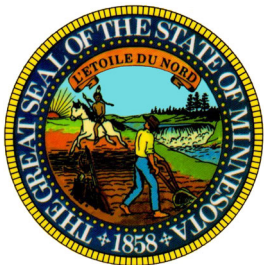


Minnesota

Workforce Investment Act Title IB Annual Report Program Year 2001



Prepared by the Minnesota Department of Economic Security and
Minnesota Department of Trade and Economic Development
December, 2002

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Office of the Commissioner

December 6, 2002

The Honorable Elaine Chao
Secretary
United States Department of Labor
200 Constitution Avenue Northwest
Washington, D.C. 20210

Dear Secretary Chao:

In April 2000, Governor Jesse Ventura signed the Minnesota State Unified Plan under the Workforce Investment Act (WIA) of 1998. I now present the Annual Report for Program Year 2001, which details and measures our annual progress in improving services under WIA Title IB Adult, Dislocated Worker and Youth services for Minnesota job seekers and employers.

Workforce development is an important challenge in maintaining Minnesota's global competitiveness and ongoing economic prosperity, and WIA is a fundamental tool as we coordinate and consolidate employment programs and services across agencies. The principles of WIA – streamlining services, empowering individuals, universal access, increased accountability, a strong role for local and private sector stakeholders, state and local flexibility and improving youth programs – match the Governor's strategies to meet the needs of Minnesota's incumbent workers, emerging workers and employers.

In the past year, WIA has helped to improve coordination among organizations engaged in workforce development activities and enhanced employment services. This objective builds on Minnesota's One Stop WorkForce Center system, which has developed over the last decade as one of the nation's premier innovative employment and training service delivery systems. There are now 52 WorkForce Centers throughout the state.

Although we have made much progress, Minnesota continues to transform the workforce development system so fragmentation and duplication are replaced by comprehensive, integrated and individualized services. We look forward to continuing to work with you and our other federal partners to continue to improve services to Minnesota's job seekers and employers.

Sincerely,


Earl Wilson
Commissioner

Introduction

In Program Year 2001 (PY 2001), Minnesota continued to make good progress and meet challenges in the implementation of the Workforce Investment Act (WIA). The state pursued the on-going goal of creating a workforce development system that is customer-focused, helps Minnesotans access the tools they need to manage their careers, and helps Minnesota companies find skilled workers. This report summarizes the year's activities provided under Title IB of WIA, including the Adult, Dislocated Worker and Youth components of the Act.

Minnesota continues to build upon its one-stop service delivery model for workforce development services. The 53* one-stop WorkForce Centers offer services to the "universal customer" by making available electronic and informational services to all Minnesotans. These services are available to all job seekers to aid in job search skills, identifying needs and interests, identifying training opportunities and support services, and accessing job listings.

Access to the services of the WorkForce Centers has been expanded through the designation of Affiliate Sites around the state, where individuals can link to the services of the WorkForce Centers at additional community locations. These sites help address issues such as geographic and language barriers for individuals who cannot or may not wish to go to one of the 53 full-service WorkForce Centers. These locations must meet certain criteria to obtain designation as an Affiliate Site.

To help promote and sustain high quality and effective service throughout the entire WorkForce Center System, the Governor's Workforce Development Council and the local Workforce Councils are developing a process for credentialing WorkForce Centers.

In addition, Minnesota is assessing customer satisfaction beyond the Department of Labor requirements to only survey individuals who exit Title IB programs. In 2001, the Minnesota Department of Economic Security (MDES) began a major effort to obtain customer feedback from all of the customer groups that it serves. The first piece, the WorkForce Center System Customer Satisfaction Survey, began in November 2001. This survey interviews job seekers registered in nine programs about their satisfaction overall and with specific aspects of the services they have received. The following programs are included in the survey: WIA Title IB Adults; WIA Title IB Youth and Minnesota Youth; WIA Title IB and State Dislocated Workers; WIA Title III Wagner-Peyser Job Service; WIA Title III Veterans; WIA Title IV Vocational Rehabilitation; WIA Title IV State

** Fifty-three full-service WorkForce Centers were in operation during PY 2001. The consolidation of two centers in Summer 2002 makes the number of WorkForce Centers 52 at the time this report was prepared.*

Services for the Blind's Workforce Development; Minnesota Family Investment Program; and Food Stamp Employment and Training. The Center for Survey Research and Analysis at the University of Connecticut conducts the interviews and reports results for the WorkForce Center System as a whole, for each program statewide, and for each Workforce Service Area inclusive of all programs in that Area. The survey is ongoing and produces quarterly and year-to-date results.

The second piece of this effort is the revision and expansion of the Department's employer satisfaction survey. The existing survey samples only employers who have submitted a job order through Job Service. The expanded survey, operating as a pilot through January 2003, interviews employers who have received a range of services from any of the four core partners in the WorkForce Center System. MDES will roll this survey out to the entire state in early 2003. A third piece under development is a survey of "universal" or WorkForce Center walk-in customers who are not registered in any of the programs. MDES plans to begin surveying "universal" customers by fall 2003.

Minnesota has begun the "rollout" of the Minnesota One-Stop Operating System (MnOSOS) for data collection. The effort began at pilot sites in August 2002, with implementation to continue at additional sites in December 2002 and 2003.

Minnesota is working to meet its future WIA challenges including: refining the Consumer Report System to give customers the tools to make informed training choices; continuing to promote partnerships and coordination with employment and training programs to make services more seamless to the customer; offering technical assistance to continue to evolve the system to embrace WIA's values and approaches; and refining evaluation to promote continuous improvement.

Program Year 2002 holds many challenges and opportunities that will impact the workforce development system including a new Governor and Legislature in Minnesota, a new Congress, and WIA reauthorization efforts.

This report provides an overview of the Minnesota's PY 2001 WIA Title IB programs and activities. First, it gives an overview of Minnesota's economy, One-Stop System, partnering activities, and Consumer Report System. Second, it details the resource allocations and cost-benefit analysis of WIA Title IB programs. Third, the report describes the Title IB Adult, Dislocated Worker, and Youth Programs. Finally, the report concludes with the performance achieved for PY 2001.

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.

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 2.5 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 4.4 percent in April 2002, the highest since February 1994, and remained at or above 4.0 percent, its highest level in eight years, during all of 2002 through September. Nationally, the unemployment rate was at or above 5.5 percent all year. 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 — remained at last year's high level through the end of September 2002. Demand for services under the Dislocated Worker Program continued high through 2002 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 -91, 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 lost close to 80 percent of the 46,000 manufacturing jobs added during the 1990s. Although workers with the least education are still the most likely to experience a layoff, 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 layoffs, less of a rise in unemployment and fewer job losses than the Twin Cities. In September 2002, unemployment rates were below the state average of 3.9 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: At \$36,585, Minnesota's average annual pay is the 10th-highest nationally. However, at 3.3 percent, pay growth from 2000 to 2001 was the lowest annual increase since 1993. This placed Minnesota at number 19, tied with two other states.

Workers in the Southwest, Northwest and West Central 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 the Twin Cities Metro and Southeast Minnesota, and remain slow in the rural regions.

Jobs

The latest round of the *Minnesota Job Vacancy Survey*, second quarter 2002, does not bring much welcome news for job seekers. Compared to one year earlier, the number of job vacancies dropped 41 percent - meaning that now there are almost 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 farming, fishing and forestry, down 70 percent from a year earlier largely due to flooding and wet conditions in many parts of the state at the time of the survey; architecture and engineering, down 65 percent over the year due to the beginning of a slide in real estate and new construction; office and administrative support; management; installation, maintenance and repair; computer and mathematical; education, training and library; and sales and related occupations — all with over 50 percent fewer job vacancies this spring compared to one year earlier.

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 and the highest job vacancy rate of any industry in the state. 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.

In the long term, we can expect to see a continuation of upskilling: Between now and 2008, 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 76 percent of the adult population participating in the workforce in 2001. While the male labor force participation rate is high, it is the female labor force participation rate, at 70.9 percent, that raises our overall rate to the Number 1 position nationally. 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 25 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 one-third of Minnesota's workforce earned less than \$10 per hour in 1999, and the poverty rate was 6.6 percent in 1999-2000. This means

that about 324,686 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 11.5 percent and only one state had a lower poverty rate than Minnesota during this period. The vast majority, 79 percent, of Adult Program customers in PY 2001, 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, 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 the One-Stop Delivery System 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.

Seamless Service

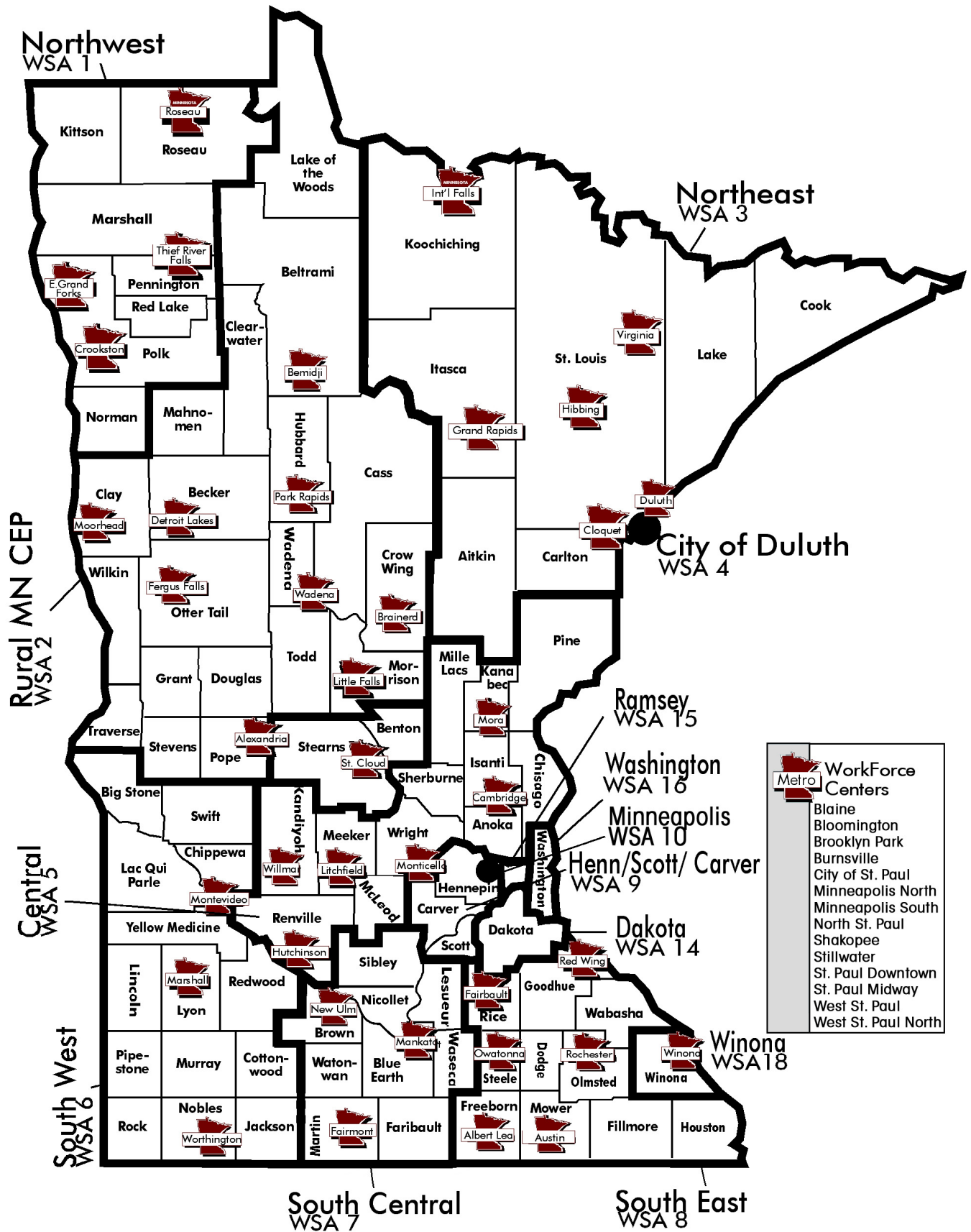
The One-Stop is a partnership combining State, local, county, and private non-profit workforce development-related services under one roof. It provides a seamless and comprehensive system to job seekers and employers. The One-Stop System is the overall framework for service delivery.

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. At the end of PY 2001, 53 full-service WorkForce Centers were in operation, with 16 Affiliate Sites located around the state.

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.

Minnesota's WorkForce Centers & Workforce Service Areas



Empowering Individuals

The Consumer Report increases a program's access to prospective students. Students generally access the Report on the Internet through schools or one of Minnesota's 53 One-Stop WorkForce Centers. School and WorkForce Center staff assist individuals to analyze data and choose programs they determine best meet their needs, abilities, and interests. The Consumer Report is the first step in qualifying a program for WIA training funds for eligible adults and dislocated workers.

ISEEK (Internet System for Education and Employment Knowledge) is the vehicle for delivering Consumer Report performance information. ISEEK is an electronic website containing a wealth of information on education and training providers and their programs. ISEEK includes information on career planning, employment, and information for businesses.

Consumer Report System

Minnesota continues to support the key WIA principle of individual empowerment, helping consumers make informed choices about available training services. Minnesota's Consumer Report System, displayed within the ISEEK.org website, is designed to display comparable performance information on the effectiveness of training programs throughout the State. Job placement rates, retention rates, and salary levels of graduates are illustrated. Full implementation of the Consumer Report System will occur in January 2003. An advisory board of 14 public and private stakeholders designed the Consumer Report System.

The WIA program certification process is part of the Minnesota Consumer Report System. Minnesota has been granted a waiver from the U.S. Department of Labor allowing it to delay full implementation of the process until January 2003. During calendar year 2002, Minnesota facilitated the certification application process including the efficient transfer of paperwork and data among the prospective providers, the Minnesota Department of Economic Security, and the local Workforce Service Area boards. Minnesota's process is intended to bring quality control into the training provider system. Local WorkForce Councils conduct certification at the local level while the State oversees the process and maintains the statewide certification list.

During the first year of WIA, Minnesota "grandparented" Higher Education Act Title IV programs (e.g. Pell Grant eligible programs), and programs that were part of the National Apprenticeship Act onto the certification list. Other programs had to meet a 50 percent graduation standard.

In January 2003, Minnesota is expected to fully implement the certification process, requiring all training programs to meet job placement, training-related placement, job retention, and salary standards in order to be certified. A task force developed the standards with input from the State. These standards continue to be updated based on the most recent economic data. Certification will be used for customized or on-the-job training that must meet locally determined standards.

Eligible adults and dislocated workers seeking to use their Individual Training Accounts (ITA) must select WIA certified programs. An ITA is authorization for the individual to pay for a selected training program. The ITA specifies a dollar amount, training program, and time limit. Customers work with counselors to select training based on their needs and the information in the Consumer Report.

A future challenge to the system is to increase the participation of training providers and customers.

Resource Allocation And Effectiveness

The issue of WIA resource allocation, as illustrated in last year's Annual Report, continues to be a problem. The WIA Title IB youth and adult allocation formulas depend primarily on unemployment data and, as a result, do not distribute resources based on the need for employment and training services among the country's states and territories. This results in unjustified funding differences among states and affects the quality of services to program customers.

Two thirds of the formulas are based on excess unemployment and Areas of Substantial Unemployment (ASU), factors that create "notch problems." These problems result in nationally inequitable distribution of resources. 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.

Thus, 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.

The net result is an inequitable distribution of 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 unemployed individuals in the country, yet receives less than one percent each of WIA Title IB national adult funds, dislocated worker formula funds, and youth funds. This is a clear inequity.

Further, the WIA Title IB formula for adults does not match the stated goals of WIA. The formula is based on a targeted program, the Job Training Partnership Act (JTPA), where the goal was to serve economically disadvantaged and other specifically designated groups with high barriers to employment. The WIA Adult Program, on the other hand, is designed to serve the "universal customer," not necessarily individuals with barriers to employment. The allocation formula is not based on the mandated effort to serve anyone who enters a WorkForce Center. A more

equitable formula that takes into account the relative number of universal customers in each state is needed to replace the present allocation system.

Another problem continues to be the WIA Title IB youth formula. Two thirds of the 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.

Minnesota's experience shows economically disadvantaged youth 14 or 15 years old benefit significantly from WIA participation. Adding this group to the formula helps ensure areas with high concentrations of economically disadvantaged youth are provided adequate resources.

Many of the WorkForce Service Areas (WSA) devote a majority of their limited resources to supporting the resource area and core services to meet the stated goals of WIA, even though the formula does not. As a result, intensive services and especially training services are being reserved for a small number of individuals with the highest barriers. These individuals need the highest level of services to become full participants in the labor force. Most individuals who come to Minnesota's WorkForce Centers can only receive instructions in using the self-service core activities and resource room materials.

Minnesota is glad to hear the U.S. Department of Labor (DOL) is examining the effect of allocation formulas on the delivery of WIA services. Based on the state's experience, DOL can expect to see the inequity in allocations and services being delivered.

Minnesota only formally registers individuals who participate in core services requiring at least two hours of one-on-one staff interaction, and those participating in intensive and training services. Therefore, the number of registered individuals in WIA is much lower than in JTPA. Further, since the definition of "training" is much narrower in WIA than in JTPA, the number of individuals in WIA training is also much lower than in JTPA training. Because WIA registered individuals have more barriers, the outcomes might inaccurately suggest a lower level of achievement.

The WSAs are committed to serving the largest number of people in the most efficient and effective way possible; so core services represent a majority of WSAs' efforts. At present, the WSAs do not have a systematic way of tracking core service clientele. Over the next few months, WSAs, working with the state, will look at ways to develop such a system.

Cost Effectiveness Analysis

Minnesota is committed to expending its resources in the most cost-effective way possible and continues to explore more effective ways of providing employment and training services. The state maintains its study of spending patterns, service levels, and outcomes to learn how to best use its funds.

Minnesota examines the effect of program participation on wages. Program participant wage changes are compared to the wage changes for all wage earners in the state. The MDES Research and Statistics Office reports the average wage change for all wage earners in Minnesota from the first quarter 2001 through the first quarter 2002 was \$9.00 per week, a change of 1.3 percent. The small change is reflective of the slowing economy in the state and in the country as a whole.

In order to conduct a cost-effectiveness analysis, further research is necessary to ascertain the effect of additional money brought into the economy by the wage gains from program participation. Minnesota has not-as yet- developed a systematic methodology to account for potential reductions in public assistance payments and/or benefits, increased federal or state tax revenues from personal income and sales tax, and increases in scholarships or other financial aid that would further increase the net benefit of the programs.

The following analyzes the youth and adult WIA programs by comparing costs and wage gains. Each analysis starts by listing PY 2001 expenditures, the total wage benefits and then the cost/benefit ratio. The analysis concludes with an explanation as to how the benefits were calculated.

Youth Programs

Total WIA Expenditures:	\$9,394,454
Total WIA Benefits (Wages+Earnings):	\$9,862,866
Cost/Benefit Ratio:	\$1.05 for each \$1.00 of Youth Formula Grant

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 \$9,862,866 above with a result of \$1.05 in benefits for every dollar expended.

Post Participant Wages: \$1,249,194

This figure is the estimated annualized earnings of exiters of the WIA Youth Program, adding 2.5 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, 2002. The wages and other program outcomes would be indicated beyond July 1, 2002, 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 reduction over the wage gains measured in PY 2000. Regional and national economic instability has had a detrimental effect on placements, wage gains and retention. However, it is also encouraging to note the gains in the number of older youth exiters earning a credential and moving on to post-secondary education or advanced training. 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: \$ 8,613,672

Minnesota benefited from the participation of youth in WIA. The above figure represents program earnings in PY 2001. 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.

Adult Programs

Total WIA Adult Expenditures:	\$ 7,276,464
Total WIA Benefits (Wage Gain):	\$17,247,204
Cost/Benefit Ratio:	\$2.37 for each \$1.00 of Adult Funds

Adult Program Participant Wage Gain: \$17,247,204

Wage benefits of \$17,247,204 include adult participant wage increases for those receiving training services and those receiving only core and intensive services. Dividing these gains by the total expenditures shows

that for every dollar of WIA adult resources spent (both money from PY 2001 allocations and carry over from PY 2000 allocations), there was net gain of \$2.37. This is how the ratio was calculated.

The 526 individuals who received training services had an average six-month earnings change of \$4,711. The 753 individuals receiving only core and intensive services, had an average six month earnings change of \$2,559. Subtracting \$7, the average weekly wage gain for wage earners in the state for the period, from each group's average weekly wage change (training participants: \$367 weekly wage gain; core/intensive participants: \$196 weekly wage gain) shows an estimated weekly effect of the WIA program for each participant. Multiplying the respective results (\$360 and \$189) by the number of participants in each group and then multiplying those products by 52 gives the above results for the total wage gain. The ratio was adding the two products together and dividing the result by the total expenditures.

Although the wage gain is higher this year than last year's number, the cost benefit ratio is lower. This reflects the increased effort required to achieve a wage gain given the slowing economy.

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.

Adult Program

The Workforce Investment Act (WIA) was fully implemented in Minnesota during Program Year 2001 (PY 2001). During PY 2001, local WorkForce Service Areas (WSAs) had to cope with the job loss implications of the September 11th tragedy and the economic downturn that plagued both the State of Minnesota and the nation. While working with locally determined priority groups, local areas also continued to focus on the “universal customer.”

Limited WIA Title IB Adult funds are allocated to the three basic levels of service (i.e. core, intensive, and training) to achieve the best possible outcomes for the customers being served. Core services are further divided into two levels: Core I and Core II, with Core I type programs serving the universal customer and Core II type programs serving registered individuals needing more staff “hands on” services. WSAs work to provide sufficient funds to Core I level services, enabling all adults to receive a basic level of employment and training services. The challenge continues to be in balancing “universal needs” with the needs of individuals who need training to fill in skill gaps to become economically and socially self-sufficient.

Coordination among program providers continues to be a mainstay of the WIA Adult Program. WIA has mandated coordination among 19 partners, with many of these service providers housed in the 53 WorkForce Centers and sharing the costs of common resources, upkeep and maintenance. For example, the costs of maintaining Resource Areas are shared by such programs as WIA Title IB and Wagner-Peyser. Resource Areas provide computer access to job listings, labor market information, and job search and readiness tools. The Resource Area provides the principal service for the “universal customer”. The reality of maintaining 53 WorkForce Centers to serve the “universal customer” makes coordination a necessity among partners.

Customers

During PY 2001, the WIA Title IB Adult Program served 3,301 registered individuals. This number does NOT include individuals who came to the WorkForce Center for universal Core I services. 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.

Minnesota requires that registration for the WIA Title IB adult customer occur when the customer receives at least two hours of staff assisted core services. Once registered, the customer can receive appropriate intensive services as determined by the individual development plan con-

structed by 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. As required by law, WIA-funded training is delivered through the use of an Individual Training Account (ITA).

The 3,301 customers served by the PY 2001 WIA Title IB Adult Program include individuals most in need of assistance. Many were in poverty (79 percent), many were single parents (34 percent), and some had disabilities (16 percent). Nearly half of adult customers (42 percent) received some sort of assistance, including Temporary Assistance to Needy Families (TANF), general assistance, or some other form of public assistance. Nine 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 \$8.95 per hour, while the average wage upon exiting was \$10.65 per hour. Additional adult performance outcomes are detailed in the Minnesota outcomes performance tables at the end of this report.

Overall Program Purpose

The WIA Title IB Adult Program provides employment and training assistance to adults to increase their employment, earnings, and occupational skill attainment. 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 obtain economic self-sufficiency.

Providers

The Adult Program is delivered through 53 WorkForce Centers located statewide in 16 WSAs. Some WSAs also subcontract with non-profit and other service agencies to deliver services. A local planning process determines service delivery.

The WSAs develop locally determined employment and training plans, based on state guidelines. Following these guidelines, the WSAs delineate how program resources will be spent to address local needs. The local plans describe the subcontractors to be used and the services to be delivered. The public is offered the opportunity to review the plans prior to their review and approval at the local level by WSA WorkForce Councils. Final approval is made by the State.

“Taneesha” is a 23 year-old African American female who came into HIRED (a partner in WIA adult program service provision for the Minneapolis Employment and Training Program) about four months pregnant with her first child and seeking full-time employment. She had recently been let go from a fast food restaurant where she was making \$7.50 an hour for the last ten months. She had experienced a difficult start to her pregnancy which caused her to take a leave of absence at work. When she returned, they had replaced her. She was confused and nervous about how to explain her reason for leaving to a potential employer without immediately bringing up her pregnancy, and she feared that, in a month, employers might not give her a chance. Her housing situation was unstable and she felt alone in her fight to get back to work and to avoid resorting to public assistance. HIRED staff and Taneesha worked on creating a combination resume and practicing in mock interviews. Taneesha utilized a local clothing shelf to secure interview clothes, and discussed professional ways to respond to difficult application and employer questions. Within a week, she was ready for a referral to a job with the dining services unit at a large local institution. A few weeks later, she had the job and was receiving \$9.58 an hour with the chance to join the union and receive a pay increase after six months. She discussed her pregnancy with her supervisor, worked out a plan, and has been there about three months now. HIRED will continue to support her efforts to seek stable housing, subsidized daycare options, and to maintain a long-term job at an institution that could eventually offer her a free education as a benefit.

Supportive Services

When an individual is in need of supportive services to complete a program under the WIA Title IB 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

Strategies for Improvement

Minnesota plans to continue to improve its technical assistance system. The state issued approximately \$344,000 of WIA funds to the WSAs asking them to engage in staff development and Workforce Council improvement activities. Ongoing reports from the WSAs indicate that such activities are occurring. Additionally, Minnesota is establishing electronic town forums allowing effective local input into proposed state policies and offering the local WSAs the opportunity to share ideas about effective programs.

Dislocated Worker Program

Minnesota has been a leader in assisting workers returning to the workforce. Minnesota's WIA Dislocated Worker Program served 4,037 individuals in PY 2001. Exiters totaled 2,234, with 1,837 placed. An income replacement of 94 percent of pre-layoff wages was achieved.

The number of layoffs again grew at a significant pace; mergers and consolidations contributed to the loss of jobs. During the course of the year, a total of 34,432 layoffs were brought to the attention of Dislocated Worker Program staff. Among the larger layoffs, workers from the following companies received assistance: American Express Financial, Fingerhut, 3M, Potlatch, Arthur Andersen Consulting and Mesaba Airlines.

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 Development staff. From Minnesota's brief experience to date, several opportunities arose which demonstrated mutual benefits from this new relationship.

Program Purpose

Dislocated Worker Program services are provided to people unemployed through no fault of their own due to a layoff or business closing. These services are intended for people who, due to market demand or ever-increasing qualification requirements, may have difficulty finding a job comparable to the one they previously had. The program is appropriate for people in any occupation, regardless of previous experience or education. The goal 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 a routine test of eligibility.

Customers

Dislocated Worker Program customers are individuals who were permanently laid off from their employer, or who received a notice of an impending permanent layoff. Dislocated

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 Trade 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. This graph shows Rapid Response activity over the last seven program years. A Program Year (PY) begins on July 1 and runs through June 30. PY 2001 illustrates the dramatic increase in dislocation events.

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

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.

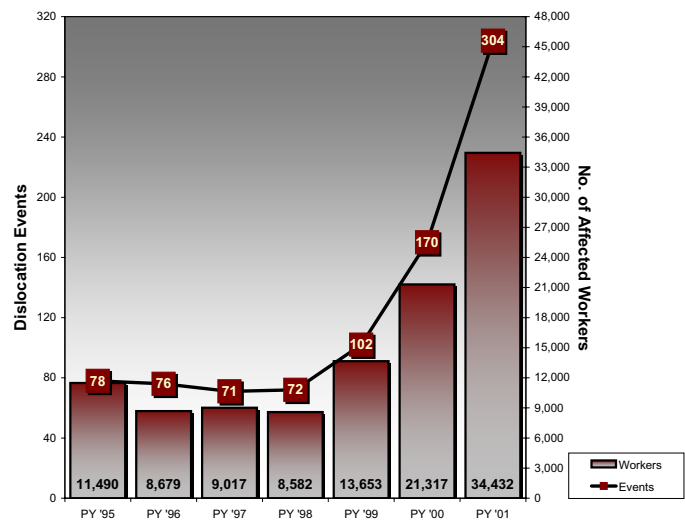
workers are usually eligible for unemployment compensation. They may have already exhausted unemployment compensation, or be employed though earning insufficient income so they qualify for unemployment compensation. They are individuals who are unlikely to return to their previous occupation due to general 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 a few 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



Providers receive federal Early Readjustment 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. In addition to ERAG funds, Quality Career Services and Teamsters Service Bureau received state formula-like funds during PY 2001.

Rapid Response Activities

The Rapid Response process begins when the employer is ready to discuss its layoff plan and often begins in confidence with Rapid Response Team members. The most effective programs begin with at least 60 days notice. Rapid Response includes an initial on-site meeting with the State Rapid Response Team, company management and union leadership to obtain a clear idea of the job loss likely to occur. With this information, the Rapid Response Team informs the service providers of the situation to date.

Information meetings are held with groups of workers who are likely to lose their jobs. These meetings may be held on site. An overview of the Dislocated Worker Program is provided to the workers and a survey of employee needs is completed. Employee Management Committee (EMC) volunteers are recruited at these meetings. After an EMC is formed, the EMC uses the survey to determine a list of services needed. In subsequent EMC meetings a service provider is selected. After a provider is selected, the EMC works with the service provider to develop a grant proposal.

In PY 2001 the Rapid Response Team responded to 304 dislocation events (including 93 WARN Notices) affecting a total of 34,432 workers. Of that total, 25,613 workers were eventually served. State formula and State project funds served 19,081. WIA Dislocated Worker Program formula funds served 3,957.

Minnesota received a National Emergency Grant (NEG) to provide dislocated worker services to workers who lost their jobs due to the actions centered on September 11, 2001 when our country was attacked. By June 30, 2002, a total of 2,575 workers were enrolled in the NEG grant.

Strategies for Improvement

The Minnesota Job Skills Partnership Board asked Rapid Response to respond to layoffs from 10 to 49 workers and to have the team select a service provider for 65 new projects for workers from these smaller work sites.

Working with a consultant, the Rapid Response Unit has updated its survey that is given to laid off workers and now new software is being developed to read the revised survey.

Handouts used by the Rapid Response Team have been updated. A new business brochure for employees has been created.

Evaluation and Benefit Analysis

The Minnesota Dislocated Worker Program has been an early proponent of evaluating the impact of the program services and measuring return on investment commencing with the Berkeley Associates report in 1997 and an update again in 2001. The cost benefit analysis component indicated an average return of investment of \$2.45 for every \$1.00 invested in the program.

Discussions are underway for the program to consider conducting an updated study to measure and evaluate the impact of the program. Care will be taken to assure that this evaluation will be at “an arm’s length” so as not to interfere with the credibility and reliability of results measured. Researchers familiar with evaluation methodologies will help direct and oversee the study.

Youth Program

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 youth who are pregnant or parenting, foster children, youth with disabilities and youth with other barriers to employment. Local employment and training providers continue to expand their relationship with probation officers and other juvenile justice professionals to provide youth offenders with opportunities to transition back into their community. Specialists provide individualized services and develop strategies that address each youth's unique barriers to successfully transitioning to adulthood and self-sufficiency.

Principles that define quality programming for youth include:

- Designing program activities to reflect program goals;
- Comprehensive services based on individual assessment;
- Ensuring on-going participation of caring adults; and,
- 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:

A senior at Moorhead High School, Auger Diang has had more experiences in his 20 years than most of his teachers have had in their lifetime.



Auger is one of the "Lost Boys" from Sudan. He traveled across two countries ravaged by civil war, and survived by his own determination. He saw his friends killed by bullets, wild animals, and floodwaters. The youth program offered him a chance to begin a "normal" life in America and begin a work history.

His first work experiences were mowing lawns, doing lawn care, and housekeeping duties at Moorhead Health Care. The residents enjoyed watching him and cheered his enthusiasm for wanting to learn more. Auger and his supervisor Bob developed a great mentoring relationship. When Bob saw that Auger was driving a car with just his permit, he had a talk with Auger. Bob was once a deputy law enforcement officer. Bob called Auger's youth coordinator to discuss the driving situation. Auger was enrolled in driver's training classes and earned his driver's license. He will be taking nursing classes this fall, at the recommendation of Moorhead Health Care staff. The Health Care agency has offered to hire him after he earns his Certified Nursing Assistant Certificate. Auger has always wanted to be in the medical field - his dreams are coming true.

Allison Adams was referred to the Youth Department because she was no longer engaged in school, and was having difficulties at home. She was failing all her classes due to truancy and non-completion of her homework. Efforts to reconnect her to school had failed. Allison met with Bill, a Youth Employment Specialist, and was enrolled in the WIA program. Bill worked with Allison to assess her skills and interests and to determine a plan of action.



To help Allison see the connection between her interests in working with children and her own education, Bill set up a work experience plan for Allison at Otsego Elementary School where she would work as a Teacher's Aide. Like many rural youth, a lack of transportation was a barrier. Allison received financial assistance to pay for car repairs and worked directly with children in an educational setting. Her supervisor was supportive and appreciative of her work.

Allison's attendance at school quickly improved. Allison continued to work and school credits earned during the summer helped Allison make up for lost time. Allison's grades improved; she is currently on schedule to graduate with her class and plans to earn a college degree in Elementary Education.

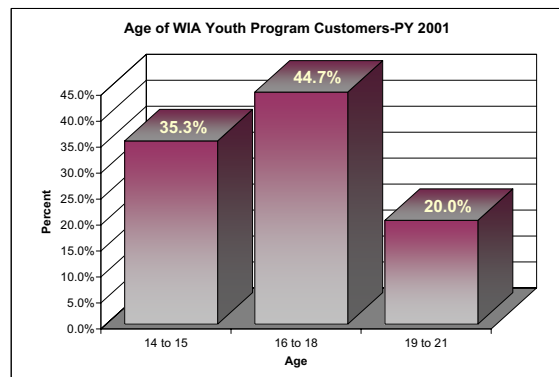
- Tutoring, study skills training and instruction that leads to the completion of secondary school, including drop-out prevention strategies;
- Alternative secondary school services;
- Summer employment opportunities;
- Paid and unpaid work experiences, internships and job shadowing;
- Occupational skills 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 MDES/Office of Youth Development 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 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 and recruitment 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.

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. Transportation is arranged when necessary.

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

Local youth councils are updating and refining their mission statements, strategic plans and workplans. Resource mapping has served as an effective tool in helping many local areas develop realistic plans that reflect community and youth development goals.

Minnesota's youth practitioners have been very creative in identifying and using existing resources including local educational agencies, WorkForce Center partners, juvenile justice, youth intervention and other community agencies to augment services. The Office of Youth Development at MDES maintains constant communication with local youth practitioners to share innovative ideas, discuss policy issues, problem-solve and provide updates on related topics related to youth employment issues.



Shaun Lemmerhirt is a Senior attending Dawson-Boyd High School. He receives Special Education Services and is placed in long-term foster care. He started with

the youth program in the summer of 2000 as a school custodial assistant and continues there at present. Shaun has also worked at a hardware store as a stock person during the school year of 2001-02, and has just started school-year employment with the nursing home/hospital complex in the maintenance department. Throughout his participation with the youth program, he has attended his school's Employability Skills Class, earning academic credit for classroom and work experience. Over the period of his enrollment, Shaun has matured into a valued employee and will have the skills to secure competitive employment after graduation. He has been referred to Rehabilitation Services for post-secondary planning assistance, and has attended the Career Assessment Center's week-long session to help him decide what career path he should pursue after high school. He is interested in staying in his community. With the skills he has learned through the youth program and work experience class, he should be successful. Over the years, Shaun has developed the kind of personality and work ethic that employers are seeking.

More information about Minnesota's Youth Employment Programs can be found at: www.mnwfc.org/youth

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, 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. MDES) then works with local Workforce Councils and their staffs to establish goals that will be relevant to local conditions and also enable the state to meet its requirements. WIA requires states to renegotiate performance levels at statutorily defined points in the five-year unified plan cycle.

At the initiation of WIA, Minnesota negotiated the WIA performance levels for a three-year period with DOL. For the first year, 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 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 itself 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 sanctions are imposed for failing to meet them. The state has established a WIA policy that details incentives for exceptional 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 January 2003, 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.

Most performance measures on the following pages are based on the period October 1, 2000 through September 30, 2001. This three-quarter lag is needed to use wage and employment information from employers' payroll tax records. However, with outcomes for which the lag is not necessary, the results shown are based on PY 2001, which is the period of July 1, 2001 through June 30, 2002. Outcomes based on PY 2001 data include the Youth Diploma Rate, the Youth Skills Attainment Rate, Participation Levels (Table M), and the Total Participants Served and Total Exiters sections of each individual WSA table.

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

MDES is currently conducting two customer satisfaction surveys. One, the Exiters Survey, is intended to meet the WIA Title IB requirements described in TEG 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, MDES 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, MDES' agent 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. MDES reports the results of the Exiters Survey to DOL according to the American Customer Satisfaction Index guidelines. The PY 2001 statewide customer satisfaction rates are reported in the outcomes section of this report. For PY 2001, all Minnesota Workforce Service Areas adopted the State standards as their local ones.

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.

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	66	74.7	472	5973	840	56.2%
Employers	68	77.2	882	5251	969	91.0%

Table B - Adult Program

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	74.7%	915 1,225
Employment Retention Rate	78%	79.6%	1,018 1,279
Earnings Change in Six Months	\$3,600	\$3,444	\$4,404,910 1,279
Employment and Credential Rate	45%	57.2%	399 698

Table C - Outcomes for Adult Special Populations

	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	70.7%	162 229	71.3%	62 87	68.8%	121 176	73.4%	58 79
Employment Retention Rate	80.7%	188 233	78.8%	67 85	78.9%	131 166	79.0%	64 81
Earnings Change in Six Months	\$4,077	\$949,963 233	\$4,014	\$341,173 85	\$3,776	\$626,836 166	\$2,020	\$163,639.00 81
Employment and Credential Rate	51.2%	125 244	48.8%	21 43	46.9%	53 113	52.6%	10 19

Table D - Other Outcome Information for the Adult Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	72.9%	315 432	75.7%	600 793
Employment Retention Rate	84.4%	444 526	76.2%	574 753
Earnings Change in Six Months	\$4,711	\$2,477,795 526	\$2,559	\$1,927,115 753

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

	Negotiated Performance Level		Actual Performance Level	
Entered Employment Rate	82%		81.8%	1,502 1,837
Employment Retention Rate	85%		89.9%	1,351 1,502
Earnings Change in Six Months	88%		94.2%	\$20,229,137 \$21,483,333
Employment and Credential Rate	45%		51.7%	420 813

Table F - Outcomes for Dislocated Worker Special Populations

	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers *	
Entered Employment Rate	78.5%	161 205	80.4%	86 107	72.8%	155 213	57.1%	4 7
Employment Retention Rate	88.8%	143 161	93.0%	80 86	83.9%	130 155	100.0%	4 4
Earnings Replacement Rate	85.8%	\$2,195,164 \$2,558,592	93%	\$946,893 \$1,016,046	72.0%	\$1,826,142 \$2,537,779	0.0%	\$36,599 \$0
Employment and Credential Rate	45.2%	42 93	53.8%	21 39	38.1%	32 84	0.0%	0 4

Table G - Other Outcome Information for the Dislocated Worker Program

	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	81.2%	660 813	82.2%	842 1,024
Employment Retention Rate	91.8%	606 660	88.5%	745 842
Earnings Change in Six Months	91.5%	\$9,041,840 \$9,886,006	96.5%	\$11,187,297 \$11,597,327

*The number of served displaced homemakers shown in Table F is indicative of Minnesota's non-use of WIA funds to serve displaced homemakers. Minnesota has established displaced homemaker-targeted programs using Temporary Assistance for Needy Families (TANF) and State workforce development funds.

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Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	62%	74.6%	214 287
Employment Retention Rate	74%	70.8%	204 288
Earnings Change in Six Months	\$3,000	\$2,376	\$684,281 288
Employment and Credential Rate	40%	38.2%	160 419

Table I - Outcomes for Older Youth Special Populations

	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	76.4%	84 110	50.0%	1 2	77.4%	48 62	73.0%	168 230
Employment Retention Rate	69.7%	76 109	100.0%	1 1	68.3%	43 63	70.4%	152 216
Earnings Replacement Rate	\$2,678	\$291,952 109	\$1,982	\$1,982 1	\$1,902	\$119,835 63	\$1,892	\$408,662 216
Employment and Credential Rate	46.0%	75 163	0.0%	0 2	38.0%	35 92	30.1%	95 316

State of Minnesota

WIASRD Annual Report: 12/1/02

11/26/02

Table J - Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	69%	85.5%	3,384 3,958
Diploma or Equivalent Rate	40%	54.9%	239 435
Retention Rate	52%	68.8%	306 445

Table K - Outcomes for Younger Youth Special

	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	84.5%	732 866	84.5%	1,777 2,102	82.6%	772 935
Diploma or Equivalent Rate	45.5%	46 101	60.3%	120 199	50.4%	63 125
Retention Rate	68.6%	70 102	66.5%	125 188	62.3%	114 183

Table L - Other Reported Information, part A

	12 Month Retention		12 Month Earnings		Non Traditional Employment	
Adults	79.8%	249 312	\$4,472	\$1,395,211 312	5.71%	73 1,279
Dislocated Workers	89.4%	380 425	86.6%	\$5,784,295 \$6,680,231	5.66%	85 1,502
Older Youth	77.6%	116 90	\$3,081	\$357,406 116	3.47%	10 288

Table L - Other Reported Information, part B

	Wages at Entry		Training Related Employment	
Adults	\$4,104	\$3,754,715 915	82.16%	396 482
Dislocated Workers	\$7,049	\$10,580,148 1,501	77.52%	462 596
Older Youth	\$2,580	\$549,558 213		

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	3,301	1812
Dislocated Workers	4,037	2,234
Older Youth	1,039	469
Younger Youth	4,111	1,490

Table N - Cost of Program Activities

Activity	Total Federal Spending
Adult	\$ 7,276,464
Local Dislocated Worker	\$ 6,119,475
Youth	\$ 9,394,454
Rapid Response	\$ 1,887,140
15% Set-Aside	\$ 2,593,500
General Administration	\$ 900,000
Statewide Support of Local Services	\$ 310,000
Capacity Building	\$ 80,000
Research & Development	\$ 430,000
Total Federal Spending	\$ 28,991,033

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 1	Total Participants Served	Adults	98	
		Dislocated	91	
		Older Youth	33	
		Younger Youth	213	
ETA Assigned #: 27045	Total Exiters	Adults	46	
		Dislocated Workers	40	
		Older Youth	9	
		Younger	21	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	68.8%	
	Dislocated Workers	82%	72.3%	
	Older Youth	62%	100.0%	
Retention Rate	Adults	78%	71.1%	
	Dislocated Workers	85%	91.2%	
	Older Youth	73%	71.4%	
	Younger Youth	52%	100.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,092	
	Dislocated Workers	88%	114.4%	
	Older Youth	\$3,050	\$2,998	
Credential/Diploma Rate	Adults	45%	12.8%	
	Dislocated Workers	45%	3.6%	
	Older Youth	40%	20.0%	
	Younger Youth	40%	33.3%	
Skill Attainment	Younger Youth	67%	94.9%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 3	Total Participants Served	Adults	520	
		Dislocated	284	
		Older Youth	211	
		Younger Youth	509	
ETA Assigned #: 27035	Total Exiters	Adults	260	
		Dislocated Workers	191	
		Older Youth	95	
		Younger	221	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	71.4%	
	Dislocated Workers	82%	82.4%	
	Older Youth	59%	75.8%	
Retention Rate	Adults	78%	85.4%	
	Dislocated Workers	85%	83.5%	
	Older Youth	70%	73.2%	
	Younger Youth	49%	83.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$5,147	
	Dislocated Workers	88%	249.6%	
	Older Youth	\$2,797	\$1,920	
Credential/Diploma Rate	Adults	45%	67.4%	
	Dislocated Workers	45%	80.9%	
	Older Youth	40%	79.5%	
	Younger Youth	40%	83.8%	
Skill Attainment	Younger Youth	66%	99.7%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 4	Total Participants Served	Adults	95	
		Dislocated	77	
		Older Youth	44	
		Younger Youth	225	
ETA Assigned #: 27005	Total Exiters	Adults	25	
		Dislocated Workers	58	
		Older Youth	12	
		Younger	34	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	61.1%	
	Dislocated Workers	82%	77.1%	
	Older Youth	57%	60.0%	
Retention Rate	Adults	78%	72.7%	
	Dislocated Workers	85%	96.3%	
	Older Youth	57%	50.0%	
	Younger Youth	57%	100.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$1,037	
	Dislocated Workers	88%	272.3%	
	Older Youth	\$2,100	\$4,945	
Credential/Diploma Rate	Adults	45%	35.3%	
	Dislocated Workers	45%	66.7%	
	Older Youth	40%	28.6%	
	Younger Youth	40%	77.8%	
Skill Attainment	Younger Youth	57%	70.2%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 5	Total Participants Served	Adults	154	
		Dislocated	359	
		Older Youth	58	
		Younger Youth	267	
ETA Assigned #: 27105	Total Exiters	Adults	115	
		Dislocated Workers	238	
		Older Youth	17	
		Younger	44	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	62.9%	
	Dislocated Workers	82%	86.4%	
	Older Youth	62%	75.0%	
Retention Rate	Adults	78%	89.1%	
	Dislocated Workers	85%	86.4%	
	Older Youth	62%	87.5%	
	Younger Youth	52%	86.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$5,113	
	Dislocated Workers	88%	83.9%	
	Older Youth	\$2,100	\$7,291	
Credential/Diploma Rate	Adults	45%	48.1%	
	Dislocated Workers	45%	60.5%	
	Older Youth	40%	41.7%	
	Younger Youth	45%	58.8%	
Skill Attainment	Younger Youth	52%	70.7%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 8	Total Participants Served	Adults	134	
		Dislocated	799	
		Older Youth	13	
		Younger Youth	168	
ETA Assigned #: 27075	Total Exiters	Adults	75	
		Dislocated Workers	217	
		Older Youth	4	
		Younger	47	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	60.0%	
	Dislocated Workers	82%	84.3%	
	Older Youth	62%	100.0%	
Retention Rate	Adults	78%	92.1%	
	Dislocated Workers	85%	86.0%	
	Older Youth	72%	66.7%	
	Younger Youth	52%	60.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$3,343	
	Dislocated Workers	88%	87.6%	
	Older Youth	\$3,000	\$6,412	
Credential/Diploma Rate	Adults	45%	63.6%	
	Dislocated Workers	45%	34.3%	
	Older Youth	40%	66.7%	
	Younger Youth	40%	51.7%	
Skill Attainment	Younger Youth	69%	52.7%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 9	Total Participants Served	Adults	260	
		Dislocated	758	
		Older Youth	48	
		Younger Youth	327	
ETA Assigned #: 27025	Total Exiters	Adults	140	
		Dislocated Workers	517	
		Older Youth	46	
		Younger	183	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	71.1%	
	Dislocated Workers	82%	82.2%	
	Older Youth	60%	94.1%	
Retention Rate	Adults	78%	81.0%	
	Dislocated Workers	85%	90.1%	
	Older Youth	55%	81.3%	
	Younger Youth	45%	66.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,042	
	Dislocated Workers	88%	85.4%	
	Older Youth	\$2,100	\$1,034	
Credential/Diploma Rate	Adults	45%	48.3%	
	Dislocated Workers	45%	51.8%	
	Older Youth	25%	11.1%	
	Younger Youth	25%	3.4%	
Skill Attainment	Younger Youth	45%	75.5%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 12	Total Participants Served	Adults	16	
		Dislocated	84	
		Older Youth	39	
		Younger Youth	31	
ETA Assigned #: 27085	Total Exiters	Adults	8	
		Dislocated Workers	44	
		Older Youth	16	
		Younger	10	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	66.7%	
	Dislocated Workers	82%	82.8%	
	Older Youth	61%	100.0%	
Retention Rate	Adults	78%	90.0%	
	Dislocated Workers	85%	91.7%	
	Older Youth	61%	88.9%	
	Younger Youth	52%	100.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$8,090	
	Dislocated Workers	88%	76.8%	
	Older Youth	\$2,100	\$3,681	
Credential/Diploma Rate	Adults	45%	53.3%	
	Dislocated Workers	45%	73.7%	
	Older Youth	40%	77.8%	
	Younger Youth	40%	75.0%	
Skill Attainment	Younger Youth	52%	97.1%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 14	Total Participants Served	Adults	82	
		Dislocated	125	
		Older Youth	8	
		Younger Youth	167	
ETA Assigned #: 27090	Total Exiters	Adults	65	
		Dislocated Workers	73	
		Older Youth	2	
		Younger	79	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	61.8%	
	Dislocated Workers	82%	81.6%	
	Older Youth	62%	50.0%	
Retention Rate	Adults	78%	69.2%	
	Dislocated Workers	85%	97.2%	
	Older Youth	62%	100.0%	
	Younger Youth	52%	11.8%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$3,214	
	Dislocated Workers	88%	90.5%	
	Older Youth	\$2,500	\$2,895	
Credential/Diploma Rate	Adults	45%	40.0%	
	Dislocated Workers	45%	80.0%	
	Older Youth	40%	50.0%	
	Younger Youth	40%	7.1%	
Skill Attainment	Younger Youth	52%	79.2%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

Local Area Name WSA 15	Total Participants Served	Adults	284	
		Dislocated	327	
		Older Youth	63	
		Younger Youth	266	
ETA Assigned #: 27115	Total Exiters	Adults	145	
		Dislocated Workers	211	
		Older Youth	13	
		Younger	70	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	66.0%	
	Dislocated Workers	82%	81.2%	
	Older Youth	62%	100.0%	
Retention Rate	Adults	78%	63.7%	
	Dislocated Workers	85%	88.1%	
	Older Youth	74%	100.0%	
	Younger Youth	52%	76.2%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$2,155	
	Dislocated Workers	88%	88.3%	
	Older Youth	\$3,000	\$5,471	
Credential/Diploma Rate	Adults	45%	42.9%	
	Dislocated Workers	45%	26.0%	
	Older Youth	40%	75.0%	
	Younger Youth	40%	62.5%	
Skill Attainment	Younger Youth	69%	85.8%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

State of Minnesota

WIASRD (WIB) Annual Report: 12/01/2002

11/20/02

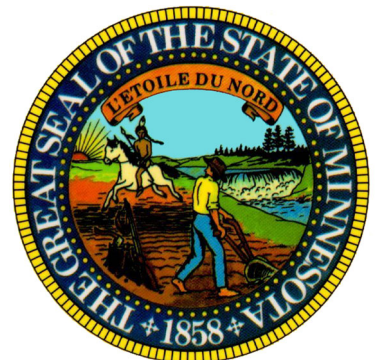
Local Area Name WSA 16	Total Participants Served	Adults	15	
		Dislocated	54	
		Older Youth	10	
		Younger Youth	37	
ETA Assigned #: 27100	Total Exiters	Adults	8	
		Dislocated Workers	36	
		Older Youth	4	
		Younger	11	
		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program	66%	74.7%	
	Employers	68%	77.2%	
Entered Employment Rate	Adults	75%	87.5%	
	Dislocated Workers	82%	84.0%	
	Older Youth	60%	100.0%	
Retention Rate	Adults	78%	100.0%	
	Dislocated Workers	85%	85.7%	
	Older Youth	63%	100.0%	
	Younger Youth	55%	66.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,600	\$7,406	
	Dislocated Workers	88%	77.0%	
	Older Youth	\$2,100	\$3,018	
Credential/Diploma Rate	Adults	45%	100.0%	
	Dislocated Workers	45%	50.0%	
	Older Youth	40%	50.0%	
	Younger Youth	40%	75.0%	
Skill Attainment	Younger Youth	52%	92.5%	
Description of Other State Indicators of Performance.				
Overall Status of Local Performance		Not Met	Met	Exceed

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This publication is available in alternate formats upon request.

WIA Annual Report Data

State Name: MN

Program Year: 2001

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	66	74.7	472	5,973	840	56.2
Employers	68	77.2	882	5,251	969	91

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	74.9	911
			1,216
Employment Retention Rate	78	79.7	1,023
			1,284
Earnings Change in Six Month	3,600	3,488	4,478,784
			1,284
Employment and Credential Rate	45	57.2	394
			689

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	70.8	182	72.6	61	68.2	120	73.8	59
		257		84		176		80
Employment Retention Rate	80.7	213	79.1	68	78.9	131	79	64
		264		86		166		81
Earnings Change in Six Months	4,040	1,066,620	4,064	349,535	3,763	624,663	2,020	163,639
		264		86		166		81
Employment and Credential Rate	50.8	121	50	23	46	52	57.1	12
		238		46		113		21

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	74	304	75.4	607
		411		805
Employment Retention Rate	84.8	442	76.1	581
		521		763
Earnings Change in Six Months	4,776	2,488,491	2,609	1,990,293
		521		763

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82	81.7	1,503
			1,839
Employment Retention Rate	85	89.9	1,351
			1,503
Earnings Replacement in Six Months	88	94.3	20,272,868
			21,490,369
Employment and Credential Rate	45	51.7	421
			814

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	78.5	161	80.4	86	72.8	155	100	1
		205		107		213		1
Employment Retention Rate	88.8	143	93	80	83.9	130	100	1
		161		86		155		1
Earnings Replacement Rate	87.5	2,238,074	93.2	946,893	72	1,826,142	0	0
		2,558,592		1,016,046		2,537,779		3,920
Employment And Credential Rate	46.2	43	53.8	21	39.3	33	0	0
		93		39		84		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	81.2	661	82.1
814			1,025	
Employment Retention Rate	91.7	606	88.5	745
		661		842
Earnings Replacement Rate	91.4	9,042,662	96.8	11,230,206
		9,892,283		11,598,086

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	62
Employment Retention Rate	74	71	298
			211
Earnings Change in Six Months	3,000	2,487	738,775
			297
Credential Rate	40	39.4	170
			432

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	76.5	88	50	1	77.8	49	73.8
115			2		63		237	
Employment Retention Rate	70.8	80	100	1	68.8	44	70.4	157
		113		1		64		223
Earnings Change in Six Months	2,831	319,933	1,982	1,982	2,083	133,301	1,996	445,081
		113		1		64		223
Credential Rate	46.8	81	0	0	37.6	35	32.2	105
		173		2		93		326

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	69
			3,968
Diploma or Equivalent Attainment Rate	40	54.9	241
			439
Retention Rate	52	69.1	315
			456

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	85.5	744	85.6	1,803	83	781
		870		2,107		941
Diploma or Equivalent Attainment Rate	45.5	46	60.7	122	50.8	64
		101		201		126
Retention Rate	68	70	66.8	129	63	121
		103		193		192

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	79.6	277	4,062	1,413,516	5.6	51	4,126	3,759,202	75.6	226
		348		348		911		911		299
Dislocated Workers	89.1	386	85.6	5,811,767	5.7	85	7,070	10,625,464	71.8	463
		433		6,788,078		1,503		1,503		645
Older Youth	79.6	78	3,723	364,831	3.1	7	2,875	644,082		
		98		98		224		224		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	3,308	1,816
Dislocated Workers	4,032	2,235
Older Youth	1,040	470
Younger Youth	4,109	1,494

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,276,464.00
Local Dislocated Workers		\$6,119,475.00
Local Youth		\$9,394,454.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$1,887,140.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,593,500.00
Statewide Allowable Activities 134 (a) (3)	General Admin	\$900,000.00
	Statewide Local Supp Svc	\$310,000.00
	Capacity Building	\$80,000.00
	Research & Development	\$430,000.00
Total of All Federal Spending Listed Above		\$28,991,033.00

WIA Annual Report Data

State Name: MN

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Anoka County Workforce Service Area	Total Participants Served	Adults	16
		Dislocated Workers	84
		Older Youth	39
		Younger Youth	31
	Total Exiters	Adults	8
		Dislocated Workers	44
		Older Youth	16
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	80
	Dislocated Workers	82	82.8
	Older Youth	61	100
Retention Rate	Adults	78	90.9
	Dislocated Workers	85	91.7
	Older Youth	61	91.7
	Younger Youth	52	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	7,785
	Dislocated Workers	88	76.8
	Older Youth (\$)	2,100	4,445
Credential / Diploma Rate	Adults	45	38.5
	Dislocated Workers	45	73.7
	Older Youth	40	58.3
	Younger Youth	40	75
Skill Attainment Rate	Younger Youth	52	97.1
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: 2001

Table O: Summary of Participants

Local Area Name: Central Minnesota Jobs and Training Services	Total Participants Served	Adults	154
		Dislocated Workers	248
		Older Youth	59
		Younger Youth	267
	Total Exiters	Adults	115
		Dislocated Workers	189
		Older Youth	18
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	63.5
	Dislocated Workers	82	86.3
	Older Youth	62	80
Retention Rate	Adults	78	89.1
	Dislocated Workers	85	86.3
	Older Youth	62	90
	Younger Youth	52	86.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	5,087
	Dislocated Workers	88	83.5
	Older Youth (\$)	2,100	6,894
Credential / Diploma Rate	Adults	45	46.2
	Dislocated Workers	45	60.5
	Older Youth	40	53.3
	Younger Youth	45	58.8
Skill Attainment Rate	Younger Youth	52	75
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: 2001

Table O: Summary of Participants

Local Area Name: Dakota County Workforce Services	Total Participants Served	Adults	83
		Dislocated Workers	125
		Older Youth	8
		Younger Youth	167
	Total Exiters	Adults	66
		Dislocated Workers	73
		Older Youth	2
		Younger Youth	79

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	61.8
	Dislocated Workers	82	81.6
	Older Youth	62	50
Retention Rate	Adults	78	69.2
	Dislocated Workers	85	97.2
	Older Youth	62	100
	Younger Youth	52	12.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,214
	Dislocated Workers	88	93.6
	Older Youth (\$)	2,500	2,895
Credential / Diploma Rate	Adults	45	40
	Dislocated Workers	45	80
	Older Youth	40	60
	Younger Youth	40	7.1
Skill Attainment Rate	Younger Youth	52	79.2
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: 2001

Table O: Summary of Participants

Local Area Name: Duluth Workforce Council	Total Participants Served	Adults	98
		Dislocated Workers	77
		Older Youth	44
		Younger Youth	225
	Total Exiters	Adults	25
		Dislocated Workers	58
		Older Youth	12
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	61.1
	Dislocated Workers	82	77.1
	Older Youth	57	60
Retention Rate	Adults	78	72.7
	Dislocated Workers	85	96.3
	Older Youth	57	50
	Younger Youth	57	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	1,037
	Dislocated Workers	88	272.3
	Older Youth (\$)	2,100	4,945
Credential / Diploma Rate	Adults	45	41.2
	Dislocated Workers	45	66.7
	Older Youth	40	28.6
	Younger Youth	40	77.8
Skill Attainment Rate	Younger Youth	57	83.6
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: 2001

Table O: Summary of Participants

Local Area Name: Hennepin County Training & Employment Assistance	Total Participants Served	Adults	261
		Dislocated Workers	758
		Older Youth	48
		Younger Youth	326
	Total Exiters	Adults	140
		Dislocated Workers	517
		Older Youth	46
		Younger Youth	184

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	71.1
	Dislocated Workers	82	82.2
	Older Youth	60	94.1
Retention Rate	Adults	78	81
	Dislocated Workers	85	90.1
	Older Youth	55	81.3
	Younger Youth	45	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,042
	Dislocated Workers	88	85.4
	Older Youth (\$)	2,100	1,034
Credential / Diploma Rate	Adults	45	51.7
	Dislocated Workers	45	51.8
	Older Youth	25	11.1
	Younger Youth	25	3.3
Skill Attainment Rate	Younger Youth	45	75.1
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: 2001

Table O: Summary of Participants

Local Area Name: Minneapolis Employment & Training Program	Total Participants Served	Adults	467
		Dislocated Workers	229
		Older Youth	201
		Younger Youth	680
	Total Exiters	Adults	394
		Dislocated Workers	124
		Older Youth	128
		Younger Youth	351

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	83
	Dislocated Workers	82	72.8
	Older Youth	55	76.3
Retention Rate	Adults	78	79
	Dislocated Workers	85	91
	Older Youth	60	60.5
	Younger Youth	45	75.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,803
	Dislocated Workers	88	91.6
	Older Youth (\$)	2,000	1,340
Credential / Diploma Rate	Adults	45	68.2
	Dislocated Workers	45	51.4
	Older Youth	25	11.9
	Younger Youth	25	29.3
Skill Attainment Rate	Younger Youth	55	91.6
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: 2001

Table O: Summary of Participants

Local Area Name: Northeast Minnesota Office of Job Training	Total Participants Served	Adults	520
		Dislocated Workers	283
		Older Youth	210
		Younger Youth	510
	Total Exiters	Adults	261
		Dislocated Workers	191
		Older Youth	94
		Younger Youth	222

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	71.6
	Dislocated Workers	82	82.4
	Older Youth	59	77.8
Retention Rate	Adults	78	85.4
	Dislocated Workers	85	83.5
	Older Youth	70	72.7
	Younger Youth	49	83.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	5,115
	Dislocated Workers	88	249.6
	Older Youth (\$)	2,797	2,385
Credential / Diploma Rate	Adults	45	65.2
	Dislocated Workers	45	80.9
	Older Youth	40	80.5
	Younger Youth	40	84.2
Skill Attainment Rate	Younger Youth	66	100
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: 2001

Table O: Summary of Participants

Local Area Name: Northwest WIB/Workforce Council	Total Participants Served	Adults	98
		Dislocated Workers	90
		Older Youth	33
		Younger Youth	213
	Total Exiters	Adults	46
		Dislocated Workers	40
		Older Youth	9
		Younger Youth	21

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	68.8
	Dislocated Workers	82	72.3
	Older Youth	63	100
Retention Rate	Adults	78	71.1
	Dislocated Workers	85	91.2
	Older Youth	73	71.4
	Younger Youth	52	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,092
	Dislocated Workers	88	114.4
	Older Youth (\$)	3,050	2,998
Credential / Diploma Rate	Adults	45	12.8
	Dislocated Workers	45	3.6
	Older Youth	40	20
	Younger Youth	40	33.3
Skill Attainment Rate	Younger Youth	67	95.6
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: 2001

Table O: Summary of Participants

Local Area Name: Ramsey County - MN Workforce Investment Board	Total Participants Served	Adults	284
		Dislocated Workers	326
		Older Youth	63
		Younger Youth	266
	Total Exiters	Adults	145
		Dislocated Workers	212
		Older Youth	13
		Younger Youth	70

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	65.5
	Dislocated Workers	82	80.8
	Older Youth	62	100
Retention Rate	Adults	78	63.7
	Dislocated Workers	85	88.1
	Older Youth	74	100
	Younger Youth	52	76.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,155
	Dislocated Workers	88	88.3
	Older Youth (\$)	3,000	5,471
Credential / Diploma Rate	Adults	45	50
	Dislocated Workers	45	26
	Older Youth	40	75
	Younger Youth	40	62.5
Skill Attainment Rate	Younger Youth	69	86.7
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: 2001

Table O: Summary of Participants

Local Area Name: Rural Minnesota CEP, Inc.	Total Participants Served	Adults	708
		Dislocated Workers	337
		Older Youth	205
		Younger Youth	880
	Total Exiters	Adults	354
		Dislocated Workers	138
		Older Youth	95
		Younger Youth	313

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	79.6
	Dislocated Workers	82	85.7
	Older Youth	62	64.9
Retention Rate	Adults	78	81
	Dislocated Workers	85	90.7
	Older Youth	74	67.8
	Younger Youth	52	59.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,035
	Dislocated Workers	88	112.6
	Older Youth (\$)	3,000	2,209
Credential / Diploma Rate	Adults	45	63.1
	Dislocated Workers	45	60.6
	Older Youth	40	32.8
	Younger Youth	40	71
Skill Attainment Rate	Younger Youth	69	85.3
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: 2001

Table O: Summary of Participants

Local Area Name: South Central Workforce Council	Total Participants Served	Adults	104
		Dislocated Workers	110
		Older Youth	27
		Younger Youth	74
	Total Exiters	Adults	45
		Dislocated Workers	71
		Older Youth	5
		Younger Youth	25

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	84
	Dislocated Workers	82	87
	Older Youth	59	87.5
Retention Rate	Adults	78	78.8
	Dislocated Workers	85	87.2
	Older Youth	72	80
	Younger Youth	54	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,068
	Dislocated Workers	88	91.4
	Older Youth (\$)	2,000	2,795
Credential / Diploma Rate	Adults	45	51.6
	Dislocated Workers	45	75
	Older Youth	52	63.6
	Younger Youth	60	71.4
Skill Attainment Rate	Younger Youth	68	80.2
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: 2001

Table O: Summary of Participants

Local Area Name: Southeast Minnesota WIB	Total Participants Served	Adults	133
		Dislocated Workers	798
		Older Youth	13
		Younger Youth	168
	Total Exiters	Adults	75
		Dislocated Workers	217
		Older Youth	4
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.4
Entered Employment Rate	Adults	75	61.9
	Dislocated Workers	82	84.3
	Older Youth	62	100
Retention Rate	Adults	78	92.1
	Dislocated Workers	85	86
	Older Youth	72	66.7
	Younger Youth	52	60.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,455
	Dislocated Workers	88	87.6
	Older Youth (\$)	3,000	6,412
Credential / Diploma Rate	Adults	45	63.6
	Dislocated Workers	45	37.1
	Older Youth	40	66.7
	Younger Youth	40	50
Skill Attainment Rate	Younger Youth	69	52.7
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: 2001

Table O: Summary of Participants

Local Area Name: Southwest Minnesota WIB	Total Participants Served	Adults	119
		Dislocated Workers	242
		Older Youth	28
		Younger Youth	197
	Total Exiters	Adults	36
		Dislocated Workers	171
		Older Youth	10
		Younger Youth	38

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	75
	Dislocated Workers	82	80.3
	Older Youth	54	50
Retention Rate	Adults	78	84.2
	Dislocated Workers	85	95.1
	Older Youth	63	80
	Younger Youth	47	92.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	4,368
	Dislocated Workers	88	81.4
	Older Youth (\$)	2,000	5,324
Credential / Diploma Rate	Adults	45	70.8
	Dislocated Workers	45	50
	Older Youth	40	83.3
	Younger Youth	40	87.5
Skill Attainment Rate	Younger Youth	52	95
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: 2001

Table O: Summary of Participants

Local Area Name: Stearns-Benton	Total Participants Served	Adults	200
		Dislocated Workers	125
		Older Youth	47
		Younger Youth	39
	Total Exiters	Adults	76
		Dislocated Workers	90
		Older Youth	13
		Younger Youth	30

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	77.8
	Dislocated Workers	82	90.5
	Older Youth	62	75
Retention Rate	Adults	78	90.5
	Dislocated Workers	85	93.7
	Older Youth	62	80
	Younger Youth	40	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	2,910
	Dislocated Workers	88	123.7
	Older Youth (\$)	2,100	1,520
Credential / Diploma Rate	Adults	45	42.9
	Dislocated Workers	45	78.3
	Older Youth	25	28.6
	Younger Youth	40	100
Skill Attainment Rate	Younger Youth	52	85.1
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: 2001

Table O: Summary of Participants

Local Area Name: Washington County Workforce Council	Total Participants Served	Adults	15
		Dislocated Workers	54
		Older Youth	10
		Younger Youth	37
	Total Exiters	Adults	8
		Dislocated Workers	36
		Older Youth	4
		Younger Youth	11

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	87.5
	Dislocated Workers	82	84
	Older Youth	60	100
Retention Rate	Adults	78	100
	Dislocated Workers	85	85.7
	Older Youth	63	100
	Younger Youth	55	66.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	7,406
	Dislocated Workers	88	77
	Older Youth (\$)	2,100	3,018
Credential / Diploma Rate	Adults	45	100
	Dislocated Workers	45	50
	Older Youth	40	50
	Younger Youth	40	75
Skill Attainment Rate	Younger Youth	52	92.5
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: 2001

Table O: Summary of Participants

Local Area Name: Winona County Workforce Investment Board	Total Participants Served	Adults	48
		Dislocated Workers	35
		Older Youth	5
		Younger Youth	29
	Total Exiters	Adults	22
		Dislocated Workers	15
		Older Youth	1
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	66	74.7
	Employers	68	77.2
Entered Employment Rate	Adults	75	50
	Dislocated Workers	82	69.2
	Older Youth	60	50
Retention Rate	Adults	78	85.7
	Dislocated Workers	85	100
	Older Youth	70	100
	Younger Youth	45	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,600	3,874
	Dislocated Workers	88	109.1
	Older Youth (\$)	3,000	9,708
Credential / Diploma Rate	Adults	45	66.7
	Dislocated Workers	45	50
	Older Youth	40	0
	Younger Youth	40	33.3
Skill Attainment Rate	Younger Youth	55	87.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded