

# 2011

# Local Unified Plan UPDATE

**For Minnesota's**

## **INTEGRATED LOCAL WORKFORCE INVESTMENT SYSTEM**

**Program Year 2011-2012**

**– Submitted by –**

Name: Ramsey County Workforce Investment Board

## Instructions

In accordance with [Workforce Investment Act \(WIA\) Law §118](#), this document provides directions to Minnesota's local Workforce Investment Boards (WIBs) for preparing the *PY 2011 Local Unified Plan (LUP) UPDATE for an Integrated Workforce Investment System*. The PY 2011 LUP UPDATE covers the time period of July 1, 2011 to June 30, 2012. WIBs are required to submit an annual LUP to the Minnesota Department of Employment and Economic Development (DEED) in order for their Workforce Service Area (WSA) to receive funding under WIA and the State Dislocated Worker (DW) program.

The PY 2011 LUP UPDATE guidance is composed of three sections:

- **Section A: "Integration and Strategies."** DEED will use this section to benchmark the WIB's engagement in regional economic development strategies, as well as how the WIB conducts business beyond the narrow focus of WIA programs.
- **Section B: "Program Operations."** This section collects information required by law in order for WIBs to receive their base funding.
- **Section C: "System Operations and Attachments."** This section includes information needed to ensure that the local workforce delivery systems meets certain legal requirements as well as complies with agreements between DEED and WSAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, DEED's executive management, and other interested parties.

**NOTE:** While a provision for 'no change from last year' was not provided as an option for responses, if there are truly no changes from last year for a particular response, feel free to 'cut and paste' your response from the PY 2010 LUP. Sections of your PY 2011 response may be used for other purposes and your local plans will be posted on the web as is, so any responses with 'no change from last year' may not provide appropriate information or confuse readers.

### 2011 LUP UPDATE Requirements

- **LUP UPDATE Due Date:** May 13, 2011 <sup>(1)</sup>
- **Deliverables:**
  1. Electronically submit, via e-mail, LUP UPDATE Sections A, B, and C, including all attachments to [deanne.white@state.mn.us](mailto:deanne.white@state.mn.us) and;
  2. Mail one (1) hard copy of the Certification and Assurances which includes a signature page with original signatures to:

*Deanne White  
Minnesota Department of Employment and Economic Development  
Workforce Development Division – Location #097  
1<sup>st</sup> National Bank Building  
332 Minnesota Street – Suite E200  
St. Paul, MN 55101-1351*

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<sup>1</sup> If you cannot make the May 13, 2011 deadline, provide information on why an extension is needed and the duration of the requested extension to Maria Cantu at [Maria.Cantu@state.mn.us](mailto:Maria.Cantu@state.mn.us) or 651-259-7574. PY 2011 LUP UPDATE extension requests must be received by May 13, 2011 to be considered for approval.

## Planning Timetable Estimates

February 10, 2011	Draft Update Guidelines Sent to WSAs for review and comment
February 17, 2011	Deadline for receipt of comments
February 23, 2011	Issuance of final LUP Guidelines
April 2011	WIA and Wagner-Peyser Allocations issued to States
April 2011	WSA WIA Allocations issued (including forms for Budget, Participant Information, and Activity Summaries)
May 13, 2011	2011 LUP UPDATEs are due at DEED, along with submittal of original signature page. Beginning of Public Comment Period. Beginning of DEED review comment and clarification period.
June 13, 2011	End of 30 Day Public Comment Period
Week of June 13, 2011	Approval of Local Plan Updates begins
July 1, 2011	Beginning of PY 2011

## Section A: Integration and Strategies

One of the state's strategies is to invest in WIBs who perform at a strategic level and who are leading or participating in innovative approaches to a wide range of regional challenges and opportunities. This section will be used to describe the WIB's engagement in regional development strategies, as well as how the WIB conducts business beyond the narrow focus of employment programs. DEED will use this information for guidance on allocating special grants and discretionary and incentive funds.

### 1. How does the WIB identify and analyze regional economies?

The Workforce Investment Board (WIB) uses several sources of data to analyze our regional economy and also completes analysis at several levels. For the last several years, as part of the Twin Cities Greater Metropolitan Workforce Council (GMWC), we have considered our region to include eighteen counties of the seven local Workforce Service Areas (Anoka, Dakota-Scott, Hennepin-Carver, City of Minneapolis, Ramsey, Washington, and Central Minnesota). Practically, we focus attention on a nine-county region, and including Wright & Sherburne counties. As appropriate, we also engage other surrounding counties to the west and north which are part of the Central Minnesota WIB as well as colleagues in western Wisconsin with whom we also share a labor market.

Each of the metropolitan region's Workforce Investment Boards typically undertakes analysis on three levels:

- a) Working cooperatively through GMWC, the WIB participates in regular review of regional economic data. In years past, the GMWC has developed an action agenda for regional stakeholders.
- b) In addition to our cooperative regional analysis, the WIB also looks carefully at our own workforce service area, using data from our local county/city sources. The individual WSA data typically mirrors the metropolitan data and sometimes highlighting pockets of activity in which we have particular strengths or needs to address.
- c) In response to the "market intelligence" of our local business and elected officials, the WIB may undertake analysis of a specific population or neighborhood within our localities that require attention. Parallel to efforts that address major industry drivers (e.g., healthcare) and those addressing significant local assets or priorities, the WIB may pursue analysis and action at a 'micro' level that meets an identified local need.

The WIB's Market Trends and Oversight Committee (MTOC) Issues Awareness Program is set up as a way to process information for the members. The MTOC developed an Issues Brief defining focus industries for the WIB. After reviewing labor market information, local representatives of the healthcare, manufacturing and financial industries were invited to discuss the issues they are witnessing in their field and what needs they are experiencing. The MTOC voted to focus the WIB's resources on the manufacturing and healthcare sectors.

How is this information used to identify the key industries and demand occupations within this economy?

Key industries and demand occupations are identified from a combination of the following sources:

1. Location quotient analyses for individual metro counties and the combined region
2. US Bureau of Labor Statistics Current Employment Statistics data
3. MN DEED Job Vacancy Survey data
4. US Bureau of Labor Statistics Employment Outlook projections
5. MN DEED Occupations in Demand analysis

6. Other sources including the Metropolitan Council, industry association data, Jobs Now Coalition, etc.

The WIB reviews these data sources through analysis prepared by DEED regional labor market analysts, WIB staff, and contracted staff supporting the GMWC. This review is done in presentations and discussion among WSA staff and at WIB meetings with members.

Using the information reviewed, WIB members – with the input of staff and other stakeholders – agree upon the key industries and demand occupations for the WSA.

How is this information incorporated into your service delivery strategies?

The WIB uses key industry and demand occupational data in several ways:

- a) Service priorities are established within WIA programs that encourage jobseekers to explore key industries and demand occupations;
- b) WIB business outreach efforts, in concert with DEED Business Service staff and area college business outreach staff, are focused on industries or occupations that the WIB has identified as priorities.

Initiatives are created in response to these identified priorities with WIB members beginning to organize themselves across the region in industry or occupational affiliations to support sector initiatives. With this beginning, current WIB members and other stakeholders will identify and develop industry cluster interventions as appropriate. Funding from federal, philanthropic, and other sources is often sought as a result of this demand data being shared with WIB members and other stakeholders.

2. In a separate attachment, based on your most recent analysis of regional economies, provide a list of the key industries in your regional economy.

3. Provide the following information for current and upcoming regional development initiative that the WIB is involved in. If you are not involved in any initiatives during PY 2010, you may answer "N/A".

- a) Identify and define the mission or objective of the initiative, including the timeframe for implementing the initiative.

See the attached “activities matrix” for a listing of regional initiatives with significant WIB involvement.

- b) Identify key players/partners and define their roles, including the role of the WIB.

- c) Summarize the status of the initiative, including the WIB's level of involvement to date.

#### *Background*

U.S. Department of Labor, Employment and Training Administration (ETA) is focused on connecting unemployment insurance (UI) claimants with reemployment and training services delivered through the workforce system and specifically the one-stops. [Unemployment Insurance Program Letter \(UIPL\) 5-10](#) requires Reemployment Assistance Staff to develop a reemployment plan that includes connecting them to the one-stop and services of the one-stop. One-stop partners (WIA Title I-B and/or Wagner-Peyser) are required to develop a comprehensive integrated service delivery model to ensure these UI

applicants receive some level of enhanced services.

- 4. (New Question)** Describe the process in which partners (i.e., Wagner-Peyser) will ensure some level of enhanced services to this group of UI applicants. Describe what services will be offered such as job placement activities, resume writing or interviewing workshops, etc.

Workforce Solutions will offer and encourage UI applicants to acquire the National Career Readiness Certificate.

Working with UI leadership, Job Service has developed a specific version of their comprehensive career and job exploration curricula, "Creative Job Search." This curriculum covers all aspects of career exploration and adaptation, with the latest job search techniques to insure a timely, active, comprehensive job search for the UI REA client.

*Background*

In PY 2010, 77,453 employers out of 123,000 firms in Minnesota were registered in MinnesotaWorks.net. Minnesota employers posted 411,879 job openings, a 59% increase from PY 2009. Sixty-six percent of employers who posted job orders on MinnesotaWorks filled their position with an applicant from MinnesotaWorks.

- 5. (New Question)** What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program Universal Customers), are registering in Minnesotaworks.net and are making their resumes viewable to employers?

Workforce Solutions is responsible for the North St. Paul WFC resource room staff supervision. Staff in the resource room will be instructed to ensure that all universal customers who visit the North St. Paul WFC will be registered in the MNWorks.net system. Program staff located at the North St. Paul location will also be instructed to ensure that their WIA Adult, Older Youth, MFIP, Dislocated Worker and Rehab Services clients are registered in the MNWorks.net system.

The result of the "Creative Job Search" curricula mentioned in section 4, above, is a viewable resume on MNWorks.NET. By taking the class, participants will finish by putting their resume on the system. Customers that do not participate in the Creative Job Search class are encouraged by Job Service staff to develop a useful resume and post it on the system, making it viewable by employers. This is a standard practice in Job Service.

## Section B: Program Operations

This section collects information required by "WIA Law, Section §118: Local Plan" in order for WIBs to receive their base funding.

*WIA Law reference: (Section §118)*

(a) IN GENERAL. – Each local board shall develop and submit to the Governor a comprehensive 5-year local plan (referred to this title as the "local plan"), in partnership with the appropriate chief elected official. The plan shall be consistent with the State plan.

(b) CONTENTS. – The local plan shall include –

(b)(1) an identification of –

(A) the workforce investment needs of businesses, job-seekers, and workers in the local area;

(B) the current and projected employment opportunities in the local area; and

(C) the job skills necessary to obtain such employment opportunities;

1. Keeping the changing economy in mind, describe the workforce investment needs of your local:

a) Businesses

The WIB's review of DEED's Labor Market Information and the Market Trends and Oversight Committee's discussion with business representatives brought the decision to maintain efforts on the healthcare and manufacturing industries. The WIB felt that a continued focus on healthcare for the current year would allow the WIB to have a greater impact with limited resources. The WIB's expectation is that there will be a continued demand for skilled healthcare employees as the field currently maintains openings for qualified workers.

Responding to data predicting a dramatic shortage in healthcare workers, the WIB examined how to best address workforce needs in the industry. An environmental scan and needs analysis conducted by the WIB, Workforce Solutions, and the GMWC in 2008 and 2009 identified a need to train Medical Billers and Coders. Medical Billing and Coding positions can serve as a significant entry point into the healthcare field, growing the pool of healthcare workers who may be trained to fill other in-demand healthcare careers, increasing the individual's earning potential. The WIB is currently working with employers from local healthcare systems, education and workforce partners and community based organizations to train individuals for jobs in the field of medical office careers. The diverse partners are leveraging an existing wealth of knowledge and community resources that ensures the initiative addresses the needs of employers, job seekers and Adult Basic Education participants.

b) Job seekers

The slow economic recovery presents a challenge for Ramsey County's jobseekers with an average unemployment rate of 6.7% in February 2011. According to DEED, job vacancies in the fourth quarter of 2010 saw a 38% increase over the fourth quarter of 2009, however job seekers still outnumber job openings by five to one. Healthcare and social assistance had the largest number of job vacancies (3,600) representing 17% of vacancies in the Twin Cities region. Retail trade (2,080), manufacturing (1,990), finance and insurance (1,820), and educational services (1,370) experienced the next highest regional job vacancies during the fourth quarter of 2010.

It should be noted that one-third of Twin Cities job openings are part-time, over 50% require some form of post-secondary training, and 46% require related work experience.

Although it is difficult to discern future workforce needs given the current economy, it is possible to identify some skill and knowledge areas that are likely to see significant demand. Some skills are fundamental, such as reading, writing and speaking. Other areas require education beyond high school including quality control, problem-solving, and monitoring equipment. While Ramsey County closely resembles the metro distribution for educational attainment, parts of Saint Paul are at risk of being marginalized from future economic growth. Ramsey County has a significant proportion of working-age adults with limited English skills. The language needs of this population must be addressed to keep these individuals competitive in the workforce.

c) Workers

As incumbent workers look to opportunities in high-demand jobs, they may need to increase their skills and training to meet identified occupational competencies. This may require short-, moderate- and long-term training. Basic skills such as listening, reading, service orientation and time management are needed in the healthcare industry and safety, math and teamwork are noted in the manufacturing sector. Adult Basic Education and community colleges can deliver these skills relatively quickly and inexpensively.

The Ramsey County WIB's current healthcare initiative addresses training in the healthcare industry. The initiative includes workforce and education partners who guide and provide instruction and resources to jobseekers and incumbent workers interested in skilled healthcare occupations. The area of medical office careers is being addressed.

2. Describe the current and projected employment opportunities in your local area.

The current economic downturn poses challenges to Ramsey County jobseekers. Over a twelve month period between 3Q08 and 3Q09, there was a loss of 16,430 private sector jobs in Ramsey County, representing a decrease of 5.9%. Some industry sectors expanded, including healthcare and social assistance (increase of 570 jobs), educational services (500 jobs), utilities (120 jobs), and administrative and waste services (90 jobs).

The WIB continues to focus on the healthcare and manufacturing industries to prepare workers for needs anticipated in light of the aging population and decrease in birthrates through its efforts in the healthcare initiative that focuses on medical office careers.

In 2011, regional employment projections for Minnesota were released for the 2009 to 2019 time period. Employment is projected to expand by 144,100 jobs, a growth rate of 8.5% during this ten year period. An additional 382,810 workers would be needed to replace individuals retiring or otherwise leaving their occupations in the Twin Cities between 2009 and 2019. While the recession's effects on retirements is unknown, we anticipate that as a larger proportion of the workforce nears retirement, employers will increasingly rely on traditionally underutilized labor pools including recent immigrants, the disabled and retirees to fill open positions. Occupation-specific English training, flexible work hours, assistive technology and other tools will aid employers in successfully bringing these groups into the labor force. Small employers have the least flexibility to make such offerings and will need increased support of their various workforce needs.

3. Describe the job skills necessary to obtain such employment opportunities.

As always, job opportunities and associated wages available to job seekers will depend upon the skills and knowledge that the applicant brings to the employer. The most highly utilized skills are communication related, such as reading, speaking and writing. While some knowledge areas are occupation-specific, requirements such as clerical, mathematics, English language and customer service are used broadly across a variety of occupations. As the skill

level of local occupations change, the Ramsey County labor force will need to upgrade skills, or even retrain, to meet these changes. Increasingly, jobs that pay a “livable” wage are those that require training beyond high school.

Current focus areas include medical office careers which require skills in communication, reading comprehension, problem-solving, time-management, clerical, customer service, and computer software.

*Law reference:*

(b)(2) A description of the one-stop delivery system to be established or designated in the local area, including –

(A) A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants;

(B) a copy of each memorandum of understanding described in section 121(c) (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area;

**4. How does the WIB ensure the continuous improvement of its providers?**

Workforce Solutions has a subscription to MN Performs and uses that in the monitoring process with its staff and vendors. There is an annual staff training for policy changes and directives and, continuing education is encouraged and paid for so counseling staff can attend MCDA (Minnesota Career Development Association), and NAWDAP (National Association of Workforce Development Professionals) events, DEED employment counselor training and Global Career Facilitator training as well as monthly CPAD (Career Planning and Adult Development) meetings.

**5. List the continuous improvement activities in which your local providers and partners participated in PY 2010.**

Workforce Solutions expanded its website for Job Connect Network, [www.jobconnectmn.org](http://www.jobconnectmn.org), to connect job seekers, employers and workforce development staff with employment resources. The website enables customers to register online for workshops at the RCWFC - North Saint Paul. There are now web pages for LRTWorks, RENEW and GreenPower, all special projects designed to link job seekers to green job training or construction jobs in the Central Corridor of St. Paul.

Workforce Solutions staff received safety training and a Labor Market Information (LMI) update. In addition, their staff received training on Workforce One, Work Keys and Key Train. Their planning staff received training in Minnesota Performs.

Workforce Solutions uses the Global Career Facilitator training to ensure all of its counselors are uniformly trained and counselors have been sent to DEED training events. Workforce Solutions' contracted staff members participate on the Resource Advisory Team and counselors attend MCDA and NAWDAP Conferences.

Workforce Solutions staff continue to receive training in administering credentialing assessments including and the National Career Readiness Certificate.

Rehabilitation Services staff received training on assessment of benefits awareness, ethics, assistive technology, and purchasing. Rehabilitation Services staff also received in-house trainings in working with clients with specific types of disabilities.

Job Service participated in “LEAN 101” training provided by DEED Workforce Development Division and the State of Minnesota. From that, late in 2010, The St. Paul Job Service Manager

and staff took a look at customer intake, resource room use, and how the various workshops for customers were being carried out. In early 2011, staff and management engaged in process development that would maximize the customer's exposure to career discovery and job search options while allowing for reduced staff time spent in handling other issues. Job Service in Ramsey County is dedicated to getting customers high quality information on jobs and careers, assisting employers in finding the right employee as quickly and efficiently as possible.

6. Provide a list of planned continuous improvement activities for PY 2011 in which your local providers and partners will participate.

Workforce Solutions will continue to use the resources identified in answer #5 above as well as participate in the Resource Advisory Team activities.

In 2010, Vocational Rehabilitation Services (VRS) began meeting with local community partners quarterly to learn how to better communicate and provide collaborative services to customers in the community. VRS Business Service Specialists have continued to develop strong relationships with local employers that have created many opportunities for individuals with disabilities. Through stimulus funding, VRS (in collaboration with community partners) was able to continue establishing dozens of internship sites with employers that have assisted consumers with developing skills and current work experience and, in many cases, have led them to employment with that same employer.

VRS has also made efforts to consult with the Labor Market Specialist on a regular basis in order to gain information on the current needs of the labor market and to assist in matching our consumers' skills and abilities with employment that is consistent with the needs of local employers. VRS has also held regional community partners meetings to continue building collaborative efforts and discuss local labor markets within each region to assure that the needs of consumers are being met across agencies. As a result, the Ramsey County VRS managers have continued to engage in meetings and discussions with local partners in order to establish a better rapport and educate partners on the services offered through VRS as well as become educated on the services offered by partners.

The processes mentioned in #5 for Job Service have resulted in the development of a Resource Area Improvement Committee composed of Job Service staff tasked with operating the St. Paul Resource Area. It meets regularly in order to address issues and to offer solutions for ongoing issues that detract from the job search process. They are active in addressing the physical space of the Resource Area, signage, and the general atmosphere, all in order to increase the productivity of the work space and to expose customers to all of the WorkForce Center services.

Other "lean" initiatives are being considered, such as how to increase our engagement with the employer community, how to provide outreach to the community in a cost effective manner as well as other initiatives.

7. How has the WIB's role changed to ensure that the local workforce system meets the needs of employers and participants?

Through the participation of business and non-business representatives, the WIB provides policy direction and program oversight to the implementation of activities funded by WIA Title I. These include labor market research and other activities that will ensure that WIA Title I services, along with coordinated services of WIA partners, target the needs of the local economy. Additionally, the WIB works to develop and implement initiatives that are market driven and customer-focused.

8. Refer to Section C of this document for Memorandum of Understanding (MOU) requirement.

Law reference:

(b)(3) a description of the local levels of performance negotiated with the Governor and chief elected official pursuant to section 136(c), to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system, in the local area;

9. (Pending – TBD) Refer to Attachment A, "Performance Standards" for state and local figures.

Law reference:

(b)(4) a description and assessment of the type and availability of adult and dislocated worker employment and training activities in the local area;

10. What percentage of the participants will be in training (not pre-vocational services) programs that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career laddering occupations as identified in Section A?

60% will be in demand-driven occupational training leading to high wage, high growth jobs.

Reference:

[Training and Employment Guidance Letter 15-10](#) - Increasing Credential, Degree, and Certificate Attainment by Participants of the Public Workforce System

11. (New Question) What is the WIB plan to help Minnesota increase by 10 percent the number of people who receive training and attain a degree or certificate through the following programs by June of 2012: WIA Title I-B programs, National Emergency Grants, Trade Adjustment Assistance, and Career Pathways? Note: This rate of attainment is not the same as the employment and credential performance measure.

Workforce Solutions staff will co-enroll low-skilled participants in WIA Title I to support their participation in Integrated Education and Training (IET) programs, a service approach that combines adult basic education, including English as a second language, with occupational skills training and issues GEDs and postsecondary, industry-recognized credentials by enabling individuals to obtain ABE credentials and occupational credentials at the same time.

Workforce Solutions can also foster stronger program linkages among Registered Apprenticeships, TAA, Temporary Assistance to Needy Families (TANF), Vocational Rehabilitation, Social Security’s Ticket to Work Program, and the Carl D. Perkins Career and Technical Education Act to provide seamless service delivery and enable participants to access a wide array of supportive services and income supports to facilitate access to and persistence in credential-granting training and education programs.

Reference:

Budget, Participant and Activity Summaries

12. No response will be needed at this time. Forms required for Budget, Participant Information, and Activity Summaries for WIA Title I-B Adult and Dislocated Worker, and State Dislocated Worker programs will be forwarded when the final allocations are released. The applicable approved grant application and budgets will be attached to the Notice of Grant Action (NGA) (formerly known as Notice of Funds Available (NFA)), which then becomes part of the separate process for Master Agreements with DEED.

Law reference:

(b)(5) a description of how the local board will coordinate workforce investment activities carried out in the

local area with statewide rapid response activities, as appropriate;

- 13.A.** How does the local WSA inform the State Rapid Response team within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?

WSA Staff contact via phone or e-mail the DEED Rapid Response liaison to inform regarding notifications or announcements of impending layoffs. WSA planning staff scan local news sources for business happenings and when there is news of a company that is planning a layoff, planning staff are notifying Rapid Response.

- B.** How does the local WSA cooperate with the State Rapid Response team in securing information when there is a possibility of a mass layoff?

Local WSA Staff will pass along to Rapid Response (when that information is obtained) names and contacts from businesses that make known their intention to conduct a layoff. Local WSA staff will consult with the WIB to ascertain if there are members who might be of assistance in getting information that can be of help when making a contact with a local business that may conduct a layoff.

- 14.A. (New Question) How** does the local WSA inform the State Trade Act staff of companies that are potentially TAA certifiable?

Local WSA staff will contact the lead DEED TAA staff (Larry Eisenstadt) by phone or e-mail to inform him when there is a possibility of a company or business located within the WSA laying off workers who subsequently may be TAA certified.

- B.** How does the local WSA cooperate with the State Trade Act staff where the layoff involves a company that the DOL Trade-certified?

WSA counselor staff periodically attends training sessions offered by DEED TRA/TAA (Trade Readjustment Act and Trade Assistance Act) staff. Sessions have been held at the DEED employment counselor training conferences as well as stand-alone workshops. WSA counselor staff will typically call or e-mail to TRA/TAA designated staff at DEED to receive input on helping clients make application and work through the process of getting approvals for training applications.

- 15.** How will your local area work with DEED in calling in and conducting orientation sessions to people who are permanently unemployed?

Workforce Solutions and its vendor partners provide regularly scheduled orientation sessions. The vendors hold orientation sessions at the Ramsey County WorkForce Center – Saint Paul and Workforce Solutions holds sessions at the Ramsey County WorkForce Center – North Saint Paul. Eligibility requirements are carefully explained in the orientation, in addition to an overview of available services through the Dislocated Worker program. Recently, Workforce Solutions has started to give attendees more information about the Resource Room, tips on conducting a job search and listings of other resources that may be of assistance for Dislocated Workers. Attendees receive an overview of WorkKeys, the Career Readiness Certificate, and are invited to take these assessments.

When meeting with claimants and discussing unemployment, the REA staff discuss the Dislocated Worker program and refer claimants to orientation sessions held at both WorkForce Centers.

- 16.** Who is the WIB's rapid response liaison for mass layoffs?

Name: Terry Zurn  
 Title: Program Manager  
 Phone: (651) 770-4497  
 TTY: 651-779-5223  
 E-mail: [Terry.zurn@co.ramsey.mn.us](mailto:Terry.zurn@co.ramsey.mn.us)

*Law reference:*

(b)(6) a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities;

**17.** Youth planning is a separate process and is not required with this submittal process.

*Law reference:*

(b)(7) a description of the process used by the local board, consistent with subsection (c), to provide an opportunity for public comment, including comment by representatives of businesses and comment by representatives of labor organizations, and input into the development of the local plan, prior to submission of the plan;

**18.** Provide a description of the process used by the local board to provide an opportunity for public comment, including comment/input by representatives of business and labor organizations, prior to submission of the plan.

The WIB develops the plan with local and regional partners providing relevant information. The completed plan is brought to the committee level for review and further input. Upon approval from the committee, the plan then goes to the Executive Committee and on to the full board for approval. Throughout this process, board members are encouraged to provide feedback and input. After WIB approval, the plan is sent to the County Board for their approval. Prior to final submissions of the plan, a 30-day public comment period for the broader community is provided through announcements in the Lillie Suburban Newspapers.

*Law reference:*

(b)(8) an identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(9);

**19.** In previous years, questions regarding responsibility for the disbursement of grant funds, and signature authority for local plans and WIA Master Agreements were included. These questions have now become a part of the separate process for compliance documents with DEED, and will be addressed in that submittal.

*Law reference:*

(b)(9) a description of the competitive process to be used to award the grants and contracts in the local area for activities carried out under this subtitle;

**20.** Describe the competitive process to be used for awarding the grants and contracts in your local area for WIA activities.

Based upon the Board of Ramsey County Commissioners September 24, 2002 revised Resolution 2002-350, a full RFP for WIA activities is issued every five years. A list of eligible providers is produced by the Saint Paul/Ramsey County Contract and Analysis Office and reviewed by the WSA operations staff for completeness. RFPs are mailed to organizations on the list inviting them to submit proposals for service delivery. Bidders are also invited to submit questions through the contracting office. Once questions have been answered satisfactorily, proposals are then received by the Contract and Analysis Office and sent on to the WSA administrative organization.

A committee of the WIB appoints three to five members to work with the WSA staff to develop the RFP and review the proposals. Proposals are rated on the criteria listed in the RFP and the committee members rank the proposals based on how well they meet the criteria. The committee then recommends proposals to the WIB's Executive Committee, then on to the full WIB. Following approval by the full WIB, the proposals are forwarded to the Ramsey County Board for their review and approval. Once accepted by the Board, contracts are written, negotiated and signed by the vendor and the County Manager.

Workforce Solutions, on behalf of the County Board, has issued an RFP for WIA Title I Adult Services and Minnesota Dislocated Worker Services that will begin with the new 2011 Program Year on July 1, 2011 and end June 30, 2014. Proposers who are selected upon favorable monitoring and review may extend their contracts for up to an additional two years.

## Section C: System Operations and Attachments

*Law reference:*

(b)(10) such other information as the Governor may require.

In this section, WIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements as well as complies with agreements between DEED and WSAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, DEED's executive management, and other interested parties.

- 1. (Revised Question)** List contact information for the designated WorkForce Center Site Representative(s) in each of your WFC locations. (*Highlight, copy and paste additional contact information fields as needed for each WFC.*) See [WorkForce Center Site Representative policy](#).

WFC Location: 2098 E. 11<sup>th</sup> Avenue, North St. Paul

Name: Wayne Young

Title: WIA Adult and DW Program Supervisor, Workforce Solutions

Phone: 651-779-5087

TTY: 651-779-5223

E-mail: [Wayne.young@co.ramsey.mn.us](mailto:Wayne.young@co.ramsey.mn.us)

WFC Location: St Paul, 540 N. Fairview Ave.

Name: Jim Wrobleski

Title: Director, Job Service Field Operations Manager

Phone: 651-642-0720

TTY: 651-642-0679

E-mail: [jim.wrobleski@state.mn.us](mailto:jim.wrobleski@state.mn.us)

- 2.** List contact information for one Americans with Disabilities Act (ADA) coordinator for all partner programs in your local area.

Name: Jennifer Amador

Title: Rehabilitation Area Manager (RAM)

Phone: 651-779-5677

TTY: n/a

E-mail: [Jennifer.Amador@state.mn.us](mailto:Jennifer.Amador@state.mn.us)

Reports To: Connie Giles, Director, VR/WorkForce Systems Integrations

*Law Reference*

[29 CFR 37.25](#) – Responsibility of Equal Opportunity Officer: Responsibilities are identified in sub grantee policies, [DEED policies](#) and 29 CFR 37.25

*Law Reference*

[29 CFR 37.23](#) – Designation of Equal Opportunity Officer.

- 3.** List contact information for the local Equal Opportunity Officer.

Name: Wayne Young

Title: WIA Adult and DW Program Supervisor, Workforce Solutions  
Phone: 651-779-5087  
TTY: \_\_\_\_\_  
E-mail: [Wayne.young@co.ramsey.mn.us](mailto:Wayne.young@co.ramsey.mn.us)  
Reports To: Terry Zurn, WIA Programs Manager

4. List contact information for one English as a Second Language (ESL) coordinator for all partner programs in the local area.

Name: Kristine Halling  
Title: Supervisor, Adult Basic Education  
Phone: 651-290-4721  
TTY: \_\_\_\_\_  
E-mail: [Kristine.halling@spps.org](mailto:Kristine.halling@spps.org)  
Reports To: Lynn Gallandat, Director of Community Education

5. List contact information for the local program complaint officer.

Name: Wayne Young  
Title: WIA Adult and DW Program Supervisor, Workforce Solutions  
Phone: 651-779-5087  
TTY: 651-779-5223  
E-mail: [Wayne.young@co.ramsey.mn.us](mailto:Wayne.young@co.ramsey.mn.us)  
Reports To: Terry Zurn, WIA Programs Manager

List the programs this individual is responsible for taking complaints:

WIA Title I Adult and Dislocated Worker and Minnesota Dislocated Worker Programs	
--	--

6. If the individual is NOT the complaint officer for any of the core partner programs, list the contact information for the complaint officer for each of the other programs. (Highlight, copy and paste additional contact information fields as needed.)

VR – Saint Paul - Dennis L. Johnson  
Rehabilitation Area Manager  
651-642-0655  
Nextalk 1-888-2211-0199  
Dennis.lee.johnson@state.mn.us  
Reports to: Connie Giles, VR/WorkForce Systems Integrations

VR-North Saint Paul - Jennifer Amador  
Rehabilitation Area Manager  
651-779-5677  
[Jennifer.Amador@state.mn.us](mailto:Jennifer.Amador@state.mn.us)  
Reports to: Connie Giles, VR/WorkForce Systems Integrations

Program(s): \_\_\_\_\_  
 Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Phone: \_\_\_\_\_  
 TTY: \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 Reports To: \_\_\_\_\_

*Law reference:*

**29 CFR Part 37.77** 'Who is responsible for developing and publishing complaint processing procedures for service providers?'

**Answer:** The Governor or the LWIA grant recipient, as provided in the State's Methods of Administration, must develop and publish, on behalf of its service providers, the complaint processing procedures required in 37.76. The service providers must then follow those procedures.

WIA service providers must have an agreed upon WIA Discrimination complaint procedure in place for the WIA Programs including Dislocated Workers (state and/or federally funded); WIA Adult and Youth WIA Programs; and for the SCSEP. A template for use at the local level is located as an attachment on the [Discrimination Complaint policy](#). Go to the end of the policy and click on the link Template of this policy for use by Local Level WIA Title I-B Providers/Independent Providers. You will be able to drop in the information for your use at the local level.

**7. (New Question)** Does the local area have in place an agreed upon WIA Discrimination complaint process per the regulations stated above? (This is different than posting the required complaint procedure for the customer - is there an agreed upon policy stating the process to be followed by a local service area in order to serve the complainant, which may include notifying the EO officer, completing the complaint log, etc.)

Yes  No

If no, is there a plan in process to develop a discrimination complaint procedure?

Yes  No

*Law Reference:*

**Section 667.600**

What local area, State and direct recipient grievance procedures must be established?

**Section 667.610**

What processes does the Secretary use to review State and local grievances and complaints?

(a) The Secretary investigates the allegations arising through the grievance procedures described in 667.600 when:...

A template of this policy for use by local level WIA Title I-B Providers/Independent Providers can be found in the [Program Complaint policy](#). Go to the end of the document and click on the link Template of the Policy for Use by Local WIA Title I-B Providers/Independent Providers.

**20 CFR., Subpart F**

Grievance Procedures, Complaints, and State Appeals Processes Section 667.600, What local area, State and direct recipient grievance procedures must be established? Section 667.610

A template of this policy for use by local level WIA Title I-B Providers/Independent Providers can be found in the [Program Complaint policy](#). Go to the end of the document and click on the link Template of the Policy for Use by Local WIA Title I-B Providers/Independent Providers.

Field Monitoring staff will be monitoring this element within the next 12 months to ensure that you are in compliance with these requirements

8. **(New Question)** Does the local area have in place an agreed upon WIA Program Complaint Policy per the 20 CFR and WIA regulations listed above? (This is different than posting the required complaint procedure for the customer - is there an agreed upon policy stating the process to be followed by a local service area in order to serve the complainant, which may include completing the complaint log, etc.)

Yes  No

If no, is there a plan in process to develop a program complaint procedure?

Yes  No

9. List contact information for the local WFC data practices coordinator.

Name: Patricia Brady  
Title: Director  
Phone: 651-779-5651  
TTY: 651-779-5223  
E-mail: patricia.brady@co.ramsey.mn.us  
Reports To: Julie Kleinschmidt

10. Complete **Attachment D-1**, "Workforce Service Area Sub-Grantee List" and provide a current listing for each of the WSA Sub-Grantee names, services provided, funding source, city and state of Sub-Grantee, and whether the Sub-Grantee/Provider is located in a WorkForce Center.

Complete **Attachment D-2**, "Workforce Service Area Non-WFC Program Service Delivery Location List." Provide a current listing of each non-WFC location where DEED-funded programs and services are delivered by WSAs.

11. Complete **Attachment B**, "Workforce Investment Board/Council Membership List" and provide current contact information for the members of the local workforce investment board, **including any vacancies**, and the organizations that are represented on the board. Indicate whether the business representatives come from "targeted high-growth/high wage" industries, and/or provide demand driven occupations. (See either Minnesota Statute. §116L.666, Subdivision 3 or the Workforce Investment Act, Section §117 for required composition.)

- A. Briefly describe the WIB's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Include in your description any plans to fill the terms that will be expiring as of 6-30-2011.

The state requires vacancies are filled in 60 days for public sector openings and 90 days for private sector openings. The WIB is aware of the need to fill openings quickly and initiates the appointment process within two weeks of receiving an application for an open position. The

appointment process is as follows:

- The WIB, Ramsey County and City of Saint Paul actively recruit candidates
- Community members expressing interest in serving on the board receive background material and an application from WIB staff
- Staff assists with questions while the candidate is filling out the application materials
- Applicant sends in their application to the WIB staff
- When received, WIB staff notifies applicant that their application has been received and that their application is active for one year from date of receipt
- WIB Staff corrects any information gaps and forwards the applications on file for open positions to the Saint Paul Mayor and City Council and/or Ramsey County Board of Commissioners
- Saint Paul Mayor and City Council and/or Ramsey County Board of Commissioners review/appoint members by action at board meetings

WIB membership terms are August 1-July 31 every two years; approximately half of the WIB members will be up for reappointment this July 31, 2010. Members whose terms are expiring in July are contacted in May to see if they are interested in serving another term; if they are, they are able to review their applications and update any information that is out of date. If they are not interested in serving another term, their service is up on July 31<sup>st</sup> and staff follows the appointment process above to fill the vacancy. All members who are interested in serving another term are considered by the Executive Committee for recommendation to the appropriate appointing body (the Mayor and City Council or the Ramsey County Board). The Executive Committee forwards the continuing members' application materials to the appointing body, along with the recommendations made, and the appointing bodies make the final decision on whether or not to reappoint a member.

The Ramsey County Workforce Investment Board actively works to fill its private-sector vacancies by connecting with the City and County to keep them up to date on openings and to help them recruit candidates to the board. Information on openings is provided at meetings with the most current in May. Additionally, the WIB networks with current board members for possible recruitment.

**B. If applicable**, complete **Attachment C**, "Workforce Investment Board Subcommittee List."

**NOTE:** Question 12 – Agreements such as Memorandum of Understanding, joint powers agreements, etc. were requested earlier this program year. Further information/action will be requested at a later date.

**12.** In previous years, questions regarding MOUs and joint powers agreements were included. These questions have now become a part of the separate process for compliance documents with DEED, and will be addressed in that submittal.

*References:*

According to [DOL Training and Employment Guidance Letter \(TEGL\) 10-09](#) program operators/service providers are required to provide Veterans Priority of Service in twenty (20) DOL-funded programs. These programs include WIA Adult and Dislocated Worker formula funded programs, Wagner-Peyser Employment services, Trade Act programs, National Emergency Grants, Senior Community Service Employment Programs (SCSEP), Migrant/Seasonal Farmworker Programs, H-1B Technical Skills Training Grants, Job Corps, WIA Demonstration Projects, Youth Opportunity Grants, WIA Youth Formula Grants, pilots, and Research and Development.

[Final rules \(dated December 19, 2008\) for Veterans Priority of Service](#) as it relates to DOL programs

[Veterans' Program Letter \(VPL\) 07-09](#) (dated November 10, 2009) Implementing Priority of Service for Veterans and Eligible Spouses in all Qualified Job Training Programs Funded in Whole or in Part by the U.S. DOL

[Executive Order 06-02](#) requires state agencies and institutions of higher education to seek out and correct barriers to the employment and training of Veterans. Programs covered by this Executive Order include state-funded Dislocated Worker programs.

Considering the Public Law and Executive Order cited here, answer the following questions pertaining to your local process and procedures that ensure that Veterans receive priority for service.

**13.** What is the process you use to identify Veterans coming into your WorkForce Center?

Job Service staff asks individuals participating in services (Resource Area, workshops) if they are a veteran. If so, in cases where there is a situation where services can only be given to a limited number of individuals, the veteran is provided service first.

**14.** What is the process you use to assess the needs of Veterans seeking service in your WFC, and how do you identify Veterans with a barrier to employment?

Job Service staff consults one-on-one with the veteran customer. If issues are discovered where there is a suspicion that there may be a barrier to employment, staff are directed to further consult with the Veterans Employment Representative.

**15.** What is your process for referral to appropriate program staff, or in the case of a Veteran with an employment barrier, to the local Veterans Employment Representative?

Staff are directed to consult with and refer to the Veterans Employment Representative in all cases where there is a possible barrier to employment for further customer assistance. In all other cases, staff are directed to bring the customer to the appropriate program staff member for further information and possible enrollment in that program. Staff are not to simply point out the program's existence and give contact information to the customer but are to directly connect the customer to the program staff.

**16. (New Question)**

DEED must adhere to [2010 Minnesota Statutes 138.17 Government Records; Administration](#) and are currently working toward that end. This statute includes those entities that receive funding from DEED.

a) Indicate below that the WSA provider is aware of the above statute

Yes, we are aware of the statute above.

b) Indicate the WSA Records Management/Retention Coordinator

Name: Mark Schaeffbauer  
Title: Chief Accountant  
Phone: 651-770-4494  
TTY: 651-779-5223  
Mark.schaeffbauer@co.ramsey.mn.  
E-mail: us

- c) Does the WSA have a policy or protocol or schedule in place regarding the retention and management of your records?

X Yes    \_\_\_ No

If no, will you be working on policy such as this?

\_\_\_ Yes - see [DEED policy](#).

- d) Are the records kept for an appropriate amount of time, as stated in the above DEED policy?

\_D Yes    \_\_\_ No

## Staffing

In previous years, the Local Planning Guidance included a spreadsheet to be completed by partners indicating the number of staff in each WFC. For PY11, DEED will instead use the most recent staffing as indicated on the cost allocation plans submitted for each WFC. If DEED has questions regarding the staffing numbers on your cost allocation plan, DEED will contact you.

## Certifications and Assurances

By signing and submitting this plan, the local workforce investment board is certifying on behalf of itself and the grant recipient, where applicable:

- A. That this *Program Year 2011 Local Unified Plan (LUP) UPDATE for an Integrated Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with the Minnesota Unified State Plan;(2)
- B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) by the local board and that available copies of a proposed local plan are made available to the public through such means as public hearings and local news media; (WIA, Section §118 (c))
- C. that the public (including individuals with disabilities) have access to all of the workforce investment board's and its components' meetings and information regarding the board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by DEED have been established;
- E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03, and Minnesota's Executive Order 06-02;
- F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB) and it will maintain a certifiable local Youth Council;
- G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);
- H. that the master agreement and all assurances will be followed;
- I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;
- J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the regulations implementing that section, will be completed;
- K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;
- L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;

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(2) [Minnesota's Unified Plan](#) is available on the DEED website

## Certifications and Assurances

- M. that there will be compliance with the Architectural Barriers Act of 1968, Sections §503 and §504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990;(3)
- N. that WIB members will not act in a manner that would create a conflict of interest as identified in Regulations 20 CFR, Section §667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- O. ~~that Memoranda of Understanding that is endorsed and signed by the current WIB Chair and current WorkForce Center partner managers~~ and Cost Allocation Plans are in place and available upon request for each WorkForce Center within the WIB's local workforce service area;
- P. that the required voter registration procedures described in Minnesota Statutes §201.162 are enacted without the use of federal funds;
- Q. that insurance coverage be provided for injuries suffered by participants in work-related activities where Minnesota's workers' compensation law is not applicable as required under Regulations 20 CFR, Section §667.274;
- R. that the local policies on fraud and abuse adheres to DEED's Chapter 2.9 of WIA Title I-B and Related Activities Manual as required under Regulations 20 CFR, Section §667.630 (The local policy is to be in accordance with State requirements;(4))
- S. that it has provided an opportunity for public comment and input into the development of plan by persons with disabilities and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested;
- T. that core services are integrated such that all WorkForce Center partners, as part of the MOU, provide the same high level and quality of core services to job seeking customers;
- U. that all staff are provided the opportunity to participate in appropriate staff training;
- V. that an acceptable WIA program complaint procedure will be established and will be maintained;
- W. that an acceptable WIA discrimination complaint procedure will be established and will be maintained;
- X. that there is an agreement between the WIB and the 'unit of local government' (that represents the local elected official/s) that outlines what powers the unit of local government agrees to give the WIB on their behalf and how they are going to work together;

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(3) See [Discrimination Complaint Handling Procedures](#)

(4) See [Chapter 2.9 of WIA Title I-B Related Activities Manual](#)

## Certifications and Assurances

- Y. that (if applicable) if there is a joint powers board, that there is a joint powers agreement which outlines who is on the joint powers board and how the local units represented on it are going to work together;
- Z. that it will comply with the nondiscrimination provisions of WIA, Section §188 and it's implementing Regulations at 29 CFR, Part 37. Each grant applicant for financial assistance as defined in Regulations 29 CFR, Part 37.4 must include in the grant application the exact language as is in the following (29 CFR, Part 37.20):

### ASSURANCES

*As a condition to the award of financial assistance from the Department of Labor under Title I of the Workforce Investment Act of 1998 (WIA), the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:*

- *WIA, Section §188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;*
- *Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color, and national origin;*
- *Section §504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;*
- *The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and*
- *Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;*
- *The Minnesota Human Rights Act of 1973, Minnesota Statutes, Chapter 363A, which prohibits discrimination on the bases of race, color, creed, religion, natural origin, sex, marital status, disability, status with regard to public assistance, sexual orientation, citizenship, or age;*
- *The Americans with Disabilities Act of 1990 (42 USC 12101), as amended, which prohibits discrimination on the basis of physical sensory, or mental disability or impairment, and the ADA Amendments Act of 2008 effective January 1, 2009;*
- *Each grant applicant and each training provider seeking eligibility must also ensure that they will provide programmatic and architectural accessibility for individuals with disabilities.*

*The grant applicant also assures that it will comply with Regulations 29 CFR, Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.*

# Certifications and Assurances

## Signature Page

Program Year 2011  
Local Unified Plan UPDATE for an Integrated Local Workforce Investment System

Workforce Service Area Name: 15

Workforce Investment Board Name: Ramsey County

Name and Contact Information for the WIB:

Mary Jo Gardner, CEO  
2098 11<sup>th</sup> Ave. East  
North Saint Paul, MN 55109  
651-779-5653

Name and Contact Information for the Local Elected Official(s):

Ramsey County Commissioner Toni Carter  
(651) 266-8364  
[toni.carter@CO.RAMSEY.MN.US](mailto:toni.carter@CO.RAMSEY.MN.US)

We, the undersigned, attest that this submittal is the Program Year 2011 Local Unified Plan UPDATE for our WIB/WSA and hereby certify that this LUP UPDATE has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

**For the Workforce Investment Board**

**For the Local Elected Officials**

Name: Butch Howard

Name: Commissioner Victoria Reinhardt

Title: Chair

Title: Chair

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Performance Standards

The tables below indicate the local area's target level of performance for the common measures for the core partner programs. **These are the minimum standards for which each locality will be held responsible.** Upon notification to DEED, local areas can set higher standards for which they will be held responsible. Additional information regarding performance standards will be forwarded by the end of April 2011.

<b>Statewide Performance Measures</b>  <b>Program Year 2011</b> July 1, 2011 to June 30, 2012	<b>Wagner-Peyser</b>	<b>Senior Community Service Employment Program (SCSEP)</b>	<b>Adult</b> (WIA Title I-B)		<b>Dislocated Worker</b> (WIA Title I-B and State)	
<b>Entered Employment Rate:</b> Of those not employed at registration: Number of adults who have entered employment by the end of the first quarter after the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD		State TBD	
<b>Employment Retention Rate:</b> Of those employed in the first quarter after the exit quarter: Number of adults who are employed in the second and third quarter following the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD		State TBD	
<b>Average Earnings:</b> Of those employed in the first, second, and third quarter after the exit quarter: Total post-program earnings (earnings in quarter 2 plus (+) quarter 3 after exit quarter) <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD		State TBD	
			WSA 1	TBD	WSA 1	TBD
			WSA 2	TBD	WSA 2	TBD
			WSA 3	TBD	WSA 3	TBD
			WSA 4	TBD	WSA 4	TBD
			WSA 5	TBD	WSA 5	TBD
			WSA 6	TBD	WSA 6	TBD
			WSA 7	TBD	WSA 7	TBD
			WSA 8	TBD	WSA 8	TBD
			WSA 9	TBD	WSA 9	TBD
			WSA 10	TBD	WSA 10	TBD
			WSA 12	TBD	WSA 12	TBD
			WSA 14	TBD	WSA 14	TBD
			WSA 15	TBD	WSA 15	TBD
			WSA 16	TBD	WSA 16	TBD
			WSA 17	TBD	WSA 17	TBD
			WSA 18	TBD	WSA 18	TBD

					ISPs	TBD
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## Performance Standards

(continued)

<b>Statewide Performance Measures</b> - continued -	<b>Wagner-Peyser</b>	<b>Senior Community Service Employment Program (SCSEP)</b>	<b>Adult</b> (WIA Title I-B)	<b>Dislocated Worker</b> (WIA Title I-B and State)
<b>Employment and Credential Rate:</b> Of adults who received training services: Number of adults who were employed in the first quarter after the exit quarter and received a credential by the end of the third quarter after the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	N/A	N/A	State TBD	State TBD
			WSA 1 to 18 TBD	WSA 1 to 18; ISPs TBD
<b>Hours of Community Service Employment:</b> Total number of hours of community serviced provided by SCSEP participants <i>divided by</i> Number of hours of community serviced funded by the grant, after adjusting for differences in minimum wage. Paid training hours are excluded from this measure.	N/A	TBD	N/A	N/A
<b>Number of Eligible Individuals Served:</b> Total number of adults served <i>divided by</i> Grantee's authorized number of positions, after adjusting for differences in minimum wage.	N/A	TBD	N/A	N/A
<b>Number of Most-in-Need Individuals Served:</b> Of those adult participants described in OAA-2006, Subsection §(a)(3)(B)(ii) or (b)(2) of Section §518. Counting the total number of the described characteristics for all adult participants <i>divided by</i> Number of adult participants served.	N/A	TBD	N/A	N/A

<b>Customer Satisfaction Standards Program Year 2011</b>	<b>WIA Title I-B</b>	<b>SCSEP</b>
Participant:	TBD	TBD
Employer:	TBD	TBD
Host Agency	N/A	TBD

# Performance Standards

(continued)

<b>RS &amp; SSB Statewide Performance Measures – Federal Fiscal Year 2011</b> October 1, 2010 to September 30, 2011	<b>Rehabilitation Services</b>	<b>State Services for the Blind</b>
<b>Employment Outcomes:</b> <b>Performance Indicator 1.1 – Comparison of Employment Outcomes</b> The number of individuals exiting the VR program with an employment outcome during the current program year compared to the number of individuals exiting the VR program with an employment outcome during the preceding program year.	2,243	78
<b>Performance Indicator 1.2 – Entered Employment Rate</b> Of all of the individuals who exited the VR program after receiving services, the percentage of those who achieved an employment outcome.	58.8%	≥68.9%
<b>Performance Indicator 1.3 – Wage at Placement</b> Of all the individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage.	72.6%	≥35.4%
<b>Performance Indicator 1.4 – Wages at Placement for Those with Significant Disabilities</b> Of all individuals who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.	72.6%	≥89%
<b>Performance Indicator 1.5 – Comparison of Wages of VR Placements as Compared to the Overall Wage Level</b> The average hourly earnings of all individuals who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals in the State who are employed.	.52 (Ratio)	≥.59 (Ratio)
<b>Performance Indicator 1.6 – Enhancement of Self-Sufficiency</b> Of all individuals who exit the VR program in competitive self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their own income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source at the time they apply for VR services.	53.0 (Math Difference)	≥30.4 (Math Difference)
<b>Equal Access to Services:</b> <b>Performance Indicator 2.1</b> The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.	.80 (Ratio)	Not calculated if fewer than 100 individuals from minority backgrounds exit the program

NOTE: These percentages are national standards set by the Rehabilitation Services Administration. There is a formula for the general agency and a different formula for the agency serving the Blind to determine whether the standard was met.

# Workforce Investment Board/Council Membership List

## Program Year 2011

**WIB:** Ramsey County

Date

Submitted: \_\_\_\_\_

**WSA:** 15

Indicate any **vacant** positions or other constituency represented as well.

*(To add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut.)*

<u>Name/Address/E-mail/Phone/Fax</u>	<u>Organization</u>	<u>Position</u>	<u>Business/ Industry Represented</u> (Private Sector Only)	Business Representation From Targeted Industry/ Occupation? (Yes / No)	<u>Term Start and Term End</u>
<b><u>A. Private Sector:</u></b>					
(Chair): Butch Howard 4300 Glumack Dr Saint Paul, MN 55111 butch.howard@hmshost.com 612-366-8650	HMSHost, Mpls/St Paul Airport	General Manager, Food and Beverage Operations	Hospitality	No	8/1/2010 7/31/2012
Elizabeth Campbell 50 South 10th Street Suite 300 Minneapolis, MN 55414 elizabeth.campbell@ryancompanies.com 612-492-4235 612-492-3235	Ryan Companies US Inc	Emerging Business Inclusion Coordinator	Construction	No	9/23/2009 7/31/2011
Steve Carlson 2855 Anthony Lane South Suite 201 St. Anthony, MN 55418 Scarlson@hac-mnlaw.com	Hedback, Arendt, Kohl & Carlson, PLLC	Attorney (Partner)	Professional Services	No	8/1/2010 7/31/2012

612-436-3282 612-789-2109					
Jacquelyn Carpenter 3600 Labore Road Vadnais Heights, MN 55110 jacquelyn.carpenter@na.manpower.com 651-490-5130 651-490-0586	Manpower Inc.	Branch Manager	Professional Services	No	9/23/2009 7/31/2011
Michael Chanaka 5500 Cenex Dr. Inver Grove Heights, MN 55077 michael.chanaka@chsinc.com 651-355-8422	CHS, Inc.	HR Director	Manufacturing	Yes	8/1/2009 7/31/2011
Robert de la Vega Wells Fargo Center, Sixth and Marquette Minneapolis, MN 55479 <a href="mailto:Robert.r.delavega@wellsfargo.com">Robert.r.delavega@wellsfargo.com</a> 612-667-5051 612-667-9403	Wells Fargo and Co.	Director, State Government Relations	Financial Services	No	8/1/2009 7/31/2011
Kathleen Engesser 60 Livingston Ave Saint Paul, MN 55107 kathleen.engesser@usbank.com 651-495-3973 651-495-8103	U.S. Bank	Vice President, Marketing & Communicatio ns	Financial Services	No	8/1/2009 7/31/2011
Douglas Hubbard 951 Apollo Road Eagan, MN 55121 doug@customdeskinc.com 651-452-9470 651-452-2456	Custom Desk and Hardwood Visuals	Owner	Manufacturing	Yes	8/1/2009 7/31/2011
Tess Ketelsen 370 Wabasha Street North - EUC/6 Saint Paul, MN 55102	Ecolab, Inc.	Talent Acquisition Manager	Manufacturing	Yes	12/22/2010 7/31/2013

tess.ketelsen@ecolab.com 651.293.4343 651.225.3304					
Janet Ludden 345 St. Peter Street Suite 1900 Saint Paul, MN 55102 jludden@employersolutions.net 651-917-4204 651-223-5198	Employer Solutions, Inc.	CEO	Professional Services	No	8/1/2010 7/31/2012
Barbara Mednick 4715 Chandler Road Shoreview, MN 55126 bmednick@bkmconsulting.com 651-486-7007 651-486-7312	BKM Consulting	President	Professional Services	No	8/1/2009 7/31/2011
Robert Morse 4600 White Bear Pkwy White Bear Lake, MN 55110 ramorse@bremer.com 651-762-2406 651-762-2418	Bremer Bank	Assistant Vice President Business	Financial Services	No	8/1/2010 7/31/2012
Paul Nelson 2757 W. Service Road Eagan, MN 55121 pnelson@shawlundquist.com 651-234-8885 651-454-7982	Shaw-Lundquist Associates, Inc.	Business Development	Construction	No	8/1/2010 7/31/2012
Scott North 1575 Beam Ave Maplewood, MN 55109 snorth@healtheast.org 651-232-7707 651-232-7240	HealthEast St. John's Hospital	Vice President & CEO	Healthcare	Yes	8/1/2010 7/31/2012

Mary Russell 8170 33rd Ave S Bloomington, MN 55425 mary.m.russell@healthpartners.com 952-883-5385 952-883-5633	HealthPartners	Manager of Organizational Development	Healthcare	Yes	8/1/2010 7/31/2012
Dan Strittmater 2845 Hamline Avenue North Roseville, MN 55113 dstrittmater@preshomes.org 651-968-1338 651-631-6111	Presbyterian Homes and Services	Strategic Initiatives Project Manager	Healthcare	Yes	8/1/2010 7/31/2012
Vacant					
<b><u>B. Public Assistance Agency:</u></b>					
Pamela Maldonado 450 Syndicate Street North Suite 45 Saint Paul, MN 55104 pmcgowan@caprw.org 651-603-5892 651-603-5967	Community Action Partnership of Ramsey and Washington Counties	Director of Community Engagement			9/7/2010 7/31/2012
<b><u>C. Organized Labor:</u></b>					
Mary DesJarlais 175 Aurora Street Saint Paul, MN 55102 mdahlquist@mnaflcio.org 651-227-7647 651-293-1989	Apprenticeship Opportunities Project	Manager			9/1/2009 7/31/2011
Tom McCarthy 411 Main Street #206 Saint Paul, MN 55102	St. Paul Building & Construction Trades Council	Business Representative			12/22/2010 7/31/2012

tom@plumbers34.com 651-324-1831 651-224-3820					
<b><u>D. Rehabilitation Agency:</u></b>					
Dennis Johnson 540 Fairview Ave N Saint Paul, MN 55104 Dennis.Lee.Johnson@state.mn.us 651-642-0655 651-642-0662	DEED Rehabilitation Services	Rehabilitation Area Manager			8/1/2010 7/31/2012
<b><u>E. Community-Based Organization:</u></b>					
Joe Crowe 2515 Wabash Avenue, Suite LL-1 Saint Paul, MN 55110 directorqcs@qualitycareerservices.org 651-647-9322 651-647-0423	Quality Career Services	Executive Director			8/1/2009 7/31/2011
Trixie Golberg 709 University Avenue West Saint Paul, MN 55104 trixieg@lifetrackresources.org 651-265-2340 651-227-0621	Lifetrack Resources	President			8/1/2010 7/31/2012
Joe Stratig 553 Fairview Ave N Saint Paul, MN 55104 jstratig@goodwilleasterseals.org 651-379-5636 651-379-5604	Goodwill-Easter Seals Minnesota	Director, Placement Services			9/23/2009 7/31/2011
Vacant					
<b><u>F. Economic Development Agency:</u></b>					

Amy Filice 25 West Fourth Street Saint Paul, MN 55102 amy.filice@ci.stpaul.mn.us 651-266-6568	City of Saint Paul	Strategic Services, Planning and Economic Development			8/1/2010 7/31/2012
<b><u>G. Public Employment Service:</u></b>					
Patricia Brady 2098 11th Avenue East North Saint Paul, MN 55109 patricia.brady@co.ramsey.mn.us 651-779-5651 651-779-5240	Workforce Solutions (Ramsey County)	Director			8/1/2009 7/31/2011
Vacant					
<b><u>H. Educational Agency:</u></b>					
<b>(Required ABE Representative):</b>					
Scott Helland 1961 County Rd C E Maplewood, MN 55109 shelland@isd622.org 651-748-6202 651-748-6261	ISD 622	ABE Coordinator			12/15/2009 7/31/2011
Craig Anderson 235 Marshall Avenue Saint Paul, MN 55102 craig.anderson@saintpaul.edu 651-846-1365 651-846-1675	Saint Paul College	Vice President, Administration			8/1/2009 7/31/2011
David MacKenzie 1480 Snelling Avenue Saint Paul, MN 55108 mackend@jcdc.jobcorps.org	Hubert H. Humphrey Job Corps	Center Director			8/1/2010 7/31/2012

651-642-1133 651-642-0123					
<b><u>I. Local Elected Official:</u></b> (list contact information even if CEO is not a member of the WIB.)					
Toni Carter 15 W Kellogg Blvd. 220 Courthouse Saint Paul, MN 55102 Toni.Carter@co.ramsey.mn.us 651.266.8364 651.266.8370	Ramsey County	County Commissioner			1/6/2009 7/31/2012
Lee Helgen 15 W Kellogg Blvd. Saint Paul, MN 55102 lee.helgen@ci.stpaul.mn.us	City of Saint Paul	City Councilmember			8/1/2009 7/31/2011
<b><u>K. Youth Council Chairperson:</u></b> (list contact information even if YCC is not a member of the WIB.)					
David MacKenzie 1480 Snelling Avenue Saint Paul, MN 55108 mackend@jcdc.jobcorps.org 651-642-1133 651-642-0123	Hubert H. Humphrey Job Corps	Center Director			8/1/2010 7/31/2012

## Workforce Investment Board Subcommittee List

### Program Year 2011

**WIB:**     Ramsey County    

If applicable, provide a current list of the Board's committees and/or task forces along with a summary of the committee's objectives.

*(To Add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut.)*

<u>Name of Committee or Task Force</u>	<u>Objective / Purpose of Committee or Task Force</u>
Executive Committee	The Executive Committee is made up of the WIB's leadership, including the Chair, Vice-Chair, Past Chair, WSA Director, Treasurer and the other Committee Chairs. The committee reviews the board's financial statements, sets the budget, and reviews decisions as they move up from the other committees. The Executive Committee makes recommendations to the full board.
Market Trends and Oversight Committee	The Market Trends and Oversight Committee is responsible for developing the board's major communications, such as the Annual Report, website and newsletter, leading advocacy for workforce issues and overseeing the state Dislocated Worker and the WIA Adult and Dislocated Worker programs for Ramsey County. The committee also leads workforce initiatives with the business sector, annually reviews the local Labor Market Information and determines the industries on which the WIB should focus its work.
Education Committee	The Education Committee is made up of WIB members representing education and education representatives from the larger community as well as additional interested WIB members. The committee works to align the business and education communities to ensure training meets business needs.
Youth Council	WIA mandated committee overseeing the local youth program.
Legislative ad hoc	This ad hoc annually develops the WIB's legislative agenda for the year.
Fund Development ad hoc	This ad hoc is working to establish long-term sustainable funding for the operation of the Ramsey County WIB in its current structure, having two staff. The ad hoc is working to implement a fund development plan for the Friends of the Workforce Investment Board, the WIB's 501(c)(3) partner.
Marketing ad hoc	This ad hoc ensures the WIB communicates efficiently and effectively with board members and the public.

## Workforce Service Area Sub-Grantee List

**Program Year 2011**

**WIB:** Ramsey County

Date

Submitted: \_\_\_\_\_

**WSA:** 15

*(To Add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut.)*

Name of Sub-Grantee	Services Provided	Funding Source	Provider located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
Employment Action Center	Core, Intensive and Training	WIA Title I Adult and Minnesota Dislocated Worker	Saint Paul MN	<u>Yes</u> / No
HIRED	Core, Intensive and Training	WIA Title I Adult and Minnesota Dislocated Worker	Saint Paul MN	<u>Yes</u> / No
Lao Family Community Services	Core, Intensive and Training	Minnesota Dislocated Worker	Saint Paul MN	Yes/ <u>No</u>
Goodwill EasterSeals	Core, Intensive and Training	WIA Title I Adult and Minnesota Dislocated Worker	Saint Paul MN	Yes / <u>No</u>

## Workforce Service Area Non-WFC Program Service Delivery Location List

**Program Year 2011**

**WIB:** Ramsey County

Date

Submitted: \_\_\_\_\_

**WSA:** 15

*(To Add a row, highlight entire row, copy and paste. To delete a row, highlight entire row, and cut.)*

<b>Name and Location (City)</b>	<b>Program Service Delivered</b>
Goodwill/Easter Seals, 553 N. Fairview Ave. St. Paul 55104	WIA Core, Intensive and Training, FastTRAC
Lao Family Community of Minnesota, 320 W. University Ave. St. Paul 55103	Minnesota Dislocated Worker Services