



Local Plan

Minnesota's Workforce Development System under WIOA

Program Years 2016 & 2017

Submitted by

RWDA:

Regional Workforce Development Area 3

LWDA:

**Stearns-Benton Employment & Training Council,
LWDA 17**

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

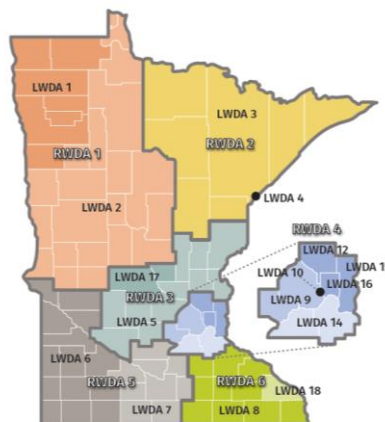
INTRODUCTION

The purposes of the WIOA are the following:

- (1) To increase, for individuals in the United States, particularly those individuals with barriers to employment, access to and opportunities for the employment, education, training and support services they need to succeed in the labor market.
- (2) To support the alignment of workforce investment, education and economic development systems in support of a comprehensive, accessible and high-quality workforce development system in the United States.
- (3) To improve the quality and labor market relevance of workforce investment, education and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- (4) To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers and employers.
- (5) To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions and states and the global competitiveness of the United States.
- (6) For purposes of subtitle A and B of title I, to provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention and earnings of participants, and increase attainment of recognized post-secondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers and enhance the productivity and competitiveness of the Nation.

Workforce Development Areas

Minnesota has designated six Regional Workforce Development Areas (RWDAs) in the state that represent a combination of Local Areas, as defined in WIOA, and Economic Development Regions, as defined in other federal law. These Workforce Development Areas have been approved and adopted by the Governor and the chief local elected officials of the Local Areas.



Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Each Regional Workforce Development Area is responsible for submitting a Regional Plan, inclusive of the Local Plans of the Local Workforce Development Areas. The Regional and Local Plans will align with the strategic vision set by the Governor, address the regional needs of the workforce and business communities and comply with the planning requirements as determined by the State of Minnesota's Department of Employment and Economic Development and the U.S. Department of Labor and applicable federal and state statutes.

Minnesota's Vision for the Workforce Development System

Vision Statement:

A healthy economy, where all Minnesotans have or are on a path to meaningful employment and a family sustaining wage, and all employers are able to fill jobs in demand.

This vision statement was developed through Minnesota's participation in the National Governor's Association's Policy Academy on Career Pathway Models. Minnesota's effort engaged seven state agencies and has influenced workforce development thinking at the system level. It is fitting to continue to move forward with pursuing the implementation of WIOA under this inclusive effort.

Mission:

The creation of a Career Pathway System that aligns local, state and federal resources, policies and services to meet the workforce needs of business and industry and improves access to employment, education and training services for Minnesota's current and future workforce.

Rationale:

The economic conditions of the 21st century require a more responsive approach to meeting the needs of business and industry; and the growing diversity of the workforce population. As economies become more global, competition will continue to increase and pressures on the inputs of production, specifically the timing, availability and skill base of the workforce. Rediscovering the value proposition of the Workforce Development System is critical to responding to the 21st century economy.

A Career Pathway System approach will position the needs of a skilled workforce at the center of the system, recognizing the important role of a "dual customer" approach – businesses and workers. Businesses will lead sector strategies that address the most critical growth needs in occupations that support family sustaining wages. The diverse needs of workers will impact the design and delivery of employment and training programs and services to fulfill these employment needs and their career goals.

SECTION A: REGIONAL PLAN

REGIONAL LEADERSHIP APPROACH

The regional leadership approach describes how the local area boards within each regional workforce development area will define and coordinate the strategic priorities established by the Governor under WIOA.

SEE 2016-2017 DRAFT COMBINED REGIONAL PLAN ON SEPARATE DOCUMENT – LOCATED ON OUR WEBSITE

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

SECTION B: LOCAL PLAN

Strategic Operations: *The core elements of strategic operations focuses on operating policies and procedures related to the one-stop system and physical locations of service delivery.*

1. Describe how local area boards will work with each other, core title providers and available data to designate at least one Workforce Center per local workforce development area and make recommendations on recognizing affiliate and stand alone partner sites.

Stearns-Benton Employment & Training Council (SBETC) local board designated a single Workforce Center to serve Stearns and Benton Counties. The Workforce Center is strategically located in the St. Cloud Technical & Community College in Stearns County, closely bordering Sauk Rapids, the largest city in Benton County. The Workforce Center is easily accessed by public transportation and offers free parking.

The St. Cloud Workforce Center includes the following core partners:

- Stearns-Benton Employment & Training Council – Title I
- Job Service – Wagner-Peyser)
- State Services for the Blind (SSB)
- Vocational Rehabilitation Services (VRS)
- MFIP/TANF and SNAP Consultant from Resource, Inc.

Space is available for community partners as requested. For example, Adult Basic Education utilizes the computer lab for trainings on a bi-weekly basis. Also, many community meetings, including core title providers, are held at the St. Cloud Workforce Center.

2. Describe the strategies to ensure proper connectivity and coordination among the **physical sites** within the local workforce development area.

St. Cloud has one Workforce Center to serve Stearns and Benton counties.

3. Describe the strategies to ensure proper connectivity and coordination among the **service providers** within the local workforce development area.

Monthly meetings are held amongst the Workforce Center Partners to strive for a proactive approach to customer service, safety, cost allocation planning, and security. In addition to addressing the basic needs of the center, leaders work towards optimizing staffing levels, share programmatic changes and strategic initiatives are brainstormed and planned. SBETC and the other St. Cloud Workforce Center partners have begun the lease renewal process and are re-evaluating space needs in order to maximize efficiency. Representatives from the St. Cloud Technical & Community College (SCTCC) also attend the monthly partners meeting to increase communications and to provide a seamless service approach from a facilities standpoint.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

SBETC hosts quarterly meetings with Community Partners who have joined in on the Memorandum of Understanding (MOU Partners) in efforts to communicate and update partners on the work that is being planned and completed by their organizations. Partners are encouraged to provide programmatic updates, increasing communication and identifying opportunities for collaboration.

4. Describe other strategies that will be used to maximize services and access to services, such as non-traditional hours or using partner facilities.

The St. Cloud Workforce Center's current hours of operation are 8am – 4:30pm, Monday – Friday. The Workforce Center is present at job fairs in the area. Also, special sessions are held outside of business hours to support SBETC programs, usually held at a partner's facility or business location. Special arrangements can be made to meet the needs of clients outside of the normal hours of operation.

In February 2016, changes were made to job descriptions to take a proactive approach and strengthen SBETC's outreach in the community, increasing representation at community events. Staff are able to flex their schedule to meet the needs of clients.

5. Describe the strategic approaches to ensure all elements of Career Services are available at service locations or online, including services for youth and individuals with barriers to employment or service access.

SBETC demonstrates excellent capacity for providing career pathway services to participants. 1:1 career planning provides in-depth career assessment and exploration identifying marketable and strategic career goals. Not all career goals can be met due to limitations in funding and participant life needs/limitations such as limited financial resources for long-term training. In these situations, credentialed training to begin a career pathway is identified and supported. Support services exist within program funds to assist individuals while in training. Job search and placement preparation assistance is available from Career Planners, who direct participants to access the many job placement assistance opportunities including Minnesotaworks.net. Additionally, follow up contact is maintained for one year, with helpful retention information shared with individuals. SBETC coordinates with other LWDA's through the Minnesota Workforce Council Association.

SBETC has been convening partners in the development of career pathways since the inception of WIA and "School-to-Work." SBETC has worked with partners to offer "Academies" through ABE and SCTCC partners. SBETC was a FastTRAC grant recipient for "Manufacturing Futures" which was used for the "On Ramp" activity for the TAA/CCCT Grant in manufacturing. SBETC also received the Careers in Manufacturing and Production (CMAP) Adult Competitive grant and the GNP Company FastTRAC grant which also provided participants with a clear career pathway. SBETC coordinates with other LWDA's through the MWCA and with other FastTRAC grantees to continue to build capacity.

Job Service: Job Service staff provide information to customers about educational

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

programs and financial aid related to their career choices and make referrals to appropriate programs that may assist them to pursue their career objective. Job Service staff work with universal customers to explore career choices, do skills assessments, and present educational options including referrals to appropriate resources that may assist the individual to obtain their career goal. Individuals who are close to completing or have obtained their credential are assisted in preparing their resume, provided information to enhance their interviewing skills, and receive assistance to use MinnesotaWorks.net to locate job vacancies and post a resume viewable by employers.

Employers from private and public sectors provide input to the curriculum content of the job search workshops facilitated by Job Service staff.

VRS: All High Schools in Benton and Stearns counties are served by a Vocational Rehabilitation Counselor who participates in the development and coordination of the vocational portion of the disabled student's Individualized Education Plan. Primary services include career counseling and planning for employment. Training and/or education are frequent services. The goal is to assist the consumer to become employed to their full potential.

SSB: SSB assists all eligible clients to explore their unique career potential. This would include eligible individuals considering career pathways programs.

6. Describe strategies that will be used to leverage technology for services and ensure compliance with accessibility standards.

SBETC has recently completed a restructuring of its technology infrastructure in order to allow SBETC to be more mobile, supporting the need to be a service rather than a place. This restructure will allow SBETC the ability to expand outreach and conduct work outside of its physical location.

There is currently an initiative to rebrand Workforce Centers statewide. SBETC's Executive Director is a member of the committee driving this initiative, which has the potential (depending on budget) to improve the perception and experience of customers, including technology. The Program Manager is on the Technology and Job Seeker Services Committees.

SBETC is working on rebranding also. Within the scope of this project is improving the agency's website and adding social media platforms to the marketing and outreach plan.

7. Describe how supportive services, such as transportation and other needs, will be coordinated to better serve individuals with specific barriers to training, education and employment.

SBETC only issues supportive services to clients with a financial barrier to employment. Support Services are given based on financial need and are dependent upon funding availability. Clients are made aware of this at their initial orientation session. During intake, each client completes a monthly financial budget

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

form that determines their need for support in relation to their employment or training plan. A need is classified by a deficit between the total money in and money out each month. All sources of household income are included in determining whether or not a need exists.

If a client is approved to pursue a training pathway, they must detail how they will meet their monthly financial obligations prior to final approval of the training plan. Per Local policy, support services cannot exceed \$1550.00 per client per program year. This policy can be waived by the SBETC Program Manager. Waivers are reviewed quarterly by the SBETC leadership team. There are also limits for support for different categories such as transportation, housing, clothing, tools, childcare and healthcare. SBETC chooses to issue supportive services on a “first come, first served” basis and assist clients as the need arises and as funds are available. The Program Manager and agency staff monitor the amounts very closely and make adjustments as needed. For example, there are times when, as a team, it has been decided to only allow payments to be made to cover travel expenses related to job search or to reach approved training programs.

8. Describe how local area boards will ensure state policies on infrastructure funding requirements are adhered to and the process for addressing any discrepancies or disagreements.

A Memorandum of Understanding endorsed and signed by the current Local Area Board Chair and all current Workforce Center partner managers. A Cost Allocation Plan is in place and agreed upon and signed by all Workforce Center partner managers and reviewed by the Minnesota Department of Employment and Economic Development (DEED). The Cost Allocation Plan is updated as required and any changes in cost allocations due to discrepancies or disagreements are addressed at that time.

9. Describe how local area boards, who contract out for provider services, will ensure that providers fully participate in infrastructure funding requirements and the alignment of service delivery within the local workforce development area.

All current Workforce Center partners and contracted providers that have a presence in the Workforce Center are required to participate in a cost allocation plan (CAP) to fund the infrastructure of the Workforce Center. The Local Board, through the Program Committee, maintains an active role in monitoring service delivery by assisting the service provider in developing credential criteria and establishing policies. The Program Committee also reviews program performance, service evaluations, customer satisfaction and other reports to ensure quality of service delivery. Performance information is also presented to the Local Board on a consistent basis.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

10. Describe how the Memorandum of Understanding will be developed and used to ensure commitment of resources from service providers and required partners.

SBETC has a Memorandum of Understanding (MOU) partner group and another with the Workforce Center partners. This group includes leadership representatives from multiple community service providers who meet quarterly to exchange information on new initiatives, updates on existing services, and to discuss opportunities to collaborate.

11. A. Describe the local area board's strategic vision and how it aligns with the designated state priorities under WIOA.

The Stearns-Benton Local Workforce Development Board is to provide leadership on current and emerging workforce issues in the region.

MISSION: We exist to provide comprehensive workforce development, helping community members acquire the skill, training, and experience to achieve economic security while meeting the human resource needs of local business and industry.

GOALS: 1) Grow the economic vitality of our communities by investing in strategic industries and occupations; 2) Ensure Minnesota (Stearns & Benton Counties) workers have opportunities to improve earning potential by acquiring, advancing and transferring their skills; and 3) Ensure compliance with the requirements of the Local Workforce Development Board per federal and state legislation.

With the changes brought forth by WIOA and with SBETC under new leadership, the board will embark on revising the strategic plan over the next two years. An emphasis will be made on community outreach and strengthening relationships with businesses.

- B. Describe the local area board's goals for preparing an educated and skilled workforce, including youth and individuals with barriers to employment.

The Stearns-Benton Workforce Development Board's focus is on maximizing ALL available labor, including new labor force entrants, mature workers, English language learners, youth and job seekers returning to workforce. Focus needs to be on preparing not just the entry level worker or retraining the dislocated worker but increasing the skills of incumbent workers and low wage, entry level workers to increase productivity.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Principles of the local WDB include:

1. Outcome Driven

“We may not guarantee employment but will guarantee employability”

Clients will be equipped to make career/job changes. Clients will learn about personal career goal setting; thereby learning independence.

2. Asset-based

We will build on client assets/strengths;

We will maximize all available resources by accessing community assets/services to meet goals;

We encourage client choice within program limits and the prudent use of resources;

We will maximize all available labor – age, gender, race, ethnicity, ability, etc.

Staff should establish and maintain a professional caring relationship that honors and encourages clients and provides them the best chance to succeed;

We nurture the diversity that enriches our community and we look for opportunities and exchanges to promote joint learning.

3. Learning rich and promotes lifelong learning

Services and resources are an investment in our clients and in our community for both strategic and long-term impact;

Clients will get credentialed training at a minimum; ideally they will start a college transcript with credit-based training so they may continue life-long learning;

The use of technology is to be incorporated to the degree possible in class offerings to promote skills;

Technology will also be used to build capacity by providing distance learning;

ABE and post-secondary should connect and address education gaps so that the transition is seamless for students. (CASAS score gaps, Acuplacer/ABE gaps); post-secondary financial aid should not be used for developmental education courses;

Contextual learning with a vocational content should be the format for remediation/ABE;

Clients who are pre-literate in any language should learn daily living skills as they relate to employability. ESL courses must incorporate daily English speaking exchanges, demonstrations, presentations (practice, practice, practice).

Credential requirements of TEGL No. 14-08 are implemented.

SBETC leads the Immigrant Employment Connection group, which includes representation from Central MN Jobs and Training (CMJTS), Job Service, Greater St. Cloud Development Corporation (economic development), United Way, Catholic Charities, the Initiative Foundation, Morgan Family Foundation, Resource Inc. (MFIP), Central MN Community Empowerment Organization and other Somali community leaders as well as Viking Coke representing business in the community. This group was assembled to educate employers and the community on how to overcome barriers to hiring the immigrant population in St. Cloud. In addition to the work with employers, connection is being made with potential job seekers to understand their experience, in order for the Immigrant Employment Connection group to provide feedback to employers. Ultimately, the this group is providing resources to help connect employers with job seekers, alleviating concerns and disparities of the immigrant population in Stearns and Benton county.

In addition to the youth programs that SBETC offers, SBETC's Executive Director is a member of the steering committee for Partners for Student Success (PFSS). The

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

strategic goal of PFSS is: **Every student is ready for Career training or Post-secondary education.**

What is needed to be ready for Career Training or Post-secondary education:

- Is proficient at core academic subjects
- Demonstrates critical thinking skills and problem solving tools/frameworks
- Works productively in teams and independently
- Demonstrates effective communication skills
- Demonstrates social and emotional intelligence and life skills
- Understands postsecondary and career options and costs
- Shows ownership of academic and career future
- Possesses hands on and/or technical experience

These skills and experiences help students build the foundation to be lifelong learners, as well as determine the appropriate post-secondary path to success: Workforce, 2 year post-secondary education/training, apprenticeship, military or 4 year postsecondary education.

Job Service: Job Service staff work with universal customers to provide a wide range of facilitated workshops that address the various facets of their job search.

VRS: Job seekers are wanting jobs where they can use their education or training to do the work that is meaningful to them at a salary and benefits level that meets their needs and is satisfying to them.

- C. Describe how these goals relate to the performance accountability measures based on the primary indicators in order to support regional economic growth and economic self-sufficiency.

SBETC is graded in the above criteria. Year after year, SBETC continues to shine and exceed assigned performance measures. States (DEED) negotiate performance measures with the Department of Labor. DEED then passes the performance measures on to the local providers. Performance measures are monitored monthly by the SBETC program manager and discussed at team meetings. Current outcomes are reported on and discussed quarterly at the WDB Executive Committee meetings. The SBETC Program Committee also receives quarterly updates. The Program committee is responsible for ensuring performance measures are met. Outcomes are reported annually to all other committees unless there is a reason to report them sooner.

- D. Describe the strategy to work with the entities that carry out the core programs to align resources available to the local workforce development area, to achieve the strategic vision and goals of the local area board.

SBETC: Work continues in developing SBETC's strengths to address talent needs of the region. The Program Committee reviews all customer satisfaction reports, monitoring reports, evaluation summaries for this LWDA and responds as it relates to trends or needs. The Youth Council performs this for providers of youth services.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

LWDB members provide updates from their respective sectors at LWDB meetings and do presentations for partners.

SBETC also participates in the MWCA Secret Shopper initiative to gauge and strive to improve customer service.

SBETC has a Memorandum of Understanding (MOU) partner group. This group includes leadership representatives from multiple community service providers who meet quarterly to exchange information on new initiatives, updates on existing services, and to discuss opportunities to collaborate.

SBETC is a member of the Minnesota Workforce Council Association. This membership assists this region in capacity building, evaluation and reporting, and continuous improvement.

SBETC staff have the Global Career Development Facilitator Certificate. All WSA staff annually receive training in HIPAA and Mandatory Reporting. WSA staff participate in Reception and Resource Room Training from DEED. The WSA participates in the regional Human Services Council to remain current about available community resources.

SBETC staff attend two staff meetings/month, one of which is dedicated to staff development. Individual staff performance is reviewed annually and improvement plan developed to include necessary training. Staff who attend training on behalf of SBETC are required to share lessons learned upon completion with their colleagues in the agency. SBETC staff also participate in DEED conferences.

12. Describe how the local workforce development system will work with entities carrying out core programs to align and support services with programs of study authorized under Carl D. Perkins Career and Technical Education Act.

SBETC is co-located with the St. Cloud Technical & Community College (SCTCC) and partners regularly with all post-secondary schools in the area. To support talent retention and provide meaningful work opportunities to post-secondary students, SBETC identified a need and organized a workshop about securing post-secondary interns. A panel of post-secondary internship contacts provided information to 40+ business and non-profit representatives. This activity will now be sustained by the Greater St. Cloud Development Talent Corps. SBETC has partnered regularly with SCTCC in FastTRAC programming and SCTCC has developed transition programming for adult learners accessing training after layoff that better serves all learners.

SBETC has partnered with Adult Basic Education (ABE) in FastTRAC and other programming and hosts ABE on-site. SBETC has offered to work with ABE and the library to explore how we can maximize resources in the community. SCTCC, St. Cloud State University (SCSU) and ABE are MOU partners. SCTCC and SCSU are members of the WDB, alternating voting authority annually. SBETC has secured interns from public and private post-secondary institutions to assist with the Outreach

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

to Schools program activities as well as developing community outreach initiatives.

DEED/Job Service staff refer universal customers to Adult Basic Education (ABE) services to upgrade their basic skills and learn/improve English skills. High schools and post-secondary schools request labor market and career information which Job Service staff present to students. Job Service also provides an online resume review service to universal customers and to area high school students.

13. A. Describe how the local area board, working with the entities carrying out core programs, will expand access to employment opportunities for eligible individuals, particularly eligible individuals with barriers to employment.

Race and Hispanic Origin, 2014	Central Minnesota			Minnesota	
	Number	Percent	Change from 2000-2014	Percent	Change from 2000-2014
Total	688,135	100.0%	19.9%	100.0%	9.4%
White	645,485	93.8%	16.7%	85.2%	4.2%
Black or African American	12,863	1.9%	299.8%	5.4%	69.2%
American Indian & Alaska Native	5,105	0.7%	40.1%	1.0%	2.8%
Asian & Other Pac. Islander	7,520	1.1%	66.7%	4.3%	61.8%
Some Other Race	6,199	0.9%	28.5%	1.5%	19.8%
Two or More Races	10,963	1.6%	127.1%	2.6%	68.0%
Hispanic or Latino origin	22,166	3.2%	95.9%	4.9%	84.3%

Source: U.S. Census Bureau, American Community Survey

Employment Characteristics by Race and Ethnicity	Central Minnesota			Minnesota	
	In Labor Force	Labor Force Partic. Rate	Unemp. Rate	Labor Force Partic. Rate	Unemp. Rate
Population, 25 to 64 years	302,736	84.4%	5.6%	84.0%	5.4%
Less than H.S. Diploma	14,614	70.6%	11.9%	65.8%	13.1%
H.S. Diploma or Equivalent	84,255	80.0%	7.4%	79.1%	7.3%
Some College or Assoc. Degree	126,321	86.3%	5.4%	85.3%	5.6%
Bachelor's Degree or Higher	77,504	90.0%	2.8%	89.2%	3.1%

Source: 2010-2014 American Community Survey, 5-Year Estimates

In Central MN, there has been a great influx in population, changing the landscape of the workforce. When broken down by labor force participation, Central MN is slightly ahead of the statewide labor average. The breakdown by education and unemployment rates are similar or better between Central MN and the state.

The St. Cloud Workforce Center is concerned about changing the demographics within our staff in order to better represent our clients. It is imperative that a Somali speaking individual is needed to better serve our community. Unfortunately, due to funding constraints for both SBETC and Job Service, this change can only be made through staff turnover.

SBETC continues to lead the Immigrant Employment Connection group to address the issues with a large portion of the unemployed Immigrants who have language

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

and skill barriers.

VRS: The mission of Vocational Rehabilitation Services is to empower Minnesotans with disabilities to achieve their goal for employment, independent living and community integration. Employment for those with disabilities will be in integrated, competitive positions in the community, at or above minimum wage. Wages are not less than that customarily paid by the employer for the same or similar work performed by non-disabled individuals. All of the individuals that VRS serve have at least disability related barriers to employment. In addition, many of those individuals are from diverse racial, ethnic and cultural backgrounds, as well as individuals with criminal histories. Barriers related to poverty are common as well. Vocational Rehabilitation Services are expanding services to transition aged youth, in the areas of job exploration counseling, work-based learning experiences, counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs at institutions of higher education, workplace readiness training, and introduction in self-advocacy.

- B. Describe how the local area board, working with the entities carrying out core programs, will expand access to supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

Workers need the same understanding of the labor market, their role in it, the role of the employer, and how to continuously upgrade their skills and value. Key skills required are hard skill certification, cross training, and an understanding of and ability to apply technology and continuous improvement processes which includes data collection, problem solving, and critical thinking. *Workers need transferable skills that are verified or “credentialed”. Focus needs to be on increasing the skills of incumbent workers and low wage, entry level workers to increase productivity. *Methodologies for retaining mature workers and maximizing the skills of English Language Learners must be developed and implemented.

Job Service: Job Service staff provide a facilitated workshop designed for older adults to assist them with their job search. Job Service also works with our local senior center to provide job search information in response to requests from older adults.

VRS: Employed person VRS works with are most frequently asking for help to retain their jobs, or increase their hours of work so they are eligible for better salaries and benefits, particularly medical benefits. Jobs which provide sufficient income is a priority.

- C. Describe how the local area board will facilitate the development of career pathways, co-enrollments (as appropriate) and activities that lead to industry recognized post-secondary credentials that are portable and stackable.

SBETC: SBETC has long required that 85% training funds be committed to industry accepted credentialed training which leads to employment in targeted high-growth

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

and high-wage, demand driven, and/or career laddering occupations in our area. SBETC continues to be concerned about the ability of the system to secure credentialed training in an employment/skill market requiring increasing educational and skill attainment that is also increasingly specialized **in a fiscal environment of declining resources.**

Job Service: The Minnesota Department of Employment and Economic Development (DEED) has purchased vouchers for job seekers to take the National Career Readiness Certificate (NCRC) assessments. The NCRC assessments are Reading for Information, Applied Mathematics, and Locating Information. The NCRC assessments are available to job seekers doing an active job search including universal customers and WIOA program participants. Local partner staff are aware of the NCRC and are encouraged to have their program participants doing a job search to take the NCRC. Job Service staff promote the use of the NCRC to business representatives to be used in their recruitment process and to assess the training needs of incumbent workers. Individual contact visits and presentations on the value of utilizing the NCRC are done by Job Service staff with employers. Job Service staff inform and encourage job seekers to take the NCRC in both individual contacts and group sessions. Additionally, we educate universal customers about labor market data which supports the increasing need for post-secondary credentials to find employment in today's labor market and for future employment opportunities.

VRS: A primary service VRS provides is career counseling with the objective of assisting the consumer to gain employment. Vocational plans, in high percentages, include training and/or education at all employment levels. Employment planning may also include apprenticeships or internships.

SSB: SSB assists all eligible clients to explore their unique career potential. This would include adults with low skills.

14. A. Describe how the local area board will facilitate engagement of employers, including small employers, and employers in in-demand industry sectors and occupations, in workforce development programs.

The WDB regularly receives updates from DEED's Regional Labor Market Analyst as to the status of in-demand industry sectors and occupations. WDB members provide updates at WDB meetings as do representatives from economic development. Council members participate in the Community Priorities and in the work of the Greater St. Cloud Development Corporation (GSDC), and in various industry specific activities related to their constituency so that information about employer needs is current. Representatives of strategic industries provide presentations about their industry, challenges and opportunities.

SBETC staff are directed to grow capacity in the region to develop the needed workforce. An example is Manufacturing: SBETC, SCTCC, ABE and the Central Minnesota Manufacturer's Association (CMMA) previously developed the "Manufacturing Futures" FastTRAC program that was used as the "On-Ramp" to the DOL TAA/CCCT grant in which SCTCC was a participant. SBETC, SCTCC and ABE have worked collaboratively on the Careers In Manufacturing and Production

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

(CMAP) Adult Competitive grant and a FastTRAC incumbent worker grant that also involved GNP Company which is a local employer. Staff used labor market information, employer input and reports, asset mapping and community resources, client skills/aptitudes/interests/needed, wage and other job seeker information to define a career goal. Staff assessed any gap between current skills and those needed to obtain the career goal, and develop a service plan to address the gap. Staff also used information obtained from employer visits. Another example is input received from employers about training investments. Historically, more funds have been used to “upskill” the labor force during a recession by investing in classroom training; and in a recovery, more is used for “on-the-job.” Employers have now indicated that a combination of the two is required to meet demands for increasing customization and cross-training of the workforce. This is leading to increasing interest in apprenticeship.

DEED/Business Service Representatives focus their efforts working with key/strategic industries as identified by the WDB and on occupational demand industries. Job Service staff use the key/strategic industry and demand occupational information to assist job seekers to make career decisions and to apply for job openings listed on MinnesotaWorks.net.

- B. Describe how the local area board will support a local workforce development system that meets the needs of businesses in the local workforce development area.

SBETC: The WDB continues in the role of convener as well as participating in efforts convened by others that address the “system” needs; to identify needs/gaps and plan how to address them. This may mean that the WDB challenges “system partners” to be innovative and to take risks - not usually encouraged with taxpayer funding. The WDB defined “meeting the needs of participants” to include “meeting the needs of employers”. This includes mapping community resources, integration at the co-located SCTCC facility, supporting needs identified as being critical to maximizing available labor. The WDB continues its role as provider of service. At the class level, employers, including WDB members, develop the curriculum and the “credential” criteria as well as assist in teaching the classes. This creates a “value added” service for both the job seeker and the employer. The Program Committee of the WDB reviews program performance, service evaluations, customer satisfaction and other reports to ensure quality of service delivery.

- C. Describe how the local area board will better coordinate programs and services with regional economic development providers.

The Greater St. Cloud Development Corporation (GSDC) serves as the regional economic development provider. GSDC has five initiatives, with talent being one of them. SBETC’s Executive Director is a member of the talent core to ensure that resources are used wisely and do not overlap with the work of SBETC. A collaborative approach is taken to create synergy between the two organizations.

Talent Corps members include business, pre-K – 12 and post-secondary education, and SBETC. SBETC hosted 20 high school students at the GSDC’s annual Talent Summit in February 2016. At the end of the Summit, job seekers in attendance and

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

those from the public were able to attend a job fair. SBETC staff guided the students through their first experience networking with employers and attending a job fair. Career Planners also invited Dislocated Worker clients to attend the Summit and job fair.

An excellent example of the work being done in the St. Cloud Area is the creation of the Immigrant Employment Connection, led by SBETC. Members of the group include staff from: GSDC, Initiative Foundation, Catholic Charities, SCSU, DEED/Job Service, Somali community leaders, St. Cloud Area Chamber of Commerce, and local businesses, such as Viking Coke. This group has a variety of events scheduled over the next 18 months with employers and potential job seekers to understand what barriers each group has and to assist in eliminating them. The most recent event held at the St. Cloud Workforce Center on March 30, 2016 was covered by the St. Cloud Times and had over 80 employers and community organizations in attendance.

- D. Describe how the local area board will strengthen linkages between the one-stop delivery system and unemployment insurance programs by offering services to laid-off workers and possible lay-off preventative services for businesses, such as incumbent worker training that up-skills the workers and meets the needs of employers (can include but not be limited to, on-the-job training, apprenticeships, etc.).

As the selected local provider, SBETC provides services to dislocated workers. State UI reps pass on information about SBETC programs during re-employment sessions. It is also one of the UI requirements that participants inquire about the dislocated worker program. SBETC has a representative available after each re-employment session to answer questions should they arise.

SBETC offers and promotes all of the above mentioned programs. SBETC, along with the State Rapid Response team and UI, responds to potential lay-offs as early as possible. This could mean lay-off aversion if possible, but usually means getting to the affected workers to provide information on available services to allow for a quicker, less stressful, transition back into suitable employment. SBETC partners with many local employers on specific projects as well as provides services under allocated grant funds. SBETC also works with the local Business Service Representatives to participate in business visits when able.

GSDC, responsible for local economic development, has brought any known layoffs/closures of their members to the attention of SBETC to ensure connections are being made with recent laid-off workers.

15. Describe how the local area board will coordinate workforce investment activities with economic development activities, including the promotion of entrepreneurial skills training and microenterprise services.

SBETC works to assist community members interested in entrepreneurship by making connections with the Small Business Development Center (SBDC) at SCSU, the Initiative Foundation, SCORE, and community lenders and economic development representatives as well as minority business owners and members of

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

the minority communities. A strategy to encourage self-employment as a viable employment option is the offering of seminars presented by the SBDC with subsequent referrals for services. The greatest challenge in recommending self-employment is the lack of credential that can be received with this choice, which negatively impacts program performance.

Job Service staff work with individuals who express an interest in an entrepreneurship by providing information about the multiple resources available through the Minnesota Department of Employment and Economic Development, the SBDC, SCORE, and various educational resources. Job Service works with local and state organizations to promote and support the development of new business developments.

VRS: VRS serves consumers of all ages, and with increasing frequency, people over the age of 50 who have become unemployed. Partnering with organizations who serve older consumers is frequent. Entrepreneurial options are available as one of the vocational outcomes to which a consumer may aspire. Consumers need to be aware that all employment outcomes are available and possible. VRS has a small business specialist who assists consumers and staff to develop small business ventures.

SSB: SSB actively encourages eligible clients to pursue self-employment. SSB supports eligible clients pursue self-employment/entrepreneur as a viable vocational goal after having completed a comprehensive assessment.

16. A. Describe how the local area board will ensure continuous improvement of eligible providers of services through the system.

SBETC staff have the Global Career Development Facilitator Certificate. Annual training are required in HIPAA and Mandatory Reporting. Staff participate in Reception and Resource Room Training from DEED. SBETC also participates in the regional Human Services Council to remain current about available community resources.

Staff attend two staff meetings/month, one of which is dedicated to staff development. Individual staff performance is reviewed annually and improvement plan developed to include necessary training. Staff who attend training on behalf of the WSA are required to share lessons learned upon completion with their colleagues in the agency.

- B. Describe how the local area board will ensure that eligible providers meet the employment needs of local employers, workers and job seekers.

SBETC is held to very stringent yearly performance measures. These measures are reviewed several times per year by the different committees. SBETC continually exceeds these measures. SBETC is devoted to high client satisfaction. SBETC has processes in place, and an appeal process, to ensure non-discrimination and fair client treatment. Career Services staff are trained to be an advocate for the client as

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

well as educate them on all available community resources. SBETC participates in business visits with the Business Service Representative staff. This ensures that SBETC understands the needs of many of the local businesses and is able to promote the services that are available at the local Workforce Center. SBETC also partners with many local employers to recruit potential employees and meet their needs through specific grants. Surveys are sent to local employers to ensure that their needs are being met. SBETC has participated in many projects and partnerships to help increase skills and abilities to become better employees and work toward wage increases and promotions within their respective place of work.

- C. Describe how the local area board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

SBETC WDB recently supported an initiative to revamp the technology framework to allow more flexibility for staff to access information outside of the office. This allows the potential for increased customer service by allowing Career Planners to meet clients where they are at rather than requiring them to visit the Workforce Center. Numerous intake sessions have been held at high schools and other locations to serve the needs of our clients and the family members of our youth participants.

Going forward, a greater, proactive focus will be placed on community outreach than in the past. As this occurs, the use of technology will support this work.

- D. Describe how entities within the one-stop delivery system will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990, regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities.

On a statewide level, an accessibility assessment is completed at each Workforce Center prior to certification and at intervals on an ongoing basis. The Workforce Centers are equipped with accessible equipment and the Department of Employment and Economic Development monitors this equipment to ensure it is current and in working order. Software developed by DEED for the Workforce Centers are designed to be fully accessible. All programs within the Minnesota Workforce system are expected to be fully accessible to all Minnesotans. Vocational Rehabilitation Services and State Services for the Blind located within the Workforce Centers are available for consultation with other programs should unexpected issues of accessibility occur. There is frequent co-enrollment and collaboration between Vocational rehabilitation and the other partners, which further enhances overall accessibility.

- E. Describe the roles and resource contributions of the one-stop partners.

The St. Cloud Workforce Center includes the following core partners:

- Stearns-Benton Employment & Training Council – Title I
- Job Service – Wagner-Peyser)
- Services for the Blind (SSB)

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- Vocational Rehabilitation Services (VRS)
- MFIP/TANF and SNAP Consultant from Resource, Inc.

Job Service

Wagner Peyser under the One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in under one roof in easy-to-find locations.

Wagner Peyser Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches.

The Minnesota Department of Employment and Economic Development (DEED) delivers key services to job seekers and businesses through Job Service. The focus of all services, which are available through Minnesota's statewide network of Workforce Centers, is to help job seekers find work and help employers find and retain qualified employees.

Vocational Rehabilitation Services

Vocational Rehabilitation Services specializes in working with individuals with disabilities that create barriers to employment, post-secondary training, independent living and community integration. All partners, including Vocational Rehabilitation Services, contribute to the infrastructure of the Workforce Center system. Resources contributed through Vocational Rehabilitation Services include pre-employment transition services, vocational assessments, job tryouts, community-based evaluations, job search assistance, job coaching, case management, tuition assistance and supportive services. Staff from Vocational Rehabilitation Services are available as needed, to consult with partners who happen to be working with individuals with disabilities. Additionally, VRS regularly co-enrolls consumers with other one-stop partners to ensure wrap around services for the consumer.

17. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local workforce development area.

SBETC provides an array of services to adult and dislocated worker clients. With dislocated workers, this starts pre-layoff if possible. Because clients are eligible to receive services six months prior to lay-off, SBETC attempts to provide on-site informational sessions. This allows for less intrusion or disruption of the employee's current work schedule. This also allows for the information to be received on familiar ground. Once a client decides they want to participate in the dislocated worker program, they attend an intake session and are subsequently assigned a Career Planner. They participate in assessments that assist career services staff in ensuring the client will be happy and successful in their next chosen career path. The Career Planner asks questions pertaining to the client's work history, education, experiences and anything

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

else that helps them advise the client on their next move. If after a lengthy conversation and assessment it is deemed a client is full employable, they are then placed into job search activities. The assigned Career Planner then helps the client obtain re-employment at the needed wage as soon as possible. If the client needs minor skill increases, in certain areas, that is explored as well. An example of this could be training on Microsoft Office software such as Word or Excel. If it is determined that a client's skills are obsolete, they have minimal education, or their previous sector of employment is decreasing in demand, the client may be eligible for retraining in a high demand, high wage area. During all of the processes noted above the client is required to maintain participation and contact with their assigned Career Planner. Plans are signed and agreed upon between the Agency and the participant.

Adult services are provided in a similar manner but has different eligible criteria. Clients that do not necessarily meet the lay-off criteria needed for the dislocated worker program are considered for the adult program. This program is also meant to serve the underemployed client. Services provided by SBETC are of excellent quality and are provided by experienced and credentialed staff. However, the biggest barrier to meeting the needs of clients continues to be the lack of funding. Although post-recession services are different they still exist and are just as crucial. Most clients that are currently unemployed require more intensive services. This means that a case load of 100 pre-recession and during the recession, requires as much time as a case load of 50 at the present time.

18. Describe and assess the type and availability of youth workforce investment activities in the local workforce development area, including youth with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities.

SBETC provides youth services to youth between the ages of 14 and 24 under WIOA, MYP, Youthbuild and other special project youth models. SBETC enrolls youth that fall under one of the "at-risk" categories per the WIOA law. This includes youth with disabilities. SBETC does extensive outreach to other community agencies as well as presentations in schools and utilizes other SBETC grant specialists for recruitment. SBETC looks at our youth programs as a pathway model. A youth may start in one program, complete it and move into another program provided they meet eligibility requirements. This "pathway" model allows for the youth to be provided with a progression of service and allows them to continue to build on what is learned in the previous program. Ultimately, our goal is to enroll them into WIOA and assist them into a career pathway. SBETC does extensive assessment with the youth to ensure the career path of choice is a proper fit. From there, the youth goes through a progression of services somewhat similar to the dislocated worker and adult programs depending on their individual needs. However, overall youth are harder to serve and may require a longer term commitment than an adult would. Many of the youth SBETC serves do not have a positive or committed role model in their life. This requires SBETC youth staff to act as a mentor and to hold the youth accountable. SBETC utilizes incentive payments at times to ensure the youth follow through and attain benchmarks that are written into their individual plan.

In the last two years, SBETC has started working with a local non-profit to increase the size of our CareerONE summer program. This employer has committed in more ways

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

than just monetary. They are committed, alongside SBETC, to providing a life altering experience the youth of Central Minnesota. This has come in the form of education to the youth, staff speeches to the youth, tours of their campuses and providing supervisorial staff to work with the youth while on site. This has proved to be a very valuable relationship and will continue to grow in the future as to meet the needs of the hundreds of kids who need these vital services each year. As with all of the other programs, the need greatly exceeds the funding available.

Vocational Rehabilitation Services provides to youth with disabilities from the age of 14-21. Youth who are still in school and have not graduated from high school are eligible for Pre-Employment Transition Services. These can include job exploration counseling, work-based learning experiences, counseling on opportunities for enrollment in comprehensive transition or post-secondary educational programs at institutions of higher education, workplace readiness training, and instruction in self-advocacy. These services can be provided for students whether or not they have applied for services. The specifics of how these services will be provided is still being developed pending the final WIOA regulations.

Vocational Rehabilitation Services also provides services to transition aged youth who apply for services and meet the state's current priority for service. Individuals in this group can be either in school or out of school youth and can receive any service VRS offers if it is necessary for the student to reach their educational and employment goals.

19. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with relevant secondary and post-secondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

SBETC is co-located in the St. Cloud Technical and Community College. SBETC and SCTCC collaborate on numerous projects and regularly provide each other input on services. SBETC and SCTCC meet regularly to discuss service strategies and how to best ensure any SCTCC students that are eligible for services receive services. SBETC has also built extensive relationships with the school districts within the service area and collaborate on projects with them also. SBETC plays a crucial role in ensuring that the schools meet the requirements outlined in the World's Best Workforce Legislation through the HECAP program. The guidance counselor to student ratio within the school districts is definitely alarming. For example, St. Cloud School District 742 has a ratio of 1 counselor per every 501 students.

20. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with public transportation and other appropriate supportive services.

SBETC's Program Committee, which reports to the WDB is well connected with St. Cloud's public transportation system. At least annually, status updates are presented to the Program Committee by public transportation and other support service organizations.

Public transportation passes are used to support clients in their job search activities.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Employer feedback is given to increase services to a broader area in the community as well as longer service hours to support second shift workers.

Representatives from support service agencies, such as Tri-CAP and United Way present program updates to SBETC. Also, SBETC staff are engaged in committee and/or board work for local agencies to increase connection and communication with clients.

21. Describe the plans and strategies for, and assurances concerning, maximizing coordination of service provided by the state employment service under Wagner-Peyser Act, and services provided in the local workforce development area through the one-stop delivery system, to improve service delivery and avoid duplication of services.

Wagner Peyser under the One Stop delivery system provides universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need in under one roof in easy-to-find locations.

Wagner Peyser Employment Service focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery approaches.

Job Service

The Minnesota Department of Employment and Economic Development (DEED) delivers key services to job seekers and businesses through Job Service. The focus of all services, which are available through Minnesota's statewide network of Workforce Centers, is to help job seekers find work and help employers find and retain qualified employees.

Job Service Mission:

To **inform**, **educate** and **connect** job seekers, career changers **and employers** through innovative, effective and customer-friendly services

We achieve our mission by

- Facilitating access to services and resources that help businesses attract and retain good workers.
- Connecting Unemployment Insurance applicants, Veterans and others to good career opportunities.
- Operating as an enterprise to offer consistent and high quality services, leverage resources, improve efficiencies, and build capacity.
- Collaborating with our state and local partners to improve services to customers and minimize duplication.
- Using the most effective tools and latest data to serve our customers.
- Adapting quickly to changes in the economy and finding innovative ways to address the needs of our customers and communities.

DEED's Job Service staff guide job seekers through all steps of job search and career

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

planning.

Job Service Activities:

- Informing job seekers about Workforce Center (WFC) services including eligibility-based employment and training programs.
- Educating job seekers on how to use MinnesotaWorks.net, DEED's online job bank, to search for and apply for jobs.
- Offering job search advice and assisting with writing effective resumes.
- Providing free workshops and training to job seekers on the fundamentals of a successful job search; including up-to date strategies using social media and online tools.
- Recommending other community-based resources and service.
- Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance.
- Wagner-Peyser staff attend every UI RESEA workshop and provide follow up services with the intent of having every participant create a viewable resume in [MinnesotaWorks](#).
- RESEA participants also receive information and referrals to eligibility-based programs (such as WIOA Dislocated Worker), orientations to WFC services, and workshop enrollments.

DEED's Business Service Representatives (BSR) specialize in helping Minnesota's businesses succeed by providing solutions to common workforce and recruitment challenges.

Business Service Activities:

- Providing information on MinnesotaWorks.net, our no-fee online job bank connecting job seekers and employers in Minnesota.
- Delivering proven recruitment and retention strategies through our 500+ monthly business consultations including job fairs, recruitment events and employer workshops.
- Offering training on MinnesotaWorks.net to help find the best candidate by creating effective online job postings for access to the largest group of Minnesota job seekers.
- Educating employers on candidate assessment tools including the National Career Readiness Certification (NCRC).
- Providing education on labor market information, tax credits and hiring incentives.
- Connecting to local, state and federal business information and resources on education, training, exports, business expansion and human resources.

All Workforce Centers provide a staffed resource area to serve the public without regard for eligibility. Minnesota maintains strong, inclusive eligibility policies that also address services available to the universal customer, ensuring that all individuals can access services.

Continuous improvement is achieved by requiring all staff who work in the resource area are to complete the [Reception and Resource Area Certification Program](#) (RRACP). This program certifies staff in the knowledge and competencies needed to provide a high level of service in the roles of receptionist and/or resource area attendant. DEED also developed and maintains a [Reception and Resource Area Forum](#) (RRAF) website.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Workforce Centers use the "customer service protocol" to simplify and clarify the process of assisting customers effectively in the resource areas. The steps are to greet the customer, assess needs and expectations with the customer, take action on expressed needs and confirm customers' needs were met.

Other continuous improvement efforts include:

- Classroom presentation skills training based on the state's Creative Job Search workshop will continue to be offered to all employees who facilitate workshops.
- Staff will continue to be encouraged to attend the state's annual Job Counselor training event, which includes keynote speakers and breakout sessions on multiple topics related to their work with job seekers and businesses.
- All Job Service employees have access to the Skillsoft online training platform. Training specific to each employee is documented in the employee's Individual Development Plan.

To avoid duplication of services Job Service posts a monthly workshop calendar for all job seekers and partners to review in order to refer customers to available and appropriate workshops. All workshops are also entered online through the DEED website: <http://mn.gov/deed/job-seekers/workforce-centers/workshops/>.

Quarterly partner manager meetings are held to discuss Workforce Center program and operational practices to ensure program compliance, discuss concerns and/or improvements. Best practices are shared among partners and new ideas generated based on changes in employment practices, unemployment figures and business input.

22. Describe how the local area board will coordinate workforce investment activities carried out under this title in the local workforce development area with the provision of adult education and literacy activities under title II, including a description of how the local area board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II.

ISD 742 Adult Basic Education's Assistant Director is a member of the SBETC WDB and ABE staff are well connected with SBETC staff. There are frequent exploration meetings held between the two agencies to collaborate to serve clients. District 742's ABE leads a consortium which includes all school districts in the SBETC service area. SBETC has collaborated on many projects with ABE and continues to explore opportunities. ABE and SBETC youth staff work very strategically together to provide a steady stream of recruitment for SBETC youth programs. This allows for the needs of area youth to be met and allows them to access services that will provide them a fruitful career path.

With a growing population of immigrants that need English language courses, ABE's services are in high demand. SBETC continues to monitor service availability and to ensure referrals are made correctly and are appropriate.

23. Describe the replicated cooperative agreements (as defined in section 107(d)(11)) between the local area board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under title I of such

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

Cooperative Agreements between the local Workforce Investment Boards and Vocational Rehabilitation Services (the designated state unit providing services under the Rehabilitation Act of 1973 as amended).

The local Workforce Development Board and Vocational Rehabilitation Services collaborate to enhance services to individuals with disabilities, individuals with other barriers to employment, and individuals living in poverty. To the extent possible, services are co-located in Workforce Centers to provide access to a wide variety of services. Each Workforce Center provides an orientation to services available to assist job-seekers make an informed decision on choice of service provider. Direct service staff participate in cross-training to ensure they understand the services offered by the various partners, and the eligibility criteria for each program.

Vocational Rehabilitation staff is available for consultation without the need for the person to apply for services. Typical topics include how and when to disclose a disability, effective use of assistive technology, Social Security work incentives, and benefits planning. There is currently a joint effort to provide joint financial planning and work incentives planning for individuals receiving Social Security Disability Insurance. Disability Benefits 101, a software program developed using Medicaid Infrastructure grant funding, is available to all partners to assist staff inform job-seekers about the impact earned income will have on federal and state benefits, including public health insurance.

The Workforce Development Boards consults with Vocational Rehabilitation Services as they are developing initiatives such as incumbent worker training programs, customized training programs, career pathways initiatives, youth services, and other business services.

Local Workforce Development Boards sponsor local Job Fairs. Vocational Rehabilitation participates in the Job Fairs and other community events. The local partners also share job leads, and Vocational Rehabilitation may purchase placement services from the local Board as part of a performance-based funding agreement.

24. Describe and identify the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i).

Pursuant to WIOA, and in order to assist in administration of the grant funds, the chief elected official or the Governor, where the Governor serve as the local grant recipient for a local area, may designate an entity to serve as a local grant sub recipient for such funds or as a local fiscal agent.

There is an agreement between the Local Elected Officials Board and LWDB designate SBETC as the as the grant recipient and administrative entity for activities under the

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Workforce Investment and Opportunities Act.

25. Describe the competitive process to be used to award the sub-grants and contracts in the local workforce development area for activities carried out under this title.

The LWDA follows the OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards in the Code of Federal Regulations (CFR) Section 200.319-320 regarding competition and procurement and adheres to the requirements pertaining to the procurement for State and local government as defined in 29 CFR 97.36

1. Sub-grantee bids for program delivery are to be let every two years.
2. SBETC has adopted the five (5) methods of procurement as outlined at 2 CFR Section 200.320:
 - (a) Procurement by micro-purchases. Procurement by micro-purchase is the acquisition of supplies or services, the aggregate dollar amount of which does not exceed \$3,000 (or \$2,000 in the case of acquisitions for construction subject to the Davis-Bacon Act). To the extent practicable, SBETC must distribute micro-purchases equitably among qualified suppliers. Micro purchases may be awarded without soliciting competitive quotations if the SBETC considers the price to be reasonable.
 - (b) Procurement by small purchase procedures. Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property that cost between \$3,000 and \$75,000 (CFR 200.320 requires if more than the Simplified Acquisition Threshold of \$150,000). SBETC will adhere to all other current federal requirements related to procurement. If small purchase procedures are used, price or rate quotations must be obtained from an adequate number of qualified sources. SBETC may require a WSA Request for Proposal (RFP) process for any program services resulting in an anticipated cost of more than \$75,000.
 - (c) Procurement by sealed bids (formal advertising). Bids are publicly solicited and a firm fixed price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming with all the material terms and conditions of the invitation for bids, is the lowest in price. The sealed bid method is the preferred method for procuring construction.
 - (d) Procurement by competitive proposals. The technique of competitive proposals is normally conducted with more than one source submitting an offer, and either a fixed price or cost reimbursement type contract is awarded. It is generally used when conditions are not appropriate for the use of sealed bids.
 - (f) Procurement by noncompetitive proposals. Procurement by noncompetitive proposals is procurement through solicitation of a proposal from only one source and may be used only when one or more of the following circumstances apply:
 - (1) The item is available only from a single source;
 - (2) The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation;
 - (3) The Federal awarding agency or pass-through entity expressly authorizes noncompetitive proposals in response to a written request from

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- the non-Federal entity; or
4) After solicitation of a number of sources, competition is determined inadequate.
3. Program service deliverers shall be monitored and their effectiveness determined not less than annually.
 4. Program service deliverers shall be notified 60 days prior to the contract termination date regarding SBETC's intent to renegotiate a contract or to provide open competitive bidding for service delivery.
 5. Demonstrated program effectiveness shall not guarantee continued contract for services due to changing program requirements, local needs, and/or budgets.
 6. SBETC retains the right to competitively bid any or all services annually.
 7. When a bid is issued, SBETC will issue a Request for Proposal package stating the requirements per OMB Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards and utilizing the required written code of standards of conduct for contracting, written selection procedures and records to detail the history of procurement.
 8. Proper consideration shall be given to community-based organizations and education agencies in the local area.
 9. Stearns-Benton Workforce Council and/or Stearns-Benton Employment & Training (Joint Powers) Board members shall act on the recommendations of the Executive Director or his/her delegate. The Code of Ethics applied and shall be reviewed with all raters prior to participation.
 10. A competitive bidding process and timeline will be maintained and updated as necessary.
 11. SBETC will take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.
- When a competitive bid process is used the proposals are evaluated in detail, a summary evaluation is presented to the Joint Powers Board who approves the final selection and the corresponding contract.

26. Describe how the local levels of performance negotiated with the Governor and chief elected official will be used to measure the performance of the local workforce development area and to be used by the local area board for measuring the performance of the local fiscal agent, eligible providers under subtitle B and the One-stop delivery system.

State performance is negotiated between the Department of Labor and the Department of Employment and Economic Development. The measures are then passed on to the local board and provider. Performance compliance is reported to all of the boards numerous times throughout the year and more often if there is an issue. If there is an issue, measures are taken to make changes. Actions are based on input from the provider as well as the governing boards. Performance measures are a top priority along with client service standards.

27. Describe the actions the local area board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

As previously stated, performance is a top priority of the board and the local provider. Continuous examination of current practices is key to maintaining a level of high performance. You must make changes when needed and continue to adapt to change in order to remain relevant. The local boards evaluate the programs, performance and the provider, yearly. The Joint Powers Board then certifies SBETC as the local provider based on meeting performance.

28. Describe how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local area board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.

A participant who expresses interest in pursuing post-secondary education and has completed the required "Basic Criteria for Training" will be considered for an ITA (referred to as Certification). The Basic Criteria for Training requires a thorough investigation of the training program by the participant including researching Labor Market Projections indicating it is a demand occupation. It is expected that the vast majority of training programs will not only be in demand occupations, but regionally selected strategic/targeted Industries.

SBETC has a local policy regarding classroom training which further defines the prerequisites and responsibilities of the ITA. When the participant's request for training is approved, an Individual Certification for Classroom Training is generated. This is an obligation of financial support for training for the current semester. This certification is signed by the Program Manager. The post-secondary institution will submit a bill and the payment will be made by check directly to the institution. The certification is printed and kept in the participant's file. Payments are posted in the electronic accounting system. The certification will list the amount for tuition, fees, books, supplies, etc. and the specific time frame.

SBETC does not contract for training services except when required or other options are not readily available. When this takes place, SBETC follows all procurement laws, rules and policies. A Request for Proposal is sent to at least three different providers. SBETC then chooses the provider based on their history of performance, cost, ability to provide the requested service and their history of providing excellent service to SBETC clients. For example, SBETC sends out an RFP for Microsoft Office training. This is short term training that is customized to the needs of the clients. When a SBETC Career Planner meets with a client, and a training program is decided on, the Career Planner advises the client on their options for training providers. At no time does SBETC decide for the client. SBETC does advise the client of available funding and what amount of support is available. It is up to the client to decide where they will pursue training based on the totality of the situation and all of the options available.

29. Describe the process used by the local area board to provide opportunity for public comment, including comment by representatives from businesses and comment by representatives of labor organizations; and input into the development of the local plan, prior to submission of the plan.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

The Stearns-Benton Workforce Council publishes the availability of viewing the Local Plan 30 days prior to the end of the comment period. The local plan is placed on SBETC's website, www.workforceu.com for viewing and comment. Printed copies or other accommodations will be made, if needed.

Notification is also sent out via email to all members of the Stearns-Benton Workforce Council (SBETC) and the SBETC Joint Powers Board.

30. Describe how the one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop partners.

Currently, SBETC does not use an integrated, technology-enabled intake system. However, this is something that is being looked at Statewide. SBETC does use the Workforce One case management system and has for many years.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

SECTION C: PROGRAM OPERATIONS

1. A. How does the local workforce development area ensure staff comply with the policies and procedures for Rapid Response as communicated on DEED's website?

SBETC is fully aware of and committed to complying with all policies and procedures for Rapid Response including the two specific policies cited. SBETC Program Manager ensures that all program and administrative staff working within the Dislocated Program review the two policies at the onset of the program year, and that compliance is maintained with each dislocation event coordinated by Rapid Response. Program Manager ensures compliance with all policies by taking a lead role with Rapid Response.

- B. How does the local workforce development area 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)?

Immediate contact with Rapid Response is made via email (with more than one Rapid Response staff) and/or phone by SBETC to upon hearing fact or alleged actual or potential dislocation event.

- C. Describe how the local area board will coordinate workforce investment activities carried out in the local workforce development area with statewide rapid response activities.

When SBETC is informed of a mass layoff from an employer primarily located in Stearns and/or Benton county, contact is immediately made with the Rapid Response office indicating willingness to provide services locally. WIB then awaits follow-up instructions and information from Rapid Response.

SBETC works closely with Rapid Response in ascertaining whether a project is needed or if formula funds are more appropriate to be used to serve the workers. SBETC will comply with Dislocated Worker Policies 13.09 and 13.10 in delivering Dislocated Worker Services in coordination with State Rapid Response.

When Rapid Response issues an email Broadcast of mass layoff, SBETC administrative staff evaluate interest and resources to serve an employer outside of the WSA area.

- D. Complete **Attachment B – Local Workforce Development Area Contacts**.

2. A. How does the local workforce development area inform the state Trade Act staff of companies that are potentially TAA certifiable?

Immediate contact will be made with Debra Schlekewy, TAA Program Coordinator at DEED via email and/or phone by SBETC upon hearing any facts that could signal potential TAA certification. Email will also be sent to TRA Unit (deed.tra@state.mn.us). Close WSA contact with Rapid Response Unit also ensures State Trade Act staff be brought into the loop as quickly as possible.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- B. How does the local workforce development area cooperate with the state Trade Act staff where the layoff involves a company that the DOL trade-certified?

SBETC cooperatively coordinates TAA/TRA services for participants with State Trade Act Staff. State Trade Act Staff take the lead and signal to SBETC what specific activities/services are needed to be performed by SBETC. These may include communication with eligible clients, provision of space and technology for TAA Informational Meetings, staff in attendance at TAA informational Meetings etc. State Trade Act staff is invited to personally present information at large layoff DW Orientations. If that is not possible, SBETC staff will present this information. Since each layoff is unique, WSA will coordinate with TAA in whatever unique manner is needed for each layoff.

- C. Is the local workforce development area willing to participate in TAA Counselor Training and TAA Participant Training when a trade-certification occurs?

Yes X

3. A. The local workforce development area has developed and implemented local Supportive Service policies that are consistently applied for all participants.

Yes X

- B. Describe the steps taken to ensure consistent compliance with the policy.

Per Local policy, support services cannot exceed \$1550.00 per client per program year. This policy can be waived by the SBETC Program Manager. Waivers are reviewed quarterly by the SBETC leadership team. There are also limits for support for different categories such as transportation, housing, clothing, tools, childcare and healthcare. SBETC chooses to issue supportive services on a "first come, first served" basis and assist clients as the need arises and as funds are available. The Program Manager and agency staff monitor the amounts very closely and make adjustments as needed. For example, there are times when, as a team, it has been decided to only allow payments to be made to cover travel expenses related to job search or to reach approved training programs.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

SECTION D: SYSTEM OPERATIONS AND ATTACHMENTS

1. The local workforce development area has processes in place to assure non-duplicative services, and avoid duplicate administrative costs.

Yes X

2. The local workforce development area is aware of and staff participate in the Reception and Resource Area Certification Program (RRACP) to better serve all customers?

Yes X

3. A. The local workforce development area and their partners are aware of the responsibilities of the Equal Opportunity Officer, including attending DEED sponsored EO Training?

Yes X

B. Complete **Attachment B – Local Workforce Development Area Contacts**.

- C. The local workforce development area is aware and conducts annually a physical and program accessibility review?

Yes X

4. Does the local workforce development area have in place an agreed upon WIOA Discrimination complaint process per the regulations?

Yes X

5. A. Does the local workforce development area have in place an agreed upon WIOA Program Complaint Policy per the regulations?

Yes X

B. Complete **Attachment B – Local Workforce Development Area Contacts**.

6. How do you identify current or former Military Service Members coming into your Workforce Center?

Workforce Center staff actively support providing a priority of service for all veterans coming into our Workforce Center through the multiple services offered by partners. Upon meeting a customer, staff are trained and will ask for the information to determine their veteran status to then be able to expedite the services they are interested in receiving and need to assist them to be re-integrated into the civilian workforce or the veteran will self-disclose their veteran status. Programs funded by the Department of Labor are covered by Section 4215 of the "Jobs for Veterans Act" (PL 107-288). These programs include Wagner Peyser, WIA Title One Adult and Dislocated Worker, Trade Adjustment Act, National Emergency Grants, Migrant/Seasonal Farmworker, WIA

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Demonstration Grants, H-1B Technical Skills Training/Grants, Youth Opportunity Grants, WIA Youth Formula program and Labor Market Information.

Job Service: If a customer is a veteran, the staff will “thank” them for their service to our country. The veteran will receive information about the availability of the Local Veteran Representative on-site whose primary job is to assist the veteran to receive information regarding Workforce Center services/community resources and to assist him/her in their career selection and to obtain the skills needed to become re-employed. All veterans are provided one on one interviews upon their initial visit or are contacted to arrange for a future meeting on a timely basis. The veteran is encouraged to register and submit their resume on the labor exchange job listing MinnesotaWorks. They are also informed about the job preparation workshops offered by Job Service to universal customers at the Workforce Center.

Starting in November, 2011, the Gold Card Initiative from the DOL provided unemployed post-9/11 era veterans with the intensive and follow-up services they may need in order to succeed in today’s job market. The Gold Card Initiative is a joint effort of the Department of Labor’s Employment and Training Administration (ETA) and the Veterans’ Employment and Training Service (VETS).

An eligible veteran can present the Gold Card at the veteran’s local Minnesota Workforce Center to receive enhanced intensive services including up to six months of follow-up. The enhanced in-person services available for Gold Card holders at St. Cloud Workforce Center may include: Job readiness assessment, including interviews and testing; development of an Individual Development Plan (IDP); career guidance through group or individual counseling that helps veterans in making training and career decisions; provision of labor market, occupational, and skills transferability information that inform educational, training, and occupational decisions; referral to job banks, job portals, and job openings; referral to employers and registered apprenticeship sponsors; referral to training by WIA-funded or third party service providers; and monthly follow-up by an assigned case manager for up to six months.

The law states that Disabled Veteran Outreach Program Specialists (DVOPS) are to provide services to veterans with a barrier to employment. This means that not all veterans coming into a Workforce Center will (need to) see a DVOP or an LVER.

All Workforce Center staff are responsible for the delivery of Gold Card services to veterans.

SBETC: SBETC Intake and Outreach Specialist inquires of all individuals seeking services as to their veteran status to ensure priority of services is afforded these individuals. Even if a waiting list exists for services, Veterans are immediately served. As funds permit, veterans receive direct client training and support services within eligibility based programs as a priority. All SBETC Career Planners make a point of reviewing the Veteran Status of participants at the first meeting.

7. How do you inform current or former Military Service Members coming into your Workforce Center about “Veteran Priority of Service?”

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Job Service: At their initial visit to the Workforce Center, the veteran will either self-disclose their veteran status or staff will inquire if they are a veteran. The veteran is then given a self-assessment questionnaire available at the reception desk. Upon completion of the self-assessment form, the veteran will either meet with the Local Veteran Representative immediately or he/she will be contacted by the Veteran Representative staff to set up an appointment to be seen. During this meeting, the Veteran Representative will inquire about their current situation to determine if there are barriers to the veteran returning to work or address the information on the questionnaire regarding the barriers the veteran has self-disclosed. Veteran Representatives are knowledgeable about the programs and services available in the Workforce Center and are aware of the community resources that the veteran may be eligible to access for further assistance. The veteran is assisted in registering on and submitting their resume on MinnesotaWorks.net and informed of the universal workshops offered by Job Service staff.

SBETC: For Title IB – SBETC, self-disclosure is used for any initial barrier to employment. Meetings with the Career Planner identify and plan for addressing and finding solutions to the presenting barriers and any additional barriers that are identified as the Veteran participant receives services. An Individual Service Strategy is developed for each Veteran participant. Coordination with the Job Service Veteran's Representative is required. SBETC has identified a Career Planner as a Veteran's Specialist. SBETC also has a Dislocated Worker Veterans project which provides additional funds including training and support for veterans.

VRS: VRS follows standard VRS program eligibility guidelines.

SSB: SSB serves eligible individuals regardless of military service.

8. If your Workforce Center has a presence on the Internet (outside of your local DEED Workforce Center site) how do you promote Public Law 107-288, "Veterans Priority of Service" to veterans on that website?

N/A

9. How do you identify current or former Military Service Members with "significant barriers to employment?"

In the Workforce Center, it is a phone call or personal visit to the service provider. Because every provider of service has an eligibility criteria, the veterans are moved to the next intake session and eligibility is determined. If the veteran is unable to schedule at their convenience, at a minimum the appropriate paperwork may be given to the veteran to complete and return or they will see someone from the service provider that will personally explain the process to the veteran. Services are provided depending on the need of the veteran and may include scheduling a workshop, resume writing assistance, career guidance, discussion of local employers and economy, research regarding training opportunities, and referral to supportive services (such as a County Veterans Service Officer or VA contact depending on the need such as Voc. Rehab.), referral to training programs, basic unemployment insurance information, referral to educational contacts, etc.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

In regards to Veterans Retraining Assistance (VRAP), referrals are made by DEED/Veteran Representatives to the local post-secondary contact person, the Higher Education Veterans Program representative from the Minnesota Department of Veteran Affairs for information and enrollment. We do help veterans navigate the website and give them copies of the application and the list of growing occupations to those interested in pursuing the VRAP training and also refer to the appropriate technical college to assist with career choice or assist them ourselves with career plans.

10. When a current or former Military Service Member with a significant barrier to employment is identified, how do you refer them to an appropriate intensive service provider when there is no Disabled Veteran Outreach Program (DVOP) specialist in your Workforce Centers?

Job Service: For referrals to the appropriate program staff, the Veteran Representative will give the veteran the specific contact information and/or often directly contact the program staff person with the referral information. The Local Veteran Representative provides outreach services at the Veteran's Administration Hospital and works closely with their staff to provide services to those veterans who are in transition to employment. Outreach services are also provided in the western part of Stearns County in Sauk Centre, MN on a bimonthly basis by appointment. Coordination of services and referral also occurs with the County Service Officers in both Stearns and Benton Counties as well as with the local VFW and American Legion.

The Local Veteran Representative takes a lead in organizing the local "Stand Down" event where multiple services are provided by the various community organizations for veterans. Information about the Stand Down event is well publicized throughout the community as well as at the Workforce Center. This WSA has an active "Warrior to Citizen" program that includes the Local Veteran Representative as well as many of the community leaders to plan events to educate area business representatives and the general public on ways to assist veterans to re-integrate into civilian life and our workforce. Veteran Representatives and Job Service management participate in the local "Call to Action" effort to identify and coordinate local services for veterans and their families. We will continue to explore opportunities to provide and expand the provision of information and services to veterans in our area by promoting the hiring of veterans on a priority basis. Workforce Center staff will continue to receive updates and training at our local meetings to insure that veterans will be provided the best service and information available in our continual commitment to the priority of service to those that served our country.

SBETC: An excellent referral and coordination process is in place between Local Veteran's Representative and SBETC Eligibility and Outreach Specialist. During the SBETC Intake process, if the Veteran is not aware of the local Veteran's Employment Representative, the Eligibility and Outreach Specialist conducting the intake, supplies the name and phone number of this individual. This is in addition to, but not in lieu of program specific services from SBETC. Any Veteran with a self-disclosed permanent disability is referred to Rehabilitation Services. SBETC services are available to complement the plan instituted by Rehab Services and the veteran.

VRS: Veterans are referred through the orientation and application process and are

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

assigned a VRS Counselor to contact for services at that time. All VRS Counselors are trained to identify special issues Veterans may bring to the process.

SSB: SSB coordinates all programs that offer similar benefits.

11. How are DVOP and/or Local Veterans Employment Representatives (LVER) staff integrated into the overall service delivery strategy in your Workforce Centers?

SBETC: Staff ask each veteran accessing services, veterans being a priority.

Job Service: As identified previously, we use the Veterans Job Search Assessment and ask each veteran visiting the Workforce Center to self-identify themselves. The first question is "Are you a Post 9/11 Veteran?" and veterans are asked for active duty dates, etc. Each veteran visiting the Workforce Center is then seen individually by staff. All staff provide services to veterans on a priority basis. Services are explained face to face and the opportunity for the veteran to ask questions is provided. Veterans staff will typically follow up with a phone call or a follow up interview to ensure the veteran has received the information they are seeking. As needed, they are referred to the appropriate resource for additional services.

VRS: All Veterans are encouraged to register with MN Works and to register for, and participate in the job seeking classes offered through the Workforce Center.

12. Are all WIOA-funded partners complying with the guidance provided in the TEGL regarding Selective Service?

Yes X

13. 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?

SBETC: SBETC requires registration of all participants funded by WIOA and State Dislocated worker funds prior to intake. This is also reiterated at the first meeting with the job seeker client and is part of their Action Plan with SBETC.

Job Service: Job Service has information at both reception and in the Resource Area that gives complete instructions for all customers to register with MinnesotaWorks.net. Staff assisting customers in the Resource Area inform customers about MinnesotaWorks.net registration and provide individual assistance to register and post their resume so it is viewable by employers. Job Service staff provide multiple job search-related workshops for universal and program participant customers. In these workshops and when meeting/talking with customers, staff explain the MinnesotaWorks.net job vacancy system and stress the benefits for job seekers to fully utilize this resource in their job search. Staff continually encourage all job seekers to use the MinnesotaWorks.net system.

VRS: Every consumer, at orientation and intake is encouraged to register in MN Works.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

SSB: Encourages all job ready job seekers to register in MinnesotaWorks.net

14. **Conflict of Interest and Integrity:** Local area boards must make decisions in keeping with several laws and regulations. Indicate below that your local area board is aware of DOL Training and Employment Guidance Letter 35-10 and Minnesota OGM 08-01 and its relevant federal laws and regulations.

Yes X

15. The local workforce development area's conflict of interest policies are in compliance with the above two references?

Yes X

16. A. The local workforce development area is aware of the referenced statute on Government Records.

Yes X

- B. The local workforce development area is aware of the requirement to retain documentation for six years.

Yes X

- C. Complete **Attachment B – Local Workforce Development Area Contacts**.

17. **Handling and Protection of Personally Identifiable Information:** The local workforce development area is complying with the guidance provided in TEGL 39-11.

Yes X

18. **Human Trafficking:** The local workforce development area is aware of TEGL 09-12 and will follow the procedures for working with trafficked persons.

Yes X

19. **Gender Identification:** The local workforce development area is aware of TEGL 37-14 and will follow the procedures for developing a similar policy including key terminology, and have in place regarding working with customers who may be lesbian, gay, bisexual and transgender. Local workforce development areas will also participate in any related training.

Yes X

20. **Uniform Guidance:** The local workforce development area is aware of TEGL 15-14 regarding Uniform Guidance.

Yes X

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

21. A. Briefly describe the local area board'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 June 30, 2016.

The WDB Executive Committee addresses membership recruitment, orientation, and annually surveys for process improvement. The roster of members is reviewed in committee in Fall. Any member whose term is expiring is identified and contacted by Committee members to inquire about their desire to continue on the WDB. Those continuing are presented by roster to the WDB and Joint Powers Board for approval no later than the Annual Meeting held in January. Any member resigning or any member not wishing to renew is asked to submit a letter to the Membership Committee indicating that decision. The resignation/vacancy is accepted by both the WDB and Joint Powers Board and recruitment begins. Meeting calendar impacts the timeline.

For recruitment, the notice of vacancy is published and provided to WDB members and business/employer organizations. WDB members identify and recruit members for the constituency and industry the vacancy represents. Completed nomination forms are presented to the Workforce Council for consideration and recommendation to the Joint Powers Board for appointment.

- B. Is your local area board currently in compliance with WIOA?

Yes X No

If No, what steps will be taken to bring your local area board into compliance by June 30, 2016?

When vacancies occur, the WDB in collaboration with the Executive Director, shall solicit and receive nominations. The Director shall interview/consider the candidate nominations and make recommendations to the Executive Committee based upon meeting the federal and state Board composition requirements and the appropriateness and degree of fit for the needs of the local economy, targeted industry sectors and occupations, and businesses, workers, and job seekers.

- C. Complete **Attachment C – Local Area Board Membership List**.
- D. Complete **Attachment D – Local Area Board Committee List**.
22. Complete remaining portions of **Attachment B – Local Workforce Development Area Contacts**.
23. If applicable, complete **Attachment E - Local Workforce Development Area Sub-Grantee List**.
24. If applicable, complete **Attachment F - Local Workforce Development Area Non-WFC Program Service Delivery Location List**.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

ASSURANCES AND CERTIFICATIONS

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) and the Workforce Innovation and Opportunity Act and any other DEED/Workforce Development Employment and Training funds, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions and other assurances of the following laws:

- **Accessibility** - [Section 508 of the Rehabilitation Act of 1973, as amended](#) - Requires that federally funded program providers make their electronic information and technology accessible to people with disabilities;
- **ACORN** – [Funds may not be provided](#) to the Association of Community Organizations for Reform Now, or any of its affiliates, subsidiaries, allied organizations or successors;
- **Audits** – [2 CFR 200.501](#) and [Single Audit Act Amendments of 1996](#) - organization-wide or program-specific audits shall be performed;
- **Buy American**- Buy American Act – award may not be expended unless the funds comply with [USC 41, Section 8301-8303](#);
- **Data Sharing** – [MN Access to Government Data](#), [MN Duties of Responsible Authority](#); [MN Access to Information](#); [MN Administrative Rules Data Practices](#); [DEED Policy – Data Practices](#);
- **Disability** - 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](#);
- **Drug-Free Workplace** – [Drug-Free Workplace Act of 1988](#) – requires all organizations to maintain a drug-free workplace;
- **Equipment** – [2 CFR 200. 313](#), [200.439](#) – must receive prior approval for the purchase of any equipment with a per unit acquisition cost of \$5,000 or more, and a useful life of more than one year;
- **Fire Safety** – [15 USC 2225a](#) – ensure that all space for conferences, meetings, conventions or training seminars funded in whole or in part complies with the protection and control guidelines of the Hotel and Motel Fire Safety Act ([Public Law 101-391](#));
- **Fraud/Abuse** - that the provider has policies on fraud and abuse and will contact DEED for potential fraud and abuse issues; [20 CFR 667.630](#); [DEED Policy – Fraud Prevention and Abuse](#);
- **Health Benefits** – [Public Law 113-235, Division G, Sections 506 and 507](#) – ensure use of funds for health benefits coverage complies with the [Consolidated and Further Continuing Appropriations Act, 2015](#);
- **Insurance** - 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 667.274](#);
- **Insurance** – [Flood Disaster Protection Act of 1973](#) – provides that no Federal financial assistance to acquire, modernize or construct property may be provided in identified flood-prone communities in the United States, unless the community participates in the National Flood Insurance Program and flood insurance is purchased within 1 year of the identification;

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- **Limited English** - [Executive Order 13166](#) - Improving access to services for persons with limited English proficiency;
- **Nondiscrimination** - [Section 188 of the Workforce Innovation and Opportunity Act](#) (WIOA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - [Section 188 of the Workforce Investment Act of 1998](#) (WIA) - Requires applying nondiscrimination provisions in the administration of programs and activities for all eligible individuals, including individuals with disabilities;
- **Nondiscrimination** - [Title VI of the Civil Rights Act of 1964, as amended](#) – Prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;
- **Nondiscrimination** - [Title VII of the Civil Rights Act of 1964, as amended](#) - Prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;
- **Nondiscrimination** - [Title II of the Genetic Information Nondiscrimination Act of 2008](#) - Prohibits discrimination in employment on the basis of genetic information;
- **Nondiscrimination** - [Title V of the Older Americans Act of 1965](#) - Prohibits discrimination based on race, color, religion, sex, national original, age disability or political affiliation or beliefs in any program funded in part with Senior Community Services Employment Program funds;
- **Nondiscrimination** - [Title IX of the Education Amendments of 1972, as amended](#) - Requires applying nondiscrimination provisions, based on sex, in educational programs;
- **Nondiscrimination** - [Title I \(Employment\) Americans with Disabilities Act \(ADA\)](#) - Prohibits state and local governments, from discriminating against qualified individuals with disabilities in job application procedures, hiring, firing, advancement, compensation, job training, and other terms, conditions, and privileges of employment;
- **Nondiscrimination** - [Title II \(State and Local Governments\) Americans with Disabilities Act \(ADA\)](#) - Prohibits qualified individuals with disabilities from discrimination in services, programs, and activities;
- **Nondiscrimination** - [Section 504 of the Rehabilitation Act of 1973, as amended](#) - Prohibits discrimination against qualified individuals with disabilities;
- **Nondiscrimination** - [Age Discrimination Act of 1975, as amended](#) - Prohibits discrimination on the basis of age;
- **Nondiscrimination** - [Title 29 CFR Part 31](#) Nondiscrimination in federally-assisted programs of the Department of Labor, effectuation of Title VI of the Civil Rights Act of 1964;
- **Nondiscrimination** - [Title 29 CFR Part 32](#) Nondiscrimination on the basis of disability in programs and activities receiving or benefiting from federal assistance;
- **Nondiscrimination** - [Title 29 CFR Part 33](#) Enforcement of nondiscrimination on the basis of disability in programs or activities conducted by the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 35](#) Nondiscrimination on the basis of age in programs or activities receiving federal financial assistance from the Department of Labor;
- **Nondiscrimination** - [Title 29 CFR Part 37](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Investment Act of 1998;
- **Nondiscrimination** - [Title 29 CFR Part 38](#) Implementation of the Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act;
- **Nondiscrimination** - [Executive Order 13160](#) Nondiscrimination on the basis of race, sex, color, national origin, disability, religion, age, sexual orientation, and status as a parent in federally conducted education and training Programs;

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- **Nondiscrimination** - [Executive Order 13279](#) - Nondiscrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts, and loans;
- **Nondiscrimination** - [The Minnesota Human Rights Act of 1973, Minnesota Statutes, Chapter 363A](#) - Prohibits discrimination in employment and providing public services on the basis of race, color, creed, religion, natural origin, sex, marital status (employment only), disability, status with regard to public assistance, sexual orientation, familial status (employment only), citizenship, or age (employment only), and local human rights commission activity (employment only);
- **Nondiscrimination** - that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA and [WIOA Section 188](#), as provided in the regulations implementing that section, will be completed;
- **Opportunity** – [Executive Order 12928](#) – encouraged to provide subcontracting/subgranting opportunities to Historically Black Colleges and Universities and other Minority Institutions and to Small Businesses Owned and Controlled by Socially and Economically Disadvantaged Individuals;
- **Personally Identifiable Information (PII)** – [Training and Guidance Letter 39-11](#) – must recognize and safeguard PII except where disclosure is allowed by prior written approval of the Grant Officer or by court order;
- **Procurement** – Uniform Administrative Requirements – [2 CFR 200-317-36](#) – all procurement transactions to be conducted in a manner to provide, to the maximum extent practical, open and free competition;
- **Publicity** – no funds shall be used for publicity or propaganda purposes, preparation or distribution or use of any kit, pamphlet, booklet, publication, radio, television or film presentation designed to support or defeat legislation pending before the Congress or any state/local legislature or legislative body, except in presentation to the Congress or any state/local legislature itself, or designed to support or defeat any proposed or pending regulation, administrative action, or order issued by the executive branch of any state or local government. Nor shall grant funds be used to pay the salary or expenses of any recipient or agent acting for such recipient, related to any activity designed to influence the enactment of legislation, appropriations regulation, administrative action, or Executive Order proposed or pending before the Congress, or any state government, state legislature or local legislature body other than for normal and recognized executive-legislative relationships or participation by an agency or officer of a state, local or tribal government in policymaking and administrative processes within the executive branch of that government;
- **Salary/Bonus** – [Public Law 113-235, Division G, Title I, Section 105](#) – none of the funds appropriated under the heading “Employment and Training” shall be used by a recipient or sub-recipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of [Executive Level II](#). Further clarification can be found in [TEGL 5-06](#);
- **Seat Belts** - [Executive Order 13043](#) – Increasing Seat Belt Use in the United States;
- **Text Messaging** – [Executive Order 13513](#) – encouraged to adopt and enforce policies that ban text messaging while driving company-owned or –rented vehicles or GOV or while driving POV when on official Government business or when performing any work for or on behalf of the Government;

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- **Trafficking of Persons** – [2 CFR 180](#) – OMB Guidelines to Agencies on Governmentwide Debarment and Suspension – may not engage in severe forms of trafficking, procure a commercial sex act or use forced labor in the performance;
- **Veteran Priority of Service** - [Public Law 107-288: Jobs for Veterans Act](#) - Priority of service for veterans (including veterans, eligible spouses, widows and widowers of service members) in qualified job training programs;
- **Veterans** - [Public Law 112-56: Vow to Hire Heroes Act of 2011](#) - Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans;
- **Veterans** - that veterans will be afforded employment and training activities authorized in WIA and WIOA 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;
- **Voter Registration** - that the required voter registration procedures described in [Minnesota Statutes 201.162](#) are enacted without the use of federal funds;
- **Voter Registration** – [52 USC 20501 – 20511](#) – National Voter Registration Act of 1993.

CERTIFICATIONS

By signing and submitting this plan, the local area board is certifying on behalf of itself and the subgrantee, where applicable:

- A. That this ***Regional and Local Workforce Development Area Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota's current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including 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 and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d)
- C. that the public (including individuals with disabilities) have access to all of the local area board's and its components' meetings and information regarding the local area 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 contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3)
- G. that the respective contract/master agreement and all assurances will be followed;
- H. that it will ensure that no funds covered under the contract/master agreement are used to assist, promote, or deter union organizing;
- I. that this plan was developed in consultation with the local area board;
- J. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

- K. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 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;
- L. that local area board and staff are aware of local Workforce Center services, and are working with and referring to the Workforce Center services as appropriate;
- M. that all staff are provided the opportunity to participate in appropriate staff training;
- N. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- O. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- P. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award.
- Q. that the local area board and it's sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

SIGNATURE PAGE

Local Workforce Development
Area Name

Stearns-Benton Workforce Service Area #17

Local Area Board Name

Stearns-Benton Workforce Development Board

Name and Contact Information for the Local Area Board Chair:

Name	<u>Heidi Peper</u>
Title	<u>Director of Sales – Central Region</u>
Organization	<u>Short Elliott Hendrickson Inc. (SEH)</u>
Address 1	<u>1200 25th Avenue South</u>
Address 2	<u>P.O. Box 1717</u>
City, State, ZIP Code	<u>St. Cloud, MN 56302</u>
Phone	<u>320.229.4386</u>
E-mail	<u>hpeper@sehinc.com</u>

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

Name	<u>Leigh Lenzmeier</u>
Title	<u>Stearns County Commissioner</u>
Organization	<u>Stearns County</u>
Address 1	<u>919 West St. Germain Street, Suite 2000</u>
Address 2	
City, State, ZIP Code	<u>St. Cloud, MN 56301</u>
Phone	<u>320.251.0653</u>
E-mail	<u>Leigh.lenzmeier@co.stearns.mn.us</u>

We, the undersigned, attest that this submittal is the Program Year 2016-2017 Local Plan for our Workforce Development Board and Local Workforce Development Area and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules and regulations.

Local Area Board Chair**Chief Local Elected Official**

Name Heidi Peper

Name Leigh Lenzmeier

Title Local Area Board Chair

Title Stearns County Commissioner

Signature

Signature

Date _____

Date _____

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

Department of Employment and Economic Development

1st National Bank Building | 332 Minnesota Street | Suite E200 | Saint Paul, MN 55101-1351

Phone: 651-259-7544 | 800-657-3858 | Fax: 651-215-3842 | TTY/TDD: 651-296-3900

888-GET JOBS (888-438-5627) | mn.gov/deed

An Equal Opportunity Employer and Service Provider

REGIONAL OVERSIGHT COMMITTEE**Regional Workforce Development Area**

Region 3 – Region 3 Leadership and Planning Board

Local Workforce Development Area

Stearns-Benton Workforce Development Board

MEMBER	ORGANIZATION
Heidi Peper, Chair	Stearns-Benton Workforce Development Board Chair
Rick Greene, Vice Chair	Central Minnesota JPB Chair, Chisago County Commissioner
Tammy Biery	Stearns-Benton Employment & Training Council (SBETC)
Barbara Chaffee	Central Minnesota Jobs and Training Services (CMJTS)
Leigh Lenzmeier	SBETC JPB Chair, Stearns County Commissioner
Harlan Madsen	Central Minnesota JPB Vice Chair, Kandiyohi County Commissioner
Jill Magelssen	Stearns-Benton Workforce Development Board Vice Chair
Jim McMahon	SBETC JPB Vice Chair, Benton County Commissioner
Loren Nelson	Central Minnesota Workforce Development Board Vice Chair
Trish Taylor	Central Minnesota Workforce Development Board Chair

LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs (see section C.2.D.)	David Green	320.308.5712	David.green@sbetc.org	Tammy Biery
Equal Opportunity Officer (see section D.3.B.)	Tammy Biery	320.308.5702	Tammy.biery@sbetc.org	SBETC Joint Powers Board
Program Complaint Officer (see section D.5.B.)	Tammy Biery	320.308.5702	Tammy.biery@sbetc.org	SBETC Joint Powers Board
Records Management/Records Retention Coordinator (see section D.16.C.)	Nancy Kircher	320.308.5704	Nancy.kircher@sbetc.org	Tammy Biery
ADA Coordinator (see section D.22.)	Skip Wittrock	320.308.4163	Skip.wittrock@state.mn.us	Department of Employment and Economic Development (DEED)
Data Practices Coordinator (see section D.22.)	Michael Vaughn	651.259.7113	Michael.vaughn@state.mn.us	Department of Employment and Economic Development (DEED)
English as Second Language (ESL) Coordinator (see section D.22.)	Scott Wallner	320.529.6500 Ext. 6212	Scott.wallner@isd742.org	Adam LeClair

Official Name of WorkForce Center ____ St. Cloud WorkForce Center ____

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Tammy Biery	320.308.5702	Tammy.biery@sbetc.org	SBETC Joint Powers Board
Job Service Manager	Joan Berning	320.441.6572	Joan.berning@state.mn.us	Department of Employment and Economic Development (DEED)
Vocational Rehabilitation Services Manager	Skip Wittrock	320.308.4163	Skip.wittrock@state.mn.us	Department of Employment and Economic Development (DEED)
State Services for the Blind Manager	Natasha Jerde	651.542.0843	Natasha.jerde@state.mn.us	Department of Employment and Economic Development (DEED)
Local Workforce Development Area Director	Tammy Biery	320.308.5702	Tammy.biery@sbetc.org	SBETC Joint Powers Board
Adult Basic Education (ABE)	Scott Wallner	320.529.6500 ext.6212	Scott.wallner@isd742.org	Adam LeClair
Carl Perkins Post-Secondary Manager	Norma Konschak	320.308.5382	nkonschak@sctcc.edu	Peg Shroyer
Adult	David Green	320.308.5712	David.green@sbetc.org	Tammy Biery
Dislocated Worker	David Green	320.308.5712	David.green@sbetc.org	Tammy Biery
Youth	David Green	320.308.5712	David.green@sbetc.org	Tammy Biery

LOCAL AREA BOARD MEMBERSHIP LIST

Regional Workforce Development Area

Regional Workforce Development Area 3

Local Workforce Development Area

Stearns-Benton Workforce Development Board

REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA

(must be a majority)

MEMBER	POSITION/Representative	TITLE/ORGANIZATION	TERM ENDS
Heidi Peper, Chair	Private Sector	Director of Sales–Central Region, Short Elliott Hendrickson (SEH)	01/2018
Jill Magelssen, Vice-Chair	Private Sector	Franchise Owner, Express Employment Professionals	01/2017
Teresa Bohnen	Private Sector	President, St. Cloud Area Chamber of Commerce	01/2017
David Borgert	Private Sector	Director of Community & Government Relations, CentraCare Health	01/2019
Brent Brockman	Private Sector	Director, Human Resources, New Flyer	01/2018
Michael Eichten	Private Sector	Human Resource Manager, Spee-Dee Delivery Service, Inc.	01/2018
Les Engel	Private Sector	Metallurgical Engineer, Engel Metallurgical Ltd.	01/2019
Jeff Gau	Private Sector	Chief Executive Officer, Marco, Inc.	01/2018
Jeff Haviland	Private Sector	Owner/President, Seitz Stainless	01/2017
John Herges	Private Sector	Chief Executive Officer, Falcon National Bank	01/2017
Kathy Kirchner	Private Sector	Director of Human Resources, Sysco Western Minnesota	01/2018
John Nack	Private Sector	Chief Operating Officer, Strack Construction	01/2019
Mark Osendorf	Private Sector	Manager of Community Relations, Xcel Energy	01/2017
David Waage	Private Sector	Director of Employment, St. Cloud Hospital	01/2018

LABOR & COMMUNITY – BASED ORGANIZATIONS

(20% Minimum and 2 or more nominated by state labor federations and one joint labor-management apprenticeship program labor organization or training director)

MEMBER	POSITION/Representative	TITLE/ORGANIZATION	TERM ENDS
Mark Sakry	Community Based Organization	Executive Director, Boys & Girls Club of Central MN	01/2017
Lori Schultz	Community Based Organization	Executive Director, Tri-CAP	01/2019
Jake Pettit	Organized Labor	Business Representative, Pipefitters Local 539	01/2018
Steve Raatikka	Organized Labor	Business Representative, Sheet Metal Workers Local #10	01/2018

EDUCATION & TRAINING (Required: ABE; Higher Education)			
MEMBER	POSITION/Representative	TITLE/ORGANIZATION	TERM ENDS
Jim Wagner	K-12 Education	Superintendent, Kimball Area School	01/2019
Scott Wallner	Adult Basic Education	Community Education Director, Central Minnesota ABE	01/2019
Joyce Helens	Post-Secondary Education	President, St. Cloud Technical and Community College	01/2017
Gail Ruhland	Post-Secondary Education	Interim Executive Director, Center for Continuing Studies, St. Cloud State University	01/2019

GOVERNMENT (Required: Economic Development; Job Service; Rehabilitation)			
MEMBER	POSITION/Representative	TITLE/ORGANIZATION	TERM ENDS
Leslie Dingmann	Economic Development	Business Development Associates, Greater St. Cloud Development Corporation	01/2019
Joan Berning	Job Service	Area Manager of Job Services, St. Cloud WorkForce Center	01/2017
Skip Wittrock	Vocational Rehabilitation	Rehabilitation Area Manager, St. Cloud Workforce Center	01/2018
Robert Cornelius	Human Services	Benton County Human Services Director, Benton County Human Services	01/2017
Janet Goligowski	Human Services	Division Director, Stearns County Human Services	01/2019

CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
JOINT POWERS BOARD CHAIR: Leigh Lezmeier	919 West St. Germain Street, Suite 2000 St. Cloud, MN 56301 320.251.0653 leigh.lenzmeier@so.stearns.mn.us
JOINT POWERS BOARD VICE CHAIR: Jim McMahon	1701 6 th Ave North Sauk Rapids, MN 56379 320.251.0400 jim.mcmahon@co.benton.mn.us
JOINT POWERS BOARD SECRETARY: Tammy Biery	1542 Northway Drive, Door #2 St. Cloud, MN 56303 320.308.5702 tammy.biery@sbetc.org

CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
STEARNS-BENTON WORKFORCE DEVELOPMENT BOARD CHAIR: Heidi Peper	1200 25 th Ave South, P.O. Box 1717 St. Cloud, MN 56302 320.229.4386 hpeper@sehinc.com
STEARNS-BENTON WORKFORCE DEVELOPMENT BOARD VICE CHAIR: Jill Magelssen	1410 West St. Germain Street, Suite 101 St. Cloud, MN 56301 320.251.1038 jill.magelssen@expresspros.com
STEARNS-BENTON WORKFORCE DEVELOPMENT BOARD SECRETARY: Tammy Biery	1542 Northway Drive, Door #2 St. Cloud, MN 56303 320.308.5702 tammy.biery@sbetc.org

LOCAL AREA BOARD SUBCOMMITTEE LIST

Regional Workforce Development Area

Regional Workforce Development Area 3

Local Workforce Development Area

Stearns-Benton Workforce Development Board

Committee Name	Objective/Purpose
Youth Committee	<p>Youth Council Mission: To lead and bring together community resources to focus on youth becoming capable and satisfied workers.</p> <p>Youth Council Purposes: Guide Youth Policy and Coordinate Youth Services in Local Area.</p> <p>Youth Council Functions/Responsibilities:</p> <ul style="list-style-type: none"> • Strategic Planning • Leveraging Resources • Overseeing Programs. <p>To coordinate youth activities in WSA; develop portions of local plan related to eligible youth as determined by Local Board; recommend eligible youth service providers subject to Local Board approval; conduct oversight with respect to eligible providers of youth activities in local area subject to approval of Local Board; carry out other duties as authorized by the chairperson of local board. The purpose of the Youth Council is to provide expertise in youth policy and to assist the local board in:</p> <ul style="list-style-type: none"> • Developing and recommending local youth employment and training policy and practices; • Broadening the youth employment and training focus in the community to incorporate a youth development perspective; • Establish linkages with other organizations services youth in the local area; and • Talking into account a range of issues that can have an impact on the success of youth in the labor market.
	<p>Mission: Create a collaborative partnership between the Workforce Center, jobseekers, employers, and the community partners that assist people to acquire skills, advance and transfer employable skills while building economic vitality and prosperity.</p>
Program Committee	

	<p>Vision: Educate, prepare, and assist job seekers by building and strengthening their skills and knowledge through active participation from the Workforce Center, job seekers, employers, and the community partners using their expertise and resources.</p> <p>To provide input to, review performance of, and report to Boards and Community about the programs available through the Workforce Center partnership (the “core” business of the WIB), the Memorandum of Understanding partners, and other community resources. Includes input into local plans, review of local performance, Customer Satisfaction reports and Annual Report, recommendations to local boards on certification of training providers. Receive reports from Local Workforce Center Site Manager and “core” WFC partners. Recommend and approve subject to approval of local board service providers.</p>
Executive Committee	<p>Comprised of the Current Workforce Development Board Chair, the past Workforce Development Board Chair, Chair-Elect, the Workforce Development Board representative to the Joint Powers Board, and the chairs of the standing committees, to coordinate the work of the Local Workforce Development Board. To market and communicate needs of employers and job seekers, needs identifications, outcomes to the public and stakeholder groups. To recruit and train Board and Committee members, evaluate member experiences (at minimum annual satisfaction survey and review of attendance records), recommend slates of members and officers for full Workforce Council Board consideration. With Joint Powers Board, to provide guidance and oversight of Executive Director of SBETC.</p> <p>Duties of the Executive Committee shall include but not limited to:</p> <ul style="list-style-type: none"> • Member Recruitment; • Orientation and Development; • Performance; • SBETC Executive Director Hire and Performance Reviews; • Day-to-Day Governance of SBETC as LWSA Administrative Entity; • Oversight of the One-Stop Operating Consortium; • And Oversight of Memorandum of Understanding.

LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST

Regional Workforce Development Area

Regional Workforce Development Area 3

Local Workforce Development Area

Stearns-Benton Workforce Development Board

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
Central Minnesota Jobs & Training Services, Inc. (CMJTS)	CMJTS and SBETC jointly provide services for the SFY16-17 Rural Career Counseling Coordinator Grant. This grant will connect, provide services, assess and compile information, make recommendations, and share best practices found in the 13-county central Minnesota Workforce Development Region 3, which combines LWDA's 5 and 17.	DEED's Rural Career Counseling Coordinator grant #6174800	WFC 17	

LOCAL WORKFORCE DEVELOPMENT AREA NON-WFC PROGRAM SERVICE DELIVERY LOCATION LIST

Regional Workforce Development Area

Regional Workforce Development Area 3

Local Workforce Development Area

Stearns-Benton Workforce Development Board

Name and Location (City)	Program Service Delivered
ISD # 742 (St. Cloud)	HECAP
ISD # 742 (St. Cloud)	Youth at Work (YAW)
ISD # 47 (Sauk Rapids)	Youth at Work (YAW)
Sauk Centre High School (Sauk Rapids)	MYP (CareerONE #2)
St. Cloud State University (St. Cloud)	MYP (CareerONE)
GNP Company (Cold Spring)	NEG Grant
GNP Company (Cold Spring)	Apprenticeship
CentraCare Health (St. Cloud)	Apprenticeship
Numerous schools in the Stearns/Benton sounding areas	Out Reach to Schools (depending upon funding)
ISD 742 (St. Cloud)	Youth Build

LOCAL WORKFORCE DEVELOPMENT AREA KEY INDUSTRIES IN REGIONAL ECONOMY

St. Cloud MSA Employment Statistics			
Industry Title	Employment	% of Total Employment	Avg. Annual Wage
Total, All Industries	100,144	100.0%	\$40,152
Health Care and Social Assistance	18,363	18.3%	\$48,573
Manufacturing	15,262	15.2%	\$44,505
Retail Trade	13,177	13.2%	\$25,692
Educational Services	8,540	8.5%	\$43,144
Accommodation and Food Services	7,669	7.7%	\$12,831
Construction	5,659	5.7%	\$54,626
Admin. Support and Waste Management Services	5,288	5.3%	\$27,058
Wholesale Trade	4,230	4.2%	\$48,251
Transportation and Warehousing	3,985	4.0%	\$42,089
Finance and Insurance	3,405	3.4%	\$56,784
Public Administration	3,118	3.1%	\$52,289
Other Services (except Public Administration)	2,794	2.8%	\$25,612
Professional, Scientific, and Technical Services	2,411	2.4%	\$54,923
Information	1,832	1.8%	\$51,693
Real Estate and Rental and Leasing	1,173	1.2%	\$27,778
Arts, Entertainment, and Recreation	1,120	1.1%	\$12,372
Management of Companies and Enterprises	707	0.7%	\$86,510
<i>Source: DEED, QCEW program</i>			