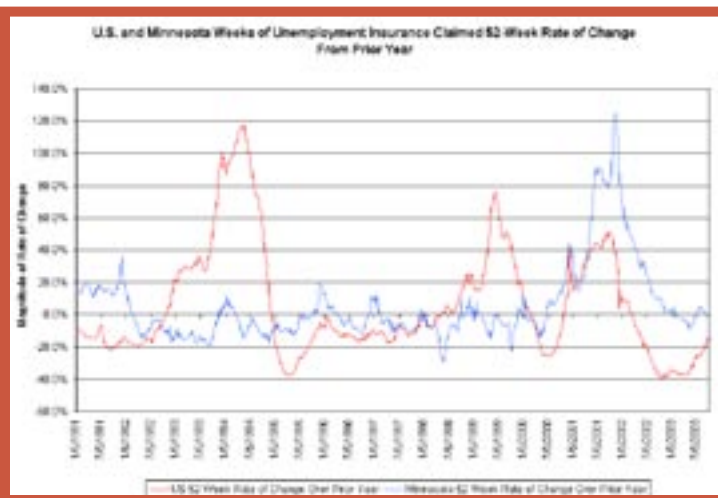
Minnesota's unemployment rate reached 4.6 percent in September 2003, the highest since April 2002 (and previously January 1994), and remained at or above 4.0 percent, its highest level in eight years, since October 2001. Na-

tionally, the unemployment rate has stayed at or above 5.5 percent since November 2001. Minnesota's payroll employment, like that of the nation, remains at a virtual standstill. Moreover, the number of Initial Claims for Unemployment Insurance Benefits—a proxy for the number of layoffs—has remained at high levels since 2001. Demand for services under the Dislocated Worker Program continued high through the 2002 program year as the number and size of dislocation events increased.

Nationally, the 2001 recession hit three industries particularly hard; these were manufacturing, information technology and air transportation. As a result, unlike the recession of 1990-1991, Minnesota, with its high concentration of jobs in these industries, was in the eye of the storm this time. In particular, the state's high concentration of employment in manufacturing meant that Minnesota's economy experienced job market woes earlier and suffered more job losses than states with a relatively low concentration of manufacturing jobs. Since the beginning of the 2001 recession, the state has lost nearly all of the 46,000 manufacturing jobs added during the 1990s. Although workers with the least education are still the most likely to experience a lay-off, white-collar and highly-skilled workers were impacted more than in previous recessions.

The recession did not have the same impact statewide. Through 2000, the Twin Cities and Southeast Minnesota had the strongest job growth and the tightest labor markets statewide. Since the beginning of 2001, however, the Twin Cities Metro region experienced the greatest job loss and the greatest increase in unemployment statewide, while rural Minnesota saw fewer lay-

There was a marked increase in the number of unemployment claims toward the end of the program year. Dislocated workers were having greater difficulty in their search for new jobs. There was a clear weakening in the job market, with a trend toward higher unemployment according to the Minnesota Department of Employment and Economic Development Office of Research & Statistics. A 90 percent increase in the number of people getting unemployment benefits in PY 2000 was a clear sign of the weakening of the job market. The graph to the right compares Minnesota UI claims with national claims from 1990 to 2001.



offs, less of a rise in unemployment and fewer job losses than the Twin Cities. In September 2003, unemployment rates were below the state average of 4.2 percent in Southwest, Southeast and Northwest Minnesota and above the state average in the Twin Cities, Northeast and Central Minnesota.

Despite the strong impact of the recession in Minnesota, as in past years Minnesota has a relatively high average annual pay. In 2001, Minnesota's average annual pay is the 14th-highest in the nation at \$36,585. However, at 3.3 percent, pay growth from 2000 to 2001 was the lowest annual increase since 1993. This placed Minnesota at number 20, tied with two other states.

Workers in the Southwest and Northwest regions continued to earn the lowest average wages statewide, while workers in the Twin Cities and Southeast Minnesota earned the highest. Generally, rural areas are home to the manufacturing, mining, agricultural industries, and natural resource-based industries with slow growth and moderate wages, while urban Minnesota houses the service and high technology industries. In the longer term, employment is projected to resume faster growth in the metropolitan areas of the state, particularly in the Twin Cities, St. Cloud and Rochester, and remain slow in the rural regions.

Jobs

The latest round of the Minnesota Job Vacancy Survey, second quarter 2003, does not bring much welcome news for job seekers. Compared to one year prior, the number of job vacancies dropped 22 percent—meaning that now there are twice as many unemployed people as job vacancies statewide. Hiring was down in almost all occupational groups this spring compared to last. But the occupations most severely impacted include food preparation and serving; healthcare support; healthcare practitioners and technical; office and administrative support; building, grounds cleaning and maintenance; transportation and material moving; and sales and related — all with over 1,000 fewer job vacancies this spring compared to one year prior. It was still difficult to find a job in computer and mathematical occupations, as well as legal occupations. Office and administrative support

occupations may have the most competition; in effect, these job vacancies appear to be open for only short periods of time.

Despite the economic slowdown and the weakening of the job market, there are a couple of bright spots for job seekers where pockets of worker shortages still exist. Worker shortages persist in the healthcare industry, which has the largest number of job vacancies for any industry. Data for healthcare practitioners and technical as well as healthcare support occupations indicate that these occupational groups are still experiencing a shortage of qualified, available staff, though there are fewer job vacancies than one year prior.

In the long term, we can expect to see a continuation of upskilling: Between now and 2010 more and more jobs will require at least a two-year college degree with the trend expected to continue indefinitely. The shift in occupational employment patterns that is responsible for this trend, reflects structural shifts in industries. Employment in agriculture, production/repair and operator/fabricator occupations decreased as employment increased in managerial, professional, and technical occupations. Almost every professional, paraprofessional, and technical occupation required some post-secondary training, and many a Bachelor's degree or more. Structural shifts in industries influenced the skills, and consequently the education and training, the workforce needed to succeed.

The Workforce

Through the first year of the recession, Minnesota continued to hold its title as the "hardest-working" state in the nation with over 75 percent of the adult population participating in the workforce in 2002. While the male labor force participation rate is high, it is the female labor force participation rate, at 71.2 percent, that raises our overall rate to the

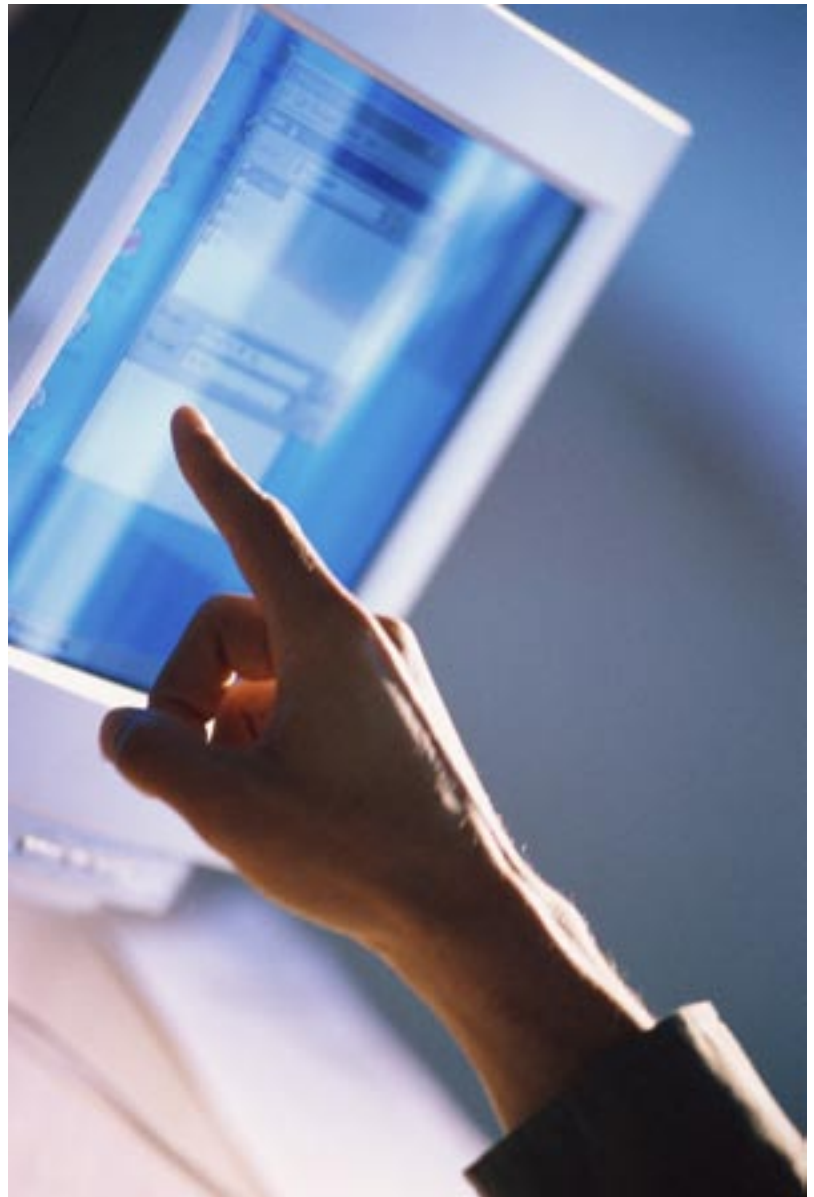
Three industries make up over half of Minnesota's total employment: manufacturing, retail trade, and healthcare and social assistance. The growth of technology-related industries and occupations and global economic pressures has moved the state's industrial employment away from traditional industries such as manufacturing, mining, and agriculture. Overseas wage pressures push Minnesota's economy from low-technology manufacturing and move the state toward sectors with a more sustainable competitive advantage, such as the high technology industry that take advantage of Minnesota's highly educated workforce. With the aging of the workforce and less reliance on raw materials and manufacturing, the services industry, particularly healthcare, grew rapidly in Minnesota.

highest labor force participation rate in the nation. Moreover, the state had the second highest percentage of older workers employed compared to the other states in 2001 and one of the highest workforce participation rates among persons with disabilities.

Increasing diversity is apparent in Minnesota's workforce. Nonwhite populations in Minnesota grew dramatically in the 1990s, evident from Census data. In fact, in 1990, 6.3 percent of the total state population identified themselves as non-white or Hispanic or both. While in 2000, 11.8 percent of the state population were nonwhite (either alone or in combination with white) or Hispanic or both. The customers of the Adult Program were even more diverse than the population of the state as a whole, as 30 percent were nonwhite. The influx of immigrants has impacted communities across Minnesota where jobs were available in industries such as food processing, jobs other residents bypass in favor of more attractive jobs. In many cases, this influx resulted in local schools and human service agencies developing and adapting services to meet the language and cultural needs of their new neighbors.

About 28 percent of Minnesota's workforce earned less than \$10 per hour in 2002, and the poverty rate was 6.9 percent in 2001-2002. This means that about 339,444 state residents lived on incomes below the federal poverty line. However, low-wage workers fared better in Minnesota than elsewhere in the nation. The national poverty rate was 11.9 percent and only one state had a lower poverty rate than Minnesota during this period. The vast majority, 82 percent, of Adult Program customers in PY 2000, however, had incomes below the poverty line. The poverty rate is expected to increase in the coming years due to the recession.

Despite some positive signs, the economic recovery is quite fragile here in Minnesota and around the country. While layoffs have slowed somewhat, the unemployment continues to be high and job growth is still flat in Minnesota. Because jobs are still difficult to find, the UI Benefits exhaustion rate remains high; this means that many people who have been laid off are failing to find a job by the time their unemployment runs out. In the most recent news, consumer confidence is down and the Federal Reserve is considering cutting interest rates even further in an attempt to buoy up the tenuous recovery. Job seekers and those in danger of being laid off will face difficult times for months to come.



One-Stop WorkForce Centers

The cornerstone of the workforce investment system under WIA is Minnesota's One-Stop service delivery, which unifies numerous training, education and employment programs into a single, customer-friendly system in each community. The underlying notion of One-Stop is the coordination of programs, services and governance structures so that the customer has access to a seamless system of workforce development services. Minnesota has worked toward the goal of multiple programs using common intake, case management and job development systems to take full advantage of the One-Stops' potential for efficiency and effectiveness. A wide range of services from a variety of training and employment programs are available to meet the needs of employers and job seekers.

The WorkForce Center System has joined with other providers of workforce development services to create a One-Stop Delivery System. The partnership brings together State, city, county, and private non-profit workforce development services under one roof, providing a seamless and comprehensive system to job seekers and employers.

It is the vision of the Minnesota WorkForce Center System to be the service provider of choice for all Minnesotans. A goal is for individuals to visit WorkForce Centers with the same ease and confidence as taking a trip to the library. The WorkForce Centers are based on the following values:

- Linking of services across agencies and programs, replacing fragmentation and duplication with coordination and consolidation.
- Universal access by employers and workers with no wrong point of entry into the system.
- Customer choice related to both the methods of access and the information and services provided.
- Accountability focused on results.
- Conservation of resources through, among other things, co-location and consolidation of leases, shared operating costs, common telephone and data systems, and reduced connectivity costs.

The challenge in making One-Stop reach its potential is to ensure State and local boards can effectively coordinate and collaborate with the network of other service agencies. This includes Temporary Assistance for Needy Families (TANF) agencies, transportation agencies and providers, metropolitan planning organizations, childcare agencies, nonprofit and community partners, and the broad range of partners who work with youth.

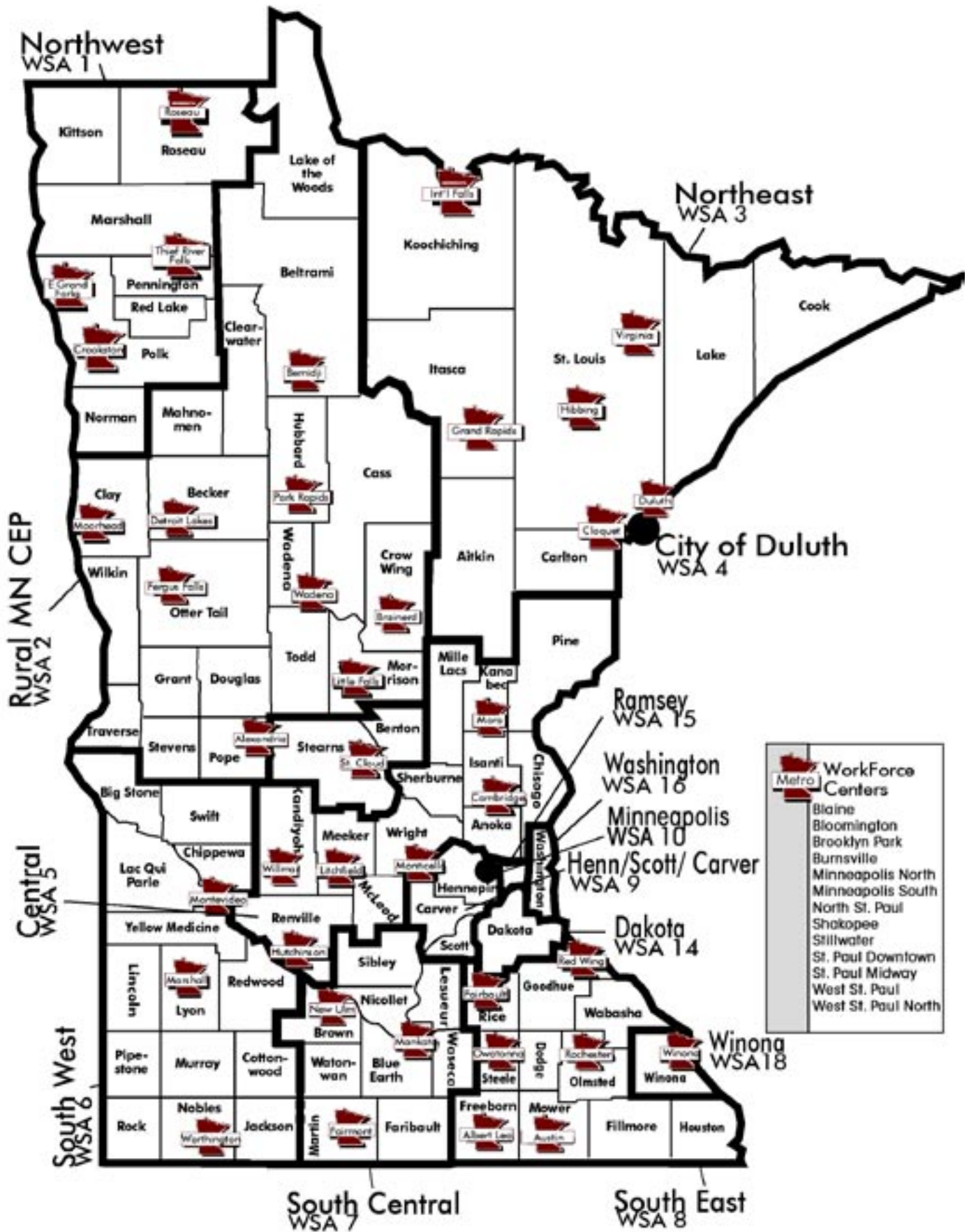
One way in which this is being addressed is through the designation of Affiliate Sites in the WorkForce Center System. The role of the Affiliate Site is to ensure access to the full range of services normally associated with a WorkForce Center to customers who enter the system through an eligibility-based service provider not located within a WorkForce Center. Affiliate Sites are located in many different communities, and may serve special groups who specifically seek services at the site. Although they are not full-service WorkForce Centers, the Affiliate Sites do provide some similar services, including access to internet-based services, information on and referrals to special WorkForce Center programs, and general information on areas such as job search and resume writing assistance, community resources, and educational resources.

Seamless Service

The One-Stop is a partnership combining State, local, county, and private non-profit workforce development-related services under one roof. It provides a seamless and comprehensive system to job seekers and employers. The One-Stop System is the overall framework for service delivery.

In Minnesota, One-Stop centers are called WorkForce Centers. Core partners in the WorkForce Centers include Adult, Dislocated Worker and Youth Programs (WIA Title IB), Job Service, Veterans Services (WIA Title III), Rehabilitation Services and Services for the Blind (WIA Title IV). WIA partners with Older Worker (Title V of the Older Americans Act) and Unemployment Insurance. Adult Education and Literacy program services are available onsite at most WorkForce Centers. If unavailable onsite, they are available in the community through referral. In addition, other entities and organizations such as Community Action and Welfare-to-Work programs provide their services through the Centers.

The system receives input from its customers, the Governor's Workforce Development Council, local Workforce Councils and other local entities. Fifty-one full-service WorkForce Centers are in operation, with 26 Affiliate Sites around the state.



Consumer Report System

One of the key hallmarks of the WIA program is the Consumer Report, which allows consumers, especially WIA Adults and Dislocated Workers, to make informed choices on available training options by providing performance results. Minnesota's Consumer Report is available through the ISEEK.org website. By logging onto ISEEK.org, any consumer can access information on training program graduates' employment rates, training-related employment rates, retention rates, and salary levels. The state continues to enhance the system by improving the display of information and adding new training programs and training providers.

As of Fall 2003, over 50 percent of training providers and schools listed on ISEEK were participating in the WIA certification and Consumer Report efforts. Consumers have easy access to performance results for over 3,500 training programs offered at 111 schools in Minnesota.

However, the State's efforts at system improvement were hurt during Program Year 2002 by the reinterpretation of the Family Educational Rights Privacy Act (FERPA). In early calendar year 2003, the United States Department of Education reversed an earlier decision and now concluded that FERPA did not allow a non-educational agency such as the Minnesota Department of Employment and Economic Development (DEED) to receive raw student data from an educational institution governed by the Higher Education Act. (Note: The vast majority of the training providers in Minnesota's Consumer Report System are covered by the Higher Education Act.). DEED was now faced with the problem of how to continue to report objective training performance information without being able to receive raw student data.

DEED studied the FERPA reinterpretation of the United States Department of Education. After discussions with the Minnesota Attorney General's office, it was determined that the Minnesota Higher Education Services Office (HESO) could be a recipient under FERPA of raw student data. HESO was created by the State Legislature to coordinate post-secondary education in Minnesota and was already receiving selected student data from post-secondary institutions in

the state. After discussions with the appropriate legal and educational bodies, DEED concluded that HESO could fill the need of serving as a data recipient and processor under FERPA.

As PY 2002 concluded, DEED began discussions with HESO on the details of data receipt and processing. DEED recognized that the time necessary to conduct these discussions and effectuate an agreement would necessitate a waiver from the U.S. Department of Labor (DOL). This waiver would allow the State to continue the present certification status of WIA training providers for an additional six months beyond the existing expiration date of December 31, 2003. A waiver was submitted to DOL and is presently under consideration. By July 2004, Minnesota expects the revised Consumer Report/WIA Certification system to be in place and in accordance with FERPA requirements.

Minnesota continues to require eligible adults and dislocated workers seeking to use their Individual Training Accounts (ITA) must select WIA certified programs. An ITA continues to be a payment authorization for the individual to participate in a selected training program. The ITA specifies a dollar amount, training program, and time limit. Customers work with counselors to select training programs that best meet their needs, abilities, and interests based upon information in the Consumer Report.



Resource Allocation And Effectiveness

The issue of federal WIA resource allocation illustrated in the last two annual reports was again a problem in Program Year 2002. Resources for the WIA youth and adult programs depend on formulas that rely on unemployment data and are not distributed based on the need for employment and training services. This unjustifiable distribution of resources leads to inequitable services to the WIA customers.

Unemployment data does not measure true need for youth and low-income adults not attached to the labor force.

The way that unemployment data is used (i.e. using “excess unemployment” and “Areas of Substantial Unemployment” {ASU}) in the formulas creates “notch problems.” A “notch problem” occurs when those on either side of a single eligibility cutoff point receive significantly different levels of assistance, though they have similar needs.

States with unemployment rates of 4.5 percent or above share in at least one of the formula portions associated with unemployment, while those with unemployment rates of 4.4 percent or lower do not share in either formula portion. There is little difference between states just below the notch and states with 4.5 percent unemployment rates, yet the funding difference is substantial.

Similarly, the ASU element causes states

with more than 6.5 percent unemployment rates to receive significantly more money than states with up to 6.4 percent unemployment rates. The 6.5 percent notch prevents states just below this level from receiving funds from this formula portion. As in the previous case, there is not much difference in economic conditions of areas that have 6.4 percent unemployment as compared to areas with 6.5 percent unemployment.

It is true that WIA’s hold-harmless provisions do lessen the impact of the “notch problem.” By maintaining a 90 percent floor and 130 percent ceiling on State allocations, DOL somewhat “blunts” the effect of the cutoff point. However, there is still an inequitable distribution of WIA funds.

The following data illustrate the point. Minnesota has approximately two percent of the national

labor force and 1.53 percent of the total number of unemployment individuals in the country, yet it receives less than one percent each of WIA funds, dislocated worker funds and youth funds.

The adult formula does not match the stated goals of WIA. The formula is a “carryover” from the Job Training Partnership Act (JTPA) where the goal was to serve specific target groups such as the economically disadvantaged and other individuals with specific high barriers to employment. The Adult formula does not take



into account the designed “universal customer” aspect of WIA.

Another formula problem continues within the WIA youth program. Two-thirds of the present formula (i.e. unemployment data) use information related to adults. The unemployment data does not include most youth for which unemployment is difficult to measure and report. Furthermore, the current allocation formula is based on youth between the ages of 16 and 21, despite the fact the program serves youth between the ages of 14 and 21.

The problems of the federal formula are carried over as Minnesota allocates its funds to its local WorkForce Service Areas. Certain areas do get a disproportionate share even with the hold-harmless provisions.

Congressional leaders considering the reauthorization of WIA have recognized many of the formula problems cited above. The House

version of WIA reauthorization recognizes the universal nature of the program and proposes a significant change in the way money is allocated among the states.

The General Accounting Office (GAO) has also studied the issue of the WIA allocation formula and has recognized the inequity of the present distribution and the “disconnect” with WIA’s stated purposes. GAO proposed several alternatives that Minnesota hopes Congress will consider in the Senate-House conference committee on WIA reauthorization. Every state, territory, commonwealth deserves its fair share of WIA dollars. This fair share must be based on factors that adequately represent the distribution of WIA’s potential customers as well as meeting the purposes of the Act.



Cost Effectiveness Analysis

Given limited resources at both the state and federal levels and the demand of the public for a high level of program effectiveness, Minnesota continues to be committed to expending dollars in the most cost-efficient way. DEED staff examine local spending patterns, service levels, and outcomes to learn how the WorkForce Service Areas (WSAs) are expending their resources.

Minnesota takes a careful look at the effect of program participation on wage changes. Program participant wage changes are annually compared to the wage changes for all wage earners in the state. The DEED Labor Market Information Office reports the average wage change for all wage earners in the state from the first quarter 2002 through the first quarter 2003 was \$15.00 per week, a change of 2.1 percent. This is an increase from the last Annual Report and may reflect the desire of employers to keep their present employees rather than hiring new individuals. This wage change serves as the base against which any wage gains by participants are measured.

Minnesota recognizes that further research is necessary in order to conduct a full-fledged cost effectiveness analysis. There needs to be a systematic methodology developed that would incorporate the various costs associated with employment and training programs (e.g. staff salaries, overhead, etc.) and the various benefits that might accrue from program participation (e.g. reduced welfare expenditures, the "multiplier" effect in the economy of wage gains, increased employee payroll taxes, etc.).

DEED has brought together program specialists from its various units to discuss ways that such an analysis could take place. Additionally, individuals from Minnesota's Workforce Service Areas brought in their expertise on conducting local cost effectiveness analyses. Various suggestions on methodology and factors have been suggested, each with its benefits and its limitations. Literature written by "experts" has been gathered and analysis continues. It is anticipated that the next Annual Report will contain a systematic cost effectiveness analysis of the various components of the WIA.

The following sections analyze the youth and adult WIA program components by comparing expenditures and wage gains. Each analysis starts by listing PY 2002 program expenditures, the total wage benefit and then the cost/benefit ratio. The analysis concludes with an explanation as to how the benefits were calculated.

Adult Programs

Total WIA Adult Expenditures: \$ 7,465,246
Total WIA Benefits Wage Gain: \$10,084,204
Cost/Benefit Ratio: \$1.35 for each \$1.00 of WIA Adult Formula Grant Funds

Explanation of the Calculations

The total estimated annual wage gains of exiting adult WIA participants of \$10,084,204 include individuals who received training services and individuals who only received core/intensive services. Dividing these gains by the total expenditures shows that for every dollar of WIA adult expenditures (including expenditures from both PY 01 and PY 02 allocations), there was a net average wage gain of \$1.35 for the exiting adult WIA participant.

The 578 individuals who received training services had an average six month earnings change of \$5,392. The 606 individuals receiving only core/intensive services had an average six month earnings change of \$3,940. This translated into an average weekly earnings change of \$207 for the training group and \$152 for the core/intensive group. Subtracting \$15, the average weekly wage gain for all wage earners in the state for the period, from each group's average wage gain results in a net weekly wage gain of \$192 for the training group and \$137 for the core/intensive group. Multiplying the respective results (\$192 and \$137) by the number of participants in each group and then multiplying again by 52 to gain an estimated annual change gives the total wage gain for each group that will be used in the calculations. The benefit/cost ratio was calculated by adding the two products together and dividing the results by the total expenditures. This number is higher than the one reported in last year's Annual Plan. The increased ratio reflects an improving economy.

It would have been useful to use this ratio when comparing adults who engage in training and those who do not. Unfortunately, the Act itself only calls for the locals to provide fiscal data in two categories: program and administration. There will be attempts made to gather fiscal data on training, intensive, and core services so that a benefit/cost ratio can be established.

Youth Programs

Total WIA Expenditures: \$ 8,310,219
 Total WIA Benefits (Wages+Earnings): \$10,128,161
 Cost/Benefit Ratio: \$1.22 for each \$1.00 of Youth Formula Grant funds

Wage benefits include post participant wages and wages paid to participants during the program. The following shows how post participant wages and earnings through program participation were added together to calculate the Total WIA Benefits (Wage+Earnings) figure of \$10,128,161 above with a result of \$1.22 in benefits for every dollar expended.

Post Participant Wages: \$2,304,176

This figure is the estimated annualized earnings of exiters of the WIA Youth Program, adding 2.0 percent for inflation and wage growth during this 12 month period. The amount of total WIA monetary benefits shown above does not include actual or estimated wages earned by other WIA Youth Program exiters leaving the program after July 1, 2003. The wages and other program outcomes would be indicated beyond July 1, 2003, despite the fact these participants would have received training and other services that put them in a position to increase earnings, find and retain a job, and/or move on to other educational opportunities.

The amount of post-participant wages reflects a significant gain over the wage gains measured in PY 2001. Many of the youth exiters in PY 2002 have been in the WIA youth program for an average of 2-plus years. This has helped in terms of placements, retention, and wage gains for older youth in particular. Furthermore, those participants who opt for additional education now will only enhance their ability to find and secure stable employment at a later date.

Youth Program Earnings Through Participation: \$ 8,310,219

Minnesota benefited from the participation of youth in WIA. The above figure represents program earnings in PY 2002. Year-round youth programs provide structured, well-supervised work experience, educational opportunities and life skills training that establish good work habits and provide specific job skills. In addition to the earned wages that went back into the local economy, other positive results included:

- Students remained in school as a result of participation in WIA youth programs.
- Dropouts returned to school after participating in WIA youth programs.
- Savings due to reduced crime and judicial system costs.
- Juvenile offenders used a portion of their earnings to pay restitution to crime victims.
- Unquantifiable benefits of increased self-esteem and the development of responsible work habits, citizenship skills and parenting skills.
- Savings to the state due to participants being off (or not entering) public assistance.

Dislocated Worker Program

Minnesota's Dislocated Worker has been an early proponent of evaluating program services. A report initially prepared in 1997 (and updated in 2001) by Berkeley and Associates indicated an average return on investment of \$2.45 for each Dislocated Worker Program dollar.

DEED researchers are currently engaged in developing a 'return on investment' methodology which will provide the Dislocated Worker Program with the means to perform further evaluations.



Adult Program

The Program Year 2002 WIA Adult Program had to deal with an economic downturn that seemed to have “bottomed out.” There was a decreased number of layoffs, but there was no corresponding increase in the hiring rate. Data showed that productivity increased in the private sector indicating that businesses were putting out more goods with the same level of employment. Localities had to deal with the harsh reality of placing individuals in unsubsidized employment in an environment with few opportunities. When the opportunities did present themselves, the wages were less than the locality and customer would have wished.

Despite the difficult PY 02 economic conditions, Minnesota met its Adult Program performance. As further illustrated in the chart below, Minnesota had the following PY 02 statewide results:

Measure	Result	Standard
Entered Employment Rate	84.5%	78%
Employment Retention Rate	87.5%	80%
Six Months Earnings Change	\$4,649	\$3,700
Employment & Credential Rate	71.4%	50%

Localities had to prioritize their limited funds. Resources have not kept up with the rising cost of doing business. While supporting locally determined priority groups, localities paid close attention as to how they were supporting the “universal customer” with “universal services.” Limited funds had to support activities such as training and the resource room.

These limited WIA Adult funds continued to be allocated to the three basic levels of services called for by the Act (i.e. core, intensive, and training) to achieve the best possible outcomes. Core services were divided into two levels: Core I programs serving the universal customer and Core II programs serving registered individuals

needing more staff intensive services. Intensive services are given to those participants unable to secure jobs. Core services and training services are given to those registrants unable to secure jobs with intensive services. Budgets are developed by localities based on their analysis of who might be eligible and programs needed.

In developing the budgets, localities pay careful attention to labor market trends. For example, the total number of jobs in the state is projected to increase to 3.2 million by the year 2010, growing by 379,000 jobs. The projected 13.2 percent growth over the 10 year period is down from the 23 percent growth experienced during the previous 10 years when employment expanded by 540,000 jobs (from 1990 to 2000). The services division, the state’s largest in terms of employees, is expected to continue to drive job growth by adding 232,000 jobs. Employment growth in the service sector is expected to account for 60 percent of all job growth. Job growth in the services division will be concentrated in business services, health services, social services, education services, and engineering and management services industries. Specific jobs expected to grow much faster than overall job growth include a number of occupations in the healthcare support occupational group, healthcare practitioners and technicians occupational group, and the protective services occupational group. However, despite localities’ efforts at looking “long-term,” there is always a need to provide services so that individuals can obtain a job now. Localities attempt to balance the present need with future trends.

Coordination among program providers continues to be a mainstay of the WIA Adult Program. WIA has mandated coordination among 19 partners, covering many agencies. Many of these agencies are housed in the WorkForce Centers and share the costs of common resources, upkeep and maintenance. These agencies negotiate through cost sharing agreements how such services as the resource rooms are funded. The resource room is an important component of the Workforce Center providing access to job listings, labor market information, and job search and readiness tools. The resource room comprises the principal service to the “universal” customer.

Overall Program Purpose

Minnesota's WIA Adult Program provides employment and training assistance to increase their employment, earnings, and occupational skills. The program is a key source of funds to support the required core services for the "universal customer." The program is designed to give the "universal customer" and members of locally prioritized groups the ability to attain self-sufficiency.

Services Provided

The Adult Program provides the following types of services:

- Classroom Training
- On-the Job Training
- Vocational and Personal Counseling
- Labor Market Information Dissemination
- Assessment
- Supportive Services

Supportive Services

When an individual is in need of supportive services to complete a program under the WIA Adult program, program operators may, depending on available resources, provide such services. Available supportive services may include the following:

- Transportation
- Family Care
- Health Care
- Housing or rental assistance
- Emergency health insurance
- Emergency financial assistance
- Tools and clothing
- Counseling: personal, financial, and legal
- Needs – based payments

Customers

During PY 02, the WIA Title IB Adult program served 3,111 individuals statewide. This number does NOT include individuals who came to the WorkForce Center for universal Core I services. Estimates of this number range from 150,000 to 300,000. Minnesota is exploring ways of identifying the number of "universal" customers and the services they utilize, allowing the public to more fully recognize the extent of services provided by WIA. We also understand that DOL is preparing material that will assist the states in

this effort of ascertaining the number of "universal clients" who use the WorkForce Center.

Minnesota requires that registration for the WIA adult occurs when the customer receives at least two consecutive hours of staff assisted core services. Once registered, the customer can receive appropriate intensive services as determined by the Individual Service Strategy (ISS) constructed by the staff and the individual. If the need for occupational or on-the-job training is identified, the customer moves to the training level of services. WIA-funded training is delivered through the use of certified training providers using the Individual Training Account (ITA) mechanism (except for on-the-job training and customized training).

A number of the local WorkForce Service Areas used priority of service to ensure that individuals who needed the most assistance received it.

Core Services

- Determine individuals eligibility to receive assistance under WIA.
- Outreach, intake, and orientation to information and services available through the one-stop system.
- Initial assessment of skill levels aptitudes, abilities, and supportive service needs.
- Job search, placement assistance, and appropriate career counseling.
- Provision of employment statistics information.
- Provision of information related to supportive services and information on Unemployment Insurance.
- Follow-up services.

Intensive Services

- Comprehensive assessments of skill levels and service needs.
- Development of an employment plan.
- Group counseling.
- Individual counseling and career planning.
- Case management for individuals seeking training.
- Short-term pre-vocational services.

Training Services

- Occupational skills training, including training for non-traditional employment.
- On-the-job training.
- Programs combining workplace training with related instruction.
- Skill upgrading and retraining.
- Job readiness training.
- Adult education and literacy activities in combination with other training services.

Success Story-Melissa Coyne

She stepped to the podium, nervously took a deep breath, and began to speak.

"The journey of a thousand miles begins with one step. As I look around, I see many people who have taken that step. Each one of you has fulfilled your desire to succeed through hard work and dedication. As if being a student alone was not a difficult task, many from our class have held jobs outside of school, are active in their communities, and have families to provide for. We are here to celebrate the choices and sacrifices we have made to accomplish our goals."

Melissa Coyne - high school dropout, single mother of two, waitress - was not only graduating with honors but was giving the student address at the graduation ceremony at Minnesota State Community and Technical College in Detroit Lakes, MN.

Melissa recalled she was comfortable with her job as a waitress and through hard work had become one of the best in the restaurant. Ultimately, it was not fulfilling as she saw little challenge for herself and she said, "I wanted a better life for my two daughters."

For Melissa, taking her own first step meant overcoming numerous hurdles: completing her GED, passing the entrance and assessment tests, and overcoming her earlier resistance toward school in general. "Going back to school sounded really scary," she said, "because I was twenty-two and it had been six years since I dropped out of high school."

She chose the field of Radiology Technologist for two reasons: technology ("I really like the technology!") and the diagnostic aspect of the medical field.

The easiest part was getting accepted into school. Not the least of her worries was paying for school and keeping a household going with two small children. Working with Rural Minnesota CEP, Melissa was provided classroom training through WIA. "I never thought I'd be able to go to school because of my financial limitations," she recalled. "I couldn't have done it without your assistance, especially with kids and daycare. The WIA program helped pay for my tuition and allowed me to work only 20 hours a week. That helped me balance homework and my responsibilities as a mother."

Spending many hours studying, working, and caring for her children may have seemed like forever, but two years flew past. Melissa never lost sight of her goal and was rewarded with the notice that she was graduating with honors, was selected to give the student address at graduation, and the knowledge she had a job waiting for her the moment she completed her studies. She is now happily employed as a fulltime Radiology Technician at an area hospital.

When asked what she thought was the biggest reward of the experience, she replied, "Owning my own home and providing for my children on my own. I can feel like an independent person with no support needed from outside sources."

With the financial assistance she received, Melissa made a huge leap into self-sufficiency and sees a positive future for herself and for her girls. As Melissa said during her graduation speech, "Every student graduating tonight has reached another milestone in their life. Our memories will inspire someone else and their future."

Many were in poverty (80 percent), many were single parents (34 percent), and some had disabilities (13 percent). Nearly 23 percent of the adult customers received some sort of public assistance, including Temporary Assistance to Needy Families (TANF) (18 percent) or general assistance (5 percent). Ten percent were receiving unemployment insurance benefits.

The data continues to show that many customers entered the program with limited attachment to the workforce, indicating a need for intensive services with a work readiness focus. The continued influx of individuals with limited English language proficiency indicates a need to enhance linkages to English as a second language and Adult Basic Education programs.

The average wage of adults entering the program was \$9.71 per hour, while the average wage upon exiting was \$10.93 per hour. Additional adult performance outcomes are detailed in the Minnesota outcome performance tables at the end of this report.

Strategies for Improvement

Minnesota plans to continue to enhance its technical assistance system. State staff conducts "Performance Measure" sessions with local staff ensuring that there is an understanding of how performance is measured. State staff disseminates best practices information to members of the employment and training community. Minnesota supports professional network meetings to improve delivery of service. The State is enhancing its electronic town forum allowing effective local input into proposed state policies and offer local staffs the opportunity to share ideas about electronic forums.

Dislocated Worker Program

Minnesota's WIA Dislocated Worker Program served 4,237 individuals in Program Year 2002. Exiters totaled 1,836 with 1,613 being placed.

The State's Dislocated Worker Program served a total of 30,023 workers during the same time period July 1, 2002 through June 30, 2003. There were 14,425 terminations with 12,168 persons placed in new jobs.

The number of dislocation events (305) continued at a rate comparable to PY 2001 (304); however, the numbers of workers who were dislocated dropped 27.2 percent, or 25,057 compared to 34,432 the previous year. Among the larger layoffs for the year were: ADC Telecommunications with over 500 persons at four different sites; Andersen Corporation laid off 270; Banta Corporation with 350 layoffs; Billy Graham Evangelistic Assoc. in Minneapolis moved to North Carolina displacing 450 individuals; Celestica Inc. in Rochester laid off 550 people; Consolidated Freightways closed due to bankruptcy with 360 workers left without jobs; Fingerhut throughout the State laid off over 700 workers. Additionally, state and local governments along with school districts and nonprofit organizations had significant numbers of layoffs.

Since its transfer to the Minnesota Department of Trade and Economic Development on July 1, 2000, the Dislocated Worker Program continues to capitalize and build on a partnership with the economic and business development staff. From Minnesota's brief experience to date, several opportunities arose which demonstrated mutual benefits from this new relationship.

Program Purpose

The goal of the Dislocated Worker Program is reemployment into positions comparable to those lost. As soon as an employee has a notice of permanent layoff, he or she can apply for services. Dislocated Worker Program services are delivered by Workforce Service Areas, independent grantees, and certified service providers around the State of Minnesota. Individuals may inquire about Dislocated Worker Programs at a local WorkForce Center. Participation is subject to meeting eligibility guidelines.

Customers

Dislocated Worker Program customers are individuals who have had a long attachment to the labor force and were permanently laid off from their employer, or who received a notice of an impending permanent layoff. Dislocated workers are usually eligible for unemployment compensation. They may have already exhausted unemployment compensation. They are individuals who are unlikely to return to their previous occupation due to general economic conditions in their area of residence. Dislocated workers include the self-employed, farmers, or displaced homemakers.

Services and Providers

In its WIA Unified Plan, Minnesota planned to provide workforce development activities for dislocated workers falling into one of the three following categories: Core Services; Intensive Services; and Training Services.

Minnesota Dislocated Worker Program providers include sixteen Workforce Service Areas and eight independent certified service providers. Independent service providers include:

- Arrowhead Economic Opportunity Agency
- Jewish Vocational Service
- Career Solutions
- Quality Career Services
- Employment Action Center (A Division of Resource Inc.)
- St. Paul Labor Studies
- Teamsters Service Bureau
- HIRED

Program operators receive federal Early Re-adjustment Assistance Grants (ERAG), which provide immediate limited funding for services to dislocated workers while full program development is under way. ERAG funding fills the gap between the time worker layoff notification is received and full project funding is awarded. Quality Career Services and Teamsters Service Bureau received state formula-like funds during PY 2002.

Rapid Response Activities

The Dislocated Worker Program's effectiveness, impact and efficiency is increased because the rapid response process puts into motion a series

Core Services

- Determination of individuals' eligibility to receive assistance under WIA.
- Outreach, intake (including worker profiling), and orientation to information and services available through the One-Stop system.
- Assessment of skill levels, aptitudes, abilities, & support service needs.
- Job-search, placement assistance, and career counseling.
- Provision of employment statistics.
- Provision of performance information and program cost information of eligible providers of training.
- Provision of information regarding how the local area is performing.
- Provision of information related to supportive services and Unemployment insurance.
- Follow-up services.

Intensive Services

- Comprehensive assessment of skill levels and service needs.
- Development of employment plan.
- Group counseling.
- Counseling and career planning.
- Case management for individuals seeking training.
- Short-term pre-vocational services.

Training Services

- Occupational skills training, including training for non-traditional employment.
- On-the-job training.
- Programs combining workplace training with related instruction.
- Skill upgrading and retraining.
- Entrepreneurial training.
- Job readiness training.
- Adult education and literacy activities combined with other training services.
- Customized training.

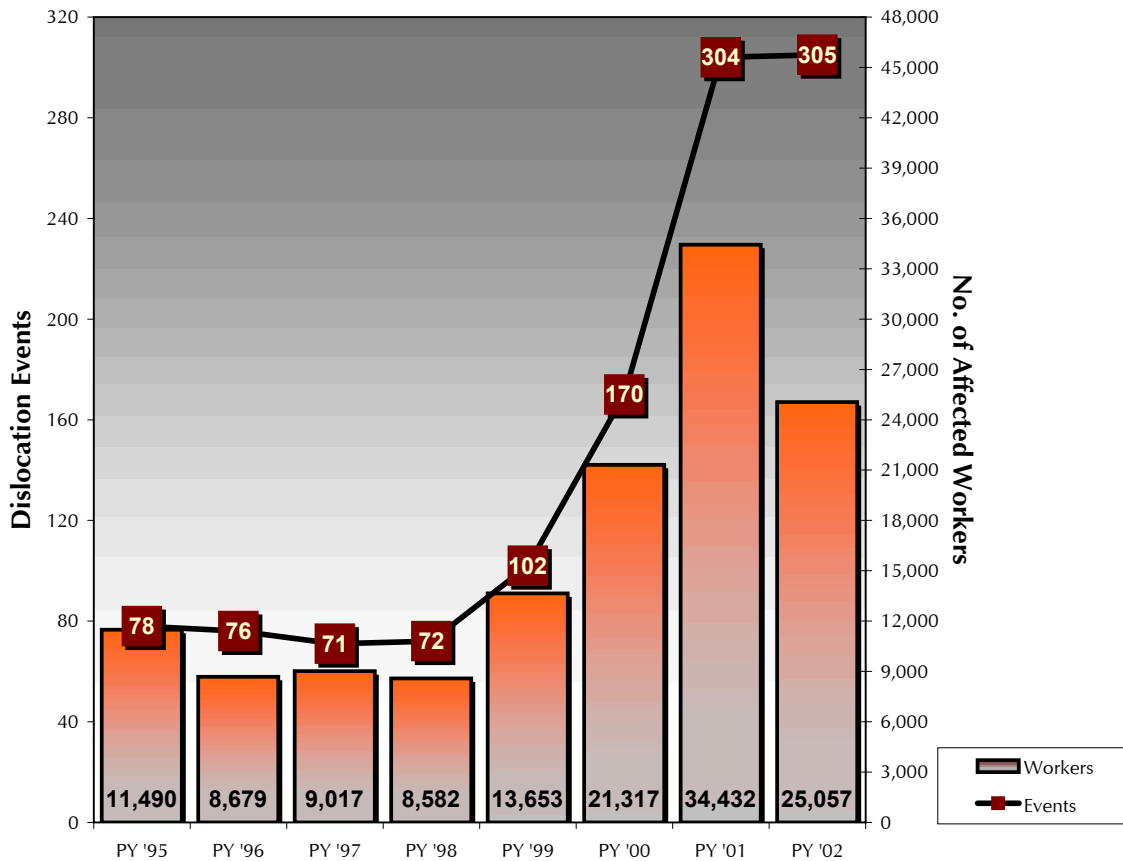
Support Services

- Transportation
- Family care
- Health care
- Housing or rental assistance
- Emergency health insurance
- Emergency financial assistance
- Tools and clothing
- Personal, financial and/or legal counseling
- Other Services

The Department of Employment and Economic Development's Rapid Response Team identifies and responds quickly to large layoffs and business closings so projects can be started where workers are in need of services. Upon notification of layoffs and business closings, the RRT immediately begins to work with the company, the community and the affected workers to lessen the impact of dislocation. The graph on page 20 shows Rapid Response activity over the last eight program years. A Program Year (PY) begins on July 1 and runs through June 30. PY 2001 and 2002 data illustrates the dramatic increase in dislocation events in the last two years.

WARN Act, or Worker Adjustment Retraining Notification Act, is a federal law requiring employers to provide notice 60 days in advance of plant closings and mass layoffs.

More information about Minnesota's Dislocated Worker Programs can be found at:
www.dted.state.mn.us



of actions coordinated and built with the collaboration of all the stakeholders including the local service providers.

The Rapid Response team makes a difference in the delivery of services at dislocation events:

1. **Timeliness**—The Rapid Response Team gains the cooperation of the employer so early intervention can be achieved. The State’s promotion of the program with employees, employers, labor unions, government agencies and service providers continues to grow.
2. **Convenience and Worker Choice**—Through the utilization of the Employee-Management Committees, dislocated workers have the ability to choose a service provider.
3. **Company Specific and Worker Centered Programming**—The Employer Management Committee participates in the planning of program services to ensure that services are tailored to the needs of the workers.
4. **Coordination and Leveraging of Resources**—Projects provide better opportunities for targeting limited program resources. All employer, union, community and TAA resources, if available, are leveraged and used in a plan that is coordinated to maximize the effectiveness of the program.
5. **Consistent and Accurate Information**—Rapid Response focuses on an appropriate response given the variables of each event. A consistent communication of the resources that can be made available to the group is important. If appropriate, the Rapid Response Team brings other program information such as the Shared Work Program to minimize the need of laying off workers or Business and Community Programs designed to help employers.
6. **Investigating and Reporting**—The Rapid Response Team keeps track of information relating to the event and maintains a database of information to improve future activities.

National Emergency Grants

Minnesota received a number of National Emergency Grants during the Program Year:

1. Airport screeners and Fingerhut was added to our Airline and Related 9/11 Grant. Approved \$1,200,000.
2. Natural Disaster Grant to assist flood victims in Central and N.W. Minnesota. (Provides temporary employment to individuals dislocated by the flood.) \$2,500,000 approved.
3. Northwest Airlines. Approved at \$7,661,500.
4. Consolidated Freightways. Approved at \$760,000

Through June 30, 2003, these grants served a total of 2,575 dislocated workers. There were 342 exiters with 300 persons (88%) being placed in new jobs at an average of \$17.63 per hour.

Community Impact

When Congress was considering how they should respond to the dislocations that were occurring, it became clear that mass layoffs and/or plant closings had an impact affecting not only the worker but the entire community suffered the results of these job losses.

This information led Congress to create a dislocated worker program that would focus on mass layoffs and plant closings. A plant closing can devastate a community's economic well being if assistance is not provided.

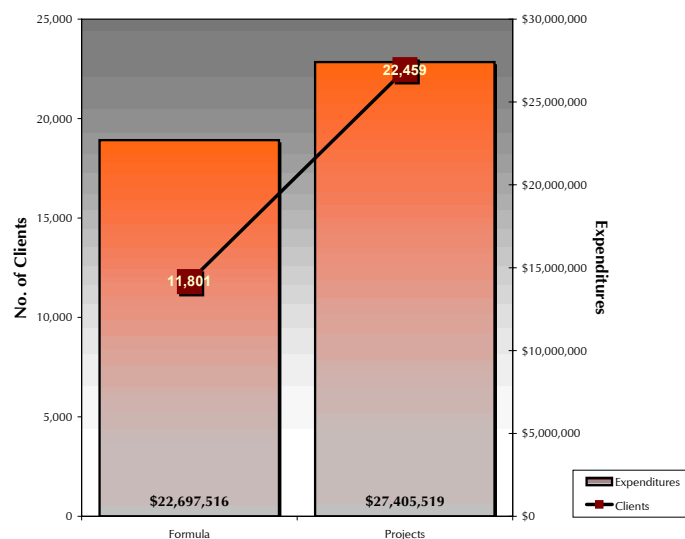
Communities face a multifaceted impact:

1. The impact on the individual worker has been clearly demonstrated.
2. Families experience high levels of stress and uncertainties. Interpersonal relationships become strained and lead to other disruptive behaviors.
3. The community suffers a significant loss of its tax base reducing its ability to serve its residents.
4. Schools also lose valuable resources limiting its ability to continue providing quality educational services.
5. The local economy is unable to absorb all of the dislocated workers because sufficient jobs do not exist.

6. Community organizations churches, youth sports activities, all suffer reductions of financial resources to carry out their missions.

During Program Year 2002, we have seen examples of communities being devastated by the loss of jobs:

1. Hoyt Lakes, a community of 2,083 residents lost 1,400 good paying jobs when LTV Mining closed. Further impacting the community, Partridge River, the second largest employer, lost its facility to a fire. Fifty additional workers were dislocated.
2. Canby, population 1,903, saw the closing of the Schott Corporation, which dislocated 172 workers.
3. Eveleth, with a population of 3,923, lost 446 jobs when EVTAC (also known as the Thunderbird Mining Company) closed. Several smaller businesses in the area were also forced to close when EVTAC closed, dislocating even more workers in the area.



	Clients	Expenditures	Exp. Per Participant
Formula	11,801	\$22,697,516	\$1,923
Projects	22,459	\$27,405,519	\$1,220

As illustrated by the above graph, the dislocated worker projects assist a greater share of dislocated workers and have a significantly greater impact on communities facing dislocation.

Youth Programs

The key to Minnesota's successful implementation of youth programs funded under the Workforce Investment Act (WIA) is the availability of excellent case management services for economically disadvantaged and at-risk youth. Youth receiving services under WIA have significant barriers to employment requiring individualized services.

Minnesota's service providers target those who are most in need and develop a mix of services based on an assessment of each youth. Short-term goals are updated and reassessed as the participant moves through the program. Long-term goals relate to educational attainment and placement in employment, education and/or training.

Different populations of youth have different needs. Language and cultural barriers are a factor in designing and providing services. Excellent case management, which is the cornerstone of Minnesota's program structure, holds the key to providing ongoing quality youth services.

Program Purpose

Local youth program specialists work closely with parents, schools, social services and other agencies to meet the unique needs of at-risk youth who are pregnant or parenting, foster children, youth with disabilities and youth with other barriers to employment. Specialists provide individualized services and develop strategies that address each youth's unique barriers



Martha Eilola comforts a child at Chicagami Too as she develops valuable work skills for her future career goal of becoming a special education elementary teacher.

to successfully transitioning to adulthood and self-sufficiency. There is a strong service learning component embedded in all of the youth activities. Youth take an active role in planning community development projects.

Youth services and activities can be summarized under four major themes:

- Oversight by the local Youth Council;
- Comprehensive services based on individual assessment;
- Youth connections and access to the WorkForce Center System;
- Performance accountability and a commitment to improving the quality of services provided.

Local service providers design an Individual Service Strategy (ISS) based on each youth's objective assessment. Youth success in meeting the goals set forth on the ISS equates to program success.

Workforce Service Areas (WSAs) make the following ten required youth program elements available:

- Tutoring, study skills training and instruction that leads to the completion of secondary school, including drop-out prevention strategies;
- Alternative secondary school services;
- Summer employment opportunities;
- Paid and unpaid work experiences, internships and job shadowing;
- Occupational skills training;
- Leadership development opportunities;
- Support services;
- Adult mentoring;
- Follow-up services for not less than 12 months after completion of participation;
- Comprehensive guidance and counseling (direct services or referrals).

Minnesota's Department of Employment and Economic Development/Office of Community-Based Services continues to emphasize local flexibility in designing the mix of youth services, taking into account the needs of community employers. Strong relationships between the partner agencies in the local WorkForce Centers system provides ease of access and referral

between programs to better serve the needs of youth participants.

Customers

Services are provided to economically disadvantaged and/or at-risk youth between the ages of 14 and 21 who are:

- A school dropout;
- Basic literacy skills deficient;
- Homeless or runaway;
- Pregnant or parenting;
- An offender;
- An individual who requires assistance to complete an educational program or to secure or hold employment.

Service Providers

The 16 designated Workforce Service Areas (WSAs) provide services through a network of public and private nonprofit youth service providers. WSAs provide an array of services as specified in their local plans. Youth service providers are held accountable to the local Youth Council/Workforce Council, which is responsible for strategic planning, program oversight, coordination of resources and selecting youth service providers.

Strategies for Improvement

Local program providers and WSAs are developing effective follow-up systems to help youth stay on track in moving toward their long-term goals. Follow-up services assist youth in overcoming barriers and assess the need for new intervention and prevention strategies. Follow-up plans may be developed with the participant before s/he exits the program and may include plans for childcare and transportation, and a list of people/resources the participant may use when tempted to leave school or quit a job.

Development of marketing materials geared towards youth

is a priority for each of Minnesota's 16 WSAs. Parent information sessions, parent handbooks, open houses, focus groups and other strategies are being developed to make parents aware of program expectations and increase parental involvement in youth activities. The State has also developed brochures that can be customized by each WSA to help increase visibility of the youth programs.

Minnesota leveraged a federal discretionary grant from the Department of Labor which will be implemented in early 2004. Activities funded through this grant will focus on improving transition outcomes for youth with disabilities. This collaboration with the PACER Center will be piloted in three WSAs: the City of Minneapolis, Ramsey County (including the City of St. Paul), and Central Minnesota Jobs and Training Services, an area that extends from the northwest suburbs of the Minneapolis/St. Paul metropolitan area through central Minnesota.

WSAs support and provide opportunities for youth to be involved in the community and in decision-making. This includes using youth focus groups and a variety of other strategies to secure input directly from youth. Participation in the Youth Council can be identified as a leadership development activity and can be written into the participant's service strategy. Youth Council members often pick up youth at school, take them to the meeting, and return youth to school.

The Individualized Service Strategy (ISS) is being reviewed and updated periodically to reflect the participant's progress in meeting the objectives

Youth Performance Measure	PY 2002 Goal	PY 2002 Outcome
Younger Youth Skill Attainment	71.0%	91.30%
Younger Youth Diploma/Equivalent Attainment	51.0%	76.76%
Younger Youth Placement & Retention	55.0%	74.41%
Older Youth Placement	65.0%	72.85%
Older Youth Retention	72.0%	82.95%
Older Youth Wage Gain	\$3,000	\$4,063
Older Youth Credential	45.0%	50.00%

of the ISS, including progress in acquiring basic and occupational skills and the adequacy of the support services provided. WSAs support and provide instruction to participants on positive work habits that help improve their chances to retain and grow in their job.

Several Minnesota WSAs and Workforce Councils are initiating new, sustainable collaborations between the workforce system, Faith-Based and Community-Based Organizations to help at-risk populations find and sustain employment and training opportunities. Several Youth Councils include opportunities for faith-based and community-based leaders to participate in planning and program development.

Quote from a WIA Youth Participant:

Trent Holcomb, 19, states "This is one of the best jobs I've ever had. It's what I want to do forever." He provides maintenance services in recreational areas of the Chippewa National Forest and plans on studying forestry in college. Trent's interests lie in conservation and wilderness management and he added that "I get to do a little bit of everything from those fields here."



Success Story-Miranda Brudelic

Miranda Brudelic, a 19 year-old single mom, came into the Minnesota Valley Action Council (MVAC) office in June of 2002. She was working part-time, and was receiving assistance through Human Services. She was interested in going to school and was determined to become self-sufficient.

Her WIA case manager helped her identify her career goal to become a Medical Coding Specialist and work for a medical clinic. Miranda registered for classes in this field at South Central Technical College in Mankato, Minnesota. She arranged her schedule to complete this program in one year. Her WIA case manager worked closely with the county human service case manager to make sure Miranda received support services she needed to help her complete school.

Miranda's second son was born in March of 2003. Miranda took very little time off after the baby was born. She continued to attend school and work part-time. Miranda maintained a 3.5 Grade Point Average and was named to the Spring Semester President's Honor List. She graduated this summer with a Medical Coding Degree from SCTA. She has a full time job as a customer service representative working at a promotions company. She is no longer receiving assistance through the county Human Services providers. Miranda is looking to re-locate to start her new career in Medical Coding.

On July 21, 2003, Miranda received the MVAC Community Action Achiever Award for Watonwan County. Miranda exemplified what it takes to become self-sufficient. At this event, Miranda stated, "I would not have been able to attend school without the support I have received. It meant a lot to me to have someone tell me I was doing well and to hang in there. Many times I thought of quitting and just needed a little encouragement."

Performance Measures

The goal of WIA continues to be to expand employment, improve job retention and increase earnings of customers. In doing so, Minnesota hopes to improve the quality of the workforce's ability to sustain economic growth, enhance productivity and competitiveness, increase economic and social self-sufficiency, and reduce welfare dependency.

Consistent with this goal, WIA identifies core indicators of performance that State and local entities managing the workforce investment system must meet. These indicators cover programs funded by WIA Title IB (adults, dislocated workers, youth), WIA Title II (Adult Basic Education), WIA Title III (Wagner-Peyser), and WIA Title IV (Vocational Rehabilitation). Minnesota's performance indicators and goals are developed in measurable terms facilitating evaluation.

Working with the U.S. Department of Labor (DOL), Minnesota establishes statewide performance goals for the WIA Title IB funded programs. The state (i.e. DEED) then works with local Workforce Councils and their staff to establish goals that will be relevant to local conditions and also enable the state to meet its established requirements.

At the initiation of WIA, Minnesota negotiated the WIA performance levels for a three-year period with DOL. For the first year, local areas (WSAs) adopted State levels of performance standards uniformly until their own baselines could be established. After review of the first year performance data, WSAs agreed to maintain the second and third year standards as originally established.

DOL assesses state performance by analyzing reported performance data. In order to receive federal incentive awards, the State must meet the performance requirements of WIA Titles IB and II and the Carl D. Perkins Vocational and Technical Education Act.

The State conducts on-going performance evaluation by comparing actual outcomes to the negotiated levels, with incentives and sanctions assessed accordingly. Incentives are awarded for exceeding the negotiated levels and sanc-

tions are imposed for failing to meet them. The State has established a WIA policy that details incentives for exceptional performance and sanctions for not achieving negotiated levels of performance and is available upon request.

The State measures participant entered employment rates, participant earnings changes, participant job retention rates, and participant educational or occupational skills credentials attainment for the Title IB adult, dislocated worker, and older youth programs. The state also measures basic skills attainment, diploma attainment and placement in post-secondary education for WIA youth participants. In February 2004, Minnesota will recalculate performance measures using mature wage detail data to validate local performance for the purpose of determining local incentives and sanctions.

In April 2002, the State requested and received permission to renegotiate PY 2001 and PY 2002 Adult, Dislocated Worker and Older Youth Credential Rates and Younger Youth Diploma Rates. Renegotiated statewide standards are reflected on the following pages illustrating Minnesota's performance.

The data reported in the following tables is generated from the Workforce Investment Act Standardized Record Data (WIASRD) file. The WIASRD is a DOL-required electronic reporting file that combines data about each client's activities and outcomes in various programs, so that data from across programs can be reported to the DOL in a single record.

A technical description of the methodology employed in calculating the performance measures can be found in the DOL's Training and Employment Guidance Letter No. 7-99.

Customer Satisfaction

DEED is currently conducting two customer satisfaction surveys. One, the Exiters Survey, is intended to meet the WIA Title IB requirements described in TEGL Letter Number 6-00. The second, the Partners Survey, is intended to provide a comprehensive and useful picture of customer satisfaction with services provided by all partners in our WorkForce system. In conducting the Partners Survey, DEED uses samples drawn

from a universe of people being served in other partners' programs in the WorkForce Center and not exclusively WIA Title IB participants. DOL has agreed that measuring system wide customer satisfaction serves the purpose of aligning the actual survey practice with the intent of promoting an assessment of a broad workforce system.

In conducting the WIA mandated Exiters Survey, DEED's agent (i.e. The Center for Survey Research at the University of Connecticut) contacts WIA Title IB exiters (adult, youth and dislocated workers) within 60 days after they leave the program. Results are received on a statewide basis from a minimum of 500 completed surveys.

DEED reports the results of the Exiters Survey to DOL according to the American Customer Satisfaction Index guidelines. The PY 2002 statewide customer satisfaction rates are reported in the outcomes section of this report. For PY 2002, all Minnesota Workforce Service Areas adopted the State standards.

The Partners' Customer Satisfaction Survey is administered to participants of the major programs offered through our system of WorkForce Centers. All respondents are asked the three basic "WIA questions" on overall satisfaction, comparison to expectations and comparison to an ideal. They are then asked 10-12 questions about satisfaction with specific aspects of the service they received from their programs. Results are aggregated for the entire Minnesota WorkForce System, for each program at the state-wide level, and for each local workforce area inclusive of all programs in that area. Results from this Partners' Customer Satisfaction Survey are available upon request.

The State of Minnesota is aware of the United States Office of Management and

Budget's (OMB) proposal to eliminate customer satisfaction as a performance measure under the OMB Common Performance Measures. We understand OMB's concern that it is difficult to compare data on this standard from state to state.

However, Minnesota is committed to ensuring that the employment and training programs that it administers have a high degree of customer satisfaction both from job seeker and from the potential employer. Therefore, even if the federal mandate to collect customer satisfaction data is eliminated, Minnesota is likely to continue with its Partners' Customer Satisfaction Survey and to utilize the data to enhance its programming.



PY 2002 State of Minnesota Performance

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68.0%	75	586	5,535	960	61.0%
Employers	70.0%	78	849	4,904	1,012	83.9%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78%	84.49%	997
			1,180
Employment Retention Rate	80%	87.52%	1,185
			1,354
Earnings Change in Six Months	\$3,700	\$4,648.56	\$5,503,891
			1,184
Employment and Credential Rate	50%	71.35%	538
			754

Table C - Outcomes For Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	81.40%	197	75.38%	49	76.43%	120	83.33%	50
		242		65		157		60
Employment Retention Rate	86.96%	240	87.88%	58	84.49%	158	89.23%	58
		276		66		187		65
Earnings Change in Six Months	\$5,084.46	\$1,266,031	\$2,371.76	\$142,305	\$3,956.96	\$672,684	\$3,382.66	\$172,516
		249		60		170		51
Employment & Credential Rate	65.38%	119	64.44%	29	67.77%	82	66.67%	8
		182		45		121		12

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	82.24%	375	85.91%	622
		456		724
Employment Retention Rate	88.55%	549	86.65%	636
		620		734
Earnings Change in Six Months	\$5,391.94	\$3,116,542	\$3,939.52	\$2,387,349
		578		606

PY 2002 State of Minnesota Performance

Table E - Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83%	84.61%	2,611
			3,086
Employment Retention Rate	86%	92.03%	2,403
			2,611
Earnings Replacement in Six Months	92%	81.86%	\$36,489,093
			\$44,576,191
Employment and Credential Rate	50%	64.91%	555
			855

Table F - Outcomes For Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	81.02%	269	80.77%	126	80.55%	294	0.00%	0
		332		156		365		0
Employment Retention Rate	89.59%	241	92.06%	116	92.18%	271	0.00%	0
		269		126		294		0
Earnings Replacement in Six Months	71.62%	\$4,068,488	76.73%	\$1,711,658	72.01%	\$3,564,317	0.00%	\$0
		\$5,680,666		\$2,230,706		\$4,949,483		\$0
Employment & Credential Rate	65.56%	59	59.62%	31	54.84%	51	0.00%	0
		90		52		93		0

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	80.47%	688	86.19%	1,923
		855		2,231
Employment Retention Rate	90.26%	621	92.67%	1,782
		688		1,923
Earnings Replacement in Six Months	79.35%	\$8,906,546	82.70%	\$27,582,547
		\$11,224,045		\$33,352,146

PY 2002 State of Minnesota Performance

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	65%	72.85%	212
			291
Employment Retention Rate	72%	82.95%	253
			305
Earnings Change in Six Months	\$3,000	\$4,062.94	\$1,129,498
			278
Employment and Credential Rate	45%	50.00%	215
			430

Table I - Outcomes For Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	81.11%	73	100.00%	2	67.86%	38	70.93%	161
		90		2		56		227
Employment Retention Rate	72.55%	74	100.00%	4	81.82%	36	80.28%	175
		102		4		44		218
Earnings Change in Six Months	\$2,856.66	\$274,240	\$269.52	\$1,078	\$4,138.43	\$148,984	\$3,586.17	\$706,475
		96		4		36		197
Employment & Credential Rate	56.20%	77	50.00%	2	46.05%	35	42.90%	136
		137		4		76		317

PY 2002 State of Minnesota Performance

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	71%	91.3%	3,765
			4,125
Diploma or Equivalent Attainment Rate	51%	76.76%	393
			512
Retention Rate	55%	74.41%	381
			512

Table K - Outcomes For Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	90.6%	742	90.8%	2,082	89.3%	756
		819		2,293		847
Diploma or Equivalent Attainment Rate	71.88%	69	82.03%	251	59.82%	67
		96		306		112
Retention Rate	75.68%	84	74.35%	171	71.12%	133
		111		230		187

PY 2002 State of Minnesota Performance

Table L - Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults & Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	%	Count	\$	\$	%	Count	\$	\$	%	Count
Adults	75.56%	810	\$3,288.31	\$3,525,067	3.61%	36	\$4,493.97	\$4,040,078	65.55%	293
		1,072		1,072		997		899		447
Dislocated Workers	89.83%	1,343	89.38%	\$20,724,654	3.79%	99	\$7,531.81	\$18,844,583	55.58%	463
		1,495		\$23,186,514		2,611		2,502		833
Older Youth	70.65%	195	\$2,591.21	\$715,175	1.42%	3	\$2,742.37	\$532,019		
		276		276		212		194		

Table M - Participants Served

	Total Participants Served	Total Exiters
Adults	3,111	1,526
Dislocated Workers	8,233	4,006
Older Youth	1,048	489
Younger Youth	3,893	1,629

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 7,465,246
Local Dislocated Workers		\$ 5,986,030
Local Youth		\$ 8,310,219
Rapid Response		\$ 2,468,019
Statewide Required Activities		\$ 1,779,076
Statewide Allowable Activities	Administration	\$ 1,272,677
	Provision of Capacity Building and Technical Assistance	\$ 476,110
	Research	\$ 22,324
	Support for the Identification of Eligible Providers of Training Services	\$ 50,866
	Local and Regional Economic and Workforce Analysis (LMI)	\$ 322,444
	Other	\$ 207,256
Total of All Federal Spending Listed Above		\$ 28,360,267

PY 2002 Northwest Private Industry Council Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 1	Total Participants Served	Adults	123
		Dislocated	102
		Older Youth	44
		Younger Youth	260
ETA Assigned #: 27045	Total Exiters	Adults	52
		Dislocated	60
		Older Youth	25
		Younger Youth	50

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	64.5%
	Dislocated Workers	83.0%	77.6%
	Older Youth	65.0%	63.6%
Retention Rate	Adults	80.0%	82.8%
	Dislocated Workers	86.0%	79.0%
	Older Youth	72.0%	83.3%
	Younger Youth	55.0%	89.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$3,986
	Dislocated Workers	92.0%	85.4%
	Older Youth	\$3,000	\$5,154
Credential/Diploma Rate	Adults	50.0%	47.1%
	Dislocated Workers	50.0%	25.0%
	Older Youth	45.0%	33.3%
	Younger Youth	51.0%	90.2%
Skill Attainment	Younger Youth	70.0%	99.3%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Rural Minnesota CEP Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 2	Total Participants Served	Adults	573
		Dislocated	626
		Older Youth	149
		Younger Youth	751
ETA Assigned #: 27040	Total Exiters	Adults	277
		Dislocated	418
		Older Youth	73
		Younger Youth	337

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	73.7%
	Dislocated Workers	83.0%	77.5%
	Older Youth	65.0%	66.7%
Retention Rate	Adults	80.0%	87.0%
	Dislocated Workers	86.0%	92.7%
	Older Youth	76.0%	83.6%
	Younger Youth	55.0%	84.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$5,244
	Dislocated Workers	92.0%	98.8%
	Older Youth	\$3,150	\$4,177
Credential/Diploma Rate	Adults	50.0%	71.5%
	Dislocated Workers	50.0%	61.8%
	Older Youth	45.0%	56.1%
	Younger Youth	51.0%	84.5%
Skill Attainment	Younger Youth	71.0%	89.6%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Northeast Minnesota Office of Job Training Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 3	Total Participants Served	Adults	482
		Dislocated	333
		Older Youth	189
		Younger Youth	477
ETA Assigned #: 27035	Total Exiters	Adults	189
		Dislocated	102
		Older Youth	79
		Younger Youth	209

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	86.3%
	Dislocated Workers	83.0%	90.2%
	Older Youth	62.0%	84.4%
Retention Rate	Adults	80.0%	88.3%
	Dislocated Workers	86.0%	92.5%
	Older Youth	72.0%	80.9%
	Younger Youth	50.0%	93.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$5,204
	Dislocated Workers	92.0%	85.0%
	Older Youth	\$2,887	\$5,355
Credential/Diploma Rate	Adults	50.0%	78.4%
	Dislocated Workers	50.0%	75.0%
	Older Youth	45.0%	80.3%
	Younger Youth	51.0%	85.1%
Skill Attainment	Younger Youth	68.0%	97.6%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 City of Duluth Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 4	Total Participants Served	Adults	98
		Dislocated	67
		Older Youth	40
		Younger Youth	203
ETA Assigned #: 27005	Total Exiters	Adults	33
		Dislocated	17
		Older Youth	14
		Younger Youth	107

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	69.2%
	Dislocated Workers	83.0%	77.1%
	Older Youth	60.0%	40.0%
Retention Rate	Adults	80.0%	78.6%
	Dislocated Workers	86.0%	91.9%
	Older Youth	60.0%	100.0%
	Younger Youth	55.0%	60.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,179
	Dislocated Workers	92.0%	94.3%
	Older Youth	\$2,200	\$4,969
Credential/Diploma Rate	Adults	50.0%	46.2%
	Dislocated Workers	50.0%	27.3%
	Older Youth	45.0%	60.0%
	Younger Youth	51.0%	70.0%
Skill Attainment	Younger Youth	60.0%	84.3%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Central Minnesota Jobs & Training Services Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 5	Total Participants Served	Adults	234
		Dislocated	412
		Older Youth	99
		Younger Youth	380
ETA Assigned #: 27105	Total Exiters	Adults	143
		Dislocated	238
		Older Youth	22
		Younger Youth	56

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	71.9%
	Dislocated Workers	83.0%	84.9%
	Older Youth	65.0%	62.5%
Retention Rate	Adults	80.0%	80.0%
	Dislocated Workers	86.0%	90.9%
	Older Youth	65.0%	69.2%
	Younger Youth	55.0%	68.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$2,347
	Dislocated Workers	92.0%	78.3%
	Older Youth	\$2,200	\$2,376
Credential/Diploma Rate	Adults	50.0%	57.1%
	Dislocated Workers	50.0%	68.4%
	Older Youth	45.0%	60.0%
	Younger Youth	50.0%	58.9%
Skill Attainment	Younger Youth	55.0%	83.5%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Southwest Minnesota Workforce Council Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 6	Total Participants Served	Adults	105
		Dislocated	110
		Older Youth	20
		Younger Youth	198
ETA Assigned #: 27055	Total Exiters	Adults	37
		Dislocated	67
		Older Youth	14
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	100.0%
	Dislocated Workers	83.0%	90.0%
	Older Youth	55.0%	80.0%
Retention Rate	Adults	80.0%	87.8%
	Dislocated Workers	86.0%	90.9%
	Older Youth	64.0%	100.0%
	Younger Youth	48.0%	80.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$5,686
	Dislocated Workers	92.0%	74.4%
	Older Youth	\$2,250	\$8,312
Credential/Diploma Rate	Adults	50.0%	79.4%
	Dislocated Workers	50.0%	73.2%
	Older Youth	45.0%	69.2%
	Younger Youth	51.0%	85.5%
Skill Attainment	Younger Youth	53.0%	90.7%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 South Central Workforce Council Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 7	Total Participants Served	Adults	81
		Dislocated	121
		Older Youth	31
		Younger Youth	59
ETA Assigned #: 27030	Total Exiters	Adults	33
		Dislocated	30
		Older Youth	14
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	87.0%
	Dislocated Workers	83.0%	89.5%
	Older Youth	60.0%	100.0%
Retention Rate	Adults	80.0%	90.3%
	Dislocated Workers	86.0%	92.2%
	Older Youth	72.0%	60.0%
	Younger Youth	60.0%	58.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$5,093
	Dislocated Workers	92.0%	75.6%
	Older Youth	\$2,500	\$1,975
Credential/Diploma Rate	Adults	50.0%	68.0%
	Dislocated Workers	50.0%	68.8%
	Older Youth	52.0%	60.0%
	Younger Youth	60.0%	75.0%
Skill Attainment	Younger Youth	70.0%	81.6%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 SE Minnesota Workforce Development, Inc. Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 8	Total Participants Served	Adults	85
		Dislocated	1,101
		Older Youth	39
		Younger Youth	188
ETA Assigned #: 27075	Total Exiters	Adults	54
		Dislocated	395
		Older Youth	7
		Younger Youth	42

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	78.3%
	Dislocated Workers	83.0%	74.4%
	Older Youth	63.0%	0.0%
Retention Rate	Adults	80.0%	87.9%
	Dislocated Workers	86.0%	87.7%
	Older Youth	72.0%	66.7%
	Younger Youth	55.0%	54.1%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$2,580
	Dislocated Workers	92.0%	71.6%
	Older Youth	\$3,100	\$6,433
Credential/Diploma Rate	Adults	50.0%	56.0%
	Dislocated Workers	50.0%	43.3%
	Older Youth	45.0%	66.7%
	Younger Youth	51.0%	65.2%
Skill Attainment	Younger Youth	71.0%	96.7%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Hennepin County Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 9	Total Participants Served	Adults	308
		Dislocated	4,150
		Older Youth	12
		Younger Youth	203
ETA Assigned #: 27025	Total Exiters	Adults	153
		Dislocated	2,168
		Older Youth	5
		Younger Youth	140

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	82.2%
	Dislocated Workers	83.0%	86.8%
	Older Youth	60.0%	63.3%
Retention Rate	Adults	80.0%	88.1%
	Dislocated Workers	86.0%	92.9%
	Older Youth	60.0%	87.5%
	Younger Youth	50.0%	66.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$3,664
	Dislocated Workers	92.0%	84.4%
	Older Youth	\$2,200	\$4,615
Credential/Diploma Rate	Adults	50.0%	67.2%
	Dislocated Workers	50.0%	68.4%
	Older Youth	45.0%	24.3%
	Younger Youth	51.0%	80.0%
Skill Attainment	Younger Youth	50.0%	90.0%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 City of Minneapolis Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 10	Total Participants Served	Adults	445
		Dislocated	270
		Older Youth	197
		Younger Youth	695
ETA Assigned #: 27010	Total Exiters	Adults	369
		Dislocated	132
		Older Youth	145
		Younger Youth	363

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	93.3%
	Dislocated Workers	83.0%	89.0%
	Older Youth	60.0%	72.1%
Retention Rate	Adults	80.0%	89.7%
	Dislocated Workers	86.0%	96.2%
	Older Youth	65.0%	83.7%
	Younger Youth	60.0%	64.9%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,964
	Dislocated Workers	92.0%	88.0%
	Older Youth	\$2,000	\$3,093
Credential/Diploma Rate	Adults	50.0%	76.5%
	Dislocated Workers	50.0%	78.1%
	Older Youth	30.0%	26.5%
	Younger Youth	30.0%	42.6%
Skill Attainment	Younger Youth	65.0%	92.7%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Anoka County Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 12	Total Participants Served	Adults	23
		Dislocated	99
		Older Youth	32
		Younger Youth	36
ETA Assigned #: 27085	Total Exiters	Adults	6
		Dislocated	43
		Older Youth	12
		Younger Youth	3

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	100.0%
	Dislocated Workers	83.0%	92.5%
	Older Youth	62.0%	91.7%
Retention Rate	Adults	80.0%	85.7%
	Dislocated Workers	86.0%	94.6%
	Older Youth	62.0%	77.0%
	Younger Youth	54.0%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$5,151
	Dislocated Workers	92.0%	90.0%
	Older Youth	\$2,200	\$2,387
Credential/Diploma Rate	Adults	50.0%	80.0%
	Dislocated Workers	50.0%	68.4%
	Older Youth	45.0%	71.4%
	Younger Youth	51.0%	100.0%
Skill Attainment	Younger Youth	54.0%	96.2%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Dakota County Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 14	Total Participants Served	Adults	99
		Dislocated	163
		Older Youth	59
		Younger Youth	79
ETA Assigned #: 27090	Total Exiters	Adults	45
		Dislocated	92
		Older Youth	21
		Younger Youth	79

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	79.6%
	Dislocated Workers	83.0%	87.7%
	Older Youth	62.0%	100.0%
Retention Rate	Adults	80.0%	77.3%
	Dislocated Workers	86.0%	90.0%
	Older Youth	62.0%	100.0%
	Younger Youth	52.0%	14.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$3,826
	Dislocated Workers	92.0%	66.1%
	Older Youth	\$2,500	\$9,060
Credential/Diploma Rate	Adults	50.0%	33.3%
	Dislocated Workers	50.0%	40.0%
	Older Youth	45.0%	0.0%
	Younger Youth	51.0%	0.0%
Skill Attainment	Younger Youth	52.0%	98.7%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Ramsey County Consolidated Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 15	Total Participants Served	Adults	257
		Dislocated	238
		Older Youth	76
		Younger Youth	267
ETA Assigned #: 27115	Total Exiters	Adults	43
		Dislocated	69
		Older Youth	30
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	91.8%
	Dislocated Workers	83.0%	86.0%
	Older Youth	65.0%	83.3%
Retention Rate	Adults	80.0%	85.1%
	Dislocated Workers	86.0%	91.9%
	Older Youth	72.0%	73.3%
	Younger Youth	55.0%	68.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,317
	Dislocated Workers	92.0%	81.9%
	Older Youth	\$2,900	\$2,626
Credential/Diploma Rate	Adults	50.0%	79.2%
	Dislocated Workers	50.0%	65.4%
	Older Youth	45.0%	83.3%
	Younger Youth	51.0%	95.0%
Skill Attainment	Younger Youth	67.0%	92.9%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Washington County Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 16	Total Participants Served	Adults	13
		Dislocated	87
		Older Youth	11
		Younger Youth	34
ETA Assigned #: 27100	Total Exiters	Adults	4
		Dislocated	41
		Older Youth	4
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	83.3%
	Dislocated Workers	83.0%	70.0%
	Older Youth	70.0%	0.0%
Retention Rate	Adults	80.0%	100.0%
	Dislocated Workers	86.0%	85.7%
	Older Youth	66.0%	100.0%
	Younger Youth	60.0%	66.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$4,737
	Dislocated Workers	92.0%	71.1%
	Older Youth	\$2,200	(\$3,878)
Credential/Diploma Rate	Adults	50.0%	66.7%
	Dislocated Workers	50.0%	57.1%
	Older Youth	45.0%	0.0%
	Younger Youth	50.0%	66.7%
Skill Attainment	Younger Youth	55.0%	79.4%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Stearns/Benton Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 17	Total Participants Served	Adults	140
		Dislocated	124
		Older Youth	35
		Younger Youth	19
ETA Assigned #: 27110	Total Exiters	Adults	65
		Dislocated	59
		Older Youth	12
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	92.3%
	Dislocated Workers	83.0%	85.7%
	Older Youth	65.0%	85.7%
Retention Rate	Adults	80.0%	92.3%
	Dislocated Workers	86.0%	95.0%
	Older Youth	65.0%	100.0%
	Younger Youth	42.0%	71.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$6,651
	Dislocated Workers	92.0%	82.7%
	Older Youth	\$2,200	\$5,609
Credential/Diploma Rate	Adults	50.0%	100.0%
	Dislocated Workers	50.0%	84.6%
	Older Youth	27.0%	61.5%
	Younger Youth	51.0%	100.0%
Skill Attainment	Younger Youth	55.0%	64.0%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed

PY 2002 Winona County Performance

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2003

11/25/2003

Local Area Name WSA 18	Total Participants Served	Adults	45
		Dislocated	35
		Older Youth	15
		Younger Youth	44
ETA Assigned #: 27080	Total Exiters	Adults	23
		Dislocated	11
		Older Youth	12
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program	68.0%	74.7%
	Employers	70.0%	78.0%
Entered Employment Rate	Adults	78.0%	40.0%
	Dislocated Workers	83.0%	50.0%
	Older Youth	55.0%	0.0%
Retention Rate	Adults	80.0%	100.0%
	Dislocated Workers	86.0%	60.0%
	Older Youth	65.0%	0.0%
	Younger Youth	47.0%	33.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$2,323
	Dislocated Workers	92.0%	59.5%
	Older Youth	\$3,100	\$0
Credential/Diploma Rate	Adults	50.0%	28.6%
	Dislocated Workers	50.0%	50.0%
	Older Youth	50.0%	0.0%
	Younger Youth	51.0%	65.0%
Skill Attainment	Younger Youth	55.0%	94.0%
Description of Other State Indicators of Performance			

Overall Status of Local Performance

Not Met

Met

Exceed



positively Department of Employment
and Economic Development
Minnesota

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	74.7	586	5,535	960	61
Employers	70	78	849	4,904	1,012	83.9

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78	84.5	997
			1,180
Employment Retention Rate	80	87.5	1,185
			1,354
Earnings Change in Six Month	3,700	4,649	5,503,891
			1,184
Employment and Credential Rate	50	71.4	538
			754

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	81.4	197	75.4	49	76.4	120	83.3	50
		242		65		157		60
Employment Retention Rate	87	240	87.9	58	84.5	158	89.2	58
		276		66		187		65
Earnings Change in Six Months	5,084	1,266,031	2,372	142,305	3,957	672,684	3,383	172,516
		249		60		170		51
Employment and Credential Rate	65.4	119	64.4	29	67.8	82	66.7	8
		182		45		121		12

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	82.2	375	85.9	622
		456		724
Employment Retention Rate	88.5	549	86.6	636
		620		734
Earnings Change in Six Months	5,392	3,116,542	3,940	2,387,349
		578		606

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83	84.6	2,611
			3,086
Employment Retention Rate	86	92	2,403
			2,611
Earnings Replacement in Six Months	92	81.9	36,489,093
			44,576,191
Employment and Credential Rate	50	64.9	555
			855

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	81	269	80.8	126	80.5	294	0	0
		332		156		365		1
Employment Retention Rate	89.6	241	92.1	116	92.2	271	0	0
		269		126		294		1
Earnings Replacement Rate	71.6	4,068,488	76.7	1,711,658	72	3,564,317	0	0
		5,680,666		2,230,706		4,949,483		1
Employment And Credential Rate	65.6	59	59.6	31	54.8	51	0	0
		90		52		93		1

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	80.5	688	86.2
855			2,231	
Employment Retention Rate	90.3	621	92.7	1,782
		688		1,923
Earnings Replacement Rate	79.4	8,906,546	82.7	27,582,547
		11,224,045		33,352,146

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	76	83	291
			253
Earnings Change in Six Months	3,150	4,063	1,129,498
			278
Credential Rate	45	50	215
			430

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	81.1	73 90	100	2 2	67.9	38 56	70.9
Employment Retention Rate	72.5	74 102	100	4 4	81.8	36 44	80.3	175 218
Earnings Change in Six Months	2,857	274,240 96	270	1,078 4	4,137	148,948 36	3,586	706,475 197
Credential Rate	56.2	77 137	50	2 4	46.1	35 76	42.9	136 317

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	71
Diploma or Equivalent Attainment Rate	51	76.8	393 512
Retention Rate	55	74.4	381 512

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	90.6	742	90.8	2,082	89.3	756
		819		2,293		847
Diploma or Equivalent Attainment Rate	71.9	69	82	251	59.8	67
		96		306		112
Retention Rate	75.7	84	74.3	171	71.1	133
		111		230		187

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	75.6	810	3,288	3,525,067	3.6	36	4,494	4,040,078	65.5	293
		1,072		1,072		997		899		447
Dislocated Workers	89.8	1,343	89.4	20,724,654	3.8	99	7,532	18,844,583	55.6	463
		1,495		23,186,514		2,611		2,502		833
Older Youth	70.7	195	2,591	715,175	1.4	3	2,742	532,019		
		276		276		212		194		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	3,111	1,526
Dislocated Workers	8,234	4,006
Older Youth	1,048	489
Younger Youth	3,893	1,629

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,465,246.00
Local Dislocated Workers		\$5,986,030.00
Local Youth		\$8,310,219.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$2,468,019.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$1,779,076.00
Statewide Allowable Activities 134 (a) (3)	Administration	\$1,272,677.00
	Capacity Bldg & Tech Assist	\$476,110.00
	Research	\$22,324.00
	ID of Elig Trng Svc Providers	\$50,866.00
	Local / Regional LMI	\$322,444.00
	Other	\$207,256.00
Total of All Federal Spending Listed Above		\$28,360,267.00

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Anoka County Workforce Service Area	Total Participants Served	Adults	23
		Dislocated Workers	99
		Older Youth	32
		Younger Youth	36
	Total Exiters	Adults	6
		Dislocated Workers	43
		Older Youth	12
		Younger Youth	3

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	100
	Dislocated Workers	83	92.5
	Older Youth	62	91.7
Retention Rate	Adults	80	85.7
	Dislocated Workers	86	94.6
	Older Youth	62	77
	Younger Youth	54	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	5,151
	Dislocated Workers	92	90
	Older Youth (\$)	2,200	2,387
Credential / Diploma Rate	Adults	50	80
	Dislocated Workers	50	68.4
	Older Youth	45	71.4
	Younger Youth	51	100
Skill Attainment Rate	Younger Youth	54	96.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Central Minnesota Jobs and Training Services	Total Participants Served	Adults	234
		Dislocated Workers	412
		Older Youth	99
		Younger Youth	380
	Total Exiters	Adults	143
		Dislocated Workers	238
		Older Youth	22
		Younger Youth	56

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	71.9
	Dislocated Workers	83	84.9
	Older Youth	65	62.5
Retention Rate	Adults	80	80
	Dislocated Workers	86	90.9
	Older Youth	65	69.2
	Younger Youth	55	68.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	2,347
	Dislocated Workers	92	78.32
	Older Youth (\$)	2,200	2,376
Credential / Diploma Rate	Adults	50	57.1
	Dislocated Workers	50	68.4
	Older Youth	45	60
	Younger Youth	50	58.9
Skill Attainment Rate	Younger Youth	55	83.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Dakota County Workforce Services	Total Participants Served	Adults	99
		Dislocated Workers	163
		Older Youth	59
		Younger Youth	79
	Total Exiters	Adults	45
		Dislocated Workers	92
		Older Youth	21
		Younger Youth	79

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	79.6
	Dislocated Workers	83	87.7
	Older Youth	62	100
Retention Rate	Adults	80	77.3
	Dislocated Workers	86	90
	Older Youth	62	100
	Younger Youth	52	14.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,826
	Dislocated Workers	92	66.1
	Older Youth (\$)	2,500	9,060
Credential / Diploma Rate	Adults	50	33.33
	Dislocated Workers	50	40
	Older Youth	45	0
	Younger Youth	51	0
Skill Attainment Rate	Younger Youth	52	98.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Duluth Workforce Council	Total Participants Served	Adults	98
		Dislocated Workers	67
		Older Youth	40
		Younger Youth	203
	Total Exiters	Adults	33
		Dislocated Workers	17
		Older Youth	14
		Younger Youth	107

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	69.2
	Dislocated Workers	83	77.1
	Older Youth	60	40
Retention Rate	Adults	80	78.6
	Dislocated Workers	86	91.9
	Older Youth	60	100
	Younger Youth	55	60
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	4,179
	Dislocated Workers	92	94.3
	Older Youth (\$)	2,200	4,969
Credential / Diploma Rate	Adults	50	46.2
	Dislocated Workers	50	27.3
	Older Youth	45	60
	Younger Youth	51	70
Skill Attainment Rate	Younger Youth	60	84.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Hennepin County Training & Employment Assistance	Total Participants Served	Adults	308
		Dislocated Workers	4,150
		Older Youth	12
		Younger Youth	203
	Total Exiters	Adults	153
		Dislocated Workers	2,168
		Older Youth	5
		Younger Youth	140

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	82.2
	Dislocated Workers	83	86.8
	Older Youth	60	63.33
Retention Rate	Adults	80	88.1
	Dislocated Workers	86	92.9
	Older Youth	60	87.5
	Younger Youth	50	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,664
	Dislocated Workers	92	84.4
	Older Youth (\$)	2,200	4,615
Credential / Diploma Rate	Adults	50	67.19
	Dislocated Workers	50	68.38
	Older Youth	45	24.3
	Younger Youth	51	80
Skill Attainment Rate	Younger Youth	50	90
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Minneapolis Employment & Training Program	Total Participants Served	Adults	445
		Dislocated Workers	270
		Older Youth	197
		Younger Youth	695
	Total Exiters	Adults	369
		Dislocated Workers	132
		Older Youth	145
		Younger Youth	363

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	93.3
	Dislocated Workers	83	89
	Older Youth	60	72.1
Retention Rate	Adults	80	89.7
	Dislocated Workers	86	96.2
	Older Youth	65	83.7
	Younger Youth	60	64.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	4,964
	Dislocated Workers	92	88
	Older Youth (\$)	2,000	3,093
Credential / Diploma Rate	Adults	50	76.5
	Dislocated Workers	50	78.1
	Older Youth	30	26.5
	Younger Youth	30	42.6
Skill Attainment Rate	Younger Youth	65	92.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northeast Minnesota Office of Job Training	Total Participants Served	Adults	482
		Dislocated Workers	333
		Older Youth	189
		Younger Youth	477
	Total Exiters	Adults	189
		Dislocated Workers	102
		Older Youth	79
		Younger Youth	209

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	86.3
	Dislocated Workers	83	90.2
	Older Youth	62	84.4
Retention Rate	Adults	80	88.3
	Dislocated Workers	86	92.5
	Older Youth	72	80.9
	Younger Youth	50	93.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	5,204.31
	Dislocated Workers	92	85
	Older Youth (\$)	2,887	5,355
Credential / Diploma Rate	Adults	50	78.4
	Dislocated Workers	50	75
	Older Youth	45	80.3
	Younger Youth	51	85.1
Skill Attainment Rate	Younger Youth	68	97.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northwest WIB/Workforce Council	Total Participants Served	Adults	123
		Dislocated Workers	102
		Older Youth	44
		Younger Youth	260
	Total Exiters	Adults	52
		Dislocated Workers	60
		Older Youth	25
		Younger Youth	50

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	64.5
	Dislocated Workers	83	77.6
	Older Youth	65	63.6
Retention Rate	Adults	80	82.8
	Dislocated Workers	86	79
	Older Youth	72	83.3
	Younger Youth	55	89.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,986
	Dislocated Workers	92	85.4
	Older Youth (\$)	3,000	5,154
Credential / Diploma Rate	Adults	50	47.1
	Dislocated Workers	50	25
	Older Youth	45	33.3
	Younger Youth	51	90.2
Skill Attainment Rate	Younger Youth	70	99.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Ramsey County - MN Workforce Investment Board	Total Participants Served	Adults	257
		Dislocated Workers	238
		Older Youth	76
		Younger Youth	267
	Total Exitters	Adults	43
		Dislocated Workers	69
		Older Youth	30
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	91.8
	Dislocated Workers	83	86
	Older Youth	65	83.3
Retention Rate	Adults	80	85.1
	Dislocated Workers	86	91.9
	Older Youth	72	73.3
	Younger Youth	55	68.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	4,317
	Dislocated Workers	92	81.9
	Older Youth (\$)	2,900	2,626
Credential / Diploma Rate	Adults	50	79.2
	Dislocated Workers	50	65.4
	Older Youth	45	83.3
	Younger Youth	51	95
Skill Attainment Rate	Younger Youth	67	92.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Rural Minnesota CEP, Inc.	Total Participants Served	Adults	573
		Dislocated Workers	626
		Older Youth	149
		Younger Youth	751
	Total Exiters	Adults	277
		Dislocated Workers	418
		Older Youth	73
		Younger Youth	337

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	73.7
	Dislocated Workers	83	77.5
	Older Youth	65	66.7
Retention Rate	Adults	80	87
	Dislocated Workers	86	92.7
	Older Youth	76	83.6
	Younger Youth	55	84
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	5,243.88
	Dislocated Workers	92	98.83
	Older Youth (\$)	3,150	4,176.84
Credential / Diploma Rate	Adults	50	71.49
	Dislocated Workers	50	61.82
	Older Youth	45	56.12
	Younger Youth	51	84.51
Skill Attainment Rate	Younger Youth	71	89.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: South Central Workforce Council	Total Participants Served	Adults	81
		Dislocated Workers	121
		Older Youth	31
		Younger Youth	59
	Total Exiters	Adults	33
		Dislocated Workers	30
		Older Youth	14
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	87
	Dislocated Workers	83	89.5
	Older Youth	60	100
Retention Rate	Adults	80	90.3
	Dislocated Workers	86	92.2
	Older Youth	72	60
	Younger Youth	60	58.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	5,093.33
	Dislocated Workers	92	75.6
	Older Youth (\$)	2,500	1,975.04
Credential / Diploma Rate	Adults	50	68
	Dislocated Workers	50	68.8
	Older Youth	52	60
	Younger Youth	60	75
Skill Attainment Rate	Younger Youth	70	81.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southeast Minnesota WIB	Total Participants Served	Adults	85
		Dislocated Workers	1,101
		Older Youth	39
		Younger Youth	188
	Total Exiters	Adults	54
		Dislocated Workers	395
		Older Youth	7
		Younger Youth	42

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	78.3
	Dislocated Workers	83	74.4
	Older Youth	63	0
Retention Rate	Adults	80	87.9
	Dislocated Workers	86	87.7
	Older Youth	72	66.7
	Younger Youth	55	54.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	2,580.32
	Dislocated Workers	92	71.6
	Older Youth (\$)	3,100	6,433.16
Credential / Diploma Rate	Adults	50	56
	Dislocated Workers	50	43.3
	Older Youth	45	66.7
	Younger Youth	51	65.2
Skill Attainment Rate	Younger Youth	71	96.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southwest Minnesota WIB	Total Participants Served	Adults	105
		Dislocated Workers	110
		Older Youth	20
		Younger Youth	198
	Total Exiters	Adults	37
		Dislocated Workers	67
		Older Youth	14
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	100
	Dislocated Workers	83	90
	Older Youth	55	80
Retention Rate	Adults	80	87.8
	Dislocated Workers	86	90.9
	Older Youth	64	100
	Younger Youth	48	80.6
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	5,686.41
	Dislocated Workers	92	74.4
	Older Youth (\$)	2,250	8,312.27
Credential / Diploma Rate	Adults	50	79.4
	Dislocated Workers	50	73.2
	Older Youth	45	69.2
	Younger Youth	51	85.5
Skill Attainment Rate	Younger Youth	53	90.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Stearns-Benton	Total Participants Served	Adults	140
		Dislocated Workers	124
		Older Youth	35
		Younger Youth	19
	Total Exiters	Adults	65
		Dislocated Workers	59
		Older Youth	12
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	92.3
	Dislocated Workers	83	85.7
	Older Youth	65	85.7
Retention Rate	Adults	80	92.3
	Dislocated Workers	86	95
	Older Youth	65	100
	Younger Youth	42	71.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	6,651.31
	Dislocated Workers	92	82.7
	Older Youth (\$)	2,200	5,608.84
Credential / Diploma Rate	Adults	50	100
	Dislocated Workers	50	84.6
	Older Youth	27	61.5
	Younger Youth	51	100
Skill Attainment Rate	Younger Youth	55	64
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Washington County Workforce Council	Total Participants Served	Adults	13
		Dislocated Workers	87
		Older Youth	11
		Younger Youth	34
	Total Exiters	Adults	4
		Dislocated Workers	41
		Older Youth	4
		Younger Youth	18

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	83.3
	Dislocated Workers	83	70
	Older Youth	70	0
Retention Rate	Adults	80	100
	Dislocated Workers	86	85.7
	Older Youth	66	100
	Younger Youth	60	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	4,737.09
	Dislocated Workers	92	71.1
	Older Youth (\$)	2,200	-3,878.27
Credential / Diploma Rate	Adults	50	66.7
	Dislocated Workers	50	57.1
	Older Youth	45	0
	Younger Youth	50	66.7
Skill Attainment Rate	Younger Youth	55	79.4
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

WIA Annual Report Data

State Name: MN

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Winona County Workforce Investment Board	Total Participants Served	Adults	45
		Dislocated Workers	35
		Older Youth	15
		Younger Youth	44
	Total Exiters	Adults	23
		Dislocated Workers	11
		Older Youth	12
		Younger Youth	29

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	74.7
	Employers	70	78
Entered Employment Rate	Adults	78	40
	Dislocated Workers	83	50
	Older Youth	55	0
Retention Rate	Adults	80	100
	Dislocated Workers	86	60
	Older Youth	65	0
	Younger Youth	47	33.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	2,323.42
	Dislocated Workers	92	59.5
	Older Youth (\$)	3,100	0
Credential / Diploma Rate	Adults	50	28.6
	Dislocated Workers	50	50
	Older Youth	50	0
	Younger Youth	51	65
Skill Attainment Rate	Younger Youth	55	94
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded