



## **Regional and Local Plans**

### **Minnesota's Workforce Development System under WIOA**

**Program Years 2018 & 2019**

Submitted by

RWDA:

**Regional Workforce Development Area 3**

LWDA:

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**Stearns-Benton Employment & Training Council, DBA  
Career Solutions, LWDA 17**

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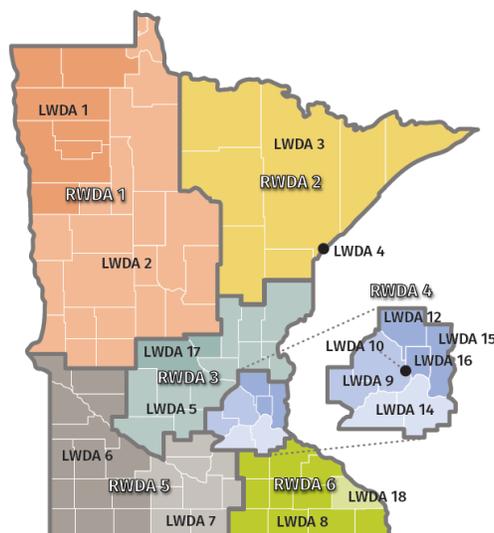
## INTRODUCTION

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.



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 21<sup>st</sup> 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 21<sup>st</sup> 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.*

1. Describe the selection process for the membership who will provide the leadership to oversee the development and coordination of the regional plan.

See Modified Regional Plan.

2. Describe how the selected organizations from the region will provide oversight to development and implementation of the regional plan. Complete **Attachment A – Regional Oversight Committee**.

3. Describe how the approach used will ensure that partner engagement includes diverse representation, specifically among populations experiencing barriers to employment.

4. Describe how performance negotiations will be managed among the local workforce development areas within the region.

5. Describe any additional goals being set by the regional leadership or individual local area boards.

6. Describe how the local area boards will direct system alignment within the region through shared policies and practices.

7. Describe any cooperative service arrangements being planned for the region and how they will promote consistency within the regional workforce development area and with state policy.

**REGIONAL STRATEGIC PLANNING**

*The strategic planning component of the Regional Plan addresses three elements: strategic analytics, strategic approach and strategic operations. The overarching theme is to engage regional stakeholders in the process of establishing the strategic plan and to ensure that decisions are data driven and that the data can be used to measure gains and identify needs for improvement.*

**Strategic Analytics:** *The assessment of the regional workforce development area focuses on key conditions. These conditions are detailed in the following response needs.*

- 8. Describe the condition of the regional economy and cite the sources of data and analysis.

- 9. Describe the condition of the regional workforce and cite the sources of data and analysis.

- 10. Describe the condition of the regional workforce development system and cite the sources of data and analysis (SWOT analysis).

- 11. Describe the regional workforce development area’s vision for a skilled workforce.

**Strategic Approach:** *The core areas of the strategic design focus on priorities of the Governor and the system of service delivery.*

**Area 1 – Sector Partnerships**

- 12. Describe how the region will use the labor market information and conduct outreach to business and industry to select the targeted sectors for developing career pathways for occupations in demand that provide family sustaining wages. If sectors and occupations have been already selected, describe them within this response. Complete **Attachment G – Local Workforce Development Area Key Industries in Regional Economy.**

- 13. Describe how the make-up of the sector partnerships will be determined and the expertise and resources they bring to the partnership.

- 14. Describe how the partnership(s) will work toward developing and implementing a career pathway sector strategy during the two years of this plan. If sectors and occupations have not been selected, address the process for these decisions within this response.

### Area 2 – Stakeholder Engagement

15. Describe the process for identifying the characteristics, size and scope of populations not fully benefiting from the economic recovery, experiencing factors such as high unemployment, lack of credentialed skills and other barriers to employment.

16. Describe who will be included in the broad stakeholder engagement to address a targeted number of socio-economic issues faced by diverse populations.

17. Describe how this engagement will impact the development and implementation of the selected sector strategies during the first two years of this plan.

### Area 3 – Employment & Training Program Design

18. Based on the regional/local assessment of workforce development system services, describe how strategies will be created to pursue a more responsive alignment of employment and training services, based on career pathway thinking.

19. Describe how the entities responsible for participating in this process will be selected, including their expected roles and responsibilities.

20. Describe how the outcomes will be determined in terms of employment and training services modeling career pathway thinking by the end of the two year plan.

## 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), DBA Career Solutions 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:

- Career Solutions – Title I
- Job Service – Wagner-Peyser
- State Services for the Blind (SSB)
- Vocational Rehabilitation Services (VRS)
- MFIP/TANF and SNAP Consultant from Avivo.

Space is available for community partners as requested. For example, Adult Basic Education utilizes the computer lab for trainings on an as needed 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. Career Solutions and the other St. Cloud Workforce Center partners are re-evaluating the location of the WFC and reviewing 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.

Career Solutions 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, avoid duplication of services in the area 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 Career Solutions 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 Career Solutions' outreach in the community, increasing representation at community events. Staff are able to flex their schedule to meet the needs of clients outside of standard business hours.

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.

Career Solutions 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. Career Solutions coordinates with other LWDA's through the Minnesota Workforce Council Association.

Career Solutions has been convening partners in the development of career pathways since the inception of WIA and "School-to-Work." Career Solutions has worked with partners to offer "Academies" through ABE and SCTCC partners. Career Solutions was a FastTRAC grant recipient for "Manufacturing Futures" which was used for the "On Ramp" activity for the TAA/CCCT Grant in manufacturing. Career Solutions 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

Youth in the area may enroll in the WIOA Youth program, where they will receive individualized attention in planning their career, navigating their education plans, and preparing to find a job. Career assessments, career plans, training scholarships, supportive services, and work experience related to their career pathway (when possible) are some of the services available. If necessary, community referrals are provided. Services are provided year-round.

Other programs are offered to support at risk youth, such as Youth at Work, and Outreach to Schools programs are efforts to introduce career exploration opportunities. CareerONE is an intensive summer offering that provides at risk youth ages 14 – 21 work readiness skills, training in a safe, nurturing and learning rich environment. The purpose of the summer program is to give at-risk youth a realistic and positive work readiness training experience and to keep youth from regressing academically during the summer months. Summer components include: teamwork, contextual academic enrichment, career exploration, work readiness skills, workplace safety, financial literacy, reflections and journaling, and work projects for community based organizations and agencies.

Career Solutions also provides The Youthbuild Program to the community, operated in collaboration with the St. Cloud Area School District 742 and Central Minnesota Habitat for Humanity. Youthbuild provides an opportunity for high school dropouts and potential dropouts to focus on completing high school while working part-time on Habitat for Humanity Projects. Youthbuilders learn basic safety and construction skills while improving the availability of low-income housing in the community.

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

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

There is currently an initiative to rebrand Workforce Centers statewide. Career Solutions Executive Director is a member of the committee driving this initiative and is a “Brand Ambassador”, which has the potential (depending on budget) to improve the perception and experience of customers, including technology. The Development Director is on the Technology and Job Seeker Services Committees.

Career Solutions has also rebranded as of August 2017. This rebranding included improving the agency’s website and adding social media platforms to the marketing and outreach plan. Greater connections and positive feedback has been received by job seekers, community leaders, employers and board members on this change.

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.

Career Solutions 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 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 \$1,550.00 per client per program year. This policy can be waived by the Career Solutions Development Director. Waivers are reviewed quarterly by the Career Solutions leadership team. There are also limits for support for different categories such as transportation, housing, clothing, tools, childcare, mental health & financial counseling and healthcare. Career Solutions 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 Development Director 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.

Career Solutions contracts with Catholic Charities to provide mental health & financial counseling through their Client Assistance Program. A licensed independent social worker from Catholic Charities Caritas Mental Health Clinic will provide individual mental health counseling services to help referred Career Solutions clients transition from job loss to training and employment and/or identify barriers preventing them from securing and maintaining successful long-term employment (above and beyond career counseling).

Experienced financial and housing counselors are also available through Catholic Charities to guide referred clients and help them make the best choices during the critical time in their lives. The procedure for one-on-one client financial counseling services begins with a thorough assessment of the client’s financial situation. One-on-one financial/ housing counselor assessment sessions average between 1-1.5 hours. Additional financial/ housing counseling services depend on the client’s individual financial situation and his/ her ability to address barriers to financial stability.

To support clients with their computer skills, Career Solutions has a contract in place with MRC to provide computer training at all levels. Both credentialed and non-credentialed training options are available. Also, Adult Basic Education provides an introduction to computer basics at least once a month (more frequently if needed) in Career Solutions computer lab, at the St. Cloud Workforce Center.

To assist with transportation issues, clients are provided with bus passes when needed. If they have issues with their car, connections are made with the St. Cloud Technical and Community College automotive program, where clients may receive free or reduced cost car repairs. Referrals to other community resources and agencies, such as TriCAP, who provides support to those facing transportation challenges.

Other resources/connections made are:

- Depending on TABE results, referrals are made to Adult Basic Education to help those who score low work on improving their math and reading ability.
- Referrals are made to Vocational Rehab and MFIP as needed. Some clients may be co-enrolled between agencies.
- Suggestions are made to connect with their personal place of worship as many faith based organizations have supported their members with food, clothing, etc.
- Lutheran Social Services is also provided as a potential housing resource.
- Ruby's Pantry and Fair for All are shared with clients in order to increase access to low cost, quality foods.

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.

WFC partners work collaboratively to make improvements, research costs associated with maintenance, enhancements, etc., striving to improve the overall customer experience, while focused on the goals of a customer centered design.

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.

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

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

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

The Career Solutions 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 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 Career Solutions 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.

Principles of the LWDB 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.

Career Solutions leads the Immigrant Employment Connection group, which includes representation from Central MN Jobs and Training Services (CMJTS), Job Service, Greater St. Cloud Development Corporation (economic development), United Way, St. Cloud Technical and Community College, the Initiative Foundation, Morgan Family Foundation, Avivo. (MFIP), Central MN Community Empowerment Organization and other Somali community leaders as well as Viking Coke representing business in the community. DEED, Filsan Consultant, LLC., SCSU, Hands Across the World. 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 training and other resources to help connect employers with job seekers, alleviating concerns and disparities of the immigrant population in.

In addition to the youth programs that Career Solutions offers, Career Solutions Executive Director is a member of the steering committee for Partner for Student Success (PFSS). The 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, UI recipients and Veterans 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.

Career Solutions is graded in the above criteria. Year after year, Career Solutions 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 Career Solutions Development Director and discussed at team meetings. Current outcomes are reported on and discussed quarterly at the WDB Executive Committee meetings. The Career Solutions 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.

Career Solutions: Work continues in developing Career Solutions 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. LWDB members provide updates from their respective sectors at LWDB meetings and do presentations for partners.

Career Solutions also participates in the MWCA Secret Shopper initiative to gauge and strive to improve customer service and the overall customer experience when interacting with the Workforce Center.

Career Solutions 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.

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

Career Solutions 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.

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

Career Solutions 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, Career Solutions 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. Career Solutions 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.

Career Solutions has partnered with Adult Basic Education (ABE) in FastTRAC and other programming and hosts ABE on-site. Career Solutions 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. ABE, SCTCC and SCSU are members of the WDB, alternating voting authority annually. Career Solutions has secured interns from public and private post-secondary institutions to assist with the Outreach to Schools program activities as well as developing community outreach initiatives.

DEED/Job Service staff refer universal customers to Adult Basic Education (ABE) service 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, 2016	Central Minnesota			Minnesota	
	Number	Percent	Change from 2000-2016	Percent	Change from 2000-2016
<b>Total</b>	<b>694,028</b>	<b>100.0%</b>	<b>20.9%</b>	<b>100.0%</b>	<b>10.8%</b>
White	646,606	93.2%	16.9%	84.3%	4.5%
Black or African American	14,835	2.1%	361.1%	5.7%	81.0%
American Indian & Alaska Native	4,756	0.7%	30.5%	1.0%	3.5%
Asian & Other Pac. Islander	7,782	1.1%	72.5%	4.6%	72.8%
Some Other Race	7,526	1.1%	56.0%	1.6%	34.2%
Two or More Races	12,523	1.8%	159.4%	2.7%	79.5%
Hispanic or Latino origin	23,501	3.4%	107.7%	5.1%	92.5%

*Source: U.S. Census Bureau, 2012-2016 American Community Survey*

Employment Characteristics by Educational Attainment	Central Minnesota			Minnesota	
	In Labor Force	Labor Force Partic. Rate	Unemp. Rate	Labor Force Partic. Rate	Unemp. Rate
Population, 25 to 64 years	302,590	84.2%	4.2%	84.0%	4.0%
Less than H.S. Diploma	14,504	69.4%	5.4%	65.0%	5.6%
H.S. Diploma or Equivalent	81,690	79.5%	3.5%	78.7%	3.4%
Some College or Assoc. Degree	128,043	86.1%	3.8%	85.1%	4.0%
Bachelor's Degree or Higher	78,329	90.1%	2.1%	89.5%	2.3%

*Source: 2012-2016 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. Through staff turnover, both Career Solutions and Job Service have hired bilingual staff to better reflect the clients served in the Workforce Center. Career Solutions continues to lead the Immigrant Employment Connection group to address the issues with a large portion of the unemployed immigrants who have language 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.

Career Solutions: Career Solutions has long required that 85% training funds be committed to industry accepted credentialed training which leads to employment in targeted high-growth and high-wage, demand driven, and/or career laddering occupations in our area. Career Solutions 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 and increasing costs of credentialed training (including books, tools, tests/exams required to obtain credentials).

Job Service: The Minnesota Department of Employment and Economic Development (DEED) educates the 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.

Career Solutions staff are directed to grow capacity in the region to develop the needed workforce. An example is Manufacturing: Career Solutions, 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. Career Solutions, SCTCC and ABE have worked collaboratively on the Careers In Manufacturing and Production (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.

In 2017, Career Solutions worked with District 742 and the Carpenter's Union to introduce a certificate program which would allow youth who complete specific projects at level 1, 2 or 3, participate in soft skills training and complete their OSHA 10 will receive certificates that will advance them to higher levels within the apprenticeship career pathway when entering an apprenticeship program. This allows the youth/apprentice to start at a higher rate of pay and decrease the amount of classroom time expected to achieve their credential.

DEED/ Regional Strategists focus their efforts working with key/strategic industries as identified by the R3LPB and on occupational demand industries. Strategists 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.

Career Solutions: 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.

In 2018, Career Solutions partnered with Adult Basic Education, a Somali Elder and a business, Coleman Manufacturing, to find a solution to a new issue facing students who were ‘aging out’ of High School. District 742 had 17 youth who have been in country one to five years and did not have enough credits to graduate before the end of the school year. A program was developed where participants spend half the day in the classroom and the other half working to obtain work experience. The outcomes from this five week program were stellar for both the participant and the employer. Funds are being sought to recreate this program in future years with each group aging out of High School. Many employers have shown interest in partnering in order to tap into another pool of job seekers.

Career Solutions offers a Human Resources Networking meeting on a monthly basis. Standing items on the agenda include highlighting one of Career Solutions’ programs, two clients are invited to showcase their talents to HR professionals, and business best practices and challenges are shared by all participants. Business professionals, and LWDB members have expressed that this meeting is a valuable resource which fills a need in the business community.

- 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. Career Solutions Executive Director is a member of the talent core to ensure that resources are used wisely and do not overlap with the work of Career Solutions. 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 Career Solutions.

Business attraction/retention visits and presentations – When Economic

Development partners are working with prospective companies to relocate or expand in the St. Cloud area, Career Solutions is a part of the team to share information about the local workforce. In collaboration with DEED's Labor Market Analyst, data is shared to provide a clear assessment of the workforce available to support their company.

Career Solutions' Executive Director is also an advisor on the SEDS group covering the Quad Counties (Sherburne, Benton, Stearns and Wright).

An excellent example of the work being done in the St. Cloud Area is the creation of the Immigrant Employment Connection, led by Career Solutions. 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 2+ years 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-November 8, 2017 for the IECG Job Fair. 20 employers attended this event. Over 50 job seekers attended this event and a survey was sent to the employers requesting their feedback/success with the event. Transportation was also available through a local bus company for ABE students and pick up in 4 different locations.

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

Career Solutions offers and promotes all of the above mentioned programs. Career Solutions, 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. Career Solutions partners with many local employers on specific projects as well as provides services under allocated grant funds. Career Solutions 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 Career Solutions to ensure connections are being made with recent laid-off workers. Career Solutions is present at GSDC talent and/or career fairs to increase opportunities for outreach.

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.

Career Solutions 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 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.

Career Solutions 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. Career Solutions also participates in the regional Human Services Council to remain current about available community resources.

Staff attend four staff meetings/month, which includes staff development. Individual staff performance is reviewed annually and improvement plans are 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.

Career Solutions is held to very stringent yearly performance measures. These

measures are reviewed several times per year by the different committees. Career Solutions continually exceeds these measures. Career Solutions is devoted to high client satisfaction. Career Solutions 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 well as educate them on all available community resources. This ensures that Career Solutions understands the needs of many of the local businesses and is able to promote the services that are available at the local Workforce Center. Career Solutions 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. Career Solutions 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.

Career Solutions 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 during the day and in the evening to serve the needs of our clients and the family members of our youth participants.

- 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. Career Solutions last DEED Monitoring visit was on March 19 and 20, 2018.

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

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

- Career Solutions – Title I
- Job Service – Wagner-Peyser)

- Services for the Blind (SSB)
- Vocational Rehabilitation Services (VRS)
- MFIP/TANF and SNAP Consultant from Avivo.

### **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.

Career Solutions 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, Career Solutions 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 Career Trek, a 20 hour course including assessments, aptitude tests, job search tools, etc. 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 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.

Note: the services described above are for a small layoff. For large layoffs, action will not occur until DEED's Rapid Response team has followed the process to determine who the DW provider will be for the project.

Adult services are provided in a similar manner but have 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 unemployed or underemployed client. Services provided by Career Solutions 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 due to barriers to employment (education, transportation, child care, housing, etc). 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.

Intensive job search services and activities include one-on-one sessions with the client searching together for appropriate job leads, critiquing client written interview answers, conducting practice interviews, assisting with online job applications, assisting with resume, cover letter, thank you and reference list writing, brainstorming ideas of where to apply, assisting with networking and "30-second speech", encouraging WFC job search classes, encouraging and discussing volunteer opportunities, discussing importance of letters of recommendation and informing clients of job fairs/ hiring events and helping clients to prepare for such events.

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.

Career Solutions provides youth services to youth between the ages of 14 and 24 under WIOA, MYP, Youthbuild and other special project youth models. Career Solutions enrolls youth that fall under one of the "at-risk" categories per the WIOA law. This includes youth with disabilities. Career Solutions does extensive outreach to other community agencies as well as presentations in schools and utilizes other Career Solutions grant specialists for recruitment. Career Solutions 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. Career Solutions 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 Career Solutions serves do not have a positive or committed role model in their life. This requires Career Solutions youth

staff to act as a mentor and to hold the youth accountable. Career Solutions utilizes incentive payments at times to ensure the youth follow through and attain benchmarks that are written into their individual plan.

In the last three years, Career Solutions has worked with a local non-profit to increase the size and locations of our CareerONE summer program. This employer has committed in more ways than just monetary. They are committed, alongside Career Solutions, 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.

In 2016, an abbreviated, 2 week Career ONE program was held in Sauk Centre, MN for 10 youth. Based on the success of this expansion, 20 youth were served in 2017 and another remote site was added in Paynesville, MN. Also, 10 youth mentors were offered 40 hour internships within the CentraCare Health System to further explore careers in healthcare.

Starting in summer 2018, CareerONE will host a healthcare focused program for 20 youth interested in a medical career. At the completion of the program, participants will receive 2 college credits – Medical Terminology (1 credit) and First Aid/CPR (1 credit).

In 2017, Career Solutions expanded its youth offering by becoming a recipient of the Pre-ETS grant to serve youth with disabilities. Through a partnership with Vocational Rehabilitation Services, school guidance counselors, SPED leadership, etc. 75-100 youth will be served annually under this grant. This grant has been instrumental in increasing outreach efforts and strengthening connections between Career Solutions and VRS.

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.

A center for youth experiencing homelessness opened in St. Cloud in April 2018. Career Planners from Career Solutions will assist youth on site with job applications, resumes, cover letters, etc. to achieve employment, allowing them to transition into stable housing.

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.

Career Solutions is co-located in the St. Cloud Technical and Community College. Career Solutions and SCTCC collaborate on numerous projects and regularly provide each other

input on services. Career Solutions and SCTCC meet regularly to discuss service strategies and how to best ensure any SCTCC students that are eligible for services receive services. Career Solutions has also built extensive relationships with the school districts within the service area and collaborate on projects with them also. Career Solutions plays a crucial role in ensuring that the schools meet the requirements outlined in the World's Best Workforce Legislation through the Outreach to Schools 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.

Career Solutions 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.

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, Catholic Charities and United Way present program updates to Career Solutions. Also, Career Solutions staff are engaged in committee and/or board work for local agencies to increase connection and communication with clients.

Other support services include financial assistance with the following items to lessen the burden for job seekers and students:

- Rent/ mortgage
- Utilities/ telephone
- Transportation (car repairs, gas vouchers/ bus passes to help clients get to interviews and training, auto insurance, car payment, car tabs)
- Mental health & financial counseling
- Health insurance
- Eyewear
- Childcare

Career Solutions has other vendors that are approved and are coordinated with to provide support services. These include certain reputable local gas stations for client gas vouchers and local auto repair shops for client car repairs.

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 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.

### **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.
- 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.

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 Skill-soft 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.

**Minnesota's WIOA State Plan describes the state's strategy for providing reemployment assistance to Wagner Peyser's targeted population of UI claimants. The strategy will be as follows:**

A Wagner Peyser staff person will attend every Reemployment Services and Eligibility Assessment (RESEA) session that the UI program offers across the state. The UI program typically offers RESEA sessions to approximately 40,000 applicants per year to those who are at risk of exhausting their benefits. The REA and Wagner Peyser staff will conduct a quick assessment of every participant to determine who will most likely need additional

services from the WorkForce Center. The Wagner Peyser staff person will conduct an overview of WFC services either 1:1 or in a group setting (depending on the size of the group) that includes information on how to register for the state's labor exchange system [MinnesotaWorks](#), and information about programs such as the Dislocated Worker program that they may be eligible for.

The Wagner Peyser staff person will assist the RESEA customer with creating an initial registration and enrolling in the [Creative Job Search](#) workshop. Creative Job Search is typically the first job finding/job placement service that is offered to UI applicants. The workshop consists of training on how to find a job that includes career planning, preparing for the job hunt, skills identification, resumes and cover letters, applications and references, social media, interviewing skills, and more.

Wagner Peyser will follow up with RESEA participants who are not enrolled in a program to ensure that they have a complete registration and resume in MinnesotaWorks, and that they are taking advantage of job placement services.

#### WAGNER-PEYSER ASSURANCES

The State assures the following:

The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time.

The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant Migrant Seasonal Farm Worker one-stop centers;

If a State Workforce Development Board, department or agency administers State laws for vocational rehabilitation of individuals with disabilities, that board, department, or agency cooperates with the agency that administers Wagner Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and

State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations.

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 Director is a member of the Career Solutions WDB and ABE staff are well connected with Career Solutions 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 Career Solutions service area. Career Solutions has collaborated on many projects with ABE and continues to explore opportunities. ABE and Career Solutions youth staff work very strategically together to provide a steady stream of recruitment for Career Solutions 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. Career Solutions continues to monitor service availability and to ensure referrals are made correctly and are appropriate.

In May 2017, ABE and Career Solutions partnered together to develop a program for youth aging out of high school, who had been in country 1-5 years, and were not on track to graduate. Career Solutions found an employer willing to host the group. The CareerONE

model was utilized to develop a five week program to enhance participant learning and develop work readiness skills. The program was a success and has gained attention in the community and by employers as an innovative program to generate skilled workers. Plans continue for summer 2018, barring funding is received via foundation grants. This is a sample of the collaborative work ABE and Career Solutions can do together.

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 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 Career Solutions as the as the grant recipient and administrative entity for activities under the 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. Career Solutions 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, Career Solutions must distribute micro-purchases equitably among qualified suppliers. Micro purchases may be awarded without soliciting competitive quotations if the Career Solutions 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). Career Solutions 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. Career Solutions 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 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 Career Solutions 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. Career Solutions retains the right to competitively bid any or all services annually.
  7. When a bid is issued, Career Solutions 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. Career Solutions Workforce Development Board and/or Career Solutions 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. Career Solutions 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.

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. Changes will be made when needed and the agency will 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 Career Solutions 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.

Career Solutions 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 Development Director. 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.

Career Solutions does not contract for training services except when required or other options are not readily available. When this takes place, Career Solutions follows all procurement laws, rules and policies. A Request for Proposal is sent to at least three different providers. Career Solutions 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 Career Solutions clients. For example, Career Solutions sends out an RFP for Microsoft Office training. This is short term training that is customized to the needs of the clients. When a Career Solutions 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 Career Solutions decide for the client. Career Solutions 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.

The Career Solutions Workforce Development Board publishes the availability of viewing the Local Plan 30 days prior to the end of the comment period. The local plan is placed on

Career Solutions website, [www.Careersolutionsjobs.org](http://www.Careersolutionsjobs.org) 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 Career Solutions Workforce Development Board and the Career Solutions 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, Career Solutions does not use an integrated, technology-enabled intake system. However, this is something that is being looked at Statewide. Minnesota is compliant with an integrated technology-enabled case management information system. Career Solutions does use the Workforce One case management system and has for many years.

## 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?

Career Solutions is fully aware of and committed to complying with all policies and procedures for Rapid Response including the two specific policies cited. Career Solutions Development Director 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. Development Director 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 Career Solutions 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 Career Solutions 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.

Career Solutions 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. Career Solutions 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, Career Solutions 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 Career Solutions upon hearing any facts that could signal potential TAA certification. Email will also be sent to TRA Unit ([deed.tra@state.mn.us](mailto: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.

- 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?

Career Solutions cooperatively coordinates TAA/TRA services for participants with State Trade Act Staff. State Trade Act Staff take the lead and signal to Career Solutions what specific activities/services are needed to be performed by Career Solutions. 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, Career Solutions 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 \$1,550.00 per client per program year. This policy can be waived by the Career Solutions Development Director. Waivers are reviewed quarterly by the Career Solutions leadership team. There are also limits for support for different categories such as transportation, housing, clothing, tools, childcare and healthcare. Career Solutions 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 Development Director 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.

The Deed Policy requirement to identify the need for support services on the Individual Employment Plan and that support services are made available during the 12 month follow up period are adhered to.

## 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

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

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

- 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

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

Yes

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

Yes

- 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, WIOA Title One Adult and Dislocated Worker, Trade Adjustment Act, National Emergency Grants, Migrant/Seasonal Farmworker, WIOA Demonstration Grants, H-1B Technical Skills Training/Grants, Youth Opportunity Grants, WIOA Youth Formula program and Labor Market Information.

The Minnesota Veterans Questionnaire is used to identify Veterans. We ask all

customers that come to the Workforce Center if they ever served in the US Military. If the answer is yes, we ask them to complete the Veterans Questionnaire. Non-JVSG staff do the initial assessment/review of the questionnaire, and make appropriate referrals based on the responses on the questionnaire.

On-site signage helps the customers to self-identify themselves as U.S. Military members.

**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 WIOA -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.

**Career Solutions:** Career Solutions 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 Career Solutions 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?”

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.

Signage in the WFC advises Veterans and other eligible persons of Veterans Priority of Service (POS). Information on Priority of Service is also provided during various program orientations, from staff, and during workshops. LVER staff train and update local staff and management on provisions of POS and PL 107-288.

Career Solutions: For Title IB – Career Solutions, 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. Career Solutions has identified a Career Planner as a Veteran’s Specialist. Career Solutions 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?

All websites associated with the Workforce Centers provide information on and notice of Veterans Priority of Service.

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.

The Minnesota Veterans Questionnaire, a DOL approved standard process, is used to identify Veterans with a significant barrier to employment (SBE). The questionnaire identifies DOL designated SBE's per VLP 03-14, including change 2.

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?

The local area has identified partner staff in each Workforce Center to provide services (including intensive services) to SBE veterans in the absence of a DVOP. These staff have had training on serving Veterans via the NVTI Webinar "Helping Veterans to Meaningful Careers", and from LVER staff one on one, and during staff and partner meetings.

Workforce Center staff conducts an initial assessment with current or former Military Service Member with a significant barrier to employment and then refers them to the designated intensive service provider when the DVOP is not available.

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.

**Career Solutions:** An excellent referral and coordination process is in place between Local Veteran's Representative and Career Solutions Eligibility and Outreach Specialist. During the Career Solutions 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 Career Solutions. Any Veteran with a self-disclosed permanent disability is referred to Rehabilitation Services. Career Solutions 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 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?

Local DVOP and/or LVER staff attends staff and partner meetings and orientations, participate on Workforce Center work teams, collaborate with Workforce Center partners on various events and LVER staff provide training to partner staff and management regarding the JVSG program.

**Career Solutions:** 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 MinnesotaWorks 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?

Career Solutions: Career Solutions 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 Career Solutions.

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.

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  \_\_\_\_\_

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  \_\_\_\_\_

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

Yes  \_\_\_\_\_

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  \_\_\_\_\_ 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**.

## 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;
- **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;
- **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;
- **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;
- 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 its sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

**SIGNATURE PAGE**Local Workforce Development  
Area NameCareer Solutions Workforce Service Area #17

Local Area Board Name

Career Solutions Workforce Development Board

Name and Contact Information for the Local Area Board Chair:

<b>Name</b>	<u>Jill Magelssen</u>
<b>Title</b>	<u>Franchise Owner</u>
<b>Organization</b>	<u>Express Employment Professionals</u>
<b>Address 1</b>	<u>1410 W. St. Germain Street, Suite 101</u>
<b>Address 2</b>	<u></u>
<b>City, State, ZIP Code</b>	<u>St. Cloud, MN 56301</u>
<b>Phone</b>	<u>320.251.1038</u>
<b>E-mail</b>	<u>Jill.Magelssen@expresspros.com</u>

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

<b>Name</b>	<u>DeWayne Mareck</u>
<b>Title</b>	<u>Stearns County Commissioner</u>
<b>Organization</b>	<u>Stearns County</u>
<b>Address 1</b>	<u>705 Courthouse Square</u>
<b>Address 2</b>	<u></u>
<b>City, State, ZIP Code</b>	<u>St. Cloud, MN 56303</u>
<b>Phone</b>	<u>320.761.6037</u>
<b>E-mail</b>	<u>DeWayne.Mareck@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 Jill MagelssenName DeWayne MareckTitle Local Area Board ChairTitle Stearns County Commissioner

Signature

Signature

Date \_\_\_\_\_

Date \_\_\_\_\_

## REGIONAL OVERSIGHT COMMITTEE

### Regional Workforce Development Area

Region 3 – Region 3 Leadership and Planning Board

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### Local Workforce Development Area

Career Solutions Workforce Development Board

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MEMBER	ORGANIZATION
Heidi Peper, Chair	Career Solutions Workforce Development Board Past Chair
Rick Greene, Vice Chair	Central Minnesota JPB Chair, Chisago County Commissioner
Tammy Biery	Career Solutions
Barbara Chaffee	Central Minnesota Jobs and Training Services (CMJTS)
DeWayne Mareck	Career Solutions JPB Chair, Stearns County Commissioner
Harlan Madsen	Central Minnesota JPB Vice Chair, Kandiyohi County Commissioner
Jill Magelssen	Career Solutions Workforce Development Board Vice Chair
Spencer Buerkle	Career Solutions 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.)	Ileana Merten	320.308.5712	<a href="mailto:ileana.merten@csjobs.org">ileana.merten@csjobs.org</a>	Tammy Biery
Equal Opportunity Officer (see section D.3.B.)	Tammy Biery	320.308.5702	<a href="mailto:Tammy.biery@csjobs.org">Tammy.biery@csjobs.org</a>	Career Solutions Joint Powers Board
Program Complaint Officer (see section D.5.B.)	Tammy Biery	320.308.5702	<a href="mailto:Tammy.biery@csjobs.org">Tammy.biery@csjobs.org</a>	Career Solutions Joint Powers Board
Records Management/Records Retention Coordinator (see section D.16.C.)	Tammy Biery	320.308.5702	<a href="mailto:Tammy.biery@csjobs.org">Tammy.biery@csjobs.org</a>	Career Solutions Joint Powers Board
ADA Coordinator (see section D.22.)	Skip Wittrock	320.308.4163	<a href="mailto:Skip.wittrock@state.mn.us">Skip.wittrock@state.mn.us</a>	Department of Employment and Economic Development (DEED)
Data Practices Coordinator (see section D.22.)	Michael Vaughn	651.259.7113	<a href="mailto:Michael.vaughn@state.mn.us">Michael.vaughn@state.mn.us</a>	Department of Employment and Economic Development (DEED)
English as Second Language (ESL) Coordinator (see section D.22.)	Adam Holm	320.257.3810	<a href="mailto:Aholm@isd742.org">Aholm@isd742.org</a>	Willie Jett

## 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	<a href="mailto:Tammy.biery@csjobs.org">Tammy.biery@csjobs.org</a>	Career Solutions Joint Powers Board
Job Service Manager	Joan Berning	320.441.6572	<a href="mailto:Joan.berning@state.mn.us">Joan.berning@state.mn.us</a>	Department of Employment and Economic Development (DEED)
Vocational Rehabilitation Services Manager	Skip Wittrock	320.308.4163	<a href="mailto:Skip.wittrock@state.mn.us">Skip.wittrock@state.mn.us</a>	Department of Employment and Economic Development (DEED)
State Services for the Blind Manager	Natasha Jerde	651.542.0843	<a href="mailto:Natasha.jerde@state.mn.us">Natasha.jerde@state.mn.us</a>	Department of Employment and Economic Development (DEED)
Local Workforce Development Area Director	Tammy Biery	320.308.5702	<a href="mailto:Tammy.biery@csjobs.org">Tammy.biery@csjobs.org</a>	Career Solutions Joint Powers Board
Adult Basic Education (ABE)	Adam Holm	320.257.3810	<a href="mailto:Aholm@isd742.org">Aholm@isd742.org</a>	Willie Jett
Carl Perkins Post-Secondary Manager	Scott Wallner	320.308.5908	<a href="mailto:scott.wallner@sctcc.edu">scott.wallner@sctcc.edu</a>	Carolyn Olson
Adult	Ileana Merten	320.308.5712	<a href="mailto:Ileana.merten@csjobs.org">Ileana.merten@csjobs.org</a>	Tammy Biery
Dislocated Worker	Ileana Merten	320.308.5712	<a href="mailto:Ileana.merten@csjobs.org">Ileana.merten@csjobs.org</a>	Tammy Biery
Youth	Ileana Merten	320.308.5712	<a href="mailto:Ileana.merten@csjobs.org">Ileana.merten@csjobs.org</a>	Tammy Biery

## LOCAL AREA BOARD MEMBERSHIP LIST

Regional Workforce Development Area

Regional Workforce Development Area 3

Local Workforce Development Area

Career Solutions Workforce Development Board

### REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA

(must be a majority)

MEMBER	POSITION/Representative	TITLE/ORGANIZATION	TERM ENDS
Jill Magelssen, Chair	Private Sector	Franchise Owner, Express Employment Professionals	01/2020
Teresa Bohnen, Vice-Chair	Private Sector	President, St. Cloud Area Chamber of Commerce	01/2020
Heidi Peper, Past Chair	Private Sector	Director of Sales–Central Region, Short Elliott Hendrickson (SEH)	01/2021
David Borgert, JPB Representative	Private Sector	Director of Community & Government Relations, CentraCare Health	01/2019
Brent Bultema	Private Sector	HR Director, CentraCare Health	01/2021
Les Engel	Private Sector	Metallurgical Engineer, Engel Metallurgical Ltd.	01/2019
Lisa Guzek	Private Sector	HR Manager, Talon Innovations	01/2021
Jeff Haviland	Private Sector	Owner/President, Seitz Stainless	01/2020
Kathy Kirchner	Private Sector	Director of Human Resources, Sysco Western Minnesota	01/2021
Sara Lommel	Private Sector	Director of Human Resources, Marco, Inc.	01/2021
Michelle Sininger	Private Sector	HR Manager, St. Cloud Refrigeration	01/2019
Tohow Siyad	Private Sector	President, National Home Healthcare Transportation	01/2021
Patricia Thompson	Private Sector	General Counsel/VP of Legal, TruSignal, Inc.	01/2020
June Widman	Private Sector	HR & Health and Safety Manager, Starrett Tru-Stone	01/2020

### LABOR & COMMUNITY – BASED ORGANIZAITONS

(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
Lori Schultz	Community Based Organization	Executive Director, Tri-CAP	01/2019
Brandon Schauer	Organized Labor	Business Agent, Pipefitters Local 539	01/2021
Ken Huling	Organized Labor	Business Representative, North Central State Regional Council of Carpenters	01/2021
<i>Open</i>	Community Based		

	Organization		
<i>Open</i>	Community Based Organization		

<b>EDUCATION &amp; TRAINING</b> (Required: ABE; Higher Education)			
<b>MEMBER</b>	<b>POSITION/Representative</b>	<b>TITLE/ORGANIZATION</b>	<b>TERM ENDS</b>
Jim Wagner	K-12 Education	Superintendent, Kimball Area School	01/2019
Adam Holm	Adult Basic Education	Community Education Director, Central Minnesota ABE	01/2019
Carolyn Olson	Post-Secondary Education	Vice-President, St. Cloud Technical and Community College	01/2020
Gail Ruhland	Post-Secondary Education	Interim Executive Director, Center for Continuing Studies, St. Cloud State University	01/2019

<b>GOVERNMENT</b> (Required: Economic Development; Job Service; Rehabilitation)			
<b>MEMBER</b>	<b>POSITION/Representative</b>	<b>TITLE/ORGANIZATION</b>	<b>TERM ENDS</b>
Gail Cruikshank	Economic Development	Talent Director, Greater St. Cloud Development Corporation	01/2019
Joan Berning	Job Service	Area Manager of Job Services, St. Cloud WorkForce Center	01/2020
Skip Wittrock	Vocational Rehabilitation	Rehabilitation Area Manager, St. Cloud Workforce Center	01/2021
Robert Cornelius	Human Services	Benton County Human Services Director, Benton County Human Services	01/2020
Janet Goligowski	Human Services	Division Director, Stearns County Human Services	01/2019

**CONTACT INFORMATION**

<b>NAME</b>	<b>ADDRESS/PHONE/EMAIL</b>
JOINT POWERS BOARD CHAIR: DeWayne Mareck	705 Courthouse Square, St. Cloud, MN 56303 320.761.6037 dewayne.mareck@so.stearns.mn.us
JOINT POWERS BOARD VICE CHAIR: Spencer Buerkle	531 Dewey Street, PO Box 129, Foley, MN 56329 320.251.3619 sbuerkle@co.benton.mn.us
JOINT POWERS BOARD SECRETARY: Tammy Biery	1542 Northway Drive, Door #2 St. Cloud, MN 56303 320.308.5702 tammy.biery@csjobs.org

**CONTACT INFORMATION**

<b>NAME</b>	<b>ADDRESS/PHONE/EMAIL</b>
CAREER SOLUTIONS WORKFORCE DEVELOPMENT BOARD CHAIR: Jill Magelssen	1410 West St. Germain Street, Suite 101 St. Cloud, MN 56301 320.251.1038 jill.magelssen@expresspros.com
CAREER SOLUTIONS WORKFORCE DEVELOPMENT	1411 West St. Germain Street, Suite 101, St. Cloud, MN 56301 / PO Box

BOARD VICE CHAIR: Teresa Bohnen	487, St. Cloud, MN 56301 320.656.3804 tbohnens@stcloudareachamber.com
CAREER SOLUTIONS WORKFORCE DEVELOPMENT BOARD SECRETARY: Tammy Biery	1542 Northway Drive, Door #2 St. Cloud, MN 56303 320.308.5702 tammy.biery@csjobs.org

**LOCAL AREA BOARD SUBCOMMITTEE LIST**

Regional Workforce Development Area

Regional Workforce Development Area 3

Local Workforce Development Area

Career Solutions Workforce Development Board

Committee Name	Objective/Purpose
Youth Committee	<p><b>Youth Council Mission:</b> To lead and bring together community resources to focus on youth becoming capable and satisfied workers.</p> <p><b>Youth Council Purposes:</b> Guide Youth Policy and Coordinate Youth Services in Local Area.</p> <p><b>Youth Council Functions/Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Strategic Planning</li> <li>• Leveraging Resources</li> <li>• Overseeing Programs.</li> </ul> <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"> <li>• Developing and recommending local youth employment and training policy and practices;</li> <li>• Broadening the youth employment and training focus in the community to incorporate a youth development perspective;</li> <li>• Establish linkages with other organizations services youth in the local area; and</li> <li>• Talking into account a range of issues that can have an impact on the success of youth in the labor market.</li> </ul>

<p>Program Committee</p>	<p><b>Mission:</b> 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> <p><b>Vision:</b> 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>
<p>Executive Committee</p>	<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 Career Solutions.</p> <p>Duties of the Executive Committee shall include but not limited to:</p> <ul style="list-style-type: none"> <li>• Member Recruitment;</li> <li>• Orientation and Development;</li> <li>• Performance;</li> <li>• Career Solutions Executive Director Hire and Performance Reviews;</li> <li>• Day-to-Day Governance of Career Solutions as LWSA Administrative Entity;</li> <li>• Oversight of the One-Stop Operating Consortium;</li> <li>• And Oversight of Memorandum of Understanding.</li> </ul>

**LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST**

<b>Regional Workforce Development Area</b>	Regional Workforce Development Area 3
<b>Local Workforce Development Area</b>	Career Solutions 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

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

**Regional Workforce Development Area**

Regional Workforce Development Area 3

**Local Workforce Development Area**

Career Solutions 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 Centre) and Paynesville High School	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

LWDA 17 Industry Employment Statistics			
Industry Title	Number of Jobs	Share of Total Employment	Avg. Annual Wage
Total, All Industries	102,369	100.0%	\$43,482
Health Care & Social Assistance	19,084	18.6%	\$51,595
Manufacturing	15,158	14.8%	\$47,849
Retail Trade	13,472	13.2%	\$27,587
Educational Services	8,581	8.4%	\$44,223
Accommodation & Food Services	7,909	7.7%	\$14,493
Construction	6,125	6.0%	\$62,926
Admin. Support & Waste Mgmt. Svcs.	4,900	4.8%	\$29,245
Wholesale Trade	4,396	4.3%	\$51,908
Transportation & Warehousing	4,151	4.1%	\$44,824
Finance & Insurance	3,791	3.7%	\$57,610
Public Administration	3,223	3.1%	\$54,265
Other Services	2,924	2.9%	\$26,466
Professional & Technical Services	2,296	2.2%	\$65,591
Information	1,741	1.7%	\$56,622
Real Estate & Rental & Leasing	1,093	1.1%	\$28,756
Agriculture, Forestry, Fish & Hunt	1,071	1.0%	\$33,731
Arts, Entertainment, & Recreation	1,039	1.0%	\$13,952
Management of Companies	433	0.4%	\$90,650
Mining	141	0.1%	\$67,985
Public Administration	3,223	3.1%	\$54,265
<i>Source: DEED Quarterly Census of Employment &amp; Wages (QCEW) program</i>			