

# Minnesota Council for Quality Presentation

February 9, 2010



Jobs find your  
Technology Careers  
General Career  
Education Ca

# History of Workforce Development Progress in the U.S.

- Land Grant College Act of 1862
  - We need to assist the workforce in transition in the Industrial Revolution
- Smith-Hughes Act of 1917
  - The Federal Government has a role to play in vocational education
- New Deal Legislation of 1930's
  - The Federal Government has a role to play in economic security and labor exchange
- The Employment Act of 1946
  - The Federal Government needs to pay attention to economic sectors
- The National Manpower Council – Ford Foundation 1951
  - The most important area for improving and expanding work skills is at the community level
  - “Structural Unemployment” may continue to rise, even with improvement in the private sector
  - Recognition that the Bureau of Apprenticeship and Training would not be able to meet the structural unemployment challenges on their own



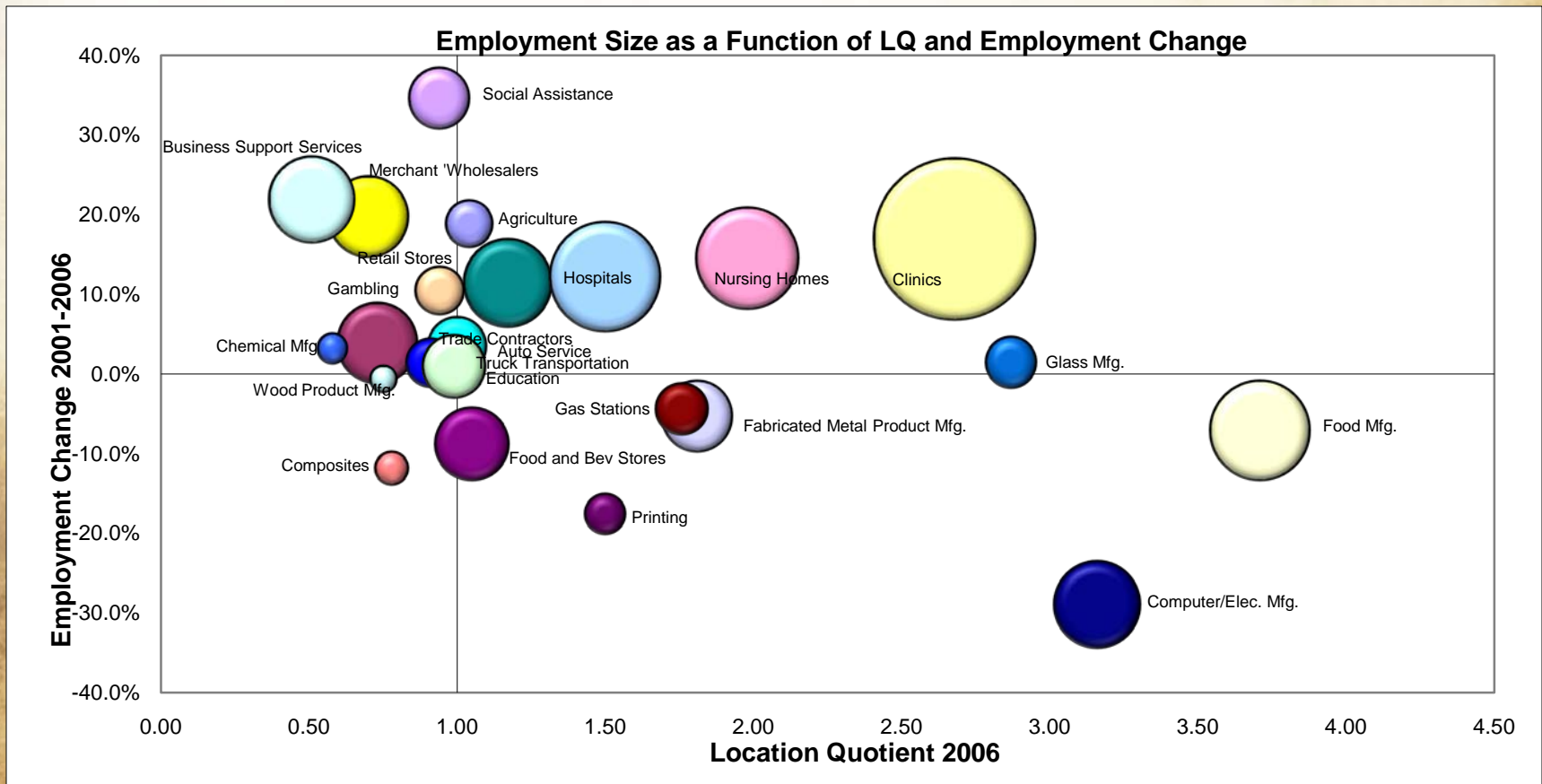
# History of Workforce Development Progress in the U.S.

- Vocational Retraining Act of 1961
  - Locally-based vocational schools promoted
- Manpower Development and Training Act of 1962 (MDTA)
  - Strong role for the Federal Government in providing and regulating retraining and OJT.
  - Limited amount of retraining available for the structurally unemployed, 30+ year head of households
- Comprehensive Employment and Training Act of 1973 (CETA)
  - Expansion of retraining and jobless benefits to all – state administered
  - 1978 Private Industry Councils authorized to provide advisory role
- Job Training Partnership Act of 1982 (JTPA)
  - Strong role for local councils to set policy and administer programs
- Workforce Investment Act of 1998 (WIA)
  - Continued strong role for local Boards with a recognition of their connection to the regional economy

# Local WIB Development

- 1983 – 1984 State employee delivered services
- 1984 Incorporated as non-profit
- 1984 – 1989 Subcontracted all services to local vendors  
– located at college campuses
- 1989 – 1992 Transitioned to self-delivery
- 1992 – 1996 Self-delivered at independent sites
- 1996 – 2004 Self-delivered in co-located workforce centers
- 2004 – Present Demand driven with targeted jobs strategies

# Overview of SE MN Industry Clusters and Segments 2001-2006 (NAICS)







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Jobs and  
Employment  
Career  
Financial Care

# Strategic Planning Schedule



## SE MN WORKFORCE INVESTMENT BOARD STRATEGIC PLAN 2009-2011

**Mission** - To develop and advance the workforce of southeastern Minnesota.

**Vision** - Any business in need of quality labor will locate it or develop it, and anyone in need of a good job will have abundant work opportunities.

**Workforce Investment Board Role** - The Workforce Investment Board will develop and advance the workforce of southeastern Minnesota, by acting as:

- A. *The Champion* for workforce development customers, achievements and issues;
- B. *The Convening Agent* to bring workforce partners together to resolve workforce issues;
- C. *The Change Agent* to promote innovative and creative workforce system solutions;
- D. *The Accountability Agent* to measure and manage the area's workforce development system.

### **Strategic Goals** -

1. To build a pipeline of higher skilled workers to meet business demand.
2. To align business, workforce, education, human services and economic development policies and programs to grow a healthy local economy.
3. To build the capacity of the workforce development system to respond to local needs.

### **Strategic Objectives** -

- a. Assist in the development, retention and growth of area business, by ensuring new entrants to the labor market have the skills necessary to successfully compete for targeted opportunities and keep a living wage job.
- b. Help increase the productivity of area business and the advancement of incumbent workers by promoting on-the-job training and lifelong learning.
- c. Advocate for increased access to the job market for those populations that face significant challenges.
- d. Promote a community awareness of occupations in demand and the skill sets required for the emerging workforce, as well as appropriate use of the workforce development system itself.
- e. Work toward increasing the productivity and efficiency of workforce development services provided within the Workforce Centers, by building and expanding effective partnerships, ensuring staff are well trained and making the best use of new technology.
- f. Act as a regional conduit of federal funds for the American Recovery and Reinvestment Act (ARRA) and efficiently manage their utilization, in order to assist with an expeditious economic recovery.

# Economic Environment

## Regional Innovation Grant

The image shows the cover of a report titled "AIM TO WIN RIG REGION: ACTION PLAN" by AngelouEconomics. The cover is primarily blue with a white curved bottom edge. It features a central horizontal strip with two small images: one of people in a meeting and another of a yellow school bus. The text on the cover includes the report title, the organization's name and logo, the list of organizations it was presented to, and the date July 2009. A vertical green bar on the right side contains the text "100% RECYCLED PAPER".

**Report:**  
AIM TO WIN RIG REGION: ACTION PLAN

 **AngelouEconomics**  
GLOBAL ECONOMIC DEVELOPMENT

**Presented to:**  
Iowa Workforce Development, Region 1  
SE MN Workforce Investment Board  
Winona County Workforce Investment Board  
Workforce Connections, Inc.

July 2009

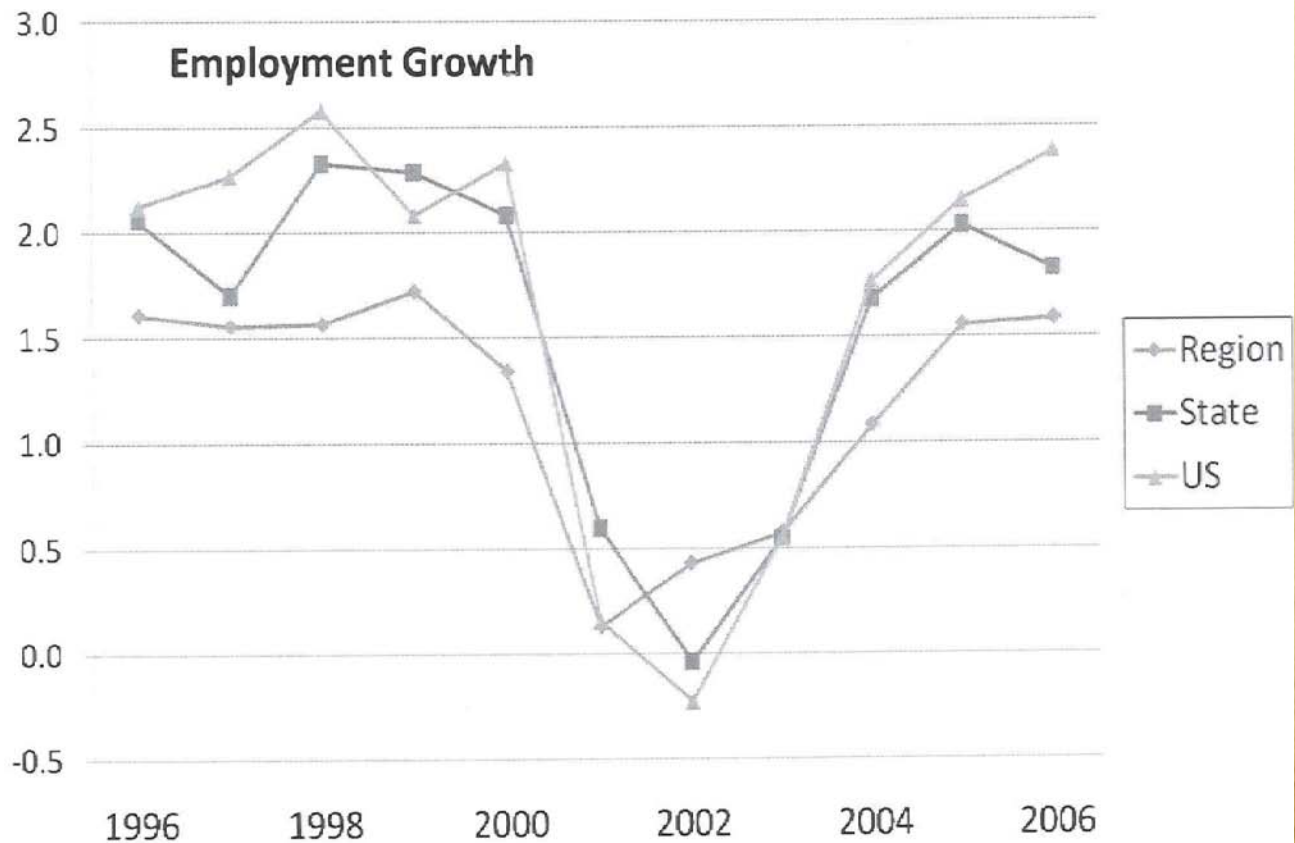
100% RECYCLED PAPER



# Economic Environment

## Southern MN lagging in job growth...

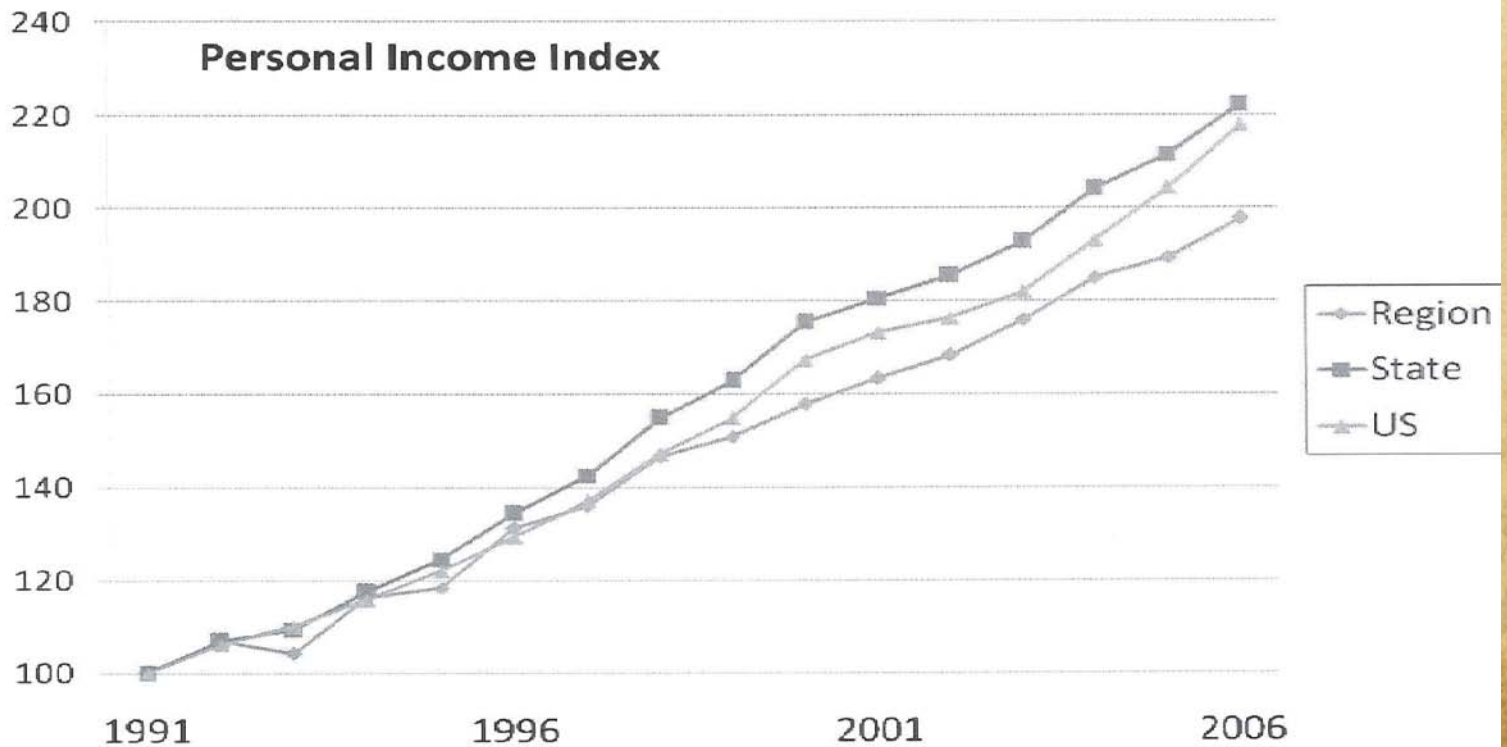
Percent Change from Year Ago



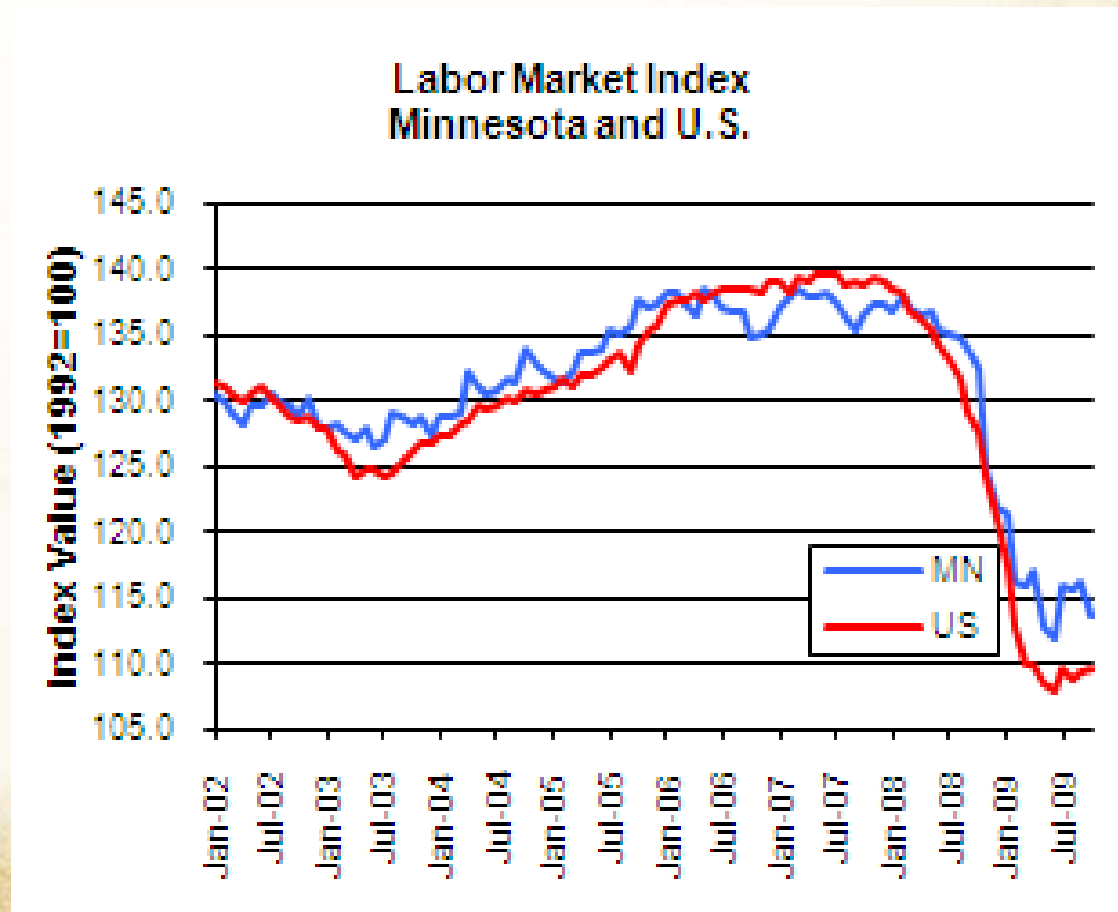
# Economic Environment

And in income growth.

Index: 1991 = 100

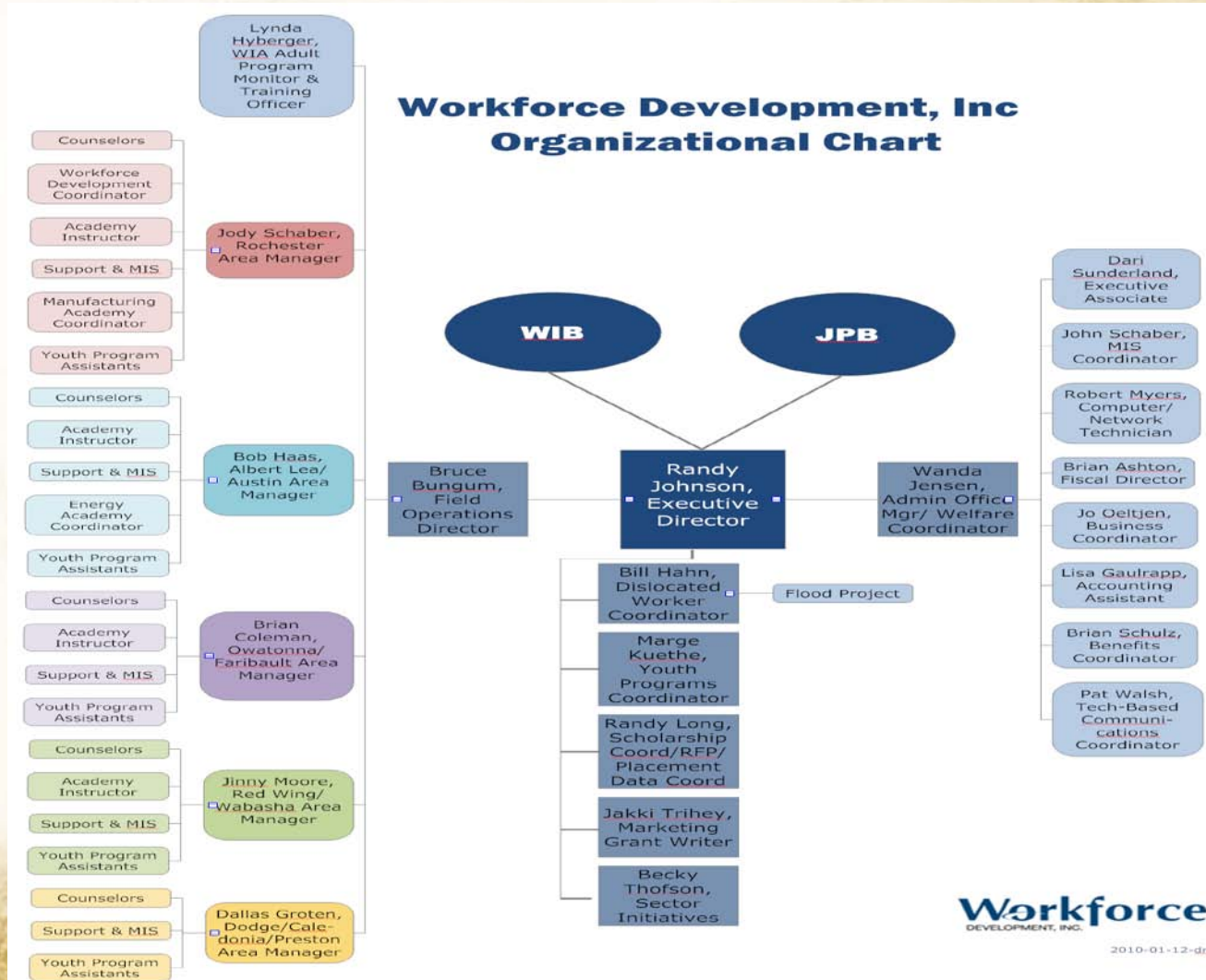


# Local Economic Trends – Labor Market Index





# Staff Org Chart



# Staff Committee Structure

## Workforce Development Committee Grid

Name	Mission/Purpose	Activities & Actions	Meeting Frequency	Members
Advisory Team	To steer all Workforce Development, Inc. committees and projects, insuring alignment to WDI's organizational goals.	Address project requests, assign projects to existing committees or approve new committees as needed. To follow mission, capture progress and advise each committee. To insure communication of committee activities throughout the Workforce Development, Inc. organization.	Monthly - generally the first Friday	Cheri Fischer (Lead), Brian Coleman, Bethany DeLong, Desirae Dyke, Jeremy Hildman, Randy Johnson, Randy Long, Jinny Moore, Jody Schaber, Becky Thofson, Pat Walsh, Crystal Zimmerman
All Staff Preparation Committee	To assist in preparation of quarterly All Staff meetings	Select office hosting all staff , set date, notify office, plan and set agenda, invite and collaborate with host site lead, arrange appropriate technical assistance and assist in any other manner requested by hosting office.	Monthly and as needed for All Staff Prep	Dianna Verley (lead), Kathy Anderson, Brian Ashton, Lisa Gaulrapp, Sue Hyke, Gloria Olson, Maria Rodriguez, Barb Sauter, Jody Schaber
Career Readiness Credential Committee	To implement Career Readiness Certification.	Train and prepare Workforce Development staff to administer the Career Readiness Certification.	As needed	Lynda Hyberger (Lead), Bethany DeLong, Ed Duda, John Knippen, Marge Kuethe, Val Kvale, Theresa Spiering, Dari Sunderland, Becky Thofson
Communication Committee	To improve and sustain WDI communication, both internally and externally.	Identify and assess communication needs and issues.	2nd Friday of each month	Randy Long (Lead), Pam Erickson, Cheri Fischer, Jo Oeltjen, Ramona Redig, Gloria Schaeffer, Val Kvale, Pat Walsh
Employee Benefits Committee	To provide WDI staff with an excellent level of benefits concerning wage and fringe	Work closely with the Management Committee of the Workforce Investment Board to pursue a high quality compensation package through the negotiation process	Three or four times a year, primarily before the WIB meeting in June or at the end of the calendar year for insurance renewal	Jody Schaber (lead), Michelle Breamer, Bob Haas, Habiba Harun, Meghan Kane, Randy Long, Shelly Meyer, Jody Rinn, Gloria Schaefer, Brian Schulz, Crystal Zimmerman
Employee Recognition Committee	To actively promote a culture of recognition among the employees.	To recognize people's longevity and to allow coworkers to nominate a team member for Employee of the Year.	Twice a year	Jody Schaber (Lead), Michelle Breamer, Ed Duda, Mary Eberlein, Jinny Moore, Melissa Olson, Clara Sifuentes, Tami Sheff, Dianna Verley
Forms Committee	To review past and current forms for all programs, ensuring accurate and up-to-date information according to DHS and/or program guidelines. To get approval of all forms by program coordinators or advisors prior to posting on the WDI Intranet for staff use as a universal form.	To review past and current forms to ensure that they are correct, up-to-date, and meet the copyright guidelines. To provide the appropriate documents to all offices to ensure that WDI is using universal forms. To create new forms and documents based on need and changes for the MFIP and DWP Programs and any other areas that may be requested.	As needed - Annually	Desirae Dyke (lead), Kathy Anderson, Amy Fitt-Donovan, Lisa Gaulrapp, Jennifer Johnson, Becca Hanson, John Knippen, Amanda Matthews, Jo Oeltjen, Kari Pelton

## Workforce Development Committee Grid

Name	Mission/Purpose	Activities & Actions	Meeting Frequency	Members
Process Improvement Committee	To complete "MN Council for Quality" application as well as identify areas for Continuous Improvement within Workforce Development.	Identify areas of improvement for the organization	Bi- Weekly	Wanda Jensen (Lead), Alyshia Brinkman, Brian Coleman, Habiba Harun, Ingrid Holt, Randy Johnson, Val Kvale, Deb Long, Ramona Redig, Jody Rinn, Becky Thofson, Jaki Trihey
Professional Development Committee	To coordinate, communicate and evaluate training options for WDI employees.	Revise and improve New Employee Handbook, Circle of Excellence Manual, WDI Intranet and to evaluate the needs and efficacy of staff training.	Monthly	Lynda Hyberger (Lead), Sheryl Bestler, Michelle Breamer, Bruce Bungum, Mary Eberlein, Jeremy Hildman, Ingrid Holt, Jo Oeltjen, Brian Schulz, Pat Walsh
Wellness Committee	To provide WDI employees with the information, resources and tools necessary to promote optimal physical and mental health.	Engage WDI staff in activities and programs that will improve overall health and awareness, including contests, websites and area wellness programs.	Monthly	(Rotating Lead), Jennifer Becker, Connie Bublitz, Karen Clerico, Sue Hyke, Kate Johansen, Shelly Meyer, Theresa Spiering, Brian Schulz, Dari Sunderland



# Outcomes

Report was ran on: 1/6/2010

## Workforce Development Inc

### Enrolled, Termined, And Placed Report

For The date Ranges of :7/1/2009 to 12/31/2009

	Enrolled	Termed	Placed	Ave Wage	Ave Hours
FSET	8	5	2	10.13	17.50
MFIP	1947	704	291	9.64	30.41
Minnesota Dislocated Worker	1032	353	126	18.27	39.03
Minnesota Youth	174	34	13	8.77	27.14
WIA Adult	169	54	39	11.16	31.03
WIA Dislocated Worker	418	76	43	17.28	38.71
WIA Older Youth	121	27	16	10.47	27.50
WIA Younger Youth	179	36	13	9.75	30.31
Diversionary Work	1140	737	369	9.72	30.04
NEG Flood	129	119	35	14.65	37.39
Local Programs	265	43	26	10.46	31.62
WIRED	44	3	3	11.63	40.00
Youth Recovery Act	603	467	48	8.51	27.73
WIA Adult Stimulus	48	9	7	10.51	33.71
WIA DW Stimulus	574	108	47	19.17	40.71
<b>Grand Total</b>	<b>6851</b>	<b>2775</b>	<b>1078</b>	<b>11.84</b>	<b>32.42</b>

Report was ran on: 1/6/2010

## Workforce Development Inc

### Enrolled, Termined, And Placed Report

For The date Ranges of :7/1/2008 to 12/31/2008

	Enrolled	Termed	Placed	Ave Wage	Ave Hours
FSET	43	43	29	10.23	33.48
MFIP	1157	872	449	9.58	33.28
Minnesota Dislocated Worker	205	124	111	16.60	37.88
Minnesota Youth	116	28	14	8.56	30.64
WIA Adult	88	52	48	12.50	35.27
WIA Dislocated Worker	143	48	41	17.32	38.76
WIA Older Youth	56	20	15	9.09	34.87
WIA Younger Youth	110	34	14	8.50	23.71
Diversionary Work	747	743	416	9.75	32.88
NEG Flood	60	58	34	12.94	37.50
Local Programs	36	3	3	11.31	36.67
<b>Grand Total</b>	<b>2761</b>	<b>2025</b>	<b>1174</b>	<b>10.78</b>	<b>33.85</b>



# Outcomes

Merit PY09 - 3rd Qtr

05-Feb-10	goal #1		goal #2		goal #3		goal #4		goal #5	
	Adult pos term goal	Adult pos term actual	Adult wage gain goal	Adult wage gain actual	Adult CRT completion goal	Adult CRT completion actual	MFIP participation rate goal	MFIP participation rate *actual	Youth pos term goal	Youth pos term actual
Dodge Center	69.92%	100.00%+	0.83	4.16+	84.00%	100.00%+	34.90%		73.67%	33.33% -
Preston	69.75%	100.00%+	1.18	2.18+	84.00%	100.00%+	34.90%		72.21%	0.00% -
Albert Lea	72.33%	61.67%-	-0.29	-0.02+	84.00%	86.67%+	34.90%		72.31%	76.92% +
Red Wing	69.17%	77.78%+	0.88	3.25+	84.00%	100.00%+	34.90%		69.45%	54.84% -
Caledonia	68.77%	84.62%+	0.26	1.50+	84.00%	100.00%+	34.90%		69.00%	100.00% +
Austin	69.55%	60.00%-	0.80	1.30+	84.00%	89.47%+	34.90%		67.88%	81.25% +
Rochester	70.43%	81.49%+	0.24	1.92+	84.00%	94.00%+	34.90%		71.47%	81.40% +
Faribault	70.88%	85.29%+	-0.15	1.71+	84.00%	97.56%+	34.90%		72.00%	100.00% +
Owatonna	74.52%	68.97%-	-1.92	-1.89+	84.00%	94.74%+	> 7.50%		76.31%	0.00% -
Wabasha	68.75%	75.00%+	0.66	2.49+	84.00%	86.67%+	34.90%		69.10%	50.00% -
total	70.83%	75.07%+	0.07	1.45+	84.00%	94.91%+	34.90%		70.42%	71.54% +

\*Oct - Dec 2009  
> = % universal customer

Merit PY09 - 3rd Qtr

05-Feb-10	goal #6		goal #7		goal #8		goal #9		goal #10	
	Customer satisfaction goal	Customer satisfaction actual	Adult Job Goal Profile goal	Adult Job Goal Profile actual	Adult & Yth Completed Assess. **goal	Adult & Yth Completed Assess. **actual	File Integrity Sample ***goal	File Integrity Sample ***actual	Productivity rate /FTE goal	Productivity rate /FTE actual
Dodge Center	86.00%	+	85.00%	96.43+	10	8-	94.00%		20.00	11.58-
Preston	86.00%	+	85.00%	82.61-	16	5-	94.00%		20.00	3.89-
Albert Lea	86.00%	+	85.00%	54.67-	33	20-	94.00%		20.00	11.18-
Red Wing	86.00%	+	85.00%	88.63+	33	13-	94.00%		20.00	12.37-
Caledonia	86.00%	+	85.00%	88.89+	16	0-	94.00%		20.00	7.51-
Austin	86.00%	+	85.00%	85.65+	33	10-	94.00%		20.00	8.97-
Rochester	86.00%	+	85.00%	82.03-	65	29-	94.00%		20.00	12.42-
Faribault	86.00%	+	85.00%	90.06+	33	10-	94.00%		20.00	8.19-
Owatonna	86.00%	+	85.00%	87.02+	33	24-	94.00%		20.00	14.55-
Wabasha	86.00%	+	85.00%	84.40-	16	8-	94.00%		20.00	12.38-
total	86.00%	#DIV/0! +	85.00%	84.039-	288	127-	94.00%	#DIV/0! -	20.00	10.30-

86% 3rd QTR  
90% 4th QTR

Measure updated monthly throughout QTR reflecting those that complete the third test of the series, during the QTR, regardless of when testing began.

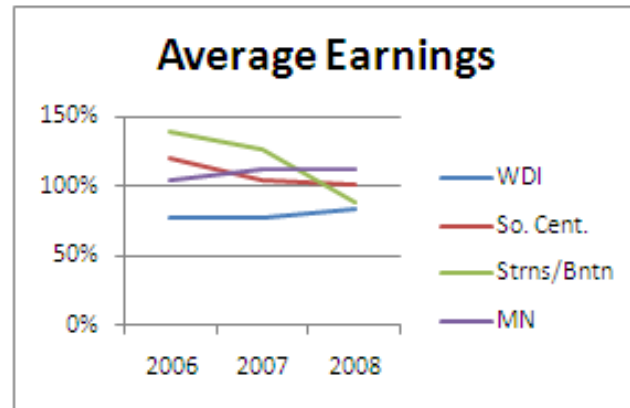
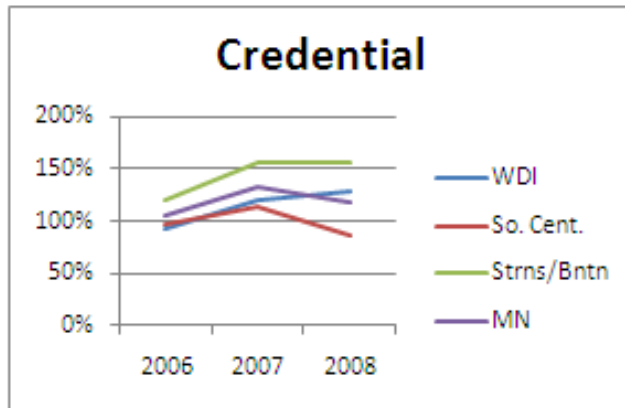
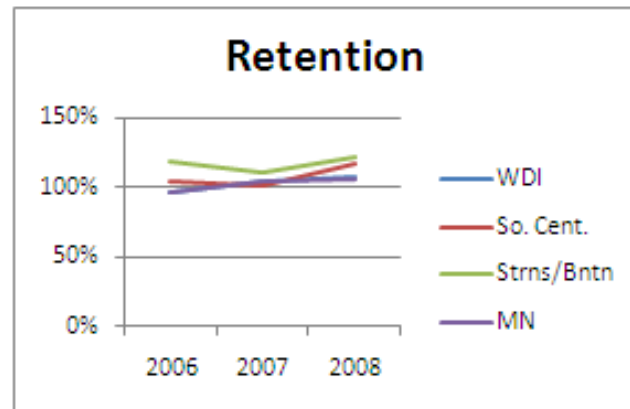
To be completed at Qtr end  
98% 4th Quarter

# Outcomes

<b>Dislocated Worker Counselor Caseloads</b>	
<u>Timeframe</u>	<u>#/FTE</u>
7/1/06	54.8
1/1/07	57.2
7/1/07	64.0
1/1/08	67.4
7/1/08	62.4
1/1/09	64.0
7/1/09	93.1
1/1/10	104.9

# Outcomes

## WIA Adult Performance Measures WSAs 8, 7, 17 & State Comparisons 2006 - 2008

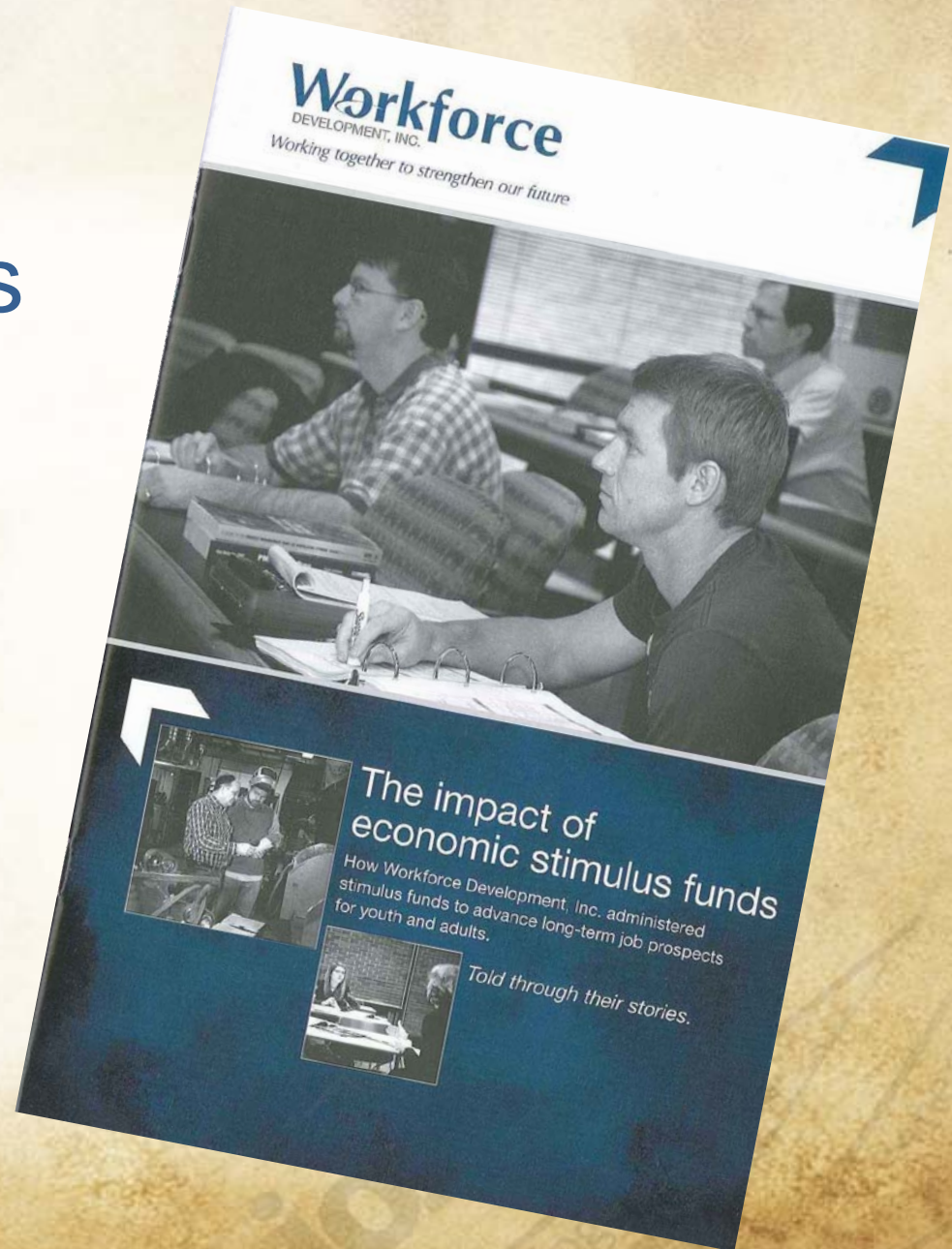




# Outcomes

Annual ROI	
PY02	548.02%
PY03	630.68%
PY04	644.01%
PY05	720.83%
PY06	723.55%
PY07	786.13%
PY08	613.48%

# Outcomes





# Threats and Opportunities

- Threats
  - Revenue and Support Projections
  - Reauthorization of Workforce Investment Act
  - Governmental fiscal collapse
  - Counties considering their own program delivery
  - Decreased job opportunities until 2016
  - Employee burnout



# Threats and Opportunities

- Opportunities
  - We're at the table nationally to help drive the WIA reauthorization
  - Local congressional delegation very supportive of our work
  - Strong supportive organizations (MWCA, etc.)
  - Direct link to the Department of Labor via the Jobs Summit
  - Nationally recognized as an innovator
  - Regional innovation grant established with DOL



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