



## What is the Dislocated Worker program?

The Minnesota Dislocated Worker program remains integral in supporting workers through transition, enabling the statewide economy to maintain its malleability and fortitude, especially during difficult economic times. When changing markets result in layoffs, many workers are left with few, if any, options for new employment. The Dislocated Worker (DW) program provides training, career counseling, and job search services that reduce the individual's time in transition. Thus, an event that is generally feared and dreaded can be more readily viewed as an *opportunity*.

In the state of Minnesota, dislocated workers benefit from both state and federal funding. In state fiscal year (SFY) 2009 (July 1, 2008 – June 30, 2009), the state program served 16,350 individuals, an increase of 3,317 (25.5 percent) from SFY 2008. The federally funded DW program served 7,501 individuals, an increase of 2,876 (62.1 percent) from SFY 2008.

**TABLE 1: Dislocated Worker Program Overview for SFY 2009**

	State	Federal (WIA)	Total
Customers Served	16,350	7,501	23,851
Available Program Funding	\$34,296,797	\$11,671,938	\$45,968,735

## Whom does the Dislocated Worker program serve?

Individuals receiving services from with the Dislocated Worker (DW) program can be:

- Workers who have been laid off through no fault of their own (i.e. they neither quit nor were fired),
- Self-employed individuals who lose their job due to economic conditions,
- Displaced homemakers (those who were previously homemakers, and are now seeking work outside of the home),
- Certain employees affected by the statewide smoking ban,

- Veterans leaving active duty with the armed forces, and/or
- Certain individuals leaving active duty of the National Guard or armed forces reserves

To be eligible for the DW program, an individual must typically be eligible for Unemployment Insurance (UI), which is a temporary benefit available to individuals who are out of work through no fault of their own. Unlike Unemployment Insurance, the DW program does not work with temporary or seasonal workers who are laid off as a result of cyclical work, which comprises a large portion of UI recipients. Together with limitations placed on funding, this condition provides the explanation for the discrepancy between the number of individuals claiming UI and those participating in the DW program.

Working together with Unemployment Insurance, the DW program provides needed support for participating individuals during the time of transition which follows a layoff. Through career counseling, job search advice, and training, unemployed workers are able to return to work more quickly. There are several mutual benefits associated with this program; not only is the worker's financial stability restored, the employer benefits by paying less in Unemployment Insurance for that individual. Employers that then hire the individual following completion of DW program services benefit from the new employee who has enhanced his/her skills. Many dislocated workers make significant advancements in education and career prospects from the time of layoff to the time they exit the program.

## How many individuals does the program typically serve?

As the economy has faltered, we have seen an unprecedented growth in the number of new registrants into the Dislocated Worker (DW) program. Beginning in July of 2008, the number of new registrants in the state and federally funded DW program climbed steadily, exceeding previous highs in registration by the second quarter (October) of SFY 2009 (Figure 1). Additionally, while the number of new registrants in both programs has continued to rise, individuals are remaining in the program for longer periods of time (Figure 2). Between quarters three and four of SFY 2009, the number of new registrants



Mary was employed for seven years as a teacher and was laid off in July of 2008. She came in to the Willmar WorkForce Center and met with a representative from Job Seeker Services and with Vanessa, an Employment Specialist with Central Minnesota Jobs and Training Services (CMJTS). Vanessa explained the Dislocated Worker program to Mary, including the on-the-job-training (OJT) component. Mary had extraordinary drive and determination.

Mary interviewed with Pioneerland Library System in Willmar. When Mary sent her thank-you note after the interview (as coached by Vanessa), Mary included information about her potential OJT eligibility with CMJTS. Pioneerland expressed interest in the OJT option and offered Mary a job as a processor and central services technician. Mary started her job in October.

After a month on the job, Mary emailed Vanessa: "This is a very nice job and I am enjoying it very much. There just isn't any stress at all. Everyone is friendly in the office, too. I am so thankful to be working in this depressed economy! Give the others in the office my warmest wishes for a Happy Thanksgiving.....mine sure will be."

When the OJT contract ended in January 2009, Mary's supervisor wrote: "Mary is doing very well. She has met and exceeded expectations."

A few months after the OJT ended, Vanessa talked with Mary's supervisor, who stated, "This is working out fantastic. We lucked out—Mary is doing so well and has been taking on more and more responsibilities. She is great! This has been a win-win experience."

increased by 28.6 percent. Even more telling, the number of new registrants in SFY 2009 quarter four increased by 129.5 percent compared to the same quarter of the preceding year.

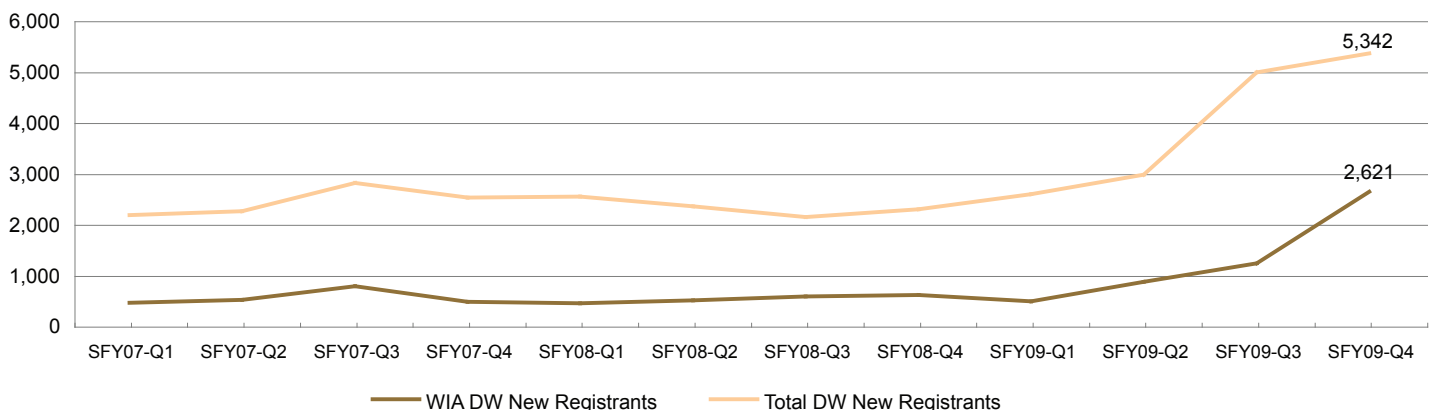
### What services does the Dislocated Worker program provide?

#### Rapid Response

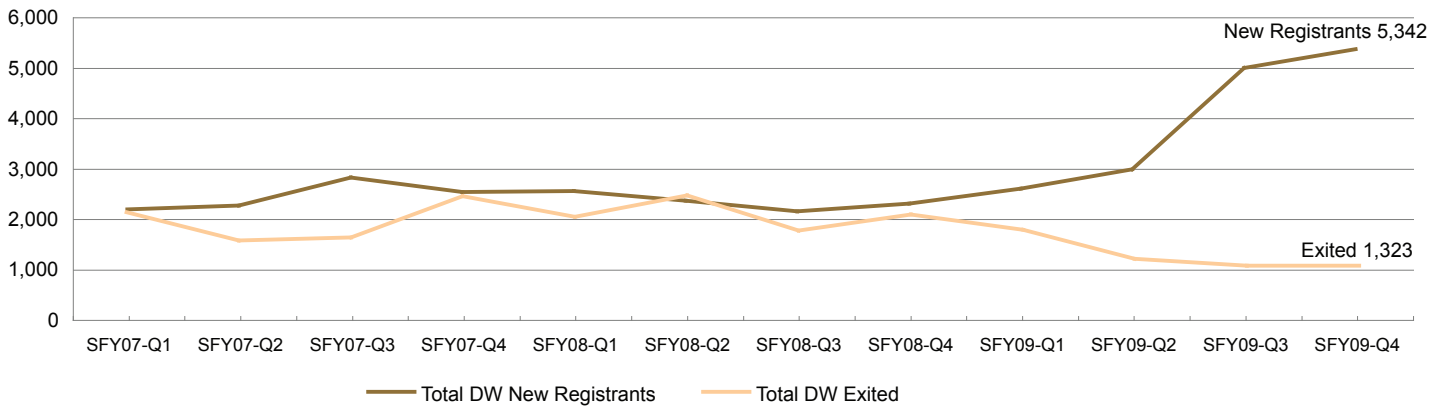
Minnesota's Rapid Response team is the first responder to large layoffs, ensuring a quick initiation to essential

services. Rapid Responders may find out about upcoming layoffs from any of a variety of sources: the employer, workers who have been or will be laid off, suppliers to the business, local government officials, local Rapid Response officials, and/or the media. The Federal Worker Adjustment Retraining Notification (WARN) Act requires that employers notify the government in the event of a mass layoff (defined as 50 or more workers over a 30-day period). Many employers will notify the state even if their layoff affects fewer than 50 workers.

Figure 1: Dislocated Worker Program New Registrants Over Time, SFY 2007 – SFY 2009



**Figure 2: New Registrants and Exited Participants Over Time, WIA DW and MN DW Combined, SFY 2007 – SFY 2009**



Upon notification, a Rapid Responder meets with the employer to discuss the size, scope, and timing of the forthcoming layoffs. Rapid Response also looks for opportunities where the impacts of layoffs may be averted. If the layoff moves forward, the Rapid Response team informs all relevant stakeholders and schedules orientation meetings with workers in which they provide information about Unemployment Insurance benefits and the services offered by the Dislocated Worker program.

### Services Offered

In order to facilitate a swift transition back into the workforce, most participants in the Dislocated Worker (DW) program access career counseling and some type of training. Upon first contact with a group of potential participants, members of the Rapid Response team ask these individuals to complete a survey that will inform the DW service providers of their most critical needs. In a recently completed Rapid Response survey, the three most commonly requested services were job replacement (access to job leads), resume and employment letter writing, and interviewing skills.

DW counselors meet with participants to determine which services would result in the most successful outcome for the individual. Service providers offer a variety of flexible core, intensive (also known as service-related), training, and support services with federal and state program funds.

#### Core Services:

- WIA eligibility determination
- One-Stop services orientation
- Basic skills assessments via MinnesotaWorks.net
- Workshops for job-seeking skills
- Self-service tools, including MinnesotaWorks.net
- Job search and placement assistance
- Career counseling
- Review of economic data and labor market information relating to chosen field

#### Service-Related:

- Comprehensive assessments
- Employment plan development
- Counseling and career planning
- Case management
- Short-term pre-vocational services

#### Training Services:

- Occupational skills
- On-the-job training
- Entrepreneurial support
- Literacy and adult basic education
- Job readiness
- Customized training

#### Support Services:

- Transportation cost assistance
- Family care cost assistance
- Health care cost assistance
- Housing or rental assistance
- Emergency health or financial assistance
- Personal, financial, and/or legal counseling

## JENNIFER BEDARD AND RURAL MINNESOTA CEP

### SUCCESS STORY



Boasting a vast array of credentials and life experience, Jennifer was able to further advance her career through the Minnesota Dislocated Worker Program upon her return from military service in 2006.

Jennifer grew up in the Nisswa area and went to the College of St. Scholastica in Duluth where she earned a bachelor's degree in biology. She studied marine biochemistry in Australia for a year of graduate school before working in California as an environmental analyst. Jennifer then joined the Army Reserve as a surgical technologist, and later switched to serve as a combat medic. After spending three months in Iraq in 2003, Jennifer was sent home early with a ruptured appendix. She later served in Afghanistan in 2005 and 2006, where she was highly mobile, working in a variety of large support hospitals. During training, she learned

to be self-reliant and creative. In direct combat, she saw traumatic wounds, land mine injuries and amputations, and learned that not everyone could be saved.

Upon her return, Jennifer sought Dislocated Worker program services from Rural Minnesota CEP, as she wanted to solidify her career as a nursing assistant while she raises her two young children. She has since completed the licensed practical nurse course and finished her RN studies this past summer.

Since June, Jennifer has worked full-time as a registered nurse at a Veteran's medical center in Wisconsin earning \$22.60 per hour with federal benefits. This salary is nearly twice her wage as a combat medic in the Army Reserve.

"[The Dislocated Worker program] was fantastic," she said. Minnesota CEP helped her weed through training options and school funding. "It seems like they are very invested in you as a whole person. They are focused on what they can do to prepare clients for the work place."

*Special thanks to Steve Kohls and Brainerd Dispatch for sharing this photograph.*

**Table 2: Top 10 Mass Layoff Events Compared: SFY 2009 and SFY 2008**

SFY 2009		SFY 2008	
Company	Employees Laid Off	Company	Employees Laid Off
Hutchinson Technology, Inc.	969	Macy's	806
Celestica	559	Champion Air	356
Seagate Technology, Inc.	495	Kimball Electronics	260
Target Headquarters	480	Integra	200
North Memorial	450	Good Shepherd Care Center	178
Denny Hecker Auto Group	363	Weyerhaeuser	158
Team Industries	307	HC Holdings LLC	154
Viracon	300	Coleman Powermate	150
Allina Hospitals and Clinics	287	General Mills	95
Snyder Drug	285	Spartech Packaging	80
<b>Total Employees Laid Off</b>	<b>4,495</b>	<b>(as compared with)</b>	<b>2,437</b>

## STEVEN AND HIRED, WITH THE MINNEAPOLIS EMPLOYMENT AND TRAINING PROGRAM

### SUCCESS STORY

Steven had a successful career in commercial real estate until the market slowed in 2007. When he was laid off, he thought it would be “no big deal” to find another job quickly in his field, based on his previous success. Unfortunately, he soon found that the job market was tight and freezes were being placed on hiring. Since his wife was working full time, he became the primary caretaker for his three-month-old daughter while he continued his job search. His previous career success and college education had not prepared him for the adjustment required when a family experiences a layoff.

After receiving Unemployment Insurance for five months, Steven began to wonder if he was doing something wrong. His mother had heard about the Dislocated Worker program and shared this information with him. He didn’t know what to expect when he had his first meeting with Ken, his counselor at HIRED. Ken helped Steven examine his background and identify additional, transferrable skills. With Ken’s

guidance, Steven also completed a certificate in project management. Halfway through his time in the program, he and his wife learned that they would soon have a second child, which added a bit of pressure to Steven’s job search. Steven received help through the program with his resume and began to actively network for a new job.

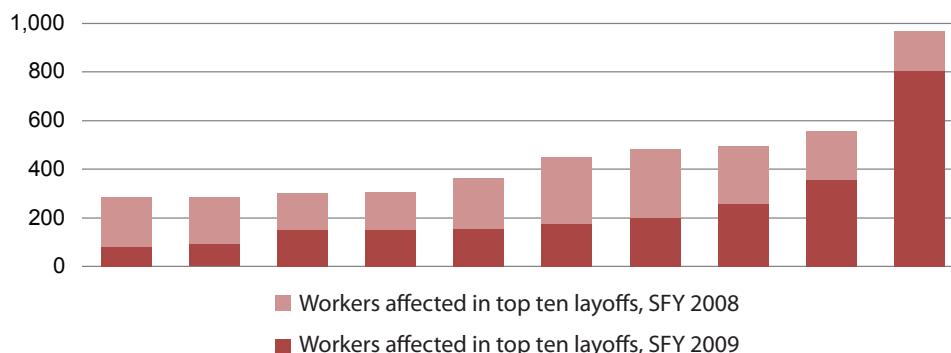
He persisted in his job search and with the ongoing support of his Dislocated Worker program counselor, he successfully landed a job as an account executive. Over the next six months, he expects to achieve a higher wage than his previous job. Steven is very grateful for the assistance the Minnesota Dislocated Worker program was able to provide, especially the emotional support that he received from his counselor. He stated that he constantly refers individuals to the program because he believes that anyone could benefit from the services provided by the Minnesota Dislocated Worker program.

If a worker is losing her or his job to foreign competitors, she/he may be entitled to additional benefits under the Federal Trade Adjustment Assistance (TAA) Act. An individual laid off from a TAA-certified work site is eligible for a wider range of benefits, including additional training dollars and in some cases, extended Unemployment Insurance benefits, known as Trade Readjustment Allowance (TRA). In Minnesota, every TAA customer is co-enrolled in the Dislocated Worker program.

### How does the program provide these services?

A network of 47 WorkForce Centers in Minnesota employ hundreds of career counselors, providing the core and service-related support to Minnesota’s dislocated workers. These counselors also research and approve the training provided by accredited educational institutions across the state. Compliant with the Workforce Investment Act (WIA) of 1998, the

**Figure 3: Top Ten Mass Layoffs Compared, SFY 2008-SFY 2009**



Susan has been in job transition for about a year. She was vice president for a global company when she was laid off. Through the Minnesota Dislocated Worker program and the Washington County WorkForce Center, Susan was able to assess her current skills, research the labor market, and understand the process for successful job hunting in our current economy.

### ***A letter from Susan to the Director:***

Dear Mr. Crawford,

I would like to write this letter to express my heartfelt gratitude to your organization for the positive impact it has had on my life.

I have been in career transition for approximately 14 months. Like many people in a similar situation, I have occasionally found myself stuck, alone, isolated, and fearful of what the future holds for me if I don't get a job. However, much to my surprise, I have discovered that there's also a very positive and hopeful part of this process. There are lessons and blessings along the way, and I'm learning to embrace them, thanks in large part to what I have learned at Washington County WorkForce Center.

The right people in your life can become your job-search. I don't do this alone - I have people who care enough to spend hours developing a curriculum that will teach and motivate me, who will tell it to me straight and lead me in directions that have enlightened and empowered me.

Cindy Hinderks has inspired me by her dedication to learning and career development and her creative approaches to job search. She asked tough questions and expected the best. The people who were in Boot Camp with me weeks ago have become my trusted partners in this process and hopefully my friends forever, thanks in large part to how Cindy successfully led and facilitated that class. Because of

Cindy's dedication to this process and her many extra efforts, I have built an impressive library of resource materials on personal assessments, resume writing, cover letters, informational interviews, portfolios, job interviews, and networking. That is truly innovative. I use these materials on a daily basis and no matter what other classes or workshops I attend elsewhere, I always come back to what I received and learned at Washington County.

There must have been divine intervention the day I signed up to meet with Sharon Hansen (employment counselor) as there were several sign-up sheets in front of me from which to choose. She is one of the most special women I have ever met in my life - her words of encouragement, knowledge of job loss transition and roller-coaster emotions, responsible follow-up and tracking of my personal job search and class participation, random acts of kindness, and sincere ability to offer hope have been invaluable to me. She goes above and beyond what I ever expected I would receive; many days her innovative ideas, kind words and candid approach to identifying issues and problem solving made all the difference in my ability to successfully navigate through these rough waters. I'm not sure where I would be today if I had not come to the WorkForce Center, signed up to work with Sharon as my employment counselor and taken the classes from Cindy.

I am so very grateful for what you do, thank you sincerely for the positive influence your organization has had on my job search activities, my life, and my optimism regarding my next great opportunity.

Sincerely,

Susan H.  
Dislocated Worker Program Customer

state of Minnesota established 16 Workforce Service Areas (WSAs) as local partners. A local Workforce Investment Board (WIB) governs each area's priorities and operations.

In addition to the 16 WSAs, there are ten WIA-certified, independent service providers, which serve dislocated workers in the Twin Cities metropolitan statistical area (primarily, but not exclusively):

- Arrowhead Economic Opportunity Agency
- Career Management Services
- Career Solutions
- Employment Action Center
- Goodwill/Easter Seals
- HIRED
- Jewish Vocational Services
- Quality Career Services
- Teamsters Service Bureau
- Teamworks, Inc.

Dislocated workers who are part of a closing or mass layoff, defined by WIA guidelines as a layoff of 50 or more people from a single work site during a single 30-day period, are typically served through project or discretionary funds. Projects are slightly different from smaller layoffs, as the workers who are affected by these layoffs have the option to form a volunteer group called an Employee Management Committee (EMC). This group helps to plan the services that will be offered for the project and select a service provider. Those who receive services grade their service providers on their performance which helps to inform future EMCs in their pursuit of high quality service provision.

A dislocated worker who is part of a smaller layoff can simply select a WorkForce Center, or one of three independent service providers authorized to serve such workers: Career Management Services, Quality Career Services and Teamsters. The funds that serve these customers are distributed on the basis of a formula which takes into account the unemployment in each WSA's labor market, among other appropriate factors.

### Why is the Dislocated Worker program important?

When the economy is in decline, the Minnesota Dislocated Worker program serves as one of many safety nets. The DW program supports individuals and encourages them to invest in their own future by completing training that will pave the way to a wider variety of opportunities.

Throughout SFY 2009, each of the top ten mass layoffs affected significantly more workers than the top ten layoffs from the previous year (Figure 3, Table 2). While six of the top ten mass layoffs affected fewer than 200 workers in SFY 2008, every single layoff ranking in the top ten affected more than 200 workers, eight of those same top ten impacting at least 300 workers. In all, the top ten layoffs in SFY 2009 involved 184.4 percent of the number of workers impacted by the top ten layoffs in SFY 2008.

Not every worker affected by a layoff event participates in the Dislocated Worker program. While we can provide a count of program participants, this number does not

**Table 3: SFY 2009 Minnesota Dislocated Worker Program Performance Measures**

Dislocated Worker Program Performance Measure	SFY 2009 Goal	SFY 2009 Outcome		
		State	Federal	Total
<b>Entered Employment Rate</b> (did the customer exit to employment)	86.0%	<b>88.9%</b>	90.4%	89.2%
<b>Six Month Retention Rate</b> (did the customer keep that job)	90.0%	<b>92.1%</b>	94.3%	92.9%
<b>Average Earnings</b> (what the customer earned for two quarters after exit quarter)	\$17,123	<b>\$19,373</b>	\$19,285	\$19,339
<b>Credential Rate</b> (did the customer get a diploma)	62.0%	<b>61.0%</b>	64.0%	61.8%

<sup>1</sup> Employment data from Current Employment Statistics (CES) Program, as of December 14, 2009. For updated information, visit <http://www.deed.state.mn.us/lmi/tools/ces/Default.aspx>.





Ben was laid off from a large manufacturing company in central Minnesota in the fall of 2008 and promptly enrolled in the Minnesota Dislocated Worker program.

In December, he was offered a job with an on-the-job (OJT) training contract, as an elevator operator in Hutchinson. His job involves grain handling, pricing,

safety, maintenance, and customer service. As part of the OJT, Ben completed the online OSHA training. Ben's manager commented that Ben is doing a great

job and that he can always depend on Ben to "get the job done". Ben feels that he has been allowed and encouraged to put his broad set of skills to use — from mechanical skills to skills in root-cause analysis, problem-solving, decision-making, customer service, and budget management. Ben continues to apply his background and experience to support company productivity and efficiency improvements that bring in new customers and retain long-term customers.

Ben is very pleased with his new position. With the help of the Dislocated Worker program, he increased his hourly wage from \$13.45 at his previous job as an expediting clerk to \$17.31 as an elevator operator.

tell us how many workers may have been eligible for the program, but did not seek services. However, we can rely on the Current Employment Statistics (CES) program for data on how many jobs have been lost in Minnesota. According to CES, Minnesota lost 104,829 jobs during SFY 2009.<sup>1</sup> This is an increase of 93,413 jobs over the 11,416 jobs that were lost in Minnesota during SFY 2008. In July of 2009, Minnesota's unemployment rate of 7.8 percent was slightly lower than that of the nation (9.7 percent); the same held true, to a lesser degree, the preceding year, with Minnesota's rate of unemployment at 5.4 percent with the nation at 6.0 percent. Like many states, Minnesota has seen sharp declines in manufacturing, which has been a mainstay for our state economy. These shifts have challenged us to exercise our resources on behalf of dislocated workers and encourage transferability of skills.

**How does the Dislocated Worker program measure success?**

Each year, we measure success based on four primary outcomes. First, we look at the percent of program participants who exit the program and enter employment. Secondly, we look at the percent of those individuals who retained that employment for at least two quarters

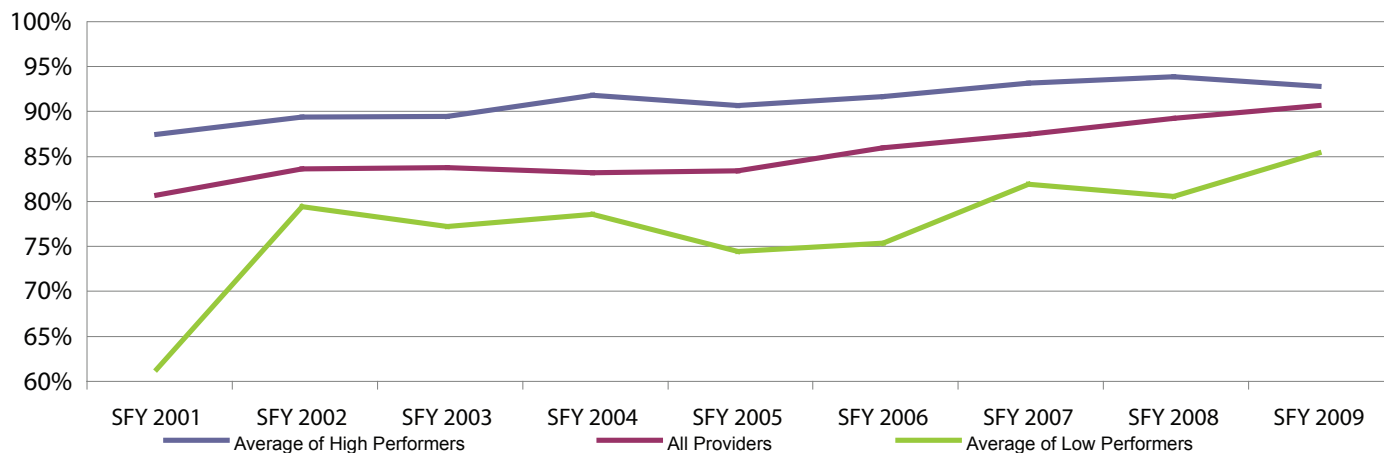
following the close of the quarter in which they exited (at least six months). Third, we note the average earnings for program exiters over six months, and finally, we measure the percent of program participants who obtain a credential. Each year, we determine these standards and negotiate achievable goals with the United States Department of Labor (USDOL). We use these standards for both the federal and state programs.

Service providers in the Minnesota Dislocated Worker program exceeded three of the four standards negotiated with DOL for the 16,350 dislocated workers served in the program throughout SFY 2009 (Table 3).

Dislocated Worker program service providers made commendable improvements in their year-to-year performance. During SFY 2009, 88.9 percent of individuals exiting from the DW program entered into employment, a .4 percent increase over SFY 2008. While this is only a minor increase, service providers can take pride in this improvement as jobs are difficult to secure in such a struggling economy. The rate of retention has remained high, which demonstrates that those dislocated workers who are securing jobs are keeping jobs. Average semi-annual earnings have increased by \$735 since SFY 2008,

**I am so glad that I have a job and would like to thank you for the help. The training that I received was the answer to my prayer which helped me to land this job. I hope that many other unemployed individuals have access to these important services!**

**Figure 4: Dislocated Worker Service Provider Percent of Customers Entering Employment Over Time, SFY 2001 - SFY 2009**



indicating increasing stability in wage for program exiters.

Consistent with the preceding program year, businesses and workers continue to report a high level of satisfaction with the Minnesota WorkForce Center System, where most dislocated workers receive services. MnCSI, the Minnesota Customer Satisfaction Index, is the average response to three DOL-mandated questions on customer satisfaction. The MnCSI is modeled on the ACSI (American Customer Satisfaction Index), a measure of customer satisfaction widely used in the private sector. For the period July 1, 2008 to June 30, 2009, employers across the state reported a Customer

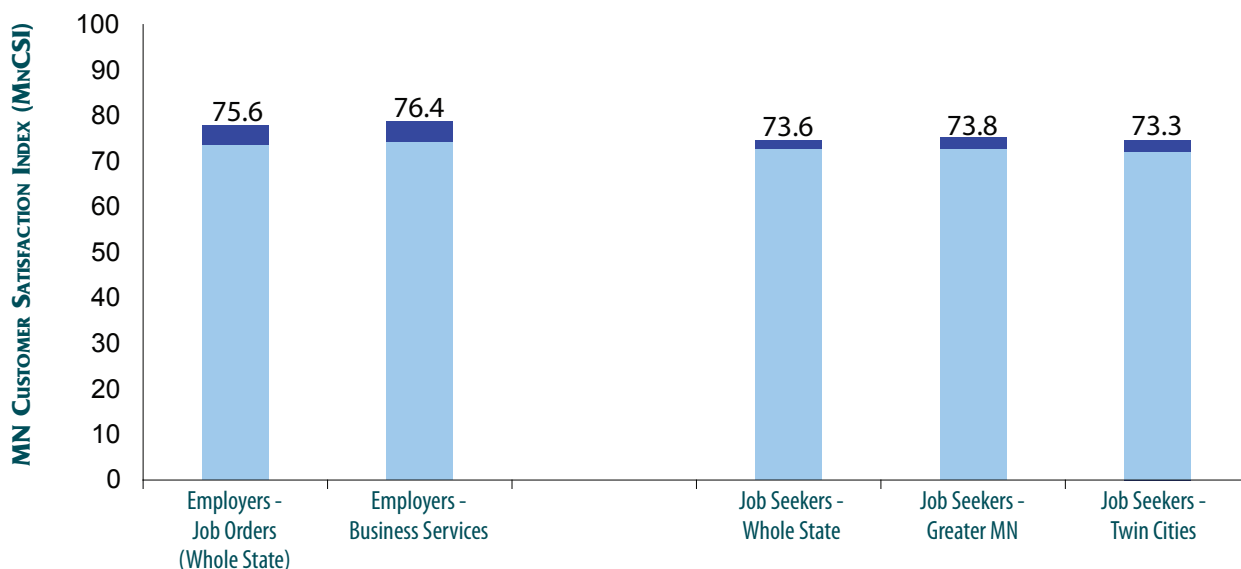
Satisfaction Index of 75.6 out of a possible 100.0 points for all WorkForce Center programs (Figure 5). Dislocated Worker program customers, a subset of the total job seekers represented in the chart, reported an index of 74.3 for satisfaction with WorkForce Center programs. The survey is based on the responses of 579 Dislocated Worker program customers who have exited the program. When asked if WorkForce Center staff understand their needs, 92.0 percent of respondents were satisfied or very satisfied. Additionally, 88.0 percent of respondents were either satisfied or very satisfied that staff responded to their needs in a reasonable amount of time.

**Thank you very much for all your help. Without the program and your assistance, I would not be on this path that I have chosen. I now have a future that I did not think was possible.**

## Accomplishments from State Fiscal Year 2009

- We expanded Rapid Response staff capacity to include business services specialists statewide. In order to both meet the expanding needs of Minnesota's layoffs and to integrate more fully the business services philosophy into the Dislocated Worker program, Rapid Response staff began training our statewide team of 30+ business services specialists, all of whom have significant inroads into the employer community, to deliver early response services in layoff situations. This effort began in May; Minnesota has already added 2.0 FTEs' worth of staff capacity onto its Rapid Response team and improved response time for key events dramatically, without costing taxpayers a dollar more.
- As expected, we continued to directly serve customers from large layoffs, such as Hutchinson Technology, Celestica, BAE Systems and Medtronic.
- We have sharply increased the use of federal National Emergency Grants for large layoffs. This has allowed our agency and partners to serve more eligible dislocated workers.
- In January 2009, we launched Project GATE II (Growing America Through Entrepreneurship): a three-year, \$2 million initiative specifically for dislocated workers over the age of 50 who are interested in starting their own business. These dislocated workers are supported by consultants from Small Business Development Centers throughout the state as they work to establish their own self-employment opportunity. At the close of SFY 2009, we had served over 80 individuals. As of December 31, 2009, we had served just over 250 dislocated workers through a variety of Project GATE II activities.
- We continued to extend and deepen relationships with Unemployment Insurance representatives, who provide valuable information to newly dislocated workers at program orientations.
- We reconvened an annual conference for job seeker counselors, which included counselors for DW, WIA Title 1B Adult, and Veterans Employment. This critical professional development opportunity provides the counselors with policy updates, peer learning opportunities and an opportunity to celebrate success.

**Figure 5: WorkForce Center System Satisfaction Survey Results:**  
 Job Seeker and Employer data from July 2008 - June 2009  
 (Confidence intervals designated as darker shading at top of column)



## LONG-LASTING SUCCESS!

## SUCCESS STORY

### **A letter from a former client to a counselor with the North Minneapolis WorkForce Center**

Hi Betty,

It's been a very long time, long enough that I have a real idea of how important a role you played in my career.

I worked with you in 2000-2001. You gave me tools and skills that I still use today. In 2008, after seven years at my job, I was given an "end date". This scared me even though I was offered a severance package. I decided to update all of my job seeking tools and while doing this I came across all the information I saved from when we worked together. Rather than wait the 18 months until the end, I started looking after six months (once I had all my ducks in a row) and within two months I found my current job.

Long story short, I did the same things we did nine years ago, and for the second time you helped me to get not only a job - but the job I wanted.

To update you on where I am, I will graduate in four weeks with a BA in Business Information Systems and am currently working as an IT Applications Solutions Analyst.

I have been in my current job for just under two years and all of my friends from my old employer are hitting the end of severance with no job in sight. I know how lucky I am and am very grateful to you for the tools you gave me because without them I might still be looking.

Warm regards and thanks,  
Christine

- We implemented an entirely redesigned Trade Adjustment Assistance (TAA) program, with significantly extended eligibility and benefit parameters. This implementation has required extensive policy interpretation, counselor training, new petition and application processes, and increased staffing.
- We launched a TAA component to Workforce One, the single case management system for the State of Minnesota's workforce development programs. This technology boost has made the current practice of 100 percent co-enrollment between TAA and DW even more efficient, since state staff and partners can now communicate more quickly and effectively.
- We worked closely with service providers to successfully launch the American Recovery and Reinvestment Act (ARRA) on February 17, 2009. As of December 31, 2009, Minnesota had served over 6,000 customers through ARRA. Minnesota requires providers to spend 70 percent on customer training, support services related to training, or needs-based payments which help a customer stay in training.

**You and your program were invaluable to me during these difficult times. The resources, offered in such a concise and organized way, really helped to smooth the road ahead for me and my family. Thank you so much for the time you dedicated to us and thank you so much to the Dislocated Worker program!**

## What is on the horizon for the Dislocated Worker program in SFY 2010?

- Given increasing numbers of new registrants and increasing longevity of participation in the Dislocated Worker program, we remain committed to providing the highest quality of services to growing numbers of individuals. The major challenge will be funding the training of those whose programs last more than one year, with increased demand and fewer resources than last year.
- We continue to apply for National Emergency Grants (NEG) where appropriate, to ensure the maximum amount of federal resources in the system. The major challenge is demonstrating expenditures quickly, since high expenditures is a federal criterion for NEGs, and many training programs are slow to bill our system for services rendered.
- We plan to increase integration of the Trade Adjustment Assistance (TAA) program and the Rapid Response team, cross-training DW's Rapid Responders and members of the TAA team. The major challenge here will be the establishment of regular, effective cross-training during a time of unprecedented activity in both programs.
- We continue to improve Workforce One, our client tracking system, to allow for better TAA reporting and integration with the DW program. Extensive reporting requirements for ARRA's one-time funding are a challenge due to the federal mandate to prioritize this over other system improvements.
- We are developing new surveys to determine employers' satisfaction with our Rapid Response team. Another survey will share the opinions of former EMC teams with teams that are just forming, further enhancing our "Scorecard", which rates the performance of program service providers.
- We commit to making participation in Project GATE II as seamless as possible, working with Small Business Development Centers and Unemployment Insurance at all levels. This goal also includes increased community outreach through our Rapid Response team.

- Our next annual job seeker counselor conference is scheduled for April 2010.

Minnesota's Dislocated Worker program has proven its fortitude in times of serious trial. Having previously distinguished ourselves nationwide with innovative programming and consistently high outcomes, all involved with the Dislocated Worker program continue to commit to this standard of service. We anticipate continued success throughout SFY 2010, and feel confident that we will provide the hope, counseling and resources that so many more laid off Minnesotans will continue to need.

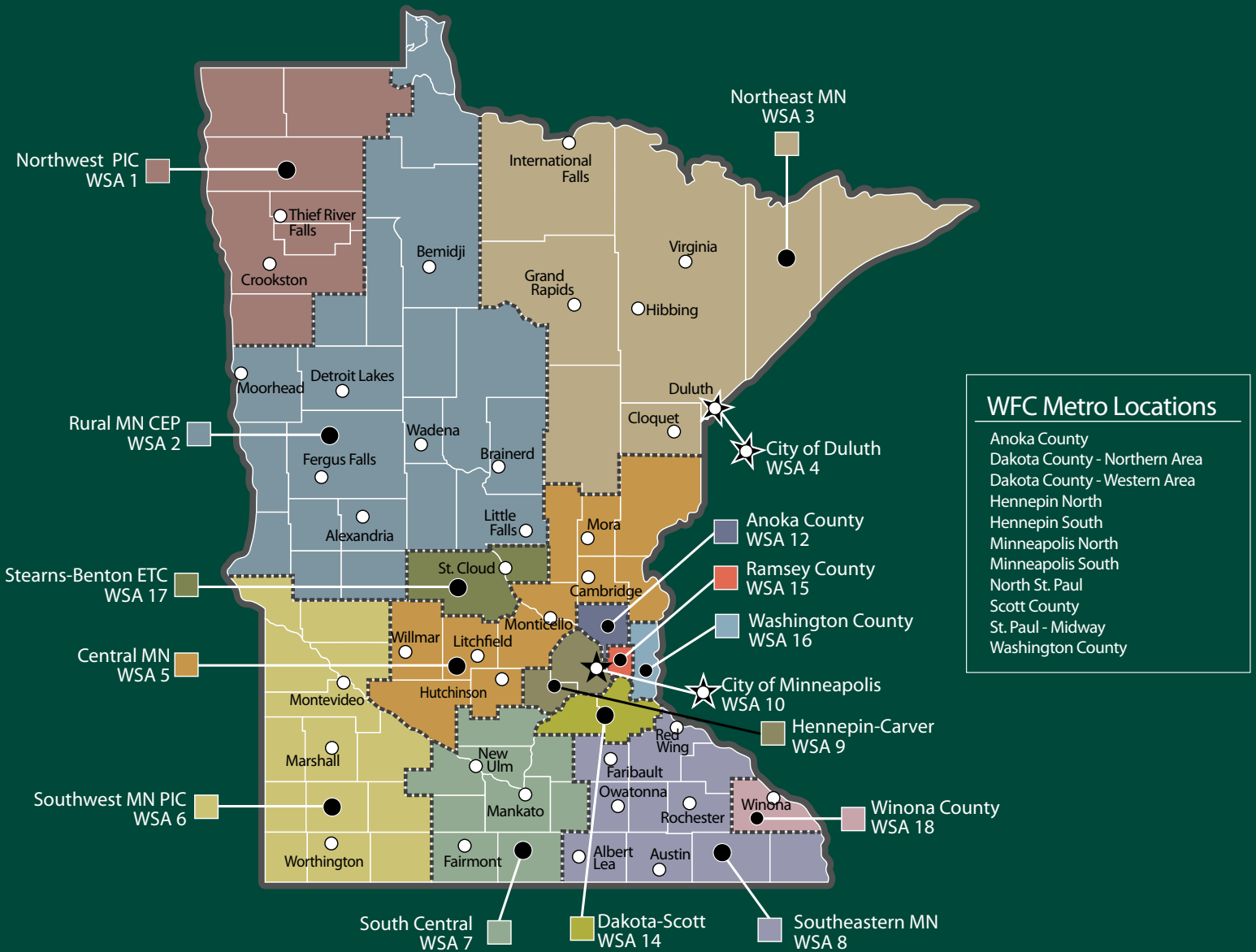
**It isn't an overstatement to say that I am grateful every day for your assistance. Without you and your colleagues to guide and encourage me, I suspect I would never have landed my current position. Every day is a challenge; every day is a blessing. I realize how rare and important it is to have a job that holds interest and passion, and I am thankful for both.**

APPENDIX - STATE DISLOCATED WORKER PROGRAM SFY 2009 PROVIDER PERFORMANCE

SFY 2009 STATE DISLOCATED WORKER PERFORMANCE OUTCOMES BY SERVICE PROVIDER	NEW REGISTRANT	SERVED	EXITED	NUMERATOR DW EER	DENOMINATOR DW EER	DW ENTERED EMPLOYMENT	NEGOTIATED STANDARD	PERCENT OF STANDARD ACHIEVED	NUMERATOR DW RETENTION	DENOMINATOR DW RETENTION	DW RETENTION
<b>STATE</b>	<b>10,213</b>	<b>16,474</b>	<b>4,816</b>	<b>4,911</b>	<b>5,527</b>	<b>88.9%</b>	<b>86.0%</b>	<b>103.3%</b>	<b>4,433</b>	<b>4,814</b>	<b>92.1%</b>
ANOKA COUNTY	409	678	229	248	264	93.9%	86.0%	109.2%	228	246	92.7%
CAREER MANAGEMENT SERVICES (CMS)	863	1,125	339	307	339	90.6%	86.0%	105.3%	198	220	90.0%
CENTRAL MN JOBS AND TRAINING	822	990	230	194	209	92.8%	86.0%	107.9%	190	200	95.0%
CITY OF DULUTH	36	66	17	17	19	89.5%	86.0%	104.0%	42	44	95.5%
DAKOTA/SCOTT WORKFORCE SERVICES	568	887	368	486	587	82.8%	86.0%	96.3%	471	509	92.5%
EMPLOYMENT ACTION CENTER	657	913	169	198	230	86.1%	86.0%	100.1%	202	216	93.5%
HENNEPIN/CARVER ETC	1,442	2,067	784	677	775	87.4%	86.0%	101.6%	660	722	91.4%
HIRED	660	1,185	397	248	277	89.5%	86.0%	104.1%	192	203	94.6%
MN TEAMSTERS SERVICE BUREAU	470	1,288	593	591	662	89.3%	86.0%	103.8%	416	458	90.8%
MPLS EMPLOYMENT AND TRAINING	295	493	178	203	214	94.9%	86.0%	110.3%	194	209	92.8%
NE MN OFFICE OF JOB TRAINING	279	475	80	144	155	92.9%	86.0%	108.0%	142	156	91.0%
NORTHWEST PIC INC	82	134	57	63	69	91.3%	86.0%	106.2%	51	60	85.0%
QUALITY CAREER SERVICES	277	857	103	149	176	84.7%	86.0%	98.4%	148	159	93.1%
RAMSEY CTY WORKFORCE SOLUTIONS	807	1,585	441	446	514	86.8%	86.0%	100.9%	426	465	91.6%
RURAL MN CEP INC	463	762	145	212	237	89.5%	86.0%	104.0%	201	220	91.4%
SOUTH CENTRAL WORKFORCE COUNCIL	416	607	192	173	187	92.5%	86.0%	107.6%	173	185	93.5%
SE MN WORKFORCE DEVELOPMENT	608	860	190	207	222	93.2%	86.0%	108.4%	200	217	92.2%
STEARNS/BENTON E&T	242	355	96	102	119	85.7%	86.0%	99.7%	87	96	90.6%
SW MN PIC INC	178	270	73	81	88	92.0%	86.0%	107.0%	77	82	93.9%
WASHINGTON COUNTY	248	389	98	124	134	92.5%	86.0%	107.6%	94	103	91.3%
WINONA CTY WORKFORCE COUNCIL	391	414	37	41	50	82.0%	86.0%	95.3%	41	44	93.2%

NEGOTIATED STANDARD	PERCENT OF STANDARD ACHIEVED	NUMERATOR DW CREDENTIAL	DENOMINATOR DW CREDENTIAL	DW CREDENTIAL	NEGOTIATED STANDARD	PERCENT OF STANDARD ACHIEVED	NUMERATOR DW AVERAGE EARNINGS	DENOMINATOR DW AVERAGE EARNINGS	DW AVERAGE EARNINGS	NEGOTIATED STANDARD	PERCENT OF STANDARD ACHIEVED
<b>90.0%</b>	<b>102.3%</b>	<b>905</b>	<b>1,484</b>	<b>61.0%</b>	<b>62.0%</b>	<b>98.4%</b>	<b>\$83,437,602</b>	<b>4,307</b>	<b>\$19,373</b>	<b>\$17,123</b>	<b>113.1%</b>
90.0%	103.0%	36	48	75.0%	62.0%	121.0%	\$3,947,238	213	\$18,532	\$17,123	108.2%
90.0%	100.0%	70	146	47.9%	62.0%	77.3%	\$5,527,251	198	\$27,915	\$17,123	163.0%
90.0%	105.6%	55	81	67.9%	62.0%	109.5%	\$3,205,570	190	\$16,871	\$17,123	98.5%
90.0%	106.1%	7	11	63.6%	62.0%	102.6%	\$528,504	42	\$12,583	\$17,123	73.5%
90.0%	102.8%	60	95	63.2%	62.0%	101.9%	\$9,186,380	471	\$19,504	\$17,123	113.9%
90.0%	103.9%	38	68	55.9%	62.0%	90.1%	\$4,271,929	196	\$21,796	\$17,123	127.3%
90.0%	101.6%	50	80	62.5%	62.0%	100.8%	\$12,920,824	622	\$20,773	\$17,123	121.3%
90.0%	105.1%	13	28	46.4%	62.0%	74.9%	\$4,206,096	192	\$21,907	\$17,123	127.9%
90.0%	100.9%	140	207	67.6%	62.0%	109.1%	\$8,651,834	416	\$20,798	\$17,123	121.5%
90.0%	103.1%	40	53	75.5%	62.0%	121.7%	\$2,957,494	167	\$17,710	\$17,123	103.4%
90.0%	101.1%	43	58	74.1%	62.0%	119.6%	\$2,202,998	142	\$15,514	\$17,123	90.6%
90.0%	94.4%	17	39	43.6%	62.0%	70.3%	\$674,229	51	\$13,220	\$17,123	77.2%
90.0%	103.4%	26	82	31.7%	62.0%	51.1%	\$3,455,685	148	\$23,349	\$17,123	136.4%
90.0%	101.8%	63	94	67.0%	62.0%	108.1%	\$7,928,017	424	\$18,698	\$17,123	109.2%
90.0%	101.5%	40	86	46.5%	62.0%	75.0%	\$3,050,260	201	\$15,175	\$17,123	88.6%
90.0%	103.9%	34	63	54.0%	62.0%	87.0%	\$2,769,577	163	\$16,991	\$17,123	99.2%
90.0%	102.4%	54	90	60.0%	62.0%	96.8%	\$3,284,946	194	\$16,933	\$17,123	98.9%
90.0%	100.7%	36	47	76.6%	62.0%	123.5%	\$1,382,997	87	\$15,897	\$17,123	92.8%
90.0%	104.3%	24	31	77.4%	62.0%	124.9%	\$857,139	64	\$13,393	\$17,123	78.2%
90.0%	101.4%	29	37	78.4%	62.0%	126.4%	\$1,965,946	85	\$23,129	\$17,123	135.1%
90.0%	103.5%	30	40	75.0%	62.0%	121.0%	\$462,688	41	\$11,285	\$17,123	65.9%

# MINNESOTA'S WORKFORCE SERVICE AREAS AND WORKFORCE CENTERS



**For a complete list of service providers or other questions about the program:**

651.259.7537 or 1.866.213.1422  
[www.PositivelyMinnesota.com/dw](http://www.PositivelyMinnesota.com/dw)



**For questions regarding this report:**

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