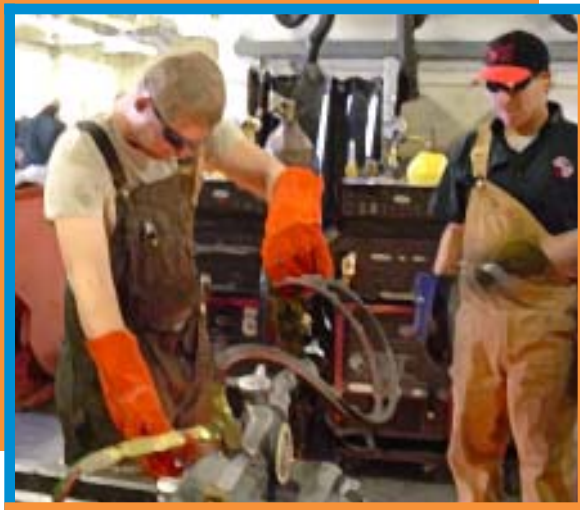


WIA



Workforce Investment Act

Annual Report

Program Year 2007

 south dakota
department of labor

South Dakota Workforce Investment Act Annual Report Program Year 2007



Table of Contents

South Dakota's Workforce Development System History	2
Employment Trends in South Dakota	2
Meeting the Challenges of Employment Trends in South Dakota	7
Working Together – South Dakota Department of Labor Local Offices	9
<i>Success Story: Growing toward Responsibility</i>	14
<i>Success Story: On the Road to Success</i>	18
South Dakota's WIA Performance Indicators	21
Conclusions	22

South Dakota's Workforce Development System History

South Dakota has been designated as a statewide local area with the state board assigned the responsibility to carry out the roles of the local board. This state board, the South Dakota Workforce Development Council (WDC), has been the driving force behind workforce development since it was first formed under the Comprehensive Employment and Training Act (CETA). This distinguished group of key state agency heads, employers and other interested parties has guided the development of today's One-Stop delivery system in our state. The majority of employment and training programs are provided under the umbrella of the South Dakota Department of Labor (SDDOL), which also provides administrative support for the WDC. Under this structure, key employment and training programs such as the Workforce Investment Act (WIA), Wagner-Peyser, Trade Act, Unemployment Insurance, TANF, Adult Education and Literacy (AEL), and Veterans' employment and training programs are tailored to the interests of economic development, vocational technical education, basic education and vocational rehabilitation.

The WDC was formed to maintain the momentum for economic development and vitality by better connecting workforce strategies to economic needs. The 17-member WDC is comprised of private-sector members who represent the state's employers, labor unions, community leaders and representatives of five state agencies including the secretaries of Labor, Education, Human Services, Tourism and State Development, and the executive director of the Board of Regents. The WDC members share a common purpose: to improve the services to employers and their current and future employees by streamlining the delivery of workforce and training services.

The WDC continues to provide planning, coordination, monitoring and policy analysis for the state training system as a whole and to advise the governor on policies, goals and standards for the development and implementation of effective programs.

As a single statewide local area, key policy decisions are made at the state level by the WDC. However, a good deal of local control has been built into the system through the local SDDOL boards. These boards, comprised mostly of business members, have been developed in each SDDOL location. The boards deal with a variety of local workforce issues ranging from alternative schools to overall long-term planning for WIA. A unique blend of stable state agencies and flexible local private non-profit organizations effectively deliver workforce services to our employer and participant customers.

Employment Trends in South Dakota

The residents of South Dakota participate in the labor force at a very high rate. The most current annual Current Population Survey figures show South Dakota's labor force participation rate was 73.7 percent in 2007. In other words, almost 74 percent of all residents age 16 years and older were in the labor force, either working or looking for work. This compares to a 2007 national average of 66.0 percent. North Dakota was the only state to have a higher rate, at 74.3 percent. The youth in South Dakota were also comparatively more active participants in the labor force. In 2007, approximately 60.7 percent of South Dakota's youth (age 16-19 years) were in the labor force, compared to the national rate of 41.3 percent.

Since labor force participation is very high in South Dakota, a low unemployment rate is not unexpected. In 2007, the average unemployment rate was 3.0 percent, compared to the national rate of 4.6 percent. Also, because of the combination of metropolitan and rural areas of the state, along with a close connection to the agricultural economy, South Dakota typically enjoys low unemployment rates.

South Dakota WIA Annual Report 2007

Industry Projections

The 2006-2016 industry projections indicate job growth for all industry sectors in South Dakota. Table 1 highlights the top industries expected to add the most jobs to our state economy.

The combined job growth of the top four industry sectors (healthcare and social assistance; construction; finance and insurance; manufacturing) is expected to account for more than half the projected job growth for the entire state.

Table 1 - South Dakota industries with highest projected job growth levels

Industry	2006 Number of Jobs	2016 Number of Jobs	Job Growth
Total Nonfarm	399,235	470,070	70,835
Health Care and Social Assistance	51,984	64,829	12,845
Construction	21,832	30,132	8,300
Finance and Insurance	25,899	33,802	7,903
Manufacturing	41,395	49,177	7,782
Accommodation and Food Services	36,022	42,867	6,845
Administrative and Support and Waste Management Services	13,035	18,373	5,338
Retail Trade	49,222	53,842	4,620
Professional, Scientific and Technical Services	9,741	12,846	3,105
Transportation and Warehousing	10,485	12,409	1,924
Other Services (except Public Administration)	15,641	17,415	1,774

Source: Labor Market Information Center, South Dakota Department of Labor, 2008

South Dakota WIA Annual Report 2007

Different industries within this group top the list when ranked by projected percentage growth, as detailed in Table 2.

Table 2 - South Dakota industries with highest projected job growth rates

Industry	2006 Number of Jobs	2016 Number of Jobs	Percent Growth
Total Nonfarm	399,235	470,070	17.7%
Administrative and Support and Waste Management Services	13,035	18,373	41.0%
Construction	21,832	30,132	38.0%
Professional, Scientific and Technical Services	9,741	12,846	31.9%
Finance and Insurance	25,899	33,802	30.5%
Health Care and Social Assistance	51,984	64,829	24.7%
Accommodation and Food Services	36,022	42,867	19.0%
Manufacturing	41,395	49,177	18.8%
Transportation and Warehousing	10,485	12,409	18.4%
Other Services (except Public Administration)	15,641	17,415	11.3%
Retail Trade	49,222	53,842	9.4%

Source: Labor Market Information Center, South Dakota Department of Labor, 2008

Occupational Projections

Occupations with the highest levels of growth have a strong correlation to the industries which expect a high level of growth. Table 3 details the occupations expected to have the fastest growth rates, many of which are occupations common to the construction, manufacturing and healthcare fields.

South Dakota WIA Annual Report 2007

Table 3 - South Dakota's projected fastest growing occupations, 2006-2016

Occupation	2006 Number of Jobs	2016 Number of Jobs	Percent Growth
Computer Software Engineers, Applications	605	1,015	67.8%
Welding, Soldering and Brazing Machine Setters, Operators and Tenders	350	555	58.6%
Network Systems and Data Communications Analysts	745	1,155	55.0%
Bill and Account Collectors	4,160	6,340	52.4%
Industrial Engineers	315	470	49.2%
Computer Software Engineers, Systems Software	390	565	44.9%
Industrial Machinery Mechanics	840	1,200	42.9%
Helpers (Pipelayers, Plumbers, Pipefitters and Steamfitters)	300	425	41.7%
Dental Hygienists	380	535	40.8%
Customer Service Representatives	8,970	12,610	40.6%
Helpers (Brickmasons, Blockmasons, Stonemasons, Tile and Marble Setters)	260	365	40.4%
Home Health Aides	840	1,170	39.3%
Medical Assistants	845	1,175	39.1%
Roofers	335	465	38.8%
Dental Assistants	735	1,020	38.8%

Note: Only those occupations with at least 200 jobs in 2006 were included.

Source: Labor Market Information Center, South Dakota Department of Labor, 2008

South Dakota WIA Annual Report 2007

The occupational demand corresponding to the expected industrial growth in the state indicates many of the fastest growing occupations will require post-secondary talent development. In addition to growth, a projected estimate of replacement needs is also calculated for each occupation. Replacement need measures the net result of workers moving in and out of occupations. Some become employed in a different occupation as a result of a promotion, a desire to change careers or the loss of an existing job. Others who leave an occupation stop working altogether because they retire, move, become ill or have another reason for leaving. Individuals who change employers but remain in the same occupation (the sum of which are often referred to as ‘turnover’) are not included in estimates of replacement needs, because job changes by these individuals have no impact on the number of openings for an occupation. The combined growth and replacement need for workers in an occupation is referred to as the total demand.

More than 50 high-demand occupations will each require more than 100 workers per year through 2016. The occupations requiring some post-secondary talent development and projected to need the most workers yearly are:

- Registered nurses
- Farmers and ranchers
- Carpenters
- Accountants and auditors
- Welders, cutters, solderers and brazers
- Secondary-school teachers, except special and vocational education
- First-line supervisors/managers of retail sales workers
- General and operations managers
- Elementary-school teachers, except special education
- Teacher assistants
- Executive secretaries and administrative assistants
- Electricians
- First-line supervisors/managers of office and administrative support workers
- Cement masons and concrete finishers

Occupations requiring some type of post-secondary talent development are expected to grow at a rate of 15.9 percent, generating more than 68,000 job opportunities from 2006 to 2016. Occupations requiring on-the-job talent development are expected to grow 16.2 percent, generating about 105,000 job opportunities for the same time period. Jobs in these occupations tend to be lower paying and experience a high replacement rate as workers think of these jobs as stepping stones to better-paying jobs. Many of these jobs are taken by younger workers or workers who want part-time jobs.

The projection data presented thus far provide information regarding industrial job growth as well as occupation growth. The openings listed with the local SDDOL offices can be used to indicate the immediate staffing needs of employers. Table 4 shows the occupations with more than 1,000 openings registered with local offices during Program Year 2007.

Most of these occupations do not require post-secondary talent development; these occupations typically experience higher turnover and thus require a large number of workers to keep them staffed. Please note the large numbers reflected in this list do not accurately reflect the demand for workers. The actual demand for workers is estimated through the production of occupational projections data, which includes estimates of job growth and replacement needs.

Table 4 - South Dakota occupations with most openings

Occupation	Number of Openings
Retail Salespersons	2,802
Maids and Housekeeping Cleaners	2,027
Customer Service Representatives	1,942
Freight, Stock and Material Movers, Hand	1,826
Cashiers	1,468
Slaughterers and Meat Packers	1,343
Registered Nurses	1,339
Combined Food Preparation and Serving Workers, Including Fast Food	1,327
Nursing Aides, Orderlies, and Attendants	1,319
Waiters and Waitresses	1,284
Construction Laborers	1,120
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,031

*Note: This list includes jobs with most openings registered with local SDDOL offices.
Source: South Dakota Department of Labor, Labor Market Information Center, 2008*

Meeting the Challenges of Employment Trends in South Dakota

There are two great challenges with respect to preparing workers for future jobs and meeting the demand for workers. One is to provide skilled workers for occupations requiring post-secondary talent development. The second challenge is to ensure an adequate supply of good workers available to fill jobs requiring no post-secondary talent development, but which tend to be entry-level, lower-paying and have higher turnover.

South Dakota WIA Annual Report 2007

There are basically three factors determining whether an adequate number of workers are available for occupations requiring post-secondary talent development, an important consideration as some of these jobs are critical to the state's economy.

First, there must be enough students enrolled and graduating from post-secondary programs. Second, graduates who must be licensed or certified for their chosen occupations must be able to meet all requirements. Third, enough graduates must remain in the state and take jobs related to their education.

Because all three factors affect the supply of workers, the number of enrolled students and graduates of educational programs needs to be greater than the projected demand for new workers. In some cases, the enrollment and graduate levels need to be substantially greater.

The Occupational Supply Demand System (OSDS), developed by the Georgia Career Information Center and Georgia State University for the U. S. Department of Labor, provides information and resources that assist with the analysis and discussion of supply and demand issues. Information is available for all states, including information on program completers and related occupations.

A different set of factors will determine whether an adequate number of workers are available for occupations that do not require post-secondary talent development. South Dakota's population is relatively slow-growing and getting older, which has a negative impact on the supply of workers, especially younger workers. The supply of young workers is also affected by a growing trend for secondary students to select college after high school instead of employment, regardless of their interests or aptitudes. This trend has a negative impact on the supply of workers for certain types of jobs that do not require post-secondary talent development.

Also related to meeting employment challenges is the fact that some occupations face problems with job turnover. Job turnover represents the labor flow into the labor market and also between businesses. The job turnover picture has two perspectives — job entries and job exits. Research data on South Dakota job turnover shows a fairly high level of job turnover in certain business sectors. Job turnover has both a seasonal pattern and a cyclical pattern. Exits rise during the fall and winter quarters as many businesses reduce staff for the winter and students return to their classes. Entries increase in the spring and early summer as seasonal businesses prepare for their busy time of the year. As with other types of demand, job turnover tends to decrease during business slow-downs, because the opportunity for a better job has diminished. Job turnover is also increased by job mismatches and the number of industries providing entry-level jobs or positions used as stepping stones to better careers.

Thus, it is very important students and other career decision-makers have access to career information and opportunities for valid interest/aptitude assessment. Career information is essential to making informed choices regarding occupations in which they have an interest and for which they have an aptitude. This helps eliminate career-choice mismatches and helps workers progress to their highest potential.

Workforce 2025

The South Dakota Department of Labor continues to identify ways to enhance the South Dakota workforce through Workforce 2025. The goal of this initiative is to ensure South Dakota has a competent and quality workforce to allow for future economic growth and expansion. In partnership with the Department of Tourism and State Development, Department of Education and the Board of Regents, five innovative programs have been developed to support the mission of Workforce 2025.

South Dakota WIA Annual Report 2007

Dakota Roots was launched in October 2006 as a worker recruitment tool. The goal of this online program is to connect individuals wanting to make South Dakota their home with employment opportunities with the state's leading businesses. Dakota Roots can also help businesses interested in starting up or expanding by providing them services through the Governor's Office of Economic Development. Learn more at www.DakotaRoots.com.

Build Dakota action teams have been meeting with industry leaders since December 2007. Partner agencies have held business forums to assess the immediate workforce needs of four industries: manufacturing, construction trades, financial services and healthcare. Together, they will develop strategies to address identified workforce challenges. Learn more under Build Dakota at www.Workforce2025.com.

Live Dakota is an effort to retain current South Dakotans in the workforce. The primary goal is to educate Generation Y about the career opportunities available in South Dakota. An advertising and public relations campaign was launched in March 2008 to promote "the good life" in South Dakota. Learn more at www.LiveDakota.org.

Dakota Seeds is working to create 1,000 new internships and assistantships by the 2010-2011 school year in the fields of science, technology, engineering and mathematics. Students will receive valuable hands-on experience, and businesses can receive financial funding assistance if eligible. Dakota Seeds was launched April 2008. Learn more at www.DakotaSeeds.com.

Grow Dakota is preparing students to enter tomorrow's workforce. The High School 2025 initiative provides a vision to make the 21st-century high school learning experience rigorous and relevant to the real world. The four technical institutes and the Board of Regents offer programs to meet today's workforce needs and prepare students to enter highly skilled positions. Learn more under Grow Dakota at www.Workforce2025.com.

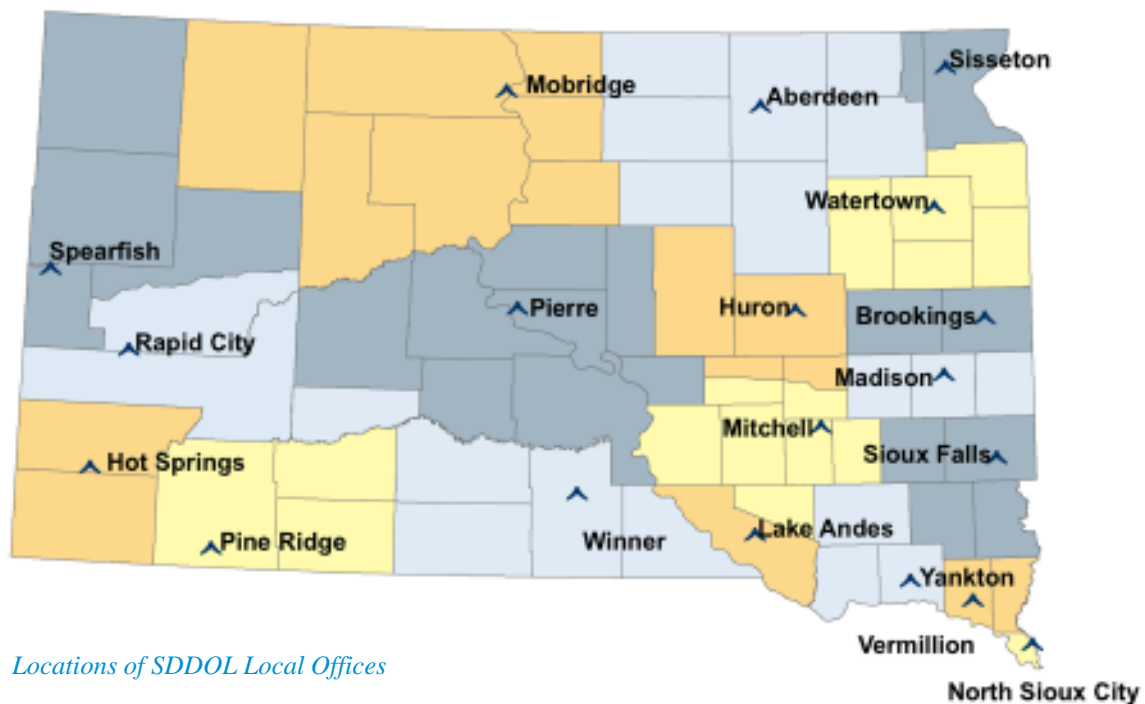
Working Together – South Dakota Department of Labor Local Offices

The state, through the SDDOL network of local offices, has developed a customer-oriented system that makes maximum use of current technology to reach the greatest number of customers. Employers and job seekers have direct access through Internet technology, or personal contact with staff, throughout the employment and training process. This system is able to access the expertise and programs of partner entities such as education, rehabilitation, economic development, social services and others as may be appropriate to assist our customers.

South Dakota has excelled in using technology to link related workforce services and bring them to the public. A broad range of information is currently available to customers through Internet access. The general public can self-register for services, access labor market information, use South Dakota's SDWORKS online job search system, check out approved training providers and their levels of performance, and access resume-writing packages and other valuable tools.

Job seekers have ready access to labor market information, employment opportunities, unemployment insurance, training, employment guidance and counseling, as well as a single point of contact for employment and training information. Each local office has a resource room with employer- and job seeker-

South Dakota WIA Annual Report 2007



oriented material, as well as access to computers and the Internet for job search tips and writing resumes. Also available are Technimedia and other software applications to help build computer literacy skills.

For employers, the system is able to offer relevant labor market information, a ready pool of job applicants, a referral and screening system, training programs, and a single point of contact for pertinent employment and training information. The system is able to respond quickly to the needs of the employer community.

Services and activities are promoted and made available to the various segments of the workforce. Youth, adults, dislocated workers, veterans, disabled individuals and older workers all have the opportunity to fully access WIA through the SDDOL local offices. Accommodations are easily made to allow any individual to benefit from appropriate services. The following services are available through SDDOL local offices:

- Adult Education and Literacy
- Adult Training Programs
- Aptitude/Interest/Basic Skill Assessment
- Dislocated Worker Retraining
- Food Stamp Employment & Training
- Foreign Labor Certification
- General Educational Development (GED)
- Job Search Assistance Programs
- Labor Exchange
- Labor Market Information
- Occupational Skill Training
- Older Worker Training
- Resource Room
- Temporary Assistance for Needy Families

South Dakota WIA Annual Report 2007

- Unemployment Insurance
- Veterans' Employment Programs
- Vocational Rehabilitation
- Youth Training Programs

Service Delivery – Business Services

Employers are critical to the success of South Dakota's Career System. Business services are available through the 19 SDDOL local offices and itinerant sites located throughout the state.

Employer services include:

- Computerized job matching
- Training services including basic skills, re-training and skills upgrading
- Welfare-To-Work and Work Opportunity Tax Credits
- Rapid Response
- Clerical skills testing
- Free access to SDDOL local offices to recruit, interview and screen applicants
- Resources on labor and employment law
- Veterans' services
- Foreign Labor Certification

Employers can also access employment services through the Internet at www.sdjobs.org. Employers can list a job opening, search for applicants, and obtain information about issues related to doing business in South Dakota. By entering this site, a customer is able to access:

- Current and historical labor market information
- Unemployment Insurance (UI) information
- New Hire Reporting
- SDWORKS (job posting system)
- Job Central
- America's Career Kit
- Workers' compensation information
- WIA training provider information
- Foreign Labor Certification
- Labor and employment laws

The local office managers and staff are more focused on marketing the programs and services offered by SDDOL, establishing new business contacts, and maintaining and expanding existing contacts throughout each office's service area. To become better service providers, the SDDOL local offices created customized Business Outreach Plans for their communities and outlying service areas.

By taking a good working system and transforming it into an optimal system, the Business Outreach Plans are providing a higher quality of services to both businesses and the job seekers of South Dakota. Some of the highlights of effective Business Outreach Plans developed for the SDDOL local office system include:

South Dakota WIA Annual Report 2007

- Developing and strengthening existing partnerships with entities engaged in business development and worker supply.
- Actively listening to the needs of employers.
- Providing businesses with resource rooms at the local offices.
- Assisting businesses in filling their staffing needs.
- Emphasizing customer service on a continuous basis.
- Training the workforce for today's business needs.
- Working closely with business to address youth employment issues.

These strategies will continue to develop and/or expand as the business communities' needs change. The Business Outreach Plans have re-energized office managers and staff members because the specific details are outlined concisely with a 'road map' of how to accomplish the set goals.

Service Delivery – Job Seekers

WIA employment and training services are available to our customers through the SDDOL network of local offices. Once job seekers are assessed as needing occupational or skills training, one or more of the following program options may be available to them:

- WIA Adult Training
- WIA Youth Training
- WIA Dislocated Worker
- TAA Assistance
- Veterans' Training
- Temporary Assistance for Needy Families (TANF)
- Adult Education and Literacy

Services offered to job seekers through the SDDOL system include the following:

- Computer access to South Dakota's job bank, Job Central, resume preparation tools and labor market information
- Job referrals
- Veterans' services
- Job search assistance
- Job skills workshops
- Skills testing
- Career counseling
- Connection to educational opportunities
- Vocational assessment
- Job training opportunities

WIA Youth, Adult and Dislocated Worker Programs

Non-competitive funds are provided to local offices for their job training and education programs designed to assist individuals seeking employment.

Individualized services focus on a thorough assessment and development of an employment plan, allowing for customer choice. Funding for competitive projects is used to contract for services offered by approved service providers, school districts and business partners.



A non-traditional work experience worked out well.



This WIA participant is now an over-the-road trucker.

Youth Training Programs

Youth training programs provide services to low-income youth ages 14 through 21. Programs are designed to prepare youth with serious employment barriers. This includes opportunities for assistance in attainment of a high school education with preparation for further education and occupational exploration, and training for employment. WIA effectively teaches youth the skills needed to balance education, work and family.

Each local office receives an allocation to provide the following training options:

- **On-the-Job Training (OJT):** Training by an employer for a participant who is engaged in productive work to develop the knowledge and skills essential to the performance of the job.
- **Work Experience Activities:** Designed for the participant to gain knowledge of demands of the work place and good work habits which can assist the participant in obtaining unsubsidized employment.
- **Occupational Skills Training:** Activity is tailored to meet specific needs of the participant based on aptitude, interests and basic skills. It provides an educational program, which leads to higher wages and high-demand occupations. This activity may be long- or short-term occupational training in a classroom environment with a qualified instructor.

The Department of Corrections receives WIA funding to provide occupational assessments with job preparation and retention skills programs for youth just prior to returning to their home community. This activity is provided on two residential campuses. Prior to youth returning to their home community, they are encouraged to contact their area local office. At the local level, the SDDOL offices have a good working relationship with Juvenile Corrections Agents.

Seventeen Alternative Schools receive funding to provide individual service strategies such as basic skills remediation as needed, course credits to be achieved, identification of an employment goal and necessary life skills. Services must include preparation for post-secondary education and connect to the SDDOL local office system. The schools must meet the Department of Education's accreditation requirements.

The State of South Dakota puts \$450,000 general funds into SDDOL Alternative School programming. Both WIA funds and state funds must be matched by local district funds. The combined funds

NEXT PAGE: Read about a youth participant who turned her life around.

(continued on page 16)

Growing toward Responsibility

Jenni came to SDDOL just one year ago. Her situation was difficult. At 17-years-old, she had just completed drug and alcohol treatment, was under the supervision of a county court probation officer and also struggling with the state's decision to place her and her siblings back at home after time in foster care. In addition, most of the income from her part-time job supported her mother, step-father, brother and sister. She wanted to blame everyone else for her hardships.

Nevertheless, this young woman was determined to graduate from high school early that December and was beginning to think about her future, wanting to save enough to move out of her home and attend post-secondary school.

The SDDOL employment representative attempted referrals to many resources, despite limited options for someone less than 18-years-old. Jenni followed through by contacting the local housing authority, Food Stamps, the county poor relief program and the Youth-at-Risk Diversion Services (YARDS) program. Next, Jenni tackled and completed the WIA assessment process. As her attitude began to shift, she discovered a desire to work with youth and use her life experiences to benefit others. She poured over her Choices assessments and researched labor market information for positions in child welfare, social work, chemical dependency counseling and corrections. She solidified her post-secondary education goals and narrowed her search to two schools.

Before that could become a practical goal, however, she knew she needed to find a job that would allow her to save money for her future. She met weekly with a SDDOL employment representative, persistent in her job search and deliberate in her decisions.

In November, however, Jenni found she was pregnant with her first child. She immediately met with the YARDS Coordinator and looked at housing options, Medicaid and WIC. Learning about the importance of prenatal care, Jenni began to advocate for herself and use all her available resources. This personal growth and inner strength would be called upon sooner than she realized.

This personal growth and inner strength would be called upon sooner than she realized.

Late that month, she came home to find her mother's house condemned. That same day, showing motivation and resilience, she began to search out care for her brother and sister and a decent place to live. By the next day, Jenni and her boyfriend had secured an apartment and had their application in for housing assistance.

With December came high-school graduation and the need for full-time employment with benefits to support her new family. Working with her employment representative, she practiced completing job applications, designed a resume and learned about cover letters and thank-you letters. Despite Jenni's limited experience, she had a positive work history and great references.

When Jenni applied to a local hotelier, her employment representative spoke with their human resources department about a possible WIA-funded On-the-Job Training. After reviewing her application, the employer invited her to interview. Wasting no time, Jenni set up an appointment for a mock interview with SDDOL staff, who prepared Jenni so well in a mock interview the actual interview seemed "a breeze." The hotelier hired Jenni on the spot, full-time at \$9 per hour.

All reports from her work supervisors have been very positive. "Jenni is doing great at her position in TripRewards. She follows along in class and catches on quickly. ... Jenni is a very good agent and a top performer." Even the department manager, who was initially very skeptical of hiring a 17-year-old because of previous negative experiences, said that Jenni was very attentive and one of the best employees in training class.

Jenni is now a new mother in WIA Youth Follow-up. She can't get enough of her healthy baby girl, taking the full amount of maternity leave from work. She still wants to attend post-secondary school but realizes that this is her time to adjust to and focus on her role as a mother.

By overcoming adversity and transforming her attitude from blaming to accepting responsibility for her own future, Jenni has moved towards independence and confidence. She is strong in spirit and grateful for the services she received through the WIA program.

By overcoming adversity and transforming her attitude from blaming to accepting responsibility for her own future, Jenni has moved towards independence and confidence.

South Dakota WIA Annual Report 2007

are used to provide WIA-required assessment and employability planning for WIA-eligible and non-economically disadvantaged youth, although the youth must have the WIA-recognized barriers to attend the SDDOL affiliate Alternative Schools. Each employability plan is to document the student's individual barrier and the related programming to assist the youth in overcoming the barrier to completing their education and obtaining employment.

The school districts involved with the WIA-programming requirements at the Alternative Schools are listed in Table 5.

Table 5 - WIA-funded Alternative Schools

Alternative School	School Districts Served
Advance High, Pierre	Fort Pierre, Pierre
Aim High, Madison	Chester, Coleman-Egan, Howard, Madison, Oldham-Ramona, Rutland
Black Hills Education Connection, Spearfish	Belle Fourche, Spearfish
George Mickelson Alternative School, Redfield	Redfield and Turtle Creek residential setting for DSS
Joe Foss High School, Sioux Falls	Sioux Falls
NOVA, Watertown	Watertown
Pride High, Huron	Huron
Rapid City Academy, Rapid City	Rapid City
Reach High, Sioux Falls	Brandon Valley, Harrisburg, West Central
Second Chance, Mitchell	Mitchell
Select High, Brookings	Brookings, Deubrook, Sioux Valley
Southeast High Alternative, Vermillion	Elk-Point-Jefferson, Vermillion
Southern Hills Education Consortium, Hot Springs	Custer, Edgemont, Hill City, Hot Springs, Oelrichs
Star Academy, Custer	DOC residential facility/ approved education district
Strive High, Dell Rapids	Baltic, Dell Rapids, Garretson, Tri-Valley
Sturgis Academy, Sturgis	Lead-Deadwood, Newell, Sturgis
Zenith High, Wagner	Wagner

South Dakota WIA Annual Report 2007

Adult Training Programs

Adult training programs provide services to persons age 18 and older with a priority of service given to low-income individuals and recipients of public assistance. These programs lead to increased employment, higher earnings, and reduced welfare dependency.

Adult programs include the following:

- **Intensive Services:** Individuals who are unable to obtain suitable employment after receiving core level services may be referred for intensive services. These are activities designed for the individual to learn about the labor market, receive employment guidance and set a plan leading to suitable employment. Allowable activities include: assessment, employment counseling, employment planning, pre-vocational services and case management.
- **Service Provider Training:** This training is from a community-based educational/job skills program designed to provide participants with job specific skills, vocational assessment, career exploration, basic education, job search skills, job retention skills, and life-coping skills.
- **Post-secondary Individualized Skill Training:** This is formal classroom training provided by the approved training providers leading to higher wages and high demand occupations.

NEXT PAGE: Read about an adult participant who says WIA made her dream come true.



WIA participants in Advanced Training show off their healthcare skills.



Each local SDDOL office receives an allocation to provide On-the-Job Training (OJT), Work Experience Activities and Individualized Skills Training as described in the previous section.

Dislocated Worker Programs

Dislocated Worker Programs provide basic readjustment and retraining services for workers unemployed as the result of a business closure or mass layoff. Rapid Response is conducted by the state, which initiates a plan of action in response to worker dislocations.

Each local SDDOL office has access to WIA funds to provide OJT, Work Experience Activities and Individualized Skills Training as described in the previous section, as well as Rapid Response and Basic Readjustment. The latter is assistance in preparing for

job transition and includes assessment, provision of labor market information, employment planning and other work-readiness activities.

Service Delivery – Statewide Workforce Investment Activities

Special project funds are for statewide workforce investment activities authorized in WIA, regardless of whether the funds were allocated through the youth, adult or dislocated worker funding streams. Special project funds are also used for South Dakota Workforce Development Council costs, audits, staff, overhead or other administrative costs.

(continued on page 19)

On the Road to Success

Glendale spent the first few nights of her new life at a shelter for victims of domestic violence, with nothing but the clothes she wore. Turning her back on abusive relationships and with her children grown, she was completely on her own. She found a place to stay at the St. Francis homeless shelter. She found work as a hotel maid to get by. But what she dreamed of was work as an over-the-road truck driver.

Having the courage to start over with her life, what she didn't have was training and trucking experience. On her own, she passed the written portion of the commercial driver's license (CDL) test, but still no trucking company would hire or train her. Living in the homeless shelter, Glendale had no money to pay for training.

Then, this middle-aged woman came to SDDOL. An employment representative enrolled her in the WIA program and helped her decide on formal CDL training at Southeast Technical Institute. The employment representative knew Glendale needed the experience and additional knowledge to go out and be successful. Glendale flew through the training in less time than usual, was the top student in her class and was hired by a local trucking company a mere two weeks after graduation. Learning the job with her 70-year-old female driving partner, she drove to New York and back, loving every minute of the way. Additional trips added to her experience and growing confidence.

Then one day, Glendale called the local SDDOL office, sobbing, but for joy. She was setting out on the road in her own truck for the first time. "I did it! I am finally in my own truck. I can't believe it! My dreams have come true. Thank you! You believed in me when no one else would and I would not be here without you and the WIA program. I will never forget what you have done for me!"

"You believed in me when no one else would and I would not be here without you and the WIA program."

South Dakota WIA Annual Report 2007

South Dakota projects include the following:

- **Apprenticeship** – A successful partnership has developed between private-sector business and government through the Apprenticeship Project. Working with the U.S. Department of Labor – Bureau of Apprenticeship and Training, SDDOL has connected with the business community to help provide related instruction for registered apprentices. The state has worked with 10 businesses and associations to provide related instruction to 489 individuals. The project has provided related training for industries as diverse as electrical, sheet metal, plumbing, general contracting, meat packing, computer technology and dental.
This project is helping address industry’s need to remain competitive by investing in the development and continuous upgrade of the skills of its workforce. This in turn will reduce turnover and the cost of training, ensure availability of related technical instruction, reduce absenteeism and result in recognized certifications. SDDOL will continue to work with and encourage other areas to consider apprenticeship trainings in the future.
- **Dakota Corps/Teacher Initiative** – These scholarship programs allow students financial access to an outstanding post-secondary education, while encouraging them to remain in state upon graduation working in critical-need occupations. SDDOL has designated current critical-need occupations as:
 - Teachers of K-12 music, special education or foreign languages
 - Teachers of high school math or science
 - Licensed practical nurse, registered nurse or in other allied health care fields.The total number of scholarships awarded during PY2007 was 162.
- **Training Coordinator – RTEC:** The Regional Technical and Education Center (RTEC) in partnership with area schools, local business and SDDOL designed a structured experience to introduce students to the many opportunities in the manufacturing industry. This project incorporates classroom training with hands-on experiential learning.

Service Delivery – Supportive Services

The intent of WIA is to assist individuals to overcome barriers to employment. South Dakota recognizes training may not address other issues that can make the road to self-sufficiency difficult. The judicious use of supportive assistance is an integral component of a comprehensive plan of service.

Supportive services may include the following:

- Youth Supportive Services
 - Transportation assistance
 - Healthcare services
 - Child care assistance
 - Training-related clothing
 - Lodging assistance
- Adult and Dislocated Worker Supportive Services
 - Transportation assistance
 - Healthcare services
 - Child care assistance
 - Training-related clothing
 - Lodging assistance
 - Job search allowance
 - Relocation

South Dakota WIA Annual Report 2007

SDDOL-affiliated Career Learning Centers

South Dakota's Career Learning Centers (CLCs) work closely with SDDOL and its local offices to provide education and training services for youth that meet the needs of local employers. The CLCs enroll participants from a wide range of backgrounds including those who are economically disadvantaged, welfare recipients and high school dropouts. The curriculum in a CLC is individualized, self-paced and open entry/exit. An employability plan is prepared to address each participant's education and job-training needs. Many of the training programs are fee-based and can be covered by WIA funds.

CLC staff also offer counseling based on assessments to clients on such topics as budgeting, alcohol and drug abuse, personal hygiene, and self-esteem. Participants who complete CLC programs are ready to enter the workforce as highly motivated and productive employees.

In addition to services supported through WIA, most CLCs provide additional services. These may include writing resumes, offering computer training courses, providing customer training services or providing some type of training for businesses.

The CLCs partner with other organizations and agencies including SDDOL local offices, Social Services, Vocational Rehabilitation, Corrections, local school districts, the state's technical institutes, higher education, court services, Experience Works, AARP, mental health agencies and local businesses.



A WIA participant enhances his computer skills.

Directory of SDDOL-affiliated Career Learning Centers

Career Planning Center
420 S. Roosevelt St.
Aberdeen 57402-4730

Brookings CLC
1310 S. Main Ave. Suite 104
Brookings 57006-3841

Cornerstones CLC
33 3rd St. Suite 202
Huron 57350-2406

Cornerstones CLC
1321 N. Main Ave.
Mitchell 57301

The Right Turn
124 E. Dakota
Pierre 57501-2431

CLC of the Black Hills
730 E. Watertown St.
Rapid City 57701-4178

Volunteers of America
1401 W. 51st St.
Sioux Falls 57104

Watertown CLC
2001 9th Ave. SW Suite 100
Watertown 57201

Southeast Job Link
1200 W. 21st St.
Yankton 57078

Adult Education Programs

The South Dakota Department of Labor is the sponsoring agency for Adult Education and Literacy (AEL) and the GED Testing Program. AEL is an umbrella program for:

- Adult Basic Education
- Adult Secondary Education
- GED preparation
- English as a Second Language
- Family Literacy

South Dakota WIA Annual Report 2007

Half the AEL programs are co-located with Career Learning Centers. AEL is designed to substantially raise the educational level of adults, 16 years and older, in their ability to read, write and speak in English, compute, and solve problem at levels of proficiency necessary to function on the job, in the family of the individual and in society.

Adult Basic Education (ABE)

ABE includes instruction provided to adult learners reading at 0-8.9 grade-level equivalent as determined by standardized testing. Services include basic-skills and literacy instruction as well as employability and career-readiness skills, such as education and training in:

- Job readiness
- Job skills
- Life skills
- Parenting skills
- Citizenship
- Job seeking skills
- Job retention activities, including further secondary education and training



An Adult Basic Education student discusses career plans with his instructor.

Adult Secondary Education (ASE)

ASE includes instruction to adult learners functioning at the 9.0 to 12.9 grade-level equivalent as determined by standardized testing. Services include instruction in preparing for the GED test battery (which is a recognized equivalent for a high-school diploma) as well as in employability and career-readiness skills, such as listed for ABE.

English as a Second Language (ESL)

ESL is offered to speakers of other languages looking to improve their English speaking, reading and writing, and math literacy skills. English literacy includes programs of instruction designed to assist adult learners of limited English proficiency achieve competence in the English language. Services include basic-skills and literacy instruction as well as employability and career-readiness skills instruction, such as listed for ABE. Free classes are offered to those adults showing I-9 identification and possessing picture identification. Citizenship classes are offered to all seeking to become U.S citizens. Civics education is included to assist students in understanding and utilizing a variety of systems within western culture.

Family Literacy

Adult Education is a partner with family literacy which embraces the intergenerational links which can interrupt the cycle of illiteracy. By teaching the parents and grandparents how to increase their academic skills, family literacy allows them to be a child's first teacher.

South Dakota's WIA Performance Indicators

South Dakota has established operating procedures for data collection and handling to ensure the quality and integrity of the data. The WIA data collection and compilation process is automated. Procedural instructions are provided to staff working with our data collection system.

South Dakota WIA Annual Report 2007

State staff members verify and validate performance data prior to federal reporting by checking the accuracy of a sample of computerized records, comparing keyed entries against the original source(s). South Dakota is committed to continuous improvement of its information and data system.

State WIA staff members conduct annual desk audits and/or on-site evaluations of workforce investment activities for each program and for each service provider. A comprehensive and thorough review documents effective practices being used by local offices, identifying training and/or technical assistance needs of staff. Evaluations result in establishing and implementing methods for continuous improvement in the efficiency and effectiveness of the statewide workforce investment system in improving employability for job seekers and competitiveness for employers.

The evaluation process includes a self-evaluation by the service provider. A review by state staff of the administrative, procedural, programmatic and financial aspects of the service provider assesses the extent to which the provider is complying with federal regulations and guidelines. State staff members review program data for verification and validation. Program goals and progress toward meeting and/or exceeding performance standards are reviewed.

State staff members provide an overview of the results/recommendations of the evaluation during an exit meeting with the local program administrator and staff. A written report of deficiencies and a plan for correcting deficiencies is provided within 30 days of the evaluation review. Technical assistance is provided when applicable.

Conclusions

Following are statements regarding the cost of workforce investment activities relative to the effect of the activities on the performance of the participants as required in WIA section 136(d)(2)(c):

South Dakota WIA activities have been conducted in a manner that is fully compliant and consistent with our Unified Plan for Workforce Investment. The state's South Dakota Workforce Development Council (WDC) has ensured all funds have been used appropriately and for the stated purpose of WIA for eligible youth, adults, and dislocated workers.

Activities have been designed to meet the individual needs of participants. Customer choice is the key principal to program success. At times, customer choice has prompted a greater mix of services to assist the participant in meeting his/her specific educational and occupational goals. As such, the programs have been quite flexible and creative in helping individuals utilize available WIA tools leading them to successful outcomes consistent with their individual service strategy.

The WDC truly believes WIA funds are an investment that need to be carefully weighed for the greatest return to the participant, the community, the state, and ultimately to the nation. In treating these resources as investment capital, we are careful to be prudent but demanding with our ventures. The state exercises great care in delivering high quality services at the most reasonable cost.

The state expects a high level of motivation from participants and service providers alike. This high level of personal energy working together creates a positive environment. This generates a platform for the delivery of core, intensive and training services that are productive.

The WDC utilizes its expertise to allocate funds for activities with the expectation that all customers, both job seekers and employers, will be served. This methodology also capitalizes on the use of the latest

South Dakota WIA Annual Report 2007

technology and use of effective service providers. A review of WIA performance for the program year suggests the state has invested its resources wisely. The return on the WIA investment in South Dakota has been productive for the program and beneficial to participants and the state.

Table 6 - Cost of Program Activities PY07

Program Activity		Federal Spending
Local Adults		\$1,755,517
Local Dislocated Workers		364,786
Local Youth		2,096,789
Rapid Response (Up to 25%) WIA Section 134(a)(2)(B)		23,539
Statewide Required Activities (Up to 25%) WIA Section 134 (a)(2)(B)		109,126
Statewide Allowable Activities WIA Section 134 (a)(3)	Apprenticeship Initiative	55,000
	GED	32,546
	Dakota Roots	108,042
	WGU Scholarships	17,465
	Dakota Corp	100,000
	RTEC	3,000
	Workforce 2025	291,803
Total Federal Spending		\$4,957,613