

2012

**Local Unified Plan
UPDATE**

for Minnesota's

**INTEGRATED
WORKFORCE INVESTMENT SYSTEM**

Program Year 2012

**– Submitted by –
Workforce Investment Board**

Name: City of Minneapolis – WSA10

Instructions

In accordance with [Workforce Investment Act \(WIA\) Law §118](#), this document provides directions to Minnesota's local Workforce Investment Boards (WIBs) for preparing the *Program Year 2012 (PY12) Local Unified Plan (LUP) UPDATE for an Integrated Workforce Investment System*. The PY12 LUP UPDATE covers the time period of July 1, 2012 to June 30, 2013. WIBs are required to submit an annual LUP to the Minnesota Department of Employment and Economic Development (DEED) in order for their Workforce Service Area (WSA) to receive funding under WIA and the State Dislocated Worker (DW) program.

The PY12 LUP UPDATE guidance is composed of three sections:

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

NOTE: While a provision for 'no change from last year' was not provided as an option for responses, if there are truly no changes from last year for a particular response, feel free to 'cut and paste' your response from the PY11 LUP. Sections of your PY12 response may be used for other purposes and your local plans will be posted on the web as is, so any responses with 'no change from last year' may not provide appropriate information or confuse readers.

2012 LUP UPDATE Requirements

- **LUP UPDATE Due Date:** May 25, 2012⁽¹⁾
- **Deliverables:**
 1. Electronically submit, via e-mail, LUP UPDATE Sections A, B, and C, including all attachments to deanne.white@state.mn.us and;
 2. Mail one (1) hard copy of the Certification and Assurances which includes a signature page with original signatures to:

*Deanne White
Minnesota Department of Employment and Economic Development
Workforce Development Division – Location #038
1st National Bank Building
332 Minnesota Street – Suite E200
St. Paul, MN 55101-1351*

¹ If you cannot make the May 25, 2012 deadline, provide information on why an extension is needed and the duration of the requested extension to Maria Cantu at Maria.Cantu@state.mn.us. PY12 LUP UPDATE extension requests must be received by May 18, 2012 to be considered for approval.

Planning Timetable Estimates

February 29, 2012	Draft LUP UPDATE sent to WSAs for review and comment
March 5, 2012	Deadline for receipt of comments
March 13, 2012	Issuance of final LUP UPDATE
April/May 2012	WIA and Wagner-Peyser Allocations issued to States. WSA WIA Allocations issued (including forms for Budget, Participant Information, and Activity Summaries)
May 2012	Local Public Comment Period*
May 25, 2012	PY12 LUP UPDATES due at DEED, along with submittal of original signature page. Beginning of DEED review comment and clarification period.
Week of June 18, 2012	Approval of LUP UPDATES begins
July 1, 2012	Beginning of PY 2012

*The 30-day comment period and timeline is flexible depending on your own local approval process. If after your submission, your plan has changes due to the 30-day comment period, it is your responsibility to notify DEED.

Section A: Integration and Strategies

One of the state's goals is to encourage WIBs to perform at a strategic level and to participate in a wide range of regional challenges and opportunities. This section will be used to describe the WIB's engagement in regional development strategies, as well as how the WIB conducts business beyond the narrow focus of employment programs.

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

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

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

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

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

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

1. Location quotient analyses for individual metro counties and the combined region.
2. US Bureau of Labor Statistics Current Employment Statistics data.
3. MN DEED Job Vacancy Survey data.
4. US Bureau of Labor Statistics Employment Outlook projections.
5. MN DEED Occupations in Demand analysis.
6. Other Sources, including the Metropolitan Council, industry association data, Jobs Now Coalition, etc.

The WIB reviews these data sources through analysis prepared by DEED regional labor market analysts, WIB staff, and contracted staff supporting the Twin Cities

Greater Metropolitan Workforce Council (GMWC). This review is done through presentations and discussion among WSA staff and at WIB meetings.

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

C. How is this information incorporated into your service delivery strategies including how your career counselors use this information to train customers in occupations in demand (OID) in your labor market area.?

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

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

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

2. Based on your most recent analysis of regional economies, provide a list of the key industries in your regional economy. (If more space is needed, use Attachment F.)

At the Workforce Council's May meeting, members reviewed the following labor market analysis; Twin Cities Greater Metropolitan Workforce Council 2011 Regional Labor Market Summary Data and the Twin Cities Area Industry Location Quotients and Private Sector Employment Growth. Both documents provide members an opportunity to discern the key industries across the region. In particular, they noted the following industries: healthcare (hospitals, nursing, and residential care facilities, ambulatory services), manufacturing, computer systems design and related services, and transit focused on truck driving. Please reference following data analysis.

3. Provide the following information for current and upcoming regional development initiatives that the WIB is involved in.

A. Identify and define the mission or objective of the initiative, including the timeframe for implementing the initiative.

See attached "activities matrix" for a listing of regional initiatives with significant WIB involvement.

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

See the attached "activities matrix".

C. Summarize the status of the initiative, including the WIB's level of involvement to date.

See the attached "activities matrix".

Background

By PY11, 79,551 employers were registered in MinnesotaWorks.net. Minnesota employers posted

450,420 job openings, a 9.3% increase from PY10.

4. 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?

All customers at both Minneapolis' Workforce Centers are automatically registered in Minnesotaworks.net when they register to use the computers in any Resource Room using the Customer Registration System (CRS). They need to be in CRS to use most of our WFC services including employment counseling and classes. They need to write their CRS number on the universal application during WFC orientation.

WSA #10's program staff will continue to inform our counseling network about the value of MinnesotaWorks.net as part of a comprehensive tool kit for job seekers. We *strongly encourage* our partner staff to work with our adult and dislocated worker clients to register and make their resumes viewable to employers on this site by citing some of its benefits. According to MinnesotaWorks.net's online annual report, this job bank:

- Is free to job seekers and employers;
- 47% of those who applied for jobs on this site were contacted for an interview;
- 66% of employers who placed job orders on the site filled their openings with candidates from this site;
- there is no SPAM or unsolicited email advertising will be sent to job applicants (unlike other job boards); and
- there is no advertising on this site.

Background

The Governor's Workforce Development Council has published their blueprint for strengthening Minnesota's workforce and closing the state's skills gap. The following questions will be based on [All Hands on Deck](#)

Recommendation 1: Expanding the Minnesota FastTRAC Initiative...These programs should be required to offer a stackable credential or an industry-recognized credential to successful participants. To support ongoing coordination and the sustainability of the FastTRAC Initiative, funding sources should be identified and formalized. State funds, along with focused professional development, should be used to incent coordination and to leverage and align the financial resources of local partners.

5. A. What is the local partners' capacity for providing career pathway services (connecting individuals to education, providing support services for those in education, providing career navigation, providing employment placement and retention after credential attainment, etc.)?

In 2010, METP, in partnership with Ramsey County Workforce Solutions launched RENEW, a green jobs training and job placement program. With the success of that project, in 2012 METP will be continue to use the RENEW model using a variety of funding to offer low-income Minneapolis residents with access to career pathway services in the sectors of manufacturing, construction, renewable energy, building systems, and transportation. Each of the career pathways have credit and non-credit options, industry recognized credentials, and wrap around employment and retention services.

Also, METP offers two additional career pathways projects including the Internal Referral Project (IRP) and Close the Gap Training. In both these projects, METP uses a training first model followed by intensive case management services for employment and retention.

Minneapolis currently has three FastTRAC projects running, culinary arts and welding/metal fabrication for north Minneapolis residents and health care offered through PPL, Minneapolis ABE and MCTC.

B. What is the local partners' capacity for convening or administering for career pathways (convening education providers and employers to design career pathways, supervising staff in navigator roles, providing fiscal agency duties)?

METP and its local partners have a high degree of capacity for convening and administering career pathways projects. METP and its partners have a long history of successfully providing such services, including partnering with community and technical education, community-based trainers, basic education services, social services including MFIP, food support, etc.

Recommendation 2: Setting goals and developing plans for increasing adult credential attainment. Minnesota State Colleges and Universities (MnSCU), in partnership with the Department of Employment and Economic Development (DEED) and Minnesota's Adult Basic Education (ABE) system, should set a broad strategic goal for increasing the number of low-skill adults that earn credentials leading to high-demand occupations that provide family-sustaining wages, and should develop a plan to reach that goal...

Note: [TEGL 15-10](#) calls for a nationwide 10 percent increase in credential attainment across workforce investment programs (WIA Adult, WIA DW, TAA, NEG, Career Pathways, and Community-Based Job Training Grants) by June 30, 2012.

6. What is the strategy for the local partners to continue to increase credential attainment across WIA programs?

WSA #10 will continue to update policies and institute actions that increase the number of clients who attain a credential, across WIA programs, through a variety of methods.

- The 2011 Policy Advisory: All Hands on Deck, produced by the MN Governor's Workforce Development Council, indicates that, "Individuals with an associate's degree earn 29 percent more than those with only a high school degree, and those with a bachelor's degree earn 62 percent more. Studies have also shown that adult students who earn two semesters of postsecondary credit and a credential have a significant earnings advantage over those who earn fewer than ten credits". WSA #10 recognizes the value of academic credentials and our policies actively encourage completion of AA/AS or BA/BS degrees, in addition to, technical or occupational certificates.
- The All Hands on Deck report also notes that "...intensive career coaching helps working learners complete post secondary credentials". METP will continue to work with our network of skilled career counselors to build frontline staff knowledge about the value of post secondary degrees and industry-recognized credentials including opportunities for clients to earn college credit for prior learning and experience. Our policies encourage counseling staff to guide clients to choose courses that culminate in a credential, rather than just course completion.
- To reinforce that value of a specific credential, WSA #10 requires that DW clients interview three employers as part of the approval process to fund a credentialed training proposal. This step helps emphasize a credential's potential value to local employers by demonstrating that it would be used as part of the employer's hiring decision. Employers are also asked about their preference for graduates from particular training institutions so that clients can maximize their competitiveness in the job market once the credential is obtained.
- DW counselors assist clients in accessing financial aid to help stretch DW training funds. All DW clients who seek credentialed training are required to apply for financial aid, if available, so that DW program training dollars are reserved for training plans

that aren't covered by gift aid.

- All DW clients are asked to complete a financial needs analysis before they begin training so that they have a plan in place to cover day-to-day expenses. In addition, the DW program provides support services which may include assistance with family care, transportation, health care assistance, emergency health insurance, personal financial and legal counseling, housing or rental assistance, tools and clothing needed for employment, and other appropriate emergency financial assistance. WSA #10 budgets to ensure that adequate support services funds are available to help clients - especially those who may be in longer-term credentialed training - over temporary "bumps in the road".
- Since DW support services funds are not intended as continuing income support, these needs are provided for by referral to other resources so that program resources are conserved for needs otherwise unmet in the community service system. If the same "bump in the road" is likely to recur every month, then other solutions need to be found to reduce expenses sufficiently that the participant can meet ongoing "basic living" expenses. Our WSA continuously works to inform our program partners about community resources that may provide wraparound services to help clients stay in and complete a program of study including information about income and food support as needed.
- WSA #10 will continue to actively encourage DW counselors to view credentials as both an effective strategy for making their clients more competitive in the current job market but also as a long-term job retention strategy; workers who lack college degrees are particularly vulnerable to future layoffs if they don't have an industry-recognized credential that can provide some insulation from economic downturns
- As a WSA, we advocate that our counseling staff help DW clients to develop a career pathway with a "roadmap" will include stackable credentials that are also portable. The plan will help working learners identify and map the education/training that he/she must complete; what credentials are important to acquire - now and in the future - and action steps to achieve the client's goals.
- WIA Adult training funds assist clients in preparing for employment in high growth/high demand occupations. The training providers include public and private institutions and all courses lead to a degree, diploma or a certificate/credential for the clients who successfully complete their program of study.

Recommendation 8: The state Legislature should ensure the coordination of current federal, state, and local business development resources that help all individuals, aging individuals in particular, become successful entrepreneurs. The result of this coordination should be a more comprehensive set of assistance programs for entrepreneurs that builds on best practice efforts — including Project GATE II, the Department of Employment and Economic Development (DEED) Urban Initiative Loan Program, and the work of the Minnesota Initiative Foundations — and responds to the unique skills and needs of aging entrepreneurs. Programs should also establish partnerships (service, financial, or other) with local area foundations, education institutions, aging network organizations, and other aging advocacy or leadership groups. Services to be coordinated are currently provided by the Small Business Development Centers, ISEEK, other DEED programs, regional economic development leaders, and the U.S. Small Business Administration.

7. As Project GATE II just closed on December 31, 2011, we are absorbing some important lessons learned when it comes to supporting individuals as they launch or grow businesses, such as the importance of reaching out to a wider network of expertise.
 - A. How is the local area *partnering* with local area foundations, educational institutions, small business development boards, aging network organizations, and other aging advocacy or leadership groups to encourage entrepreneurship? Include those partnerships that your organization developed through Project GATE II and comment on what worked and what didn't.

WSA #10 is a division of the City of Minneapolis Community Planning and Economic Development Department which has broad and deep connections/partnerships with many local organizations that provide assistance to entrepreneurs - including older and diverse adults - who want to start or grow a business. This comprehensive network includes the following organizations:

Information and Education Resources

Walk-in information centers:

- **Hennepin County Library** - The library's business and economics department has an extensive collection of books, pamphlets, and magazines providing advice and information for start-up businesses. Topics range from general how-to business guides to more specialized publications dealing with franchising, importing/exporting, and buying or selling a business.
- **Minnesota Business Planning Center (BPC)** - This walk-in center, sponsored by the Minneapolis office of the U.S. Small Business Administration (SBA), provides free on-site counseling, information, and technical assistance for local entrepreneurs. BPC is the place to find the latest in business plan software, database research capability, and business plan templates and reference materials. The BPC also has close links to Minneapolis SCORE Counselor's to America's Small Business.

One-on-one technical assistance and business information workshops:

- **MEDA Metropolitan Business Development Center (MBDC)** - MBDC is operated by the Metropolitan Economic Development Association (MEDA), a nonprofit organization serving businesses owned by people of ethnic minorities, including Hispanics, American Indians, Asian Americans, and African Americans. MBDC provides one-on-one services in areas such as business-plan development, financial planning, and loan packaging. MBDC also links its clients with other MEDA programs, including the MEDA loan program and the Minnesota Minority Supplier Development Council.
- **Metropolitan Consortium of Community Developers (MCCD)** - MCCD is an association of nonprofit community development organizations in Minneapolis providing housing and economic development services. Eight MCCD member organizations provide direct technical assistance to neighborhood-based businesses. They include the African Development Center, the Latino Economic Development Center, the Northeast Community Development Corporation, the Neighborhood Development Center, Northside Residents Redevelopment Council, Seward Redesign, and the Whittier Community Development Corporation. MCCD member organizations can also help prospective and current business owners access MCCD business loan programs.
- **Minneapolis SCORE** - SCORE® – Counselors to America's Small Business, is a source for small business advice and counseling. SCORE is a national organization established in 1964 and is a nonprofit association dedicated to entrepreneur education and the formation, growth and success of small business nationwide. Many volunteers provide individual counseling—in person and online—and business workshops for aspiring entrepreneurs and small business owners. SCORE is a resource partner with the U.S. Small Business Administration (SBA). The local Minneapolis chapter of SCORE is staffed with over 100 volunteers who offer free counseling and low-cost workshops on a variety of business topics.
- **WomenVenture** - The mission of WomenVenture is to help women secure economic success. But this Saint Paul based nonprofit organization offers business development services for men as well as women. WomenVenture sponsors regular seminars about going into business and offers free one-on-one consultations to

those who attend. The organization also offers a broad range of classes covering topics such as financial management, marketing, business, and home-based businesses. *WomenVenture was a valued partner in Project GATE II. METP Dislocated Worker staff praised their efficient, smooth operation that made it easy for clients to access their training opportunities.*

- **African Development Center** – ADC provides training, lending, and technical assistance to guide African immigrants and refugees in Minnesota to economic prosperity.
- **Latino Economic Development Center** – The Latino Economic Development Center is a statewide membership based non-profit organization that provides workshops, one-on-one business counseling and access to business networks with the objective of creating economic opportunity for Latinos and a thriving multicultural community, enriched with Latino leadership, culture and economic influence.
- **Northside Economic Opportunity Network** – NEON's mission is to expand economic opportunities and build wealth for North Minneapolis residents through the creation, growth and development of small businesses in the North Minneapolis area through entrepreneur training classes, small business financing and credit building, and other business supports including site selection, marketing and financial management.
- **Urban Research and Outreach-Engagement Center Business and Technology Center (UROC-B-Tech)** – UROC-B-Tech, a program of the University of Minnesota, provides business development support through workshops and business consulting, a business resource room, "hotel" office space for meetings, presentations and project development by business owners, youth entrepreneurial training and computer training a lab space.

In Project GATE II, entrepreneurial training and counseling services were provided through the Small Business Development Centers (SBDC). As in any pilot project, there were some challenges that could be improved upon in future collaborations. METP Dislocated Worker (DW) provider staff suggested the need for better coordination with the SBDC consultants and the services that they were providing; in particular, they wanted more timely communication about the client's progress through activities provided by the SBDC. While local DW staff were generally positive in describing their interactions with the SBDC staff, they also noted that allowing for customers to choose which business consultant to work with might be beneficial to the clients, as sometimes there was not a good fit between the client and the assigned consultant.

Multi-week business courses:

- **FastTrac** - The University of St. Thomas Center for Entrepreneurship sponsors two multi-week training programs aimed at helping potential and current entrepreneurs create and develop successful business ventures. FastTrac I is a nine-week course designed for people intending to start businesses. Participants identify business opportunities and complete feasibility plans for start-up ventures. FastTrac II is an 11-week course for people wanting to more fully develop existing businesses. *St. Thomas' FastTrac, another Project GATE II partner, was highly rated by both METP clients and Dislocated Worker staff. FastTrac instructors were generally described as providing great direction, acting as a sounding board for ideas, being responsive to client's questions, and following through with client needs.*
- **NDC Neighborhood Entrepreneurship Training** - This neighborhood-based program is operated by the nonprofit Neighborhood Development Center (NDC). NDC partners with community based organizations in Minneapolis target neighborhoods to offer a 16-week business development course twice a year in the

spring and fall. Participants who complete the training course prepare a written business plan and may access NDC's loan programs and technical assistance. The course fee is on a sliding scale from \$75 to \$600 based on family income and family size. People who are not target-area residents may participate in the course for the full \$600 fee. Participants who do not live or own businesses in the target neighborhoods, however, will not be eligible for NDC's loans or technical assistance.

- **Small Business Administration e200 Emerging Entrepreneurs** – In 2011 and 2012, the Minnesota office of the Small Business Administration has offered an intensive, 9-month, mini-MBA program for 15-20 owners of established businesses to develop growth strategies and sound business practices to support growth.
- **Economic Gardening** – In 2012, the Hennepin and Carver County Workforce Investment Boards banded together to provide an Economic Gardening course focused on spurring Stage 2 growth of established businesses to promote job creation. Stage 2 for a company is the point at which management systems must be developed to support further growth – generally 10-99 employees, \$1-50 million in annual sales, expected growth of more than 15%. Fifteen companies were selected to participate.

Funding Assistance Resources

While most local businesses are able to use a local bank to meet their borrowing needs, startup businesses often must boost their borrowing capacity through an arrangement known as credit enhancement. This means that an outside organization or individual helps to support the loan, either through a guarantee or a joint-funding partnership with a private lender. As the development arm of the City of Minneapolis, CPED promotes community and economic development in the city's 81 neighborhoods. CPED's Business Finance Section helps small businesses obtain commercial loans, in partnership with local banks. While CPED loans are not targeted at start-up businesses, start-ups can access these loans if they have the capacity to repay. These loan programs are designed to help younger, smaller businesses.

Other public agencies:

- **U.S. Small Business Administration** - This federal agency works through a network of banks and community agencies. SBA no longer provides direct loans to small business owners.

Nonprofits:

- **Metropolitan Consortium of Community Developers (MCCD)** - MCCD partners with CPED's Business Finance Section to provide small business loans in Minneapolis. It offers direct loans of up to \$25,000 and works with banks to provide additional financing. MCCD loans are funded through a variety of capital sources, including CPED, the State of Minnesota Urban Initiative Program, and Wells Fargo Community Development Corporation.
- **Neighborhood Development Center (NDC)** - NDC provides financing in inner-city neighborhoods in Minneapolis and Saint Paul to help emerging entrepreneurs develop successful businesses. In general, NDC borrowers must complete NDC's micro entrepreneurship training program in order to access loan funds. In Minneapolis, NDC loan programs are targeted at these neighborhoods: Phillips, Whittier, Cedar-Riverside, Seward, Near North, Sumner-Glenwood, Harrison, Willard-Hay, Jordan, Hawthorne, McKinley, Folwell, Cleveland, Victory, Camden, Shingle Creek, and Lind Bohanon. NDC also offers a profit-based financing program operated in accordance with Islamic law. This program is available to existing and start-up businesses through buy/sell agreements with deferred

payments and royalty investments.

Other nonprofit organizations provide loans for targeted populations or designated neighborhoods:

- **Metropolitan Economic Development Association (MEDA)** - MEDA provides small business loans through the Twin Cities metropolitan area to businesses with at least 51 percent minority ownership.
- **WomenVenture** - This Twin Cities-wide organization helps women to achieve economic success. But it provides small-business loans to businesses owned by women or by men.
- **African Development Center – ADC** provides business loans (both conventional and Sharia compliant) to its African immigrant and refugee clients throughout Minnesota.

- B. Through Project GATE II, we were able to exclude participants from local program performance. In addition to working to do this in the future, what additional strategies would your organization recommend and employ to encourage self-employment as a viable re-employment tool?

According to the Kauffman Index of Entrepreneurial Activity, 1996 – 2008, “The oldest age group - ages 55–64 - experienced the largest increase in entrepreneurial activity from 2007 to 2008...making it the age group with the highest entrepreneurial activity rate”. However, many older workers are facing retirement with reduced retirement savings and lower house values; the expense of a small business start-up may not be within their reach but a microenterprise, with little capital investment required, may be a good option for these older workers. The U. S. Small Business Administration notes on their website that, “Sole proprietorships, home-based and online businesses are often a natural fit for older small business owners, mainly because they are less expensive to start and allow for more flexibility”. For some older workers, the availability of the internet and new software can allow home-based business to compete with much larger companies.

The City of Minneapolis knows that technical assistance is a crucial component of growing and maintaining new and existing businesses, fostering entrepreneurship, and in turn creating jobs and thriving business districts. In addition to partnerships with and referrals to all of the organizations and programs note above, the City’s Economic Development arm has long provided financial support ranging from \$200,000 to \$350,000 in aggregate annually to several of these non-profit organizations to provide business counseling services.

In recent years, the City has provided this support through a variety of programs and mechanisms, some with very limited requirements for reporting outcomes and impact. In 2012, the City is consolidating these programs into a single new Technical Assistance Program (TAP) and adding funds for a total of \$500,000 to support business consulting. These funds have been offered through a competitive Request for Proposals (RFP) process that placed value on coordination between organizations to meet the needs of a wide spectrum of business types. Proposals will be evaluated based on the following criteria: leverage of other funds, impact and viability, capacity, feasibility and readiness, and how the organization will measure impact. The goal of the Technical Assistance Program is to help Minneapolis-based businesses successfully start or expand and to support job creation in the City. The assistance provided through this program is intended to facilitate economic development through the establishment, stabilization, and expansion of small businesses and microenterprises.

Some additional strategies, for future efforts, to encourage and support self-employment as a viable re-employment tool include:

- In addition to excluding participants from local program performance, the state should also continue to encourage the Department of Labor to allow alternatives to UI wage records for the WIA Average Earnings Performance Measure for clients in entrepreneurial training since supplemental and administrative data cannot be used for this measure.
- Work with the Minnesota Legislature to ensure that customers eligible for UI benefits while enrolled in an entrepreneurial program (as was done in Project GATE II).
- Offer memberships in innovative organizations like CoCo which is a place where independent workers, small businesses and corporate workgroups can gather to share ideas, team up on projects and get some work done.
- Connect clients with other start-up business owners that could offer them networking connections - like a business association - and ongoing support - similar to the function of a “job club” for job seekers.
- Provide training on some of the “back office” functions required to operate any business, general bookkeeping, accounting, and taxes, as examples.

Section B: Program Operations

This section collects information required by [Workforce Investment Act \(WIA\) Law §118](#) in order for WIBs to receive their base funding.

References:

WIA Law: (Section §118)

- (a) IN GENERAL. – Each local board shall develop and submit to the Governor a comprehensive 5-year local plan (referred to this title as the "local plan"), in partnership with the appropriate chief elected official. The plan shall be consistent with the State plan.
- (b) CONTENTS. – The local plan shall include –
 - (b)(1) an identification of –
 - (A) the workforce investment needs of businesses, job-seekers, and workers in the local area;
 - (B) the current and projected employment opportunities in the local area; and
 - (C) the job skills necessary to obtain such employment opportunities;

All Hands on Deck:

Recommendation 5: ...In preparation for the demographic shifts now underway, the Department of Employment and Economic Development (DEED) should examine the state's workforce development system and recommend ways to ensure **that the system has the capacity to meet the needs of an aging workforce in the coming decade. In particular, DEED should examine the capacity of the state's WorkForce Centers to provide services to customers who need help re-entering the workforce or transitioning into new careers.**

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

A. Businesses

Workforce Investment needs include these critical elements:

- a. Increased skills for entry level workforce.
- b. Continued use of federal tax credit for employment of qualified workers.
- c. Increased limited English proficiency training for immigrant workers.
- d. Continued development of transit services that provide workers with affordable transportation to and from work.
- e. Increased accelerated depreciation on capital equipment for business modernization and expansion.
- f. Access to incumbent training funds.

B. Job seekers

Job seekers needs include these critical programs and services:

- a. Increased access to transit and mobility to job sites.
- b. Continued training in job soft skills.
- c. Increased training in computer and technical skills.
- d. Increased access to affordable health care services and affordable housing opportunities.
- e. Continued and increased youth employment opportunities so that career preferences can be discovered and enhanced.
- f. Increased access to day care services.
- g. Increased and concentrated services for job seekers returning from prison.
- h. Counseling for job seekers with spouses or family members that are currently incarcerated.
- i. Increased availability of living wage jobs (as defined in 2012 as above \$14.40)
- j. Follow-up counseling to ensure retention of new job holders.
- k. Specific and targeted Limited English Proficiency training for newly arrived

immigrants and children of first generation immigrants.

C. Workers

Work needs include these critical elements:

- a. Incumbent worker training
- b. Improved access to transportation networks
- c. Tuition assistance programs
- d. Housing assistance
- e. Daycare assistance

D. Aging Workers (from Recommendation 5 above): What is your partnership's capacity to provide services to those aging adults who need help re-entering the workforce or transitioning into careers?

WSA #10 has a number of strategies and tools that we utilize to support older workers with mid-life career transitions.

- We offer a network of experienced job counselors to help older workers assess their skills and we offer opportunities for clients to stay current in their field with skill updating or retraining, as needed, by providing program training funds.
- Older workers should benefit from an effort that is currently under way that has the potential to help more low income adults complete degrees, certificates, etc. Deb Bahr-Helgen, director of WSA #10, is part of a workgroup that examining how CPL (Credit for Prior Learning) could be part of the solution. CPL is the granting of undergraduate college level credit for non-credit or experiential settings. All MnSCU campuses have policies and procedures outlined for this type of student service. The main areas of focus are:

- Compliance with legislation for military veterans training
- Use of nationally recognized exams AP, IB, CLEP, TECEP, NYUFLP, NOCTI, and DSST
- Use of ACE recommendations
- Credit by Exam
- Credit by portfolio review

Older workers, who must balance life/career responsibilities but must still keep their credentials current, could potentially receive college credit from their past work or life experiences.

- Our network of employment and training service partners offer customized workshops such as "40+: Experienced Worker Job Hunting" or "Job Search Over 40" to address the unique challenges that impact older workers.
- Our WSA works to continually update and inform our counseling network about workplaces that support older workers with policies such as flexible scheduling, job sharing, and phased retirement. We also share information about online resources that provide information about employers that offer older-worker friendly policies such as
 - www.aarp.org - a site that lists major national employers that abide by age-neutral policies and employers recognized by AARP for "exceptional practice" regarding older workers, and
 - www.RetirementJobs.com - a site that lists jobs and offers "Age Friendly Certification" to employers that are open to hiring older workers.
- WSA #10 will work to continue to identify community resources that can assist aging adults with issues, such as healthcare, pensions and caregiver support, that may be of particular concern for older workers.
- For those older workers who may consider self-employment a good fit, our WSA offers a number of robust partnerships with organizations that encourage and

support entrepreneurship at the local level (see preceding response in Section A, Question 7 A & B).

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

Current employment opportunities in the Twin Cities regional economy:

- Health care occupations, including registered nurses, home health aides, nursing aides and orderlies, licensed practical nurses, and medical assistants.
- Professional and technical service occupations, including bookkeeping and accounting clerks, management analysts, industrial engineers, market research analysts, accountants and auditors, and computer software engineers.
- Customer service, office, and sales occupations, including executive secretaries and sales representatives, and sales managers.
- Financial occupations, including personal financial advisors, financial managers, and insurance sales agents.

DEED projects 144,100 new jobs will be added to the Twin Cities regional economy between 2009 and 2019, an 8.5% employment growth rate. In total, the number of job openings anticipated due to industry growth and net replacement demand (or jobs available as people retire or otherwise leave their occupation) is 549,220 between 2009 and 2019.

The following industry sectors are projected to add the most new jobs between 2009 and 2019 in the Twin Cities:

- Education and health services – 63,570 jobs
- Professional and business services – 38,320
- Leisure and hospitality – 14,120 jobs
- Financial activities – 9,560 jobs

The following occupational sectors are projected to add the most new jobs between 2009 and 2019 in the Twin Cities:

- Personal care and service – 19,840 jobs
- Health care practitioners and technical – 19,830 jobs
- Business and financial operations – 14,820 jobs
- Health care support – 11,780 jobs
- Food preparation and serving related – 11,030 jobs

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

Occupations currently in demand require a range of education and experience. Over half of all job vacancies in the Twin Cities currently require some form of post-secondary training, 46% require work experience, and 29% require a license or certification. Training will be a requirement for many of the new jobs created between 2009 and 2019: two in three new jobs will require education or training beyond high school.

The skills areas projected to be most utilized by future occupations are:

- Reading comprehension
- Active listening
- Speaking
- Writing
- Active learning
- Coordination

- Monitoring
- Instructing
- Critical thinking

Knowledge areas projected to be most utilized by future occupations are:

- Customer service
- Mathematics
- Clerical
- Education/training
- English
- Sales/marketing
- Psychology
- Computers/electronics
- Administration/management

Law reference:

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

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

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

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

WSA #10 works to ensure continuous improvement for Adult and Dislocated Worker providers in multiple ways:

- METP and Adult program vendor staff meet monthly as a group. In these meetings, guest speakers provide LMI data and information about employer hiring trends. The meetings provide an opportunity for networking and the sharing of best practices among the vendors.
- The WSA's Dislocated Worker Task Force Committee meets on a semi-annual basis to coordinate services and to facilitate discussion between service providers. This group is made up of members of the Minneapolis Workforce Council Dislocated Worker Committee, METP staff, and staff from the community-based organizations that provide the service delivery. These open forums keep the members of the Minneapolis Workforce Council fully informed and engaged with the service providers; they also provide an opportunity to share updates, technical assistance, and best practices. METP and DW provider staff meet in the alternate quarters to discuss topical issues.
- METP vendors are graded quarterly on their success at placing and retaining clients in unsubsidized employment. (Refer to Section B, question 12 for a detailed description of the evaluation process). The amount each vendor is awarded in a METP contract is related to the grade the agency receives at the end of a funding cycle. This method of linking the level of funding to actual performance encourages vendors to implement job placement and retention services to the best of their abilities.
- METP's Adult Programs also use a performance-based contracting method; the amount the vendor is paid is earned by placing clients into employment and providing job retention services. Service providers are reimbursed for job placement and for retention at the 1st, 2nd, 3rd and 4th quarters after exit.

- At least annually, METP staff monitor all service providers. The visit includes a review of participant files to determine that each contracted service provider is delivering their services according to the policies and regulations set forth by City, State, and Federal guidelines. Corrective action is instituted if serious deficiencies are identified. Persistent deficiencies result in contract termination.
- METP's Adult and Dislocated Worker program staff have created manuals for each program area for service provider staff. These manuals are updated annually and changes are covered in a face-to-face annual meeting with provider staff. METP staff also provide on-going technical assistance via email, phone and in-person.
- All WSA and contracted service provider staff who create and maintain Individual Service Strategies (ISS.) for METP clients must possess an active Global Career Development Facilitator (GCDF) which is subject to annual monitoring. Continuing education is required to maintain current GCDF certification.

5. Describe recent continuous improvement activities in which your local providers and partners participated.

- DEED's webinar: Intro to Social Media & DEED's Participation
- DEED's webinar: Using Twitter for Job Search
- DEED's webinar: Navigating LindedIN for Job Search
- MCDA Spring Conference 2011: Bringing Life and Livelihood Together, Online ID Certification
- MCDA Fall Event 2011: Winning Presence for Career Development
- Work Readiness Credential and WorkKeys training
- Spring 2012 Job Seeker Counselor Conference: Road to Recovery
- Global Career Development Facilitator (GCDF) training
- Lucrativecareers.com : webinars – LinkedIn 1&2, Salary Negotiations
- William Arruda – The Personal Branding Guru
- TAA Counselor Training sessions – DEED sponsored
- Webinars on various topics: i.e. How to handle emails, Coaching for success
- The Power of Service - Keeping Customers for Life - EAC conference
- Minnesota & the New Normal - Tom Gillaspay
- Supervisor Training
- Getting to Know Resource - Resource event
- HireWire training
- The Management Conference - Fred Pryor
- The Help - Diversity training - EAC
- ISEEK/TAA pilot-project training - ISEEK/DEED
- Cultural Competency
- Motivation Interviewing
- Presentation on Homelessness
- Serving Ex-Offenders training
- Social Networking on the Internet: how to use in marketing and job search.
- Strength Finder Training
- The Color of Fear - Diversity Training
- Finding Your Strengths/Finding Your Next Career
- Hmong Cultural training
- Ethics Training
- Resume Writing
- Veterans Among Us

6. Describe your planned continuous improvement activities in which your local providers and partners will participate.

- 2012 DEED's Dislocated Worker Roundtable
- DEED's webinar: Using Facebook for Job Search
- DEED's webinar: You Tube and Job Search
- 2012 MCDA Spring Conference: No One is Unemployable
- 2012 MCDA Spring Conference: Building a Meaningful Visibility On-line
- 2012 MN Council for Quality Annual Best Practices workshop
- Masters level classes in counseling/psychology
- TAA workshops
- DEED conferences pertaining to Unemployment Issues
- Webinars on using Social Media
- Team-Building
- Mentor
- Coach for Managers - Fred Pryor
- Team-Building for staff
- Labor Market Information
- Global Career Development Facilitator (GCDF) training
- Continuing Motivational Interviewing
- A Mini-Conference Day of Training including: marketing presentation, hidden job market, time management, case management and more
- Twitter for Job Search Training
- Social Media for Job Search
- Setting Clear and Ethical Boundaries with Clients
- Case Management Techniques
- Job Seeking Tools
- Cultural training
- Respect in the Workplace
- 2013 DEED's Job Seeker Counselor Conference

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

The Minneapolis Workforce Council provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service delivery system for area jobseekers and employers. The goal is to build a competitive workforce with the skills employers seek, in order to help strengthen and build the area’s economy. Employers benefit by hiring workers with the skills they need for business success; workers benefit by achieving and maintaining economic self-sufficiency for themselves and their families.

A primary responsibility of the Workforce Council is guidance and oversight of employment and training programs administered by the City of Minneapolis. These programs are supported by a variety of funding sources including the Workforce Investment Act (WIA). In Minneapolis, the purview of the Workforce Council has expanded to include all employment and training programs funded by the City as well as coordination with other partner agencies that make up the broader local workforce development system.

The Minneapolis Workforce Council is made up of nineteen individuals appointed by the Mayor. Members serve two-year terms that are staggered to provide continuity. Council members are leaders and key decision-makers within their organizations

and/or the community. They include business owners and executives as well as agency and program directors. They are people with the knowledge, influence, and interest to envision, guide, and support positive action and outcomes.

The City of Minneapolis Employment and Training Program (METP) is a division of the City's Community Planning and Economic Development Department (CPED). CPED combines employment, training, planning, economic development and housing into one City department. METP administers employment and training programs under the direction of the Mayor, City Council, and Workforce Council. METP is the administrative entity/staff to the Workforce Council. City programs under the oversight of the Workforce Council include services for low-income adults, dislocated workers, welfare recipients, and youth. In Minneapolis, these services are delivered to job seekers and employers by about 20 community-based organizations which have been competitively evaluated and selected based on their ability to effectively serve target groups and achieve employment-related outcomes, including both placement and support for retention in employment.

The Minneapolis Workforce Council is concerned with racial disparities. The City of Minneapolis Health, Energy and Environment Resolution 2008R-184 charged the City of Minneapolis Employment and Training Program with establishing a joint Minneapolis/Hennepin County Racial Disparities Action Team. Beginning in July of 2008, the Team has met and engaged stakeholders across the City/County around the issue of disparities with a focus on African Americans and American Indians. Carolyn Roby, Minneapolis Workforce Council Chair, served on the St. Paul/Ramsey County Blue Ribbon Commission which produced the Everybody In Report addressing regional race disparities. An action plan will be produced in 2012.

The Minneapolis Workforce Council is also very engaged in the STEP-UP Summer Jobs Program for youth. Specifically, their relationships to the business community are leveraged by making connections with private sector employers willing to provide youth with meaningful summer internships. Additionally, council members participate in mock interviews, a valuable training exercise, that is part of an extensive work-readiness training provided to every STEP-UP youth to help them prepare for their summer jobs.

The Minneapolis Workforce Council has also given high priority to the Central Corridor Light Rail Project. Accordingly, METP staff have been extensively involved in developing the workforce and Disadvantaged Business Enterprise goals for the construction contractors that are successful bidders on one of the seven bid packages. The Workforce Council in Minneapolis has highlighted Central Corridor activity and asked for construction updates at every meeting of the Minneapolis Workforce Council until further notice.

Finally, the Minneapolis Workforce Council has continued its emphasis and interest on Workforce Plans that involve project owners and general contractors of economic development projects that meet certain size and local impact criteria. Workforce Plans are designed to impact local hiring and to increase minority and women participation rates during the construction phase of the project and to gain access to job openings from the eventual tenants of the project.

NOTE: Agreements such as Memorandum of Understanding, joint powers agreements, etc. were requested last program year. Further information/action will be requested at a later date. In previous years, questions regarding MOUs and joint powers agreements were included. These questions have now become a part of the separate process for compliance documents with DEED, and will be addressed

in that submittal.

Law reference:

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

Reference:

Budget, Participant Information and Activity Summaries

NOTE: Forms required for Budget, Participant Information, and Activity Summaries for WIA Title I-B Adult and Dislocated Worker, and State Dislocated Worker programs will be forwarded when the final allocations are released. The applicable approved grant application and budgets will be attached to the Notice of Grant Action (NGA) which then becomes part of the separate process for Master Agreements with DEED.

NOTE: Updates to Attachment A: Performance Standards for Title I-B, Title III, and SCSEP will be completed at a later date and sent under separate cover. Title IV has been updated.

Law reference:

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

8. Identify the percentage of the participants who will be in training (not pre-vocational services) programs that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career laddering occupations as identified in Section A, Question 2?

WSA #10 acknowledges the recommended state benchmark goal of 60% and we will strive to achieve that goal in both our WIA Adult and DW programs.

METP continuously monitors our performance to assure that participants in the DW and Adult programs are receiving appropriate training to get placed into employment at a sufficient wage and placement rate that meets program performance measures. We will regard ongoing success in placement and retention as a primary indication that the needs of both job seekers and employers are being met.

Law reference:

(b)(5) a description of how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate;

9. A. How does the local WSA ensure staff comply with the policies and procedures for Rapid Response (specifically 13.9 and 13.10) as communicated in DEED's website www.positivelyminnesota.com/ddp/PolicySearch.aspx?kw=dislocated%20worker?

WSA #10 follows the policies set forth in 13.9 that place the responsibility for Rapid Response activity with the State - effective at the time of notice for a dislocation event. As a local partner that also includes local elected officials, WSA #10 accedes authority to the State in matters of Rapid Response but remains committed to providing assistance with information gathering or other tasks that might be better accomplished using local contacts.

When the State determines a project is appropriate for providing Dislocated Worker services, WSA #10 abides by the competitive process prescribed in 13.10.

B. How does the local service 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)?

Staff from WSA #10 contacts the State Rapid Response Team, typically via email, as soon as they become aware of a potential large dislocation that hasn't already been prominently reported in the local media. When a WARN notice is received at the City, METP staff forward the notice to the State Rapid Response staff when received. WSA #10 also shares company-specific layoff information received from our service provider partner staff if it appears that there is a possibility of an unreported mass dislocation event in the area. In situations where the actual size of the dislocation is uncertain, METP staff will pass on locally-received information to allow the State Rapid Response Team to investigate and make their own determination as to the size and scope of the layoff event. If information about a dislocation is received by WSA #10 staff in confidence, METP staff will alert the State Rapid Response Team no later than when the potential layoff turns into an actual dislocation event. In these "confidential" layoffs, the City of Minneapolis will encourage the employer to contact State staff, i.e. the DEED Commissioner, DWP/TAA Director, Rapid Response Team Coordinator.

C. How does the local service area cooperate with the State Rapid Response team in securing information when there is a possibility of a mass layoff?

As staff to both the Local Elected Officials and the Minneapolis Workforce Council, METP is prepared to coordinate with the State Rapid Response to assist in securing information or by providing local contacts to help, as requested.

D. Who is the WIB's rapid response liaison for mass layoffs?

Name: Catherine Christian
Title: Dislocated Worker Program Coordinator
Phone: (612) 673-6230
TTY: (612) 673-2157
E-mail: Catherine.Christian@minneapolismn.gov

Name: (1st Alternate) Mark Brinda
Title: Manager, METP
Phone: (612) 673-6231
TTY: (612) 673-2157
E-mail: Mark.Brinda@minneapolismn.gov

Name: (2nd Alternate) Deb Bahr-Helgen
Title: Director, METP
Phone: (612) 673-6226
TTY: (612) 673-2157
E-mail: Deb.Bahr.Helgen@minneapolismn.gov

10.A. How does the local service area inform the State Trade Act staff of companies that are potentially TAA certifiable?

WSA #10 works with our network of Dislocated Worker service providers to help

identify local companies that might be TAA certifiable; the service provider staff may be the first to learn of a potential TAA petition site through contact with individual Dislocated Worker clients.

As with mass layoff events, this information will be shared with State TAA staff so that they can investigate to determine if a petition should be filed.

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

WSA #10 ensures that Dislocated Worker counseling staff is kept up-to-date on TAA related policies and procedures. TAA customers are co-enrolled in the Dislocated Worker program and counselors are expected to coordinate with and communicate about the TAA client, where needed, with the assigned TAA Specialist. DW staff are encouraged to attend break-out sessions regarding TAA/TRA at annual job seeker counselor conferences and additional ad hoc training sessions that offered throughout the year. Counselors follow the case management model that was recently outlined in a flowchart developed by state staff and distributed to the field; the chart clearly defines the roles and responsibilities of each party - the TAA customer, DW counselor and TAA Specialist - to ensure that services are delivered and recorded in sequential fashion whether the customer is in training or in work search. DW counselors are expected to notify each customer of the 8 required case management services that are available and to evaluate and document the customer's satisfactory progress towards benchmarks that determines their eligibility for completion TRA.

WSA #10 is also prepared to offer local assistance to DEED's TAA staff as needed. State TAA staff should notify our WSA Director, Deb Bahr-Helgen or our Rapid Response Liaison, Catherine Christian (see Section B, response to Question 9. D. for contact information) if local connections are needed to secure information, to help identify company representatives or employees, or to encourage a company to cooperate with the TAA process. WSA staff respects the State's request that they remain the primary source for filing new petitions to ensure that we are able to take full advantage of available TAA benefits.

Law reference:

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

NOTE: Youth planning is a separate process and is not required with this submittal process.

Law reference:

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

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

The Minneapolis Workforce Council provides opportunity for public comment through posting the Local Unified Plan and its supporting materials on the Minneapolis Employment and Training Program website at <http://www.ci.minneapolis.mn.us/cped/metp.asp>. Responses can be sent via e-mail to Board staff.

Law reference:

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

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

Law reference:

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

12. Describe the competitive process to be used for awarding subgrants grants and contracts in your local area for all WIA activities.

Every five years, the Minneapolis Employment and Training Program issues Requests For Proposals (RFP) and, under a competitive solicitation, selects potential vendors to deliver employment and training services. Agencies that are selected are placed on a METP Eligible Providers List that defines the universe of potential providers for a specific time period. The open competition for this RFP is advertised on the METP website; former Master Contract vendors are also alerted to check the website for the upcoming RFP; and any agency that has inquired about or requested to be included in the Master Contract process since the previous process ended is alerted. The vendor requirements are determined by the Minneapolis Workforce Council. Some of the proposal questions used in the most recent process included:

- Scope of Services- Describe how employment and training services will be provided. Include a detailed listing and description of tasks and deliverables.
- Experience and Capacity- Describe background and experience demonstrating ability to provide employment and training services.
- References- List references from contracts similar in size and scope.
- Personnel Listing- Show involved individuals with resumes and specific applicable experience.
- Grant-funded Services - Include a copy of the most recent audit report and management letter if vendor receives over \$50,000 in City contracts annually and if vendor is not an individual proprietor.

Historically, the Minneapolis Workforce Council has also been very interested in issues such as living wages, benefits, and long term retention for clients served in our programs.

The criteria used to evaluate the proposals includes:

- Quality, thoroughness and clarity of proposal.
- Qualifications and experience of staff. Reviewal of references.
- How well the scope of services offered meets department objectives.
- Financial responsibility and capacity of company including whether or not the company, any affiliates, subsidiaries, officers or directors have filed for federal bankruptcy protection within seven years of the date of this RFP.
- Organization and management approach and involvement for a successful project.
- Insurance coverage as defined for the services.

The responses to the RFP are systematically reviewed by neutral parties and ranked. Staff then make recommendations to the Minneapolis Workforce Council and the Minneapolis City Council on which agencies should be placed on the METP Eligible Providers List. During 2010, the Eligible Provider's List was updated using the process described above. The current list became effective January 1, 2011 and remains in force until December 31, 2015.

When WIA and other funding opportunities become available, a funding-specific RFP is issued to vendors who have met the requirements to be placed on METP's Eligible Provider's List. Those agencies selected to deliver services from the program-specific RFP are issued a Master Contract. Accountability measures are built into each contract as each contract contains very specific outcome measures. All vendors are required to collect data in the Management Information System (MIS) so that METP staff can evaluate their performance against the desired outcomes. The information is then used to test compliance with the contract outcome measures. Information collected in the MIS is randomly verified for accuracy.

METP also takes action on performance data. Vendors are formally reviewed against outcome measures on a quarterly basis. Performance is then graded on an "A through F" scale with individual contract assessments provided to the vendors and a summary report provided to the Minneapolis City Council. Vendors that consistently receive "D"s or "F"s are required to complete corrective action and may be recommended for contract termination. This evaluation system has been in effect in the City of Minneapolis since 1990. It is a sound system and provides clear incentives for service providers to improve performance. On an annual basis contract amounts are adjusted based on the amount of funding that is available and the each agencies past performance.

Section C: System Operations and Attachments

Law Reference

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

Law Reference

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

1. List contact information for the local Equal Opportunity Officer (whose duties include resolving local-level discrimination complaints).

Name	<u>Linda DeHaven</u>
Title	<u>MFIP Manager</u>
Phone	<u>(612) 673-5294</u>
TTY	<u>(612) 673-2157</u>
E-mail	<u>Linda.dehaven@minneapolismn.gov</u>
Reports To	<u>Deb Bahr-Helgen, Director, METP</u>
	<u> </u>
	<u> </u>
	<u> </u>

Law reference:

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

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

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

Reference: All Hands on Deck

Recommendation 10.2: Customer Feedback. DEED should require that all WorkForce Centers publicize multiple avenues for submitting complaints (phone, email, web, etc.), along with information that clearly explains the complaint resolution process and identifies the on-site manager or designee in charge of handling complaints. This information should be easy to find, both on-line and at the WorkForce Center. In appropriate instances when confidentiality is not a concern, each WorkForce Center’s on-site manager or designee should also be responsible for notifying complainants when their issue has been resolved...

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

Yes

Law Reference:

Section 667.600

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

Section 667.610

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

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

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

20 CFR., Subpart F

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

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

Field Monitoring staff will be monitoring this element to ensure compliance.

Reference: All Hands on Deck

Recommendation 10.2: Customer Feedback. DEED should require that all WorkForce Centers publicize multiple avenues for submitting complaints (phone, email, web, etc.), along with information that clearly explains the complaint resolution process and identifies the on-site manager or designee in charge of handling complaints. This information should be easy to find, both on-line and at the WorkForce Center. In appropriate instances when confidentiality is not a concern, each WorkForce Center's on-site manager or designee should also be responsible for notifying complainants when their issue has been resolved...

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

Yes

- 4. List contact information for the local program complaint officer.

Name	<u>Linda DeHaven</u>
Title	<u>MFIP Manager</u>
Phone	<u>(612) 673-5294</u>
TTY	<u>(612) 673-2157</u>
E-mail	<u>Linda.dehaven@minneapolismn.gov</u>
Reports To	<u>Deb Bahr-Helgen, Director, METP</u>

List the programs this individual is responsible for taking complaints:

This individual takes complaints for all programs except Wagner Peyser and the Veterans Program.

5. For any other core programs not identified above, name the program complaint officer and contact information. *(Highlight, copy and paste additional contact information fields as needed.)*

Program(s) Wagner Peyser and Veterans Program
Name Terrell Towers
Title Workforce Development Field Manager
Phone (612) 821-4010
TTY (612) 821-4013
E-mail Terrell.Towers@state.mn.us
Reports To David Niermann, DEED

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

In this section, WIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements (including all equal opportunity requirements for employment, programs and services). WIBs must also comply with agreements between DEED and WSAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, DEED's executive management, and other interested parties.

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

Official Name of WFC North Minneapolis WorkForce Center
Name Terrell Towers
Title Workforce Development Field Manager
Phone (612) 821-4010
TTY (612) 821-4013
E-mail Terrell.Towers@state.mn.us
Reports To David Niermann, DEED

Official Name of WFC South Minneapolis WorkForce Center
Name Terrell Towers
Title Workforce Development Field Manager
Phone (612) 821-4010
TTY (612) 821-4013
E-mail Terrell.Towers@state.mn.us
Reports To David Niermann, DEED

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

Name Linda DeHaven
Title MFIP Manager
Phone (612) 673-5294
TTY (612) 673-2157
E-mail Linda.dehaven@minneapolismn.gov

Reports To [Deb Bahr-Helgen, Director, METP](#)

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

Name [Cher Schowalter](#)
Title [Office and Administrative Specialist, Principal](#)
Phone [\(612\) 821-4012](#)
TTY [\(612\) 821-4013](#)
E-mail Cher.Schowalter@state.mn.us
Reports To [Terrell Towers, Workforce Development Field Manager](#)

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

Name [Ahmed Muhumud](#)
Title [Minneapolis Multicultural Services Coordinator](#)
Phone [\(612\) 673-2162](#)
TTY [\(612\) 673-2157](#)
E-mail Ahmed.Muhumud@minneapolismn.gov
Reports To [Director of Neighborhood and Community Relations](#)

Reference

10.4 Staff Training. Non-DEED staff should receive training on physical and programmatic accessibility and on serving people with all types of disabilities. DEED should develop policy guidelines for training all WorkForce Center staff during their orientation, and require WorkForce Center managers to report on which staff have and have not received training. The GWDC supports DEED’s current inclusion of people with disabilities as facilitators of staff training programs and encourages the expansion of these practices. In particular, DEED should continue to include people with disabilities in staff training modules to demonstrate the use of assistive technology and to provide insights on accessibility and usability. Additionally, training curricula should be reviewed and updated regularly, with the input of relevant stakeholder groups...

10. As part of the recommendation above, DEED will be developing guidelines for training ALL WorkForce Center staff. Besides any DEED-offered training in the past in the equal opportunity area, what other training has non-DEED local staff participated in or do local partners offer on physical or programmatic accessibility?

[Hennepin County has a link to the Department of Human Services \(DHS\) website on its DWP/MFIP website. The DHS website has several documents on its DWP/MFIP tip sheets which pertain to ADA:](#)

1. [ADA’s “A Guide for People with Disabilities Seeking Employment’ brochure Publication Number ADA-001](#)
2. [ADA Action/Decision Points for Employment Counselors – a decision tree help designed to guide counselors in appropriate action steps](#)

[These can be found on this link: DWP/MFIP Tip Sheets](#)

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

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

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

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

At the Minneapolis Workforce Centers (WFC), in the Resource Room, Veterans can check that they are a Veteran on the computer sign-in sheet and receive priority assignment to use a computer. During the WFC orientation sessions, staff describe priority for service and ask if there are any Veterans in the group. If there are Veterans in the session, WFC staff have them complete a Vet's survey and give it to one of the WFC's Veteran's Representatives. WFC staff also attach a copy of the survey to the customer's universal application and they give the applicant the business card of the Veteran's Representative, if they are not available.

In the Dislocated Worker/TAA program, all Veterans who are eligible dislocated workers - by law - are judged to have a priority need for services whether or not any additional factors apply. This includes all Veterans that have served at least one day of active duty with other than a dishonorable discharge. They must be eligible dislocated workers to start; beyond that, their Veteran's status is sufficient documentation of priority.

This is also true for eligible dislocated workers who are spouses of certain Veterans. The program-eligible spouses of the Veterans to whom this applies include:

- Spouses of a Veteran who died of a service-connected disability;
- Spouses of a member of the Armed Forces on active duty, who has been listed for a total of more than 90 days as missing in action, or who has been captured in the line of duty by a hostile force, or forcibly detained by a foreign government or power;
- Spouses of any Veteran who has a total disability resulting from a service-connected disability; or
- Spouses of any Veteran who died while a disability so evaluated was in existence.

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

The north and south WFCs display marketing information that states that Veterans (and their families) coming to the center will receive priority of service and they should make staff aware that they are a Veteran or a Veteran's family member. During WFC orientation sessions, staff present information on services and preference for Veterans and their families. A packet is also provided during orientation that describes Veteran's services and a form is used to assist in identifying those individuals or family members who may be considered a Veteran. If an individual self-identifies him/herself as a Disabled Veteran their application is immediately given to the Disabled Veteran's Representative. If a Veteran self-identifies as a Gold Card Veteran they are referred to the first counselor available that day.

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

The job search needs of Veterans both parallel and differ from those of other job seekers. The job search training series in place at the Minneapolis Workforce Centers (Employment Ready U) has been modified and customized (Employment Ready Vets)

to recognize and address the universal and unique issues facing Veterans in their job search. Using a number of individual and group methods, Veterans who attend the four day Employment Ready Vets series, scheduled to start April 30, 2012, will begin the process to attain the National Career Readiness Certificate. Veterans will also actively participate in and learn about skill identification; networking; resume construction; money management; interview preparation and practice; and job development and retention. Additional customized services for Veterans will include skills translation from military to private sector function and language, resume critique by a non-military reviewer, and information about reintegration into civilian life. The WFCs also offer a career exploration series, available to Veterans, that includes other assessment tools such as Strength Finder, Meyers Briggs, and Career Scope. Any Veteran that appears to have barriers to employment will be referred to WFC's local Disabled Veteran's Outreach Program Specialist.(DVOP)

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

Veterans may be identified as they receive core services in the Resource Room and directly referred to the DVOP. All individuals who will be enrolled in a program first attend Employment Ready Vets (ERV) or Employment Ready U (ERU) during which time they will take the WorkKeys Indicator and be developing their career plan. At the end of the series, each individual meets with a counselor and is then referred to a specific program including Veteran's services.

Reference:

[DOL Training and Employment Guidance Letters \(TEGL\) 11-11 \(and Change 1\)](#) provides information on the Selective Service registration requirements for Workforce Investment Act-funded services established by the Workforce Investment Act.

15. Are all WIA-funded partners complying with the guidance provided in TEGL 11-11 and 11-11, Change 1? There should be in place a Selective Service registration procedure.

Yes No

If No, when will you have this registration process in place?

N/A

Reference:

[DOL Training and Employment Guidance Letters \(TEGL\) 35-10](#) provides information established by the Workforce Investment Act regarding integrity and transparency in the decisions made by local WIBs and officials.

16. Local WIBs must make decisions in keeping with several laws and regulations. Indicate below that your local WIB is aware of DOL Training and Employment Guidance Letter 35-10 and its relevant federal laws and regulations.

Yes

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

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

19. Complete **Attachment B** - Workforce Investment Board/Council Membership List and **provide current contact information** for the members of the local workforce investment board, **including any vacancies**, and the organizations that are represented on the board. Indicate whether the business representatives come from "targeted high-growth/high wage" industries, and/or provide demand driven occupations. This list must be current and up-to-date. Vacancies expiring as of 6/30/12 need to be addressed with the submission of your plan. (See either Minnesota Statute. §116L.666, Subdivision 3 or the Workforce Investment Act, Section §117 for required composition.)

A. Briefly describe the WIB's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end. **Include in your description any plans to fill the terms that will be expiring as of June 30, 2012.**

According to the by-laws of the Minneapolis Workforce Council (MWC), vacancies are to be filled within the 45-day limitation set in accordance with the procedures contained in the JTPA and WIA.

Individuals are replaced/re-appointed when their two-year term is near expiration. The terms of the board members are staggered as to have at most one-half of the Board up for expiration/re-appointment at any one time. Board members for the MWC are appointed by the Mayor with approval from the Minneapolis City Council. The appointments are made through an open appointment process whereby residents of the City of Minneapolis or representatives of companies/entities that pay property tax in Minneapolis are eligible to apply for the Board.

Applicants are considered by the Mayor's office and the Board staff of the MWC (in this case staff from the Minneapolis Employment and Training Program). The appointments to the MWC will be made and approved by the end of June 2012. The appointment timeline is referenced in Attachment B.

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

See Attachment C

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

A. Indicate below that the WSA provider is aware of the above statute.

Yes, we are aware of the statute above.

B. Indicate the WSA Records Management/Retention Coordinator.

Name	<u>Matt Kruger</u>
Title	<u>METP Program Assistant</u>
Phone	<u>(612) 673-6236</u>
TTY	<u>(612) 673-2157</u>
E-mail	<u>Matt.Kruger@minneapolis.mn.gov</u>

Reports To Deb Bahr-Helgen, Director, METP

C. Does the WSA have a policy or protocol or schedule in place regarding the retention and management of your records? See [DEED policy](#).

Yes

D. Are the records kept for an appropriate amount of time, as stated in the above DEED policy?

Yes No

Certifications and Assurances

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

- A. That this *Program Year 2012 Local Unified Plan (LUP) UPDATE for an Integrated Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with the Minnesota Unified State Plan;(2)
- B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) by the local board and that available copies of a proposed local plan are made available to the public through such means as public hearings and local news media; (WIA, Section §118 (c))
- C. that the public (including individuals with disabilities) have access to all of the workforce investment board's and its components' meetings and information regarding the board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by DEED have been established;
- E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans' priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03, and Minnesota's Executive Order 06-02;
- F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB) and it will maintain a certifiable local Youth Council;
- G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);
- H. that the master agreement and all assurances will be followed;
- I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;
- J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the regulations implementing that section, will be completed;
- K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;
- L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;

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

Certifications and Assurances

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

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

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

Certifications and Assurances

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

ASSURANCES

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

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

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

Certifications and Assurances

Signature Page

Program Year 2012
Local Unified Plan UPDATE for an Integrated Local Workforce Investment System

Workforce Service Area Name: City of Minneapolis

Workforce Investment Board Name: Minneapolis Workforce Council

Name and Contact Information for the WIB:

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

We, the undersigned, attest that this submittal is the Program Year 2012 Local Unified Plan UPDATE for our WIB/WSA and hereby certify that this LUP UPDATE has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

For the Workforce Investment Board

For the Local Elected Officials

Name: Carolyn Roby

Name: Honorable R. T. Rybak

Title: Chair, Minneapolis Workforce Council

Title: Mayor, City of Minneapolis

Signature: _____

Signature: _____

Date: _____

Date: _____

Performance Standards

The tables below indicate the local area's target level of performance for the common measures for the core partner programs. **These are the minimum standards for which each locality will be held responsible.** Upon notification to DEED, local areas can set higher standards for which they will be held responsible. Additional information regarding performance standards will be forwarded by the end of April 2012.

Statewide Performance Measures Program Year 2012 July 1, 2012 to June 30, 2013	Wagner-Peyser	Senior Community Service Employment Program (SCSEP)	Adult (WIA Title I-B)		Dislocated Worker (WIA Title I-B and State)	
Entered Employment Rate: Of those not employed at registration: Number of adults who have entered employment by the end of the first quarter after the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD		State TBD	
Employment Retention Rate: Of those employed in the first quarter after the exit quarter: Number of adults who are employed in the second and third quarter following the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD		State TBD	
Average Earnings: Of those employed in the first, second, and third quarter after the exit quarter: Total post-program earnings (earnings in quarter 2 plus (+) quarter 3 after exit quarter) <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD		State TBD	
			WSA 1	TBD	WSA 1	TBD
			WSA 2	TBD	WSA 2	TBD
			WSA 3	TBD	WSA 3	TBD
			WSA 4	TBD	WSA 4	TBD
			WSA 5	TBD	WSA 5	TBD
			WSA 6	TBD	WSA 6	TBD
			WSA 7	TBD	WSA 7	TBD
			WSA 8	TBD	WSA 8	TBD
			WSA 9	TBD	WSA 9	TBD
			WSA 10	TBD	WSA 10	TBD
			WSA 12	TBD	WSA 12	TBD
			WSA 14	TBD	WSA 14	TBD
			WSA 15	TBD	WSA 15	TBD
			WSA 16	TBD	WSA 16	TBD
			WSA 17	TBD	WSA 17	TBD
			WSA 18	TBD	WSA 18	TBD

Performance Standards*(continued)*

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

Customer Satisfaction Standards Program Year 2012	WIA Title I-B	SCSEP
Participant:	TBD	TBD
Employer:	TBD	TBD
Host Agency	N/A	TBD

Performance Standards

(continued)

RS & SSB Statewide Performance Measures – Federal Fiscal Year 2012 October 1, 2011 to September 30, 2012	Rehabilitation Services	State Services for the Blind
Employment Outcomes: Performance Indicator 1.1 – Comparison of Employment Outcomes The number of individuals exiting the VR program with an employment outcome during the current program year compared to the number of individuals exiting the VR program with an employment outcome during the preceding program year.	2,478	80
Performance Indicator 1.2 – Entered Employment Rate Of all of the individuals who exited the VR program after receiving services, the percentage of those who achieved an employment outcome.	58.8%	≥68.9%
Performance Indicator 1.3 – Wage at Placement Of all the individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage.	72.6%	≥35.4%
Performance Indicator 1.4 – Wages at Placement for Those with Significant Disabilities Of all individuals who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.	72.6%	≥89%
Performance Indicator 1.5 – Comparison of Wages of VR Placements as Compared to the Overall Wage Level The average hourly earnings of all individuals who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals in the State who are employed.	.52 (Ratio)	≥.59 (Ratio)
Performance Indicator 1.6 – Enhancement of Self-Sufficiency Of all individuals who exit the VR program in competitive self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their own income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source at the time they apply for VR services.	53.0 (Math Difference)	≥30.4 (Math Difference)
Equal Access to Services: Performance Indicator 2.1 The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.	.80 (Ratio)	Not calculated if fewer than 100 individuals from minority backgrounds exit the program

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

Workforce Investment Board/Council Membership List

Program Year 2012

WIB: Minneapolis Workforce Council

Date

Submitted: _____

WSA: City of Minneapolis – WSA10

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

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

<u>Name/Address/E-mail/Phone/Fax</u>	<u>Organization</u>	<u>Position</u>	<u>Business/ Industry Represented</u> (Private Sector Only)	Business Representation From Targeted Industry/ Occupation? (Yes / No)	<u>Term Start and Term End</u>
A. Private Sector:					
(Chair): Carolyn Roby / Wells Fargo Center N9305-192, Sixth Street and Marquette Avenue, Minneapolis, MN 55479, Carolyn.H.Roby@wellsfargo.com (612) 667-8847 (p), (612) 667-8283 (f)	Wells Fargo Foundation Minnesota	Vice President	Financial Services	Yes	7/1/10 – 6/30/12
*Charles F. McIntosh / 2450 Riverside Av, Minneapolis, MN 55454, cmcinto2@fairview.org, (612) 273-6616 (p), (612) 273-4531 (f)	Fairview Health Services	Director, Human Resources	Health Care	Yes	7/1/11 – 6/30/12
*David Ahlers / 88 11th Street NE, Minneapolis, MN 55413, ctelford@graco.com, (612) 656-7401 (p), (612) 378-3581 (f)	Graco, Inc.	Human Resource Manager	Manufacturing	Yes	7/1/11 – 6/30/13
Elizabeth Campbell / 50 South 10 th Street, Minneapolis, MN 55403, Ellaattheriver@gmail.com , (612) 492-4235 (p), (612) 492-3235 (f)	Ryan Companies US, Inc.	Inclusion Coordinator	Construction	No	7/1/11 – 6/30/13
Darla Figoli / 414 Nicollet Mall, Minneapolis, MN 55401,	Xcel Energy	Vice President, Human	Power Distribution	No	7/1/10 - 6/30/12

darla.figoli@xcelenergy.com , (612) 330-7644 (p)		Resources			
Matthew Damon / 400 One Financial Plaza, 120 South 6 th St, Minneapolis, MN 55402, mdamon@nilanjohnson.com , (612) 305-7580 (p), (612) 305-7501 (f)	Nilan Johnson Lewis PA	Attorney	Professional Services	Yes	7/1/10 – 6/30/12
Mark Anderson / 4600 Lyndale Av N, Minneapolis, MN 55412, manderson@impact-ps.com ; (612) 638-1425 (p), (612) 521-1349 (f)	Impact Mailing & Fulfillment	President & CEO	Professional Services	Yes	7/1/10 – 6/30/12
Sharon Bredeson / 27 Greenway Gables, Minneapolis, MN 55403, sharonb@staff-plus.com , (612) 868-1754 (p)	Staff-Plus, Inc.	President & CEO	Professional Services	Yes	7/1/11 – 6/30/13
Thomas MacNally / 5025 Knox Avenue South, Minneapolis, MN 55419, tomm@mtolivet.org , (612) 767-2231 (p), (612) 926-4340 (f)	Mount Olivet Careview Home	Chief Operating Officer	Health Care	Yes	7/1/11 – 6/30/13
*Tyler Olson / 1313 5th St SE, Suite 225, Minneapolis, MN 55414, tolson@smcpros.com; (952) 232-5172 (p), (651) 314-4145 (f)	SMCpros (Social Media Consulting, LLC)	President	Professional Services	Yes	7/1/11 – 6/30/13
<u>B. Public Assistance Agency:</u>					
Joseph Gaspard / 330 South 6th St, Minneapolis, MN 55487, joe.gaspard@co.hennepin.mn.us , (612) 348-8188 (p), (612) 677-6096 (f)	Hennepin County	Human Services Area Manager			7/1/10 – 6/30/12
<u>C. Organized Labor:</u>					
Douglas Fleteau / 312 Central Avenue, Suite 524, Minneapolis, MN 55414, doug@workingpartnerships.org , (612) 379-8133 (p), (612) 379-1307 (f)	Working Partnerships	Executive Director			7/1/10 – 6/30/12

Daniel McConnell / 312 Central Avenue, Suite 556, Minneapolis, MN 55414, danm@mplsbctc.org ; (612) 379-4234 (p)	Mpls Building and Construction Trades Council	Business Manager			7/1/11 – 6/30/13
<u>D. Rehabilitation Agency:</u>					
Ken Lundquist / 777 E Lake St, Minneapolis, MN 55407, ken.lundquist@state.mn.us ; (612) 821-4060 (p), (612) 821-4427 (f)	MN – DEED	Vocational Rehabilitation Area Manager			7/1/11 – 6/30/13
<u>E. Community-Based Organization:</u>					
Todd Klingel / 81 South 9 th St, Suite 200, Minneapolis, MN 55402, tklingel@minneapolischamber.org , (612) 370-9155 (p), (612) 370-9195 (f)	Minneapolis Regional Chamber of Commerce	President & CEO			7/1/11– 6/30/13
<u>F. Economic Development Agency:</u>					
Michael McHugh / 1311 Russell Ave N, Minneapolis, MN 55411, mmchugh@mcg-mn.com (952) 393-4400 (p), (612) 886-6146 (f)	Midwest Construction Group	President			7/1/10 – 6/30/12
<u>G. Public Employment Service:</u>					
Terrell Towers / 777 E Lake St, Minneapolis, MN 55407, Terrell.Towers@state.mn.us , (612) 821-4411 (p), (612)821-4443 (f)	MN – DEED	Business Services Manager			7/1/10 – 6/30/12
<u>H. Educational Agency:</u>					
(Required ABE Representative): Carlye Peterson / 1006 West Lake Street, Minneapolis, MN 55408, Carlye.Peterson@mpls.k12.mn.us , (612) 668-3802 (p), (612) 668-3895 (f)	Minneapolis Public Schools	Manager, Adult Basic Education			7/1/11 – 6/30/13
Craig Vana / 807 Northeast Broadway, Room 112, Minneapolis, MN 55413, cvana@mpls.k12.mn.us ,	Minneapolis Public Schools	Associate Superintendent			7/1/11 – 6/30/13

(612) 668-0651(p), (612) 668-0175 (f)					
<u>I. Local Elected Official:</u> (list contact information even if CEO is not a member of the WIB.)					
RT Rybak / 350 South 5 th Street, Room 331, Minneapolis, MN 55415, mayor@ci.minneapolis.mn.us , (612) 673-2100 (p), (612) 673-2305	City of Minneapolis	Mayor			1/1/10 - 12/31/13
<u>J. Other Category:</u>					
Add or delete as necessary					
<u>K. Youth Council Chairperson:</u> (list contact information even if YCC is not a member of the WIB.)					
Craig Vana / 807 Northeast Broadway, Room 112, Minneapolis, MN 55413, cvana@mpls.k12.mn.us , (612) 668-0651(p), (612) 668-0175 (f)	Minneapolis Public Schools	Associate Superintendent			7/1/11 – 6/30/13

Workforce Investment Board Subcommittee List

Program Year 2012

WIB: Minneapolis Workforce Council

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

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

<u>Name of Committee or Task Force</u>	<u>Objective / Purpose of Committee or Task Force</u>
Adult Committee	To oversee the operations of Adult programs.
Dislocated Worker Committee	To oversee the operations of Dislocated Worker programs.
Youth Council	To oversee the operations of Youth programs.

Workforce Service Area Sub-Grantee List

Program Year 2012

WIB: Minneapolis Workforce Council

Date

Submitted: _____

WSA: City of Minneapolis – WSA10

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

Name of Sub-Grantee	Services Provided	Funding Source	Provider located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
American Indian OIC	Job placement and retention	WIA Adult	No	1845 E Franklin Ave, Minneapolis, MN 55404
CLUES	Job placement and retention	WIA Adult	No	720 E Lake St, Minneapolis, MN 55407
DEED	Job placement and retention	WIA Adult, WIA DW, State DW	Yes	X
East Side Neighborhood Services	Job placement and retention	WIA Adult	No	1700 2 nd St NE, Minneapolis, MN 55413
Emerge Community Development	Job placement and retention	WIA Adult	No	1101 West Broadway Ave, Minneapolis, MN 55411
Employment Action Center, a division of RESOURCE, Inc.	Job placement and retention	WIA Adult, WIA DW, State DW	No	900 20 th Av S, Minneapolis, MN 55404
Goodwill/Easter Seals	Job placement and retention	WIA Adult, WIA DW, State DW	Yes	X
HIRED, Inc.	Job placement and retention	WIA Adult, WIA DW, State DW	Yes	X

Hmong American Mutual Assistance Association (HAMAA)	Job placement and retention	WIA Adult	No	1718 Washington Av N, Minneapolis, MN 55411
Minneapolis Urban League	Job placement and retention	WIA Adult	No	2100 Plymouth Av N, Minneapolis, MN 55411
Southeast Asian Refugee Community Home (SEARCH)	Job placement and retention	WIA Adult	No	1113 E Franklin Ave, Suite 212, Minneapolis, MN 55404

Workforce Service Area Non-WFC Program Service Delivery Location List Program Year 2012

WIB: Minneapolis Workforce Council Date Submitted: _____
WSA: City of Minneapolis – WSA10

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

Name and Location (City)	Program Service Delivered
American Indian OIC (Minneapolis)	
CLUES (Minneapolis)	
East Side Neighborhood Services (Minneapolis)	
Emerge Community Development (Minneapolis)	
Employment Action Center, a division of RESOURCE, Inc. (Minneapolis)	
Goodwill/Easter Seals (Minneapolis)	
HIREd, Inc. (Minneapolis)	
Hmong American Mutual Assistance Association (HAMAA) (Minneapolis)	
Minneapolis Urban League (Minneapolis)	
Southeast Asian Refugee Community Home (SEARCH) (Minneapolis)	

**Workforce Service Area
Key Industries in Regional Economy**