



Ramsey County Workforce Investment Board

Annual Report 2005

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WIB Leadership: top - Bob de la Vega, Chair-Elect; bottom from left: Kathy Engesser, Chair; Mary Jo Gardner, CEO

Chair's Message and Executive Summary

Change is constant. It's an often used phrase in our world today, and at the Ramsey County Workforce Investment Board (WIB), we learned the truth of that statement during 2005. As we made significant progress in our mission to bring employer driven strategies to workforce development in our community, we also experienced significant, positive change this past year.

As we continued our strong partner relationships and pursued three specific goals in 2005, the WIB was proud to be a part of the successes our partners enjoyed, and proud of our many achievements as well. Below are brief summaries of several WIB successes in 2005.

- Completed the Business Services Pilot, a joint effort with the Minnesota Department of Employment and Economic Development (DEED), workforce partners, and community based organizations that addresses the demand for workers in high priority industry sectors while helping disadvantaged workers pursue good jobs. The success of this program is emphasized by the customer satisfaction rating of eight out of ten received from the business participants in this program -- an outstanding rating for a new, trial program. The business participants were educated about resources and solutions available to overcome obstacles to increased hiring and career laddering. As the WIB and the other pilot partners agree this effort was a success, we look forward to a continuation of this forward-thinking program.
- Receipt of nearly \$140,000 in WIA Incentive Funds from the Governor's Workforce Development Council enabled the WIB to support employer-focused English Language Learner (ELL) programs. The funds provided the financial means for employers and ELL service providers to help existing employees improve their English skills.
- Collaboration between the WIB and Workforce Solutions resulted in a new two-year plan for the Dislocated Worker and WIA Adult programs, which highlighted our work with high-demand industries and business-focused services. Ramsey County's plan was cited as one of the three best in the state.

While we accomplished our goals, we also experienced much change, which created challenges, as well as great opportunities, for the WIB.

- The final authorization of the Friends of the WIB non-profit status was achieved. This provides us with the opportunity to expand our funding options to a larger base of private foundations and citizens, rather than relying solely upon ever-changing public financing. Our challenge in the next year is to make the best use of this non-profit status to ensure the continued financial stability of the WIB, but more importantly, to assist financially in furthering workforce development initiatives.
- In early 2005, the WIB CEO resigned and we faced the challenge of continuing our efforts with one employee for several months. We were pleased to find our new CEO, who brings to the WIB experience with similar organizations and excitement about our opportunity to raise private dollars to increase funds available for projects that achieve the WIB's goals.
- After extensive research and analysis, the WIB and all key stakeholders agreed to consolidate our three workforce centers to two in Ramsey County. This change presents the stakeholders with the opportunity to serve the needs of both of our primary customers -- businesses and employment seekers --- effectively and efficiently.

Throughout 2005, the WIB experienced the truth of *change is constant*. Thanks to the actively engaged members of our WIB; the strong support of Ramsey County, the State of Minnesota and the City of Saint Paul; and the enthusiastic participation of our community partners; the WIB has seen change as opportunity and has enjoyed a very successful year. With our new non-profit status, the active involvement of all stakeholders, and our continued dedication in serving our primary customers, we look forward to many more great accomplishments in 2006.

- Kathy Engesser, Chair, Ramsey County Workforce Investment Board

www.rcwib.org

Ramsey County Board of Commissioners

This has been an important year for the partnership between the Ramsey County Board of Commissioners and the Ramsey County Workforce Investment Board (WIB). "We have seen this partnership grow stronger as we have worked together and collaborated on priorities and strategies for the business community and the workforce in our county," says Commissioner Jim McDonough, Board Representative assigned to the WIB. "It is gratifying to witness the WIB's advancement as an influential part of the community."



Ramsey County Board of Commissioners. Front row from left: Tony Bennett; Victoria Reinhardt, Chair; Jan Parker; Back row from left: Janice Rettman; Rafael Ortega; Jim McDonough; Toni Carter.

"We have seen this partnership grow stronger as we have worked together and collaborated on priorities and strategies for the business community and the workforce in our county"

-Ramsey County Commissioner Jim McDonough

Over the past year, the WIB has gained a new chair, hired a new CEO, established its independence as a non-profit, and moved its offices into the North St. Paul Workforce Center. Even with these significant changes, there has been a continued focus on priorities and strategic objectives.

The Ramsey County Board appreciates the innovations and contributions that the WIB is making to the business community and to the economic vitality of the area. "We look forward to the continuation of our successful relationship with the WIB," says Commissioner Victoria Reinhardt, Chair of the Ramsey County Board of Commissioners in 2005, "and to the favorable contribution that is being made by the WIB."

Mayor Randy Kelly

As I leave office, I want to extend my deep appreciation for the efforts of our Workforce Investment Board to meet the needs of our employers and prospective employees. The WIB has carried the ball and served many vital interests in our community.

But our work is not over. Far from it. As Tom Friedman argues in his book *The World is Flat*, virtually no employer is immune from the impacts of globalization. Work that had been done close to home can now be easily outsourced to workers anywhere.

To counter these challenges, we must have agile and aggressive companies and employees willing to be constantly retrained. Thus, the work of WIB will be even more important. We must continue to develop and implement high-value training and assistance programs.

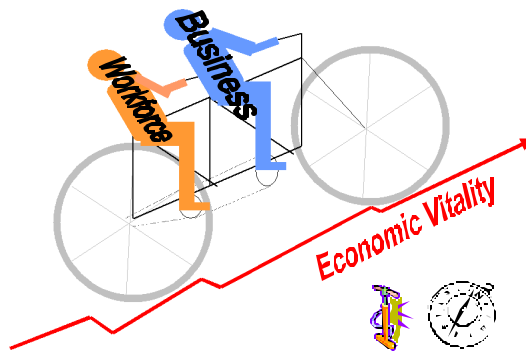


Saint Paul Mayor
Randy Kelly

I stand ready to help out in any way that I can as WIB moves down this important road.

- Mayor Randy Kelly

WIB Role in Improving Economic Vitality of Ramsey County / East Metro Area



The Ramsey County Workforce Investment Board (WIB) was created under the Workforce Investment Act of 1998. The board is composed of stakeholders from business, economic development interests, community-based organizations, education, labor and local government to serve our primary customers—business and job seekers. This visual illustrates the strategic role of the WIB. The WIB serves as the frame of the workforce bicycle as it climbs toward economic vitality, bringing

stakeholders together and serving as a community leader. Business steers the bicycle; job seekers and employees help power the bicycle; public and private organizations engaged in workforce development are where the rubber meets the road; the bicycle pump is primed with public, private and corporate dollars; and the compass for guiding the bicycle is the local economic development plans along with the WIB strategic plan.

The WIB brings stakeholders together and serves as a community leader in workforce development.

The WIB has four main responsibilities in fulfilling our role:

Define current and future labor force needs and where gaps are expected to occur.

Facilitate collaborative efforts to fill workforce needs or system gaps.

Advocate to improve the efficiency and effectiveness of workforce preparation.

Provide strategic direction to employment and training programs in Ramsey County.

WIB Five Year Strategic Plan

Satisfy Primary Customers

- Design and implement a system for determining and tracking customer needs and satisfaction
- Improve the system for customers

Link Current and Potential Workers with Jobs and Careers

- Establish the WIB as a workforce development community leader that engages and brings stakeholders together in collaborative initiatives
- Drive the system to leverage public and private resources
- Expand workforce opportunities and participation, creatively engaging all workers, including incumbent, potential, and underutilized workers
- Establish and implement an aggressive marketing and communications plan

WIB 2005 Top Accomplishments

Our 2005 goals fell into three main areas: address demand in high priority industry sectors while helping disadvantaged workers pursue good jobs; help English Language Learners (ELL) successfully transition into the workforce and up the career ladder; and make the public workforce system more demand driven, effective and accountable. Below are the resulting accomplishments.

SECTOR WORK and ENGLISH LANGUAGE LEARNERS (ELL)

- The Business Services Pilot successfully contacted 48 businesses, of which 90% had no previous contact with the WorkForce Centers. The pilot team determined needs around hiring, training and retaining employees, as well as provided solutions for the issues the businesses encountered. The team received an average customer satisfaction score of at least eight out of 10.
- The WIB was awarded nearly \$140K in WIA Incentive Funds from the Governor's Workforce Development Council (GWDC) to distribute for employer-focused ELL services in Ramsey County. All of the funds were distributed to serve seven organizations and affect over 330 ELL residents.

SYSTEMS CHANGE

- The Business Services Pilot completed successfully in July 2005 with broader implementation expected, but is currently on hold as DEED hires new staff. The WIB will remain closely involved in the future roll-out of the pilot.
- The WIB collaborated with Workforce Solutions to develop a new two-year plan for the Dislocated Worker and WIA Adult programs, highlighting our work with high-demand industries and business-focused services. Ramsey County's plan was cited by DEED as one of the three best in the state.
- The WIB completed negotiations with key stakeholders for an agreement on a strategy for two workforce centers in Ramsey County. An RFP has been released to secure space for the new center according to criteria defined by the WIB and Core Partners. A decision is expected in early 2006.

DEFINE PILOT TO IMPROVE SKILLS OF EMERGING WORKFORCE

- The WIB partnered with Saint Paul Public Schools (SPPS) and other community partners to apply for the 2005 WIA incentive funds from the GWDC, which would be used for improving foundational math skills for youth and adults below high school competency. The grant would bring "Project Lead the Way," a pre-engineering program for secondary schools that teaches math through hands-on engineering work, to four SPPS high schools. If this project is not funded through the incentive funds, the WIB is committed to working with SPPS to implement this program into the high schools.
- Ramsey County piloted a successful program called Communities of Color, which brought the county's YouthLEAD program to community organizations, increased their capacity, leveraged their existing community relationships and leveraged community dollars. This pilot was the basis of the RFP for the PY07 YouthLEAD program.

Additionally, this year brought about a lot of transition for the board, functionally as well as administratively. The WIB's former CEO resigned in early 2005 and the board immediately began a search for a new CEO. Mary Jo Gardner was hired to lead the WIB in late May. Due to the dedication of the WIB's members, the transition between CEOs was flawless.

This was also the first year of complete independence for the organization, and in September the Friends of the WIB (FOW) was granted tax-exempt 501(c)(3) status. With this ruling the FOW will be able to seek incremental funding for workforce development initiatives.

The WIB has made important progress on key priorities including public workforce systems change, working to understand and address priority industry workforce needs and helping our growing population of English Language Learners transition into the workforce

Ramsey County Workforce Assessment

Based on the 2005 labor market analysis update for Ramsey County, the WIB continues to view healthcare, advanced manufacturing and construction as priority industries in our community

The benefits of working and living in Ramsey County provide an opportunity to positively position ourselves as we look at the looming issue of the retirement of the baby boomers. As an area that has a diverse employer base and a highly educated population with a strong work ethic, it suggests that we can and will provide answers to the employment issues that lay before us. In 1st Quarter 2005, Ramsey County was home to 14,156 firms, with a total employment level of 295,627 jobs (source: Department of Employment and Economic Development Labor Market Information). The sectors employing the greatest number of people are healthcare and social assistance (16%), manufacturing (11%), and retail trade (10%). The WIB has again identified healthcare, advanced manufacturing and construction as priority industries based on the following criteria: (1) strong future employment prospects; (2) large, distinguishing industry; (3) compensation package above average; (4) fits community economic development priorities; (5) imports capital into community (rather than recycling); and (6) hires local pool of workers.

The healthcare industry continues to be an important area to concentrate our efforts. DEED employment projections indicate growth of over 26,000 jobs in this industry between 2000 and 2010 in the Twin Cities, in addition to 22,000 expected replacement openings. In order to affect this area, the business services pilot, which concentrated on healthcare, was completed. With 48 businesses involved in the pilot, the result indicated where the system needs adjustment and provided suggestions on increasing the effectiveness of the healthcare system, such as how to attract individuals in to the workforce. With the employment projections (per DEED) suggesting that the healthcare issues are only going to increase, this report provides good information for strategic planning.

Additionally, we have identified our community's immigrant population as a focus to fill openings in all targeted industries. Recent reports, including the "Mind the Gap" report from the Itasca Project, remind us that an underutilized segment of our population is one that is new to the community and often in need of English language training. These individuals are anxious to become an important and vibrant part of our workforce and seek jobs in our target industries. Through efforts such as the WIA Incentive Funds targeted toward English Language Learners distributed in 2005, we are providing a step in this direction. Census data from 2000 shows that approximately 55,000 immigrants reside in Ramsey County. Asian immigrants represent the largest segment of this population (56%), with other sizeable populations of Hispanic (20%), African (11%) and European (11%) immigrants being represented. At 4%, Ramsey County in 2000 had nearly twice the proportion of working-age persons with significantly limited English proficiency compared to the remainder of the metro area. Training these populations is a great need in our area, and continues to be a high priority for our WIB.

The Metro WIB is also developing a comprehensive assessment that will be available for various community organizations to consult when developing strategic plans. This will ensure a healthy, holistic approach to planning for our region's future needs related to workforce development issues. The metro area has shown strong job growth coupled with an agreeable quality of life that creates more reasons why workers want to be here, though with the aging population, the demand for workers will continue to increase in the future. Efforts are being made in Ramsey County and on a metro level to ensure that we are in position for a bright economic future.

WIB 2006 Strategic Priorities

Our 2006 goals fall into three main areas: develop the vision for the Ramsey County Workforce Centers, continue making the public workforce system more demand driven and effective, and explore avenues to access funding to support the community workforce development objectives.

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1. Develop the Vision of the Ramsey County WorkForce Centers

- **Continue Implementation of WorkForce Center Consolidation in Ramsey County**
 - Goal I: *Complete consolidation/relocation of Midway and Downtown WorkForce Centers with move-in date by January 1, 2007.*

In early 2005, with the strain of insufficient funding to run the current three WorkForce Centers, the WIB made a decision to consolidate the number of WorkForce Centers in our county. The downtown and midway centers will be consolidated to one center within the city of Saint Paul. An evaluation team of stakeholders has convened to find the appropriate location for the new center, considering the needs of the program clients.

- Goal II: *Fully explore the mobile center with a decision to implement made*
- The Ramsey County Board of Commissioners is interested in exploring the concept of a mobile workforce center, particularly with the impending reduction of centers in our county. It is now the duty of the WIB to make a recommendation to the County Board.

2. Continue the Transition to Business as Primary Customer

- **Further Develop the Demand-Driven Focus within the public Workforce System**
 - Goal I: *Explore next steps of business services pilot and develop implementation plan*

The close of the Business Services Pilot in summer 2005 brought with it a host of valuable findings. Next steps in implementing this project on a broader basis are being defined.

- Goal II: *Continue ELL training for target industries- healthcare and manufacturing*
- Labor Market analysis of our community shows that our growing limited-English proficiency population is underutilized in filling job vacancies, while our County's target industries of healthcare and manufacturing have experienced increased vacancies, even in a tight labor market.

Our board will continue to address these two issues by matching funding opportunities with those in need of ELL services in order to advance in their industry, or begin in a new one.

3. Explore Incremental Funding Options to Support Ramsey County WIB Priority Initiatives

- **Utilize 501(c)(3) status to better serve our community with incremental funding**
 - Goal I: *Explore funding for youth programs, including the Building Lives program*

With the Friends of the WIB's recent 501(c)(3) determination, the WIB has the opportunity to attract funds for programs that help our underserved priority populations. One of these programs, that received funding as a pilot, is Building Lives, which focuses on providing services to youth offenders.

- Goal II: *Develop ELL training programs with community providers*

The tax exempt status will help to further the efforts that have already begun with English Language Learners in our community. This will connect with the previous goal to increase ELL training within the target industries.

WIB Advocating & Facilitating Connections

One main purpose of the WIB is to convene community partners to guide workforce development. Through these connections, the WIB provides a venue for organizations to work together and leverage their collective dollars to provide a more pronounced impact in our area, including providing job training and employment opportunities. With the newly acquired 501(c)(3) status of the Friends of the WIB, opportunities await to attract new funding for future projects.

Collaborating with Workforce Solutions, the WIB developed a two-year plan for the Dislocated Worker and WIA Adult programs in Ramsey County, which was cited as one of the three best in the state. In another collaboration with Workforce Solutions, the Youth Council oversaw the Communities of Color project. This exciting program brings the county's YouthLEAD program to community organizations, increasing their organizational capacity, leveraging their existing relationships with the community and leveraging community dollars.

WIA Incentive Funds were made available, by the GWDC, for employer-focused ELL services. Our WIB developed a plan that would distribute funds to employers in our county to serve their incumbent employees with limited English skills. In 2005 we awarded a total near \$140,000 to three community organizations to serve seven employers, affecting 330 ELL workers.

The WIB continued to move forward with key stakeholders on securing a new space for a workforce center in Ramsey County. Along with Core Partners, the WIB worked on an RFP which brought forth proposals that are being reviewed for next steps.



Vern Vick Memorial Award, from left: Dean Shawbold, past Youth Council chair; Carol Vick, Vern Vick's wife; Harriet Horwath, award recipient; Mary Jo Gardner, WIB CEO; Doug Hubbard, Youth Council Chair

The passing of one of the original members of the WIB and Youth Council gave an opportunity for the board to recognize community members who have made a significant impact on youth development. Vern Vick was the original chair of the Youth Council, holding that position through the Council's many incarnations for

over 20 years. His passing was felt by all of the members, and it was clear that Vick should be remembered in our industry. The Vern Vick Memorial Award was created to honor those individuals or organizations in our community that display the same passion for youth development that Vick did throughout his life. Harriet Horwath, former director of Youth Programs at Workforce Solutions, was the first recipient of the award for her efforts and dedication to the youth of Ramsey County.

The WIB also reaches out beyond its boundaries to work with metro, statewide and nationwide groups to network, gather information and create greater possibilities of impact. Examples of this outreach include the new CEO's acceptance into the Innovators Network. This is a small group of progressive WIB directors from around the country who engage in active conversation, providing support and innovative solutions on various subjects including board involvement, staff development, regional strategies, business planning and federal legislation. Funding to continue with this group was granted through the Governors Workforce Development Council and the Minnesota Workforce Council Association.

The WIB has advocated for the workforce needs of our community and helped to fill gaps in our workforce, training and employment system



Government Workforce Program Outcomes

The WIB would like to thank Workforce Solutions for earning an average return on investment of \$3.36 for every dollar spent on workforce programs

Workforce Solutions served a total of 1,265 Dislocated Workers and 206 WIA Adults in Ramsey County

The WIB has oversight for Ramsey County employment and training-related programs, specifically Dislocated Worker, WIA Adult and Youth programs. In our oversight role, the WIB defines strategic priorities, approves long-term plans, reviews progress versus goals and supports addressing barriers to success. Workforce Solutions, the County Workforce Department, runs these programs. The WIB would like to thank Workforce Solutions for earning an average return on investment (ROI) of \$3.36 for every dollar spent on workforce programs and linking job seekers with employers.

Dislocated Worker Program (Funding \$2.35 million)

Workforce Solutions assists laid-off workers with career exploration and conducting their job search to become re-employed. Participants also have access to the diversity of classes offered at the WorkForce Centers, as well as some funding to support retraining.

All dislocated workers laid off in local lay-offs of less than 50 people are automatically eligible for service. In larger lay-offs, the state uses a competitive bidding process to identify the service provider and a collaborative of Employment Action Center and Workforce Solutions were awarded funds recently to serve workers laid off from Diamond Products in downtown Saint Paul. Workforce Solutions served a total of 1,265 dislocated workers in partnership with Employment Action Center, HIRED and Lao Family Community of Minnesota. Five hundred and fifty-four Dislocated Workers exiting the allocated programs were placed in jobs during Program Year 2004 (July '04 to June '05) at an average wage of \$18.90 per hour and a ROI of \$2.45 for every dollar spent (Federal program), with the State funded program experiencing an average wage of \$18.74 per hour and a ROI of \$3.65.

Workforce Investment Act (WIA) Adult Program (Funding: \$738,000)

The WIA Adult program aids low income adults with limited skills and opportunities by training and placing them in occupations that move them towards self-sufficiency. One of the priority groups is non-custodial parents who are unemployed or underemployed and owe child support. This group receives case management, child support guidance, job search assistance, training and supportive services through the Moving Families Forward project.

The Workforce Solutions WIA Adult program served a total of 206, primarily economically disadvantaged Ramsey County residents, in partnership with HIRED and the Employment Action Center. Of WIA Adult participants leaving the program, 83% were placed in employment with an average wage of \$12.21/per hour.

Outcomes for WIA Adult and Dislocated Worker (DW) Programs						
Program Year ending in 2005	State Goal		Workforce Solution Result		% of State Goal*	
	Adult	DW	Adult	DW	Adult	DW
Earned Employment Rate	70%	72%	83%	95%	118%	132%
Retention Rate at 6 mos.	72%	82%	89%	94%	124%	115%
Earnings Change at 6 mos.	\$3,000	80%	\$5,432	87%	181%	109%
Credential Rate	50%	50%	64%	63%	128%	126%
Average % of Goal					138%	121%

*Must meet 80% of state goal to be considered as meeting performance requirement



Government Workforce Program Outcomes

Youth Council: Workforce Investment Act (WIA) and Minnesota Youth Program (Funding: \$1.5 million)

The WIA and Minnesota Youth Program (MYP) helps at risk youth develop basic skills, work experience, good work habits, planning for the future and life skills. The Youth Council, a WIA mandated committee of the WIB, oversees these programs as well as works to coordinate community youth employment.

The WIB's Youth Council, working with Workforce Solutions (WS) and its vendor HIRED, served 315 Younger Youth (14-18 y.o.) and 148 Older Youth (19-22 y.o.). Special projects such as the Urban Boat Builders and Express Business Ventures have provided youth with technical and workforce skills training.

In 2005, the Youth Council and WS piloted a program working with three community-based organizations in bringing WIA YouthLEAD services to local communities of color. The Communities of Color YouthLEAD pilot program works with the St. Paul YWCA, Guadalupe Alternative Programs (GAP) and Hmong American Partnership (HAP) to serve a total of 90 youth. Special projects to support the youth in this pilot included Top Twenty Training LLC, Two Lost Cities and Life Long Mentoring Services, Inc. The Communities of Color pilot will end in the spring of 2006.

The WS Building Lives-West Side project completed its second year of a three year project that strives to improve community safety and build long

term success of youth offenders and those at risk of offending. This project is funded through a MN Dept. of Public Safety grant. WS contracted with GAP in 2005 to deliver services to 25 new youth. In 2005, 100% of the youth completed life-building plans, 85% continued to attend school regularly and 70% met educational goals.

WIA Youth Performance Outcomes PY 2004 (ending June 2005)			
	Goal %	Actual %	% Over Goal*
Attainment of secondary school diploma or equiv. (Youth 14-18 y.o.)	47	63.6	135.3
Entry into unsubsidized employment (Youth 19-21 y.o.)	65	77.1	118.6
*Overall, the Youth Programs met an average of 110% of all goals - the state considers 80% as meeting goal			

Minnesota Family Investment Program (Funding: \$13.3 million)

The WIB serves in an advisory capacity for the Minnesota Family Investment Program (MFIP), whose goal is to prepare individuals currently receiving public assistance for employment and help them overcome barriers to finding and keeping a job.

Workforce Solutions provides the countywide administrative oversight of MFIP Employment Services, and partners with Ramsey County Human Services and community-based organizations to link employment services, support services and financial assistance services into an integrated delivery system for MFIP families. MFIP Employment Services are provided by: Employment Action Center, Goodwill Industries/Easter Seals, HIRED, Hmong American Partnership, Lifetrack Resources, Workforce Solutions, and St. Paul Ramsey County Public Health.

The following are outcomes from the MFIP program in 2005:

- There were 12,019 participants in the program
- 4,224 participants were placed in employment
- The average wage at placement was \$10.07
- The MFIP program had a return of investment of \$3.97 per dollar spent

Overall, the Ramsey County Youth Programs met an average of 110% of all goals

The MFIP program had a return on investment of \$3.97 per dollar spent



Government Workforce Program Outcomes

WIB's Influence on WorkForce Center Programs

The WIB and the WorkForce Centers have two primary customers: business and job seekers. A key WIB role is in setting community workforce priorities and working with our WorkForce Center partners to align program operations with these priorities. We work with our partners on the location of the WorkForce Centers within the County and aid in developing and instituting the Memorandum of Understanding amongst our 19 partners. The WIB would like to thank all of our WorkForce Center partners for their work this year.

Services for Business

The Ramsey County Business Services Pilot Project, which began in 2004 to deliver demand-driven business services to health care facilities, was completed in June 2005 by DEED, MnSCU, and Ramsey County employees. The pilot project team assisted employers in the areas of recruitment and retention, worker shortages, staff training and advancement, leadership development, labor market information and networking/partnership opportunities. Some resulting recommendations from their efforts include:

- Developing the incumbent workforce through training and apprenticeships;
- Collaborating with colleges, universities, and secondary schools to promote an interest in health careers and develop customized training programs;
- Partnering with publicly funded entities to attract non-traditional populations and English language learners to the health care sector.

Business Service Specialists partnered with the following groups to provide solutions to businesses:

- MN State Colleges & Universities
- SCORE
- St. Paul Port Authority
- Job Skills Partnership
- DEED's Small Business Assistance Office
- MN Technology Inc.
- Local economic developers
- Various Community Based Organizations

In 2005 the number of Ramsey County employers using Minnesota's Job Bank rose to 1,003 - a 38% increase from 2004

The Workforce Investment Board chose health care, manufacturing, and construction as key industries for 2005, and Ramsey County's Business Services Specialists have concentrated their efforts on providing assistance to employers in these sectors. During 2005, the majority of their employer visits were to companies in these core industries. The Business Services Specialists delivered needs-based services in the areas of:

- Recruitment and retention
- Business expansion and contraction
- Labor market information
- Customized training
- Business tax issues
- Unemployment Insurance issues
- Regulatory compliance
- Research and development funding sources
- Referrals to the Small Business Development Center

The specialists collaborated with MnSCU, SCORE, St. Paul Port Authority, Job Skills Partnership, local economic developers, DEED's Small Business Assistance office, various community based organizations and Minnesota Technology Incorporated to solve problems faced by community businesses.

The WorkForce Centers hosted 60 employers for onsite "Business of the Day" recruiting fairs. The number of Ramsey County employers using Minnesota's Job Bank rose from 728 in 2004 to 1,003 in 2005 - a 38% increase.



Government Workforce Program Outcomes

Services for Job Seekers

The North St. Paul, St. Paul Midway, and Downtown St. Paul WorkForce Centers offer Resource Rooms where job seekers can take advantage of a variety of assisted self-services to help them find employment. Computers with Internet access, word processing, and tutorials are the most heavily used resource. Our Resource Attendants show job seekers how to post their resumes on Minnesota's Job Bank, search for jobs, research company information, assess their skills, contact employers via e-mail and improve their keyboarding and software skills. Other resources include telephone and fax access to contact employers, an employment resource library with access to labor market information data, and a variety of publications covering topics such as resume preparation, career development, and salary negotiation.

In addition, the WorkForce Center partners offer a number of Job Seeking Skills Workshops to help job seekers find employment faster. Workshops covering employment transition, basic job seeking skills, resume preparation, and interviewing are available. Job seekers who are receiving Unemployment Insurance and are not being called back to their previous job attend mandatory assessment sessions where staff members help them develop a plan to address their employment barriers and return to work before their unemployment benefits are exhausted.

The Ramsey County WorkForce Centers received a total of 67,000 visits in 2005

During calendar year 2005:

- Each Ramsey County WorkForce Center received over 20,000 visits (St. Paul Midway - 24,000; St. Paul Downtown - 22,000; North St. Paul - 21,000)
- The WorkForce Centers held 16 workshops per month with average attendance of 12 participants each
- The WorkForce Center staff conducted over 5,608 employment assessments
- North St. Paul WorkForce Center served as one of the pilot sites for a new customer registration system. This system will enable all WorkForce Centers to more accurately track numbers and outcomes of the services provided
- The WorkForce Centers' leadership team worked with the WIB to develop criteria for a new site where the St. Paul Midway and Downtown St. Paul WorkForce centers will be merged into one office. Requests for proposals for this new site went out in November, 2005

Job Seekers who are Veterans: Veterans' Services

- A total of 454 Veterans received services
- Ramsey County Veterans' Representatives worked with state legislators and other agencies to promote recognition of veterans' military training. A class "A" commercial driver's license waiver is now a provision for veterans who obtained a military CDL

Individuals with Disabilities: Rehabilitation Services

- \$1,399,000 spent on services for customers
- 2,359 consumers served
- 980 new applications of which 856 individuals were eligible for services
- 251 cases resulted in employment at an average wage of \$10.50

Individuals who are Blind or Visually Impaired: State Services for the Blind

- Total Served in Ramsey County – 147
- 14 cases resulted in employment at an average wage \$11.73 per hour

WIB 2005 Financials

WIB financials for calendar year 2005 are reported below. The Friends of the WIB continued to serve as fiscal agent and employer of record for the WIB, and were granted 501(c)(3) status in September. This will allow the WIB to bring in more income in the future and increase the efficiency and effectiveness of the board, as well as broader workforce development in our area. As this was a transition year, with a new CEO coming in halfway through the year, spending was below budget.

This chart does not cover funding for any workforce programs.

	FY05 End of Year Actual	FY05 Budget	End of FY05 Variance
Financial Assets Starting the FY	\$85,959	\$85,501	\$458
FY05 Income	\$177,032	\$134,944	\$42,088
Total Income	\$262,991	\$220,445	\$42,546
Expenses:			
Wages and Benefits	\$111,923	\$133,784	\$21,861
Taxes	\$11,204	\$11,828	\$624
Supplies and Services	\$8,911	\$16,458	\$7,547
Operating Expenses	\$12,012	\$21,003	\$8,991
Total Expenses	\$144,050	\$183,073	\$39,023
Financial Assets at Year End	\$118,941	\$37,372	(\$81,569)

The WIB would like to thank the following individuals and organizations for their generous donations in 2005, totaling \$21,000:

Up to \$1,000

Department of Employment and Economic Dev.
Kathleen Engesser
Greg Lambert and Lambert Vocational Services
Kumar Mechanical
Steve Mayeron, Leonard, Street and Deinard
Joe Richburg
Shelley Rose and LogIn, Inc.
Saint Paul Port Authority

\$1,000-\$5,000

All WIB and Youth Council Members
Governor's Workforce Development Council
Saint Paul College
The Saint Paul Foundation
The Securian Foundation

Over \$5,000

Saint Paul Area Chamber of Commerce

Kudos for the WIB

"The Ramsey County Board of Commissioners, in partnership with the WIB, will continue to provide leadership by engaging all of the stakeholders in the community in working together to prepare the workforce of Ramsey County so we can reach the development potential of our community."

- Ramsey County Commissioner Jim McDonough

Our new WIB CEO was invited to join the Innovators Network, a network of 15 innovative workforce boards from across the country. While we were members in 2004, membership is dependent primarily upon the innovation of the board's CEO. The Governor's Workforce Development Council and Minnesota Workforce Council Association sponsored our participation.

The Local Plan, prepared by the WIB and Workforce Solutions, was identified as one of the three best in the state. In reference to this, the Department of Employment and Economic Development stated, "The Ramsey County plan was one of the best plans we reviewed. Kudos to you, your board and the Ramsey County staff for their efforts."

WIB and Youth Council Board Members

The WIB and Youth Council are excellent forums for bringing together all of the key partners on workforce issues: employers, educators, labor, government, economic development, WorkForce Center partners and community leaders. We would like to acknowledge and thank all of the Board Members who served on the WIB and Youth Council Boards in 2005.

WIB Members

Craig Anderson, Saint Paul College * **Patricia Brady**, Workforce Solutions (Ramsey County) * **Mike Chanaka**, CHS * **Gary Christensen**, Securian Financial Group * **Kathleen Engesser**, U.S. Bank * **John Evans**, HB Fuller * **Bill Fritts**, Intersect Strategies Group, LLP * **Traci Gauer**, Saint Paul Public Schools * **Philip Hanson**, Presbyterian Homes and Services * **Kirk Hayes**, Community Action Partnership * **Nancy Hendrickson**, East Metro WorkForce Centers * **Louis Henry**, McDonald's Restaurants * **Bernie Hesse**, United Food & Commercial Workers Union 789 * **Al Hester**, Saint Paul Public Housing Agency * **Dean Howard**, Teletek Corporation * **Douglas Hubbard**, Custom Desk and Hardwood Visuals * **Sheldon Jensen**, Northwest Title & Escrow Corporation * **Hyon Kim**, Kim and Associates * **Tom Klas**, Tapemark, Co. * **Shar Knutson**, St. Paul Trades & Labor * **Vinod Kumar**, Kumar Mechanical, Inc. * **Greg Lambert**, Northwest Airlines * **Scott LeMire**, Marsden Building Maintenance * **Lorrie Louder**, Saint Paul Port Authority * **William Lowe**, Metropolitan State University * **Thomas Macy**, DEED * **David MacKenzie**, HHH Job Corps Center * **Jim McDonough**, Ramsey County Board of Commissioners * **Jerry McElroy**, Keystone Community Services * **Mary McKee**, Century College * **Brian Miller**, CVS Pharmacy * **Jackie Mlynarczyk**, Kaposia, inc. * **John Mohr**, Lifetrack Resources * **Deborah Montgomery**, Saint Paul City Council * **Paul Nelson**, Shaw-Lundquist Associates, Inc. * **Willie Nesbit**, Saint Paul Public Schools * **Barb Reindl Pjevach**, Guidant Corporation * **Joe Richburg**, Keystone Computer Services * **Phil Saari**, TSE, Inc. * **Dean Shawbold**, White Bear Lake Area Schools * **Tom Simonson**, City of Shoreview * **Ginny Sullivan**, HealthEast Care System * **Bob de la Vega**, Wells Fargo & Co. * **Vernon Vick**, CAR-VER Associates * **Ellen Watters**, St. Paul Area Chamber of Commerce * **Jan Webster**, St. Jude Medical * **Tene Wells**, Women Venture * **William Yang**, Hmong American Partnership

Thank you to the WIB, Youth Council and Friends of the WIB members who donated over 4,000 hours of their time in 2005 to workforce development in our community



Youth Council members listen to a presentation by a community-based organization

Youth Council Members

William Collins, YWCA of St. Paul * **Traci Gauer**, Saint Paul Public Schools * **Dorothy Heidelberger**, DEED * **Abe Hassan**, Goodwill/Easter Seals * **Kirk Hayes**, Community Action Partnership * **Al Hester**, Saint Paul Public Housing Agency * **Debra Holmgren**, Portico Healthnet * **Doug Hubbard**, Custom Desk and Hardwood Visuals * **Sheldon Jensen**, Northwest Title & Escrow Corporation * **Peter Jessen-Howard**, Ramsey County Corrections-Juvenile Probation * **Tim Lynch**, Saint Paul Police Department * **David MacKenzie**, HHH Job Corps Center * **Dale Maristuen**, M & H Property Management and Consulting * **Richard Polanski**, Educational Consultant * **Barb Reindl Pjevach**, Guidant Corporation * **Dean Shawbold**, White Bear Lake Area Schools * **Noke Sivoravong**, Southern MN Regional Legal Services * **Vernon Vick**, CAR-VER Associates * **Jan Webster**, St. Jude Medical * **Melissa Woods**, Youth Participant * **Jody Yungers**, Ramsey County Parks and Recreation Department

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WIB Staff

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WIB Leadership

Kathy Engesser – Chair,
U.S. Bank
Bob de la Vega – Chair
Elect, Wells Fargo & Co.
Vinod Kumar- Treasurer,
Kumar Mechanical
Ellen Watters- Past Chair,
Saint Paul Area Chamber
of Commerce

2005 Committees

Communication, Advocacy and Oversight

Greg Lambert – Chair,
Northwest Airlines
Gary Christensen – Vice
Chair, Securian Financial
Group

Executive Committee

Kathy Engesser – Chair,
U.S. Bank

Workforce Committee

Craig Anderson, Chair, Saint
Paul College
Scott LeMire – Chair for first
half, Marsden Building
Maintenance

Youth Council

Doug Hubbard - Chair,
Custom Desk and
Hardwood Visuals
Kirk Hayes – Vice-Chair,
Community Action
Partnership

Acknowledgements

Ramsey County Workforce Investment Board

Ramsey County Workforce Investment Board

The WIB is a 50-member board created under the Federal Workforce Investment Act legislation that brings together business, labor, education, economic development, community based organizations and government as partners with the Ramsey County elected Board of Commissioners. The Mayor of Saint Paul, the City Council and the Ramsey County Board of Commissioners appoint members.



Ramsey County

The Ramsey County Workforce Investment Board works in partnership with Ramsey County to successfully carry out workforce development activities on behalf of employers and individuals seeking employment. We would like to acknowledge and thank the County Board of Commissioners, and Workforce Solutions leadership and front line staff for their dedication and commitment to workforce development.



WorkForce Center System

The core partners provide the direct service to our business and job seeker customers. They are integral to success in workforce development in Ramsey County. We would like to thank the leadership, the front-line staff, and all others involved for their dedication and commitment to building workforce success, one customer at a time.

Friends of the Workforce Investment Board

Friends of the WIB

The Friends of the WIB is an independent organization incorporated in 2004 to support the vision and mission of the WIB, including serving as fiscal agent and employer of record for WIB staff. The Friends of the WIB is a 501(c)(3) nonprofit organization. We would like to thank their Board of Directors including: Mike Chanaka, CHS, Inc. • Marcia Fink, United Way Twin Cities • Brenda Goldman, Deluxe Corporation • Paul Huot, Huot Manufacturing • Bill Lowe, Metropolitan State University • Steve Mayeron, Leonard, Street and Deinard • Jack Stoehr, MN Department of Employment and Economic Development.