

2014

Local Unified Plan

for

Minnesota's Integrated Workforce Investment System

Program Year 2014

To be used in conjunction with [LUP Instructions and Reference Manual](#)

– Submitted by –

Name: City of Minneapolis Employment and Training – WSA10

SECTION A: INTEGRATION AND STRATEGIES

BE SURE TO USE THE LUP INSTRUCTIONS AND REFERENCE MANUAL.

1. A. How does the local area vision fit into the Governor's top priority of "getting Minnesotans back to work?"

The Minneapolis Workforce Council's vision of *Growing a Competitive Workforce* fits perfectly into the Governor's top priority. The City of Minneapolis has for years worked to integrate services in a coordinated economic development effort to grow Minneapolis business and to prepare Minneapolis residents for economic competitiveness. Our local area believes that we cannot have a single-sided approach to "getting Minnesotans back to work", it will take the efforts of multiple entities including business, government, education, and the non-profits working in concert to prepare Minnesota's youth and adults for work, to assist small business in becoming economically viable and to create an environment that encourages equity wealth building.

- B. How does the local area identify and analyze regional economies?

Regional industry and demand occupations are identified via the following inputs:

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 associations, Jobs Now Coalition reporting, Wilder Research, Salesforce regional business trends (expansion and acquisition; news release), Greater MSP, Grow MN Surveying, Wanted Analytics, and MNSCU Regional Centers for Excellence.

The Minneapolis WIB reviews these data sources through analysis prepared by DEED regional labor market analysts, WIB staff, and 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 used to identify the key industries and demand occupations within this economy? [Minnesota's Unified Plan](#)

The Minneapolis Workforce Investment Board (WIB) incorporates multiple sources of data to analyze our regional economy. LMI data, Census findings, Wilder Research, data from regional chambers of commerce, including the Greater Minneapolis Regional Chamber, area business associations, MnSCU Centers for Excellence, post-secondary partnering institutions, and Greater MSP supply data. The Minneapolis WIB is also a member of the Twin Cities Greater Metropolitan Workforce Council (GMWC), encompassing eighteen regional counties; a sub-geography of this Council includes the Twin Cities Workforce Service Areas (Anoka, Dakota-Scott, Hennepin-Carver, City of Minneapolis, Ramsey, Washington, and Central Minnesota). From a county

perspective, we focus on the nine-county metropolitan region, adding Wright & Sherburne counties. As appropriate, the Council engages adjoining counties, to the west and north, which are part of the Central Minnesota WIB, as well as colleagues in western Wisconsin.

Each of the metropolitan region's Workforce Investment Boards undertakes labor market analysis at three levels:

- A. Working cooperatively through GMWC, the WIB participates in regular review of regional economic data. In years past, the GMWC has developed both a policy-level and an action agenda for regional stakeholders, using economic data as a guide for this work.
- B. The WIBs look carefully at data for their own specific workforce service area, using data from our local county/city sources. The individual WSA data typically mirrors the metropolitan data; however, sometimes this localized data will highlight pockets of activity in which only the local areas will have the particular strengths to address.
- C. In response to the "market intelligence" of our local business and elected officials, the WIB may undertake analysis of a specific population, neighborhood, infrastructure or other economic development project within our localities. The WIB may pursue analysis and action at a 'micro' level in order to meet an identified local labor market need.

Information exchange among partners who identify and act upon local-level demand data is critical to planning a cohesive, systemic response to industry-level information. The Minneapolis WIB receives updates via regularly-scheduled business development meetings with governmental partners. Such data includes industry expansion plans and correlating job growth projections, alignment of job fairs, economic development project-level updates, and updating industry-focused business services.

- D. 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 (See Attachment F).

At the Workforce Council's May meeting, members reviewed the following labor market

analysis; Twin Cities Area Industry Location Quotients and Private Sector Employment Growth. This document provides members an opportunity to discern the key industries across the region. Please reference following data analysis.

3. Provide the following information for current and upcoming regional development initiatives that the local area is involved in.
- Identify and define the mission or objective of the initiative, including the timeframe for implementing the initiative.
 - Identify key players/partners and define their roles, including the role of the WIB.
 - Summarize the status of the initiative, including the WIBs level of involvement to date.

The City of Minneapolis Grow North emphasizes job creation and workforce development in North Minneapolis, where unemployment is five times the rate of the city as a whole. Grow North provides specific business attraction, expansion and retention tools for this geographic sector, with hiring targets aimed at Minneapolis residents.

The WIB's representation includes four of the ten largest employers in the City of Minneapolis.

Top Ten Minneapolis Largest Employers

1. Target Corp.
2. Allina Health System
3. University of Minnesota
4. Fairview Health Services (WIB member)
5. Wells Fargo Bank Minnesota (WIB chair)
6. U.S. Bancorp
7. Hennepin County (WIB member)
8. Hennepin County Medical Center
9. Xcel Energy Inc. (WIB member)
10. United Parcel Service Inc.

Source: Minneapolis /St. Paul Business Journal Book of Lists 2014

Development and significant business expansions

- New NFL stadium under construction – bid submitted for Super Bowl LII
- Downtown East Development proceeding adjacent to the stadium
<http://www.ryancompanies.com/projects/downtown-east/>
 - 1.2 Million SF of office space, two 17-story office buildings, Wells Fargo will be the anchor tenant with 5,000 employees
 - 28,000 SF of retail space, street level and skyway
 - Approximately 200 residential units phase 1
 - Approximately 220 residential units phase 2

- 1,625 stall parking structure
- 4.2 Acre green space
- 27-story hotel/apartment tower planned for DTE parking ramp air rights (http://www.twincities.com/business/ci_25437011/ryan-cos-can-build-hotel-apartments-downtown-east)
- Be the Match constructing a new 196,000 sq ft HQ building in N Loop, near Target Field baseball stadium for 900+ employees (http://www.bizjournals.com/twincities/blog/real_estate/2013/10/be-the-match-finalizes-deal-to-move.html?page=all)
- Interchange transit hub under construction, to open summer 2014 - <http://www.theinterchange.net/>
- Region's second LRT line, connecting the downtowns of Minneapolis and St. Paul and the University of Minnesota to open June 2014 - <http://www.metrocouncil.org/Transportation/Projects/Current-Projects/Central-Corridor.aspx> (LRT line connecting downtown Minneapolis with the airport and the Mall of America opened 2004)
- Businesses opening, expanding in North Loop district at downtown edge - <http://www.bizjournals.com/twincities/print-edition/2013/08/16/how-the-north-loop-evolved.html>
- Xcel Energy new HQ building - http://www.bizjournals.com/twincities/blog/real_estate/2012/06/opus-xcel-office-nicollet-mall-tower.html?page=all
- Nicollet Mall redesign and reconstruction – <http://www.nicolletmallproject.com/>
- Whole Foods opens DT location, fall 2013 <http://www.bizjournals.com/twincities/news/2013/09/25/whole-foods-downtown-minneapolis-photos.html>

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 (MnWorks) when registering to use the computers in any Resource Room using the Customer Registration System (CRS). MnWorks/CRS registration is required in order to receive employment coaching and to be given credit for attendance at workshops, job clubs or any other WFC event at which attendance is recorded. Attendance prior to the switch from CRS to MnWorks as the primary attendance tracking program and computer use information is held and available in the CRS system. Other information, such as resume uploading and updating, is held in the MnWorks system. Attendance information for workshops held after the program switch is no longer available at the WorkForce Center level. Each customer's unique CRS number is written on the universal application during WFC orientation.

Registration on MinnesotaWorks.net is encouraged through posters and other advertisement materials in the resource room. Resource room staff who assist computer users encourage use of MinnesotaWorks.net. Participants in any of the job search training series offered at the Minneapolis WFC sites are required to register on MinnesotaWorks.net in order to successfully complete the series. Facilitators of relevant workshops offered as part of any venue discuss and encourage accessing the benefits of registration and active use of MinnesotaWorks.net.

WSA #10's program staff will continue to inform our entire service provider network about the value of MinnesotaWorks.net as part of a comprehensive job search strategy for job seekers. We strongly encourage our partner staff to cite the benefits of the site while working with our adult and dislocated worker clients. Some of those benefits include:

- Registered job seekers may post up to five resumes.
- Job seekers control whether or not employers are allowed to view their resumes.
- The site is free to job seekers and employers, does not allow banner ads or unsolicited email advertisements to be sent to job seekers.
- By year-end 2013, 85,897 employers had registered in MinnesotaWorks.net and Minnesota employers posted 598,992 job openings in 2013.

5. A. What is the local area's capacity for providing career pathway program services including, but not limited to:

- Connecting participants to education (recruitment and referral to career pathway programs); and/or
- Providing support services to those participants in education and training; and/or
- Providing career pathway navigation/case management services to those participants in education and training; and/or
- Providing employment placement and retention after participant credential attainment.

In 2010, when City of Minneapolis Employment and Training Program, in partnership with Ramsey County Workforce Solutions, launched RENEW, a green jobs training and job placement program, career pathways programming have been core to the services provided to job seekers. With the success of that project, City of Minneapolis Employment and Training continues to use the RENEW model, mixing a variety of funding sources to offer low-income Minneapolis residents with access to career pathway services in the sectors of health care, 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.

B. What is the local area's capacity for implementing a career pathway system (i.e., convening education providers and employers to design career pathways programs for your economy and client needs)?

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

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

WSA #10 will continue to update our policies and initiate actions that will increase the number of our clients who obtain a credential, across WIA programs, through a variety of strategies including:

- Recognizing the value of academic credentials and having policies that actively

encourage completion of AA/AS or BA/BS degrees, in addition to, technical or occupational certificates. According to the Training and Employment Guidance Letter (TEGL) No. 15-10 issued by the U. S. Department of Labor, in a "... recent study, workers with an associate's degree earned, on average, 33 percent more than workers with only a high school diploma or General Educational Development (GED) credential, and workers with a bachelor's degree earned 62 percent more than the workers with no postsecondary training or education".

- Continuing to work with our network of skilled career counselors to build frontline staff knowledge about the value of postsecondary degrees and industry-recognized credentials including opportunities for clients to earn college credit for prior learning and experience. Information, especially clarifying language from TEGL 15-10, will be shared electronically and discussed in face-to-face meetings. Our policies encourage counseling staff to guide clients to choose courses/programs that culminate in a credential, rather than just course completion and that can be completed in less than 2 years.
- Utilizing new tools - such as WANTED Analytics which is being tested by DW staff from the South Minneapolis Workforce Center as part of the Itasca Workforce Alignment effort - for determining in-demand credentials.
- Planning to strategically expand our successful focus on credentialed health care training in our WIA Adult program and increasing the number of tracks within health care that clients can pursue.
- Targeting employer-driven, training programs that produce industry-recognized credentials. 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.
- Expecting counselors to assist clients in accessing financial aid to help stretch training funds. All clients who seek credentialed training are required to apply for financial aid, if available, so that program training dollars are reserved for training plans that aren't covered by gift aid.
- Having DW clients complete a financial needs analysis before they begin training so that they have a plan in place to cover day-to-day expenses and ensuring that adequate support services funds are available to help clients over temporary "bumps in the road"; especially those who may be in longer-term credentialed training.
- Working 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. 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.
- Actively encouraging 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.
- Working with career counseling staff to create awareness of new online tools to help map career pathways and ladders which include credentials that are stackable and portable.

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7. To what extent, if any, does your local area plan to support individuals in entrepreneurship? Please include in your answer an estimate of how many dislocated workers you plan to serve thru CLIMB (Converting Layoffs into Minnesota Businesses).

WSA #10 plans to fully support dislocated worker clients who express an interest in business ownership through self-employment through CLIMB. As with Project GATE II clients, clients expressing an interest in entrepreneurship would be administered a standardized pre-assessment to answer questions about their skills and business idea. Clients interested in pursuing their business idea would be referred to appropriate resources in the local area that offer technical assistance and business consulting to aspiring entrepreneurs such as the Small Business Development Center at the University of St. Thomas or to programs such as the Business Technical Assistance Program offered by the City of Minneapolis. The cost of entrepreneurial training (and support services, if needed) for the CLIMB participants would be provided through dislocated worker program funds. CLIMB participants would be advised about the benefits that are built into the program participation: since they are considered to be in re-employment assistance training, they are not required to complete work search activities to be eligible for Unemployment Insurance (UI) benefits, earnings generated by the business are not deducted from their UI benefit, and they may work in excess of 32 hours per weeks on their new businesses and still be eligible for UI.

WSA #10 estimates 30 – 40 clients might be interested in the opportunities presented by CLIMB. As with the Project GATE II model, the decision to participate in CLIMB ultimately would be made by the client with the guidance from program staff.

8. Identify employment disparities in your local area. How does the local area address the disparities?

In May 2008, the City of Minneapolis Employment and Training Program took steps in addressing the employment disparities in our area with a presentation to the Minneapolis City Council entitled *Reducing Racial Disparities in Minneapolis Employment*. Following that report, CITY OF MINNEAPOLIS EMPLOYMENT AND TRAINING and the Minneapolis Workforce Council, upon direction from the City Council, formed the Equity in Employment Taskforce, a regional taskforce to examine and act upon best practices in disparities reduction. This effort remained until 2012, when, this taskforce ended and merged into the efforts of the One Minneapolis campaign, which saw the adoption of the City Council resolution, entitled, *Supporting Equity in Employment in Minneapolis and the Region*.

Since the July 2012 resolution, the City of Minneapolis Employment and Training and the Minneapolis Workforce Council has been actively engaged in the regional *Everybody In* initiative. Staff are working on a racial equity tool kit to help employers, including government, make racially inclusive hiring decisions. In the 2014 budget, employment disparities work was funded by the Mayor and City Council.

SECTION B: PROGRAM OPERATIONS

BE SURE TO USE THE LUP INSTRUCTIONS AND REFERENCE MANUAL.

1. The local area is aware of [Minnesota's Unified Plan](#) submitted September 2012, and recently revised and approved, December 2012.

Yes X

2. The local area is aware of TEGl 36-11 regarding the American Job Center Network.

Yes X

3. Noting the four strategic areas referenced in this section of [Minnesota's Unified Plan](#), local areas agree and acknowledge that these four strategies could change the way business and service delivery is currently conducted at the local area.

Yes X

4. The local areas acknowledge the minimum requirements for a One-Stop.

Yes X

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

A. Businesses

Workforce Investment needs include these critical elements:

- a. Increased skills for entry level workforce.
- b. Increased limited English proficiency training.
- c. Continued development of transit services that provide workers with affordable transportation to and from work.
- d. Access to incumbent worker 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 essential job skills (soft skills and basic technical 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 child 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 livable wage jobs.
- 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. Child care assistance

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D. Local education (i.e., ABE, post-secondary, etc.)

Local education needs include these critical elements:

- a. More remedial education opportunities
- b. Local education needs center on the opportunities identified through Minneapolis Employment and Training outreach to local businesses, including consultation from the WIB. Our programming creates multiple access points to ABE and post-secondary education through pathways aligned with a demand-driven planning system. Alignment of programs such as FastTRAC and Adult Education industry-specific training with local business needs will allow integration of ABE and remedial education preparation with certificate, diploma and degree programming offered through post-secondary institutions. This strategy incorporates the direct input of business and industry in order to measure ongoing market demands for skill sets and training. Local area educational partners, including Dunwoody College of Technology, Minneapolis Community and Technical College, MRC- RESOURCE, and more, work with WIB staff to design, refine, and implement demand-driven business solutions.

6. 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. 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

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

Occupations currently in demand require a wide 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

8. Acknowledge that local areas are aware of the results of the job seeker and business surveys and the mystery shopper results AND are using the results as part of their continuous improvement and priorities for the future.

Yes X

9. Describe your planned continuous improvement activities in which your local area will participate.

- 2014 Joint Counselors Training (hosted by DEED & DHS)

- Minnesota Career Development Association - spring, fall and winter conferences
- Participating in the Itasca Workforce Alignment – career planning pilot project
- Attending master’s level classes in counseling
- Reach Personal Branding webinars
- Job Club workshops – How to Start a Small Business
- LMI training
- Ongoing organizational Cultural Competency Assessment and Training
- Communications trainings provided in-house by HR Trainer
- Emotional Intelligence training provided by in house HR Trainer
- Quarterly conference-style trainings at G/ESM all-staff meetings: External speakers with expertise and internal presenters with specific expertise. Some topics include: safety, health, diversity, cultures, employment trends, mental health topics, housing issues, IT topics, various community resources, Re-entry/working with people with criminal history, technology training, social media, training on specific disabilities, TBI, job search activities, veteran issues, etc...
- Monthly Job Development and Retention Group: 20-30 internal Employment Consultants meet to discuss employment trends, job placement strategies, review job leads, network, employer relationship development, career advancement/retention strategies; guest speakers at these meetings include employers and community resources. Quarterly trainings within this group – (resume development, job development, criminal backgrounds, labor market trends, etc.)
- CPR/1st Aid training
- Monthly safety topic trainings
- Motivational Interviewing
- GCDF Certification for Employment Consultants
- Disability Awareness training
- Disability Etiquette training
- Workforce One - rewrite training
- Designated staff trained in providing guidance with MNSURE
- Developing weekly “Career Skills Workshops” conducted by G/ESM staff for any and all interested job seekers. Topics include Resume Development, Cover Letters & References; Successful Interviewing; The 10 steps of Networking; Skills Identification & Career Exploration; How to Conduct an Effective Job Search).
- New & veteran staff attend internal GWES event called “A Day in the Life”, in which they spend the day visiting and learning about the various GWES programs and locations, and their histories.
- Annual DW meeting at Minneapolis Employment & Training – review new program manual & receive paperwork training
- TAA Training – hosted by DEED
- In-service training, Improving Client Experience, HIRED
- Sharing Best Practices, HIRED
- Benchmarking peer learning forums: participant program retention and post-employment services & work and job search readiness, Marty Miles Consulting
- 8 Core Insights to Unleash Your Personal Potential, SHIFT
- Life Reimagined – Discovering Your New Life Possibilities
- NBCC Foundation webinars
- ARBEZ (Changing Your Stripes) Job Search webinars
- Coach Training Institute webinars and seminars
- Minnesota Social Service Association conference

10. What is the WIBs 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 Minneapolis 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.

City of Minneapolis Employment and Training is a division of the City’s Community Planning and Economic Development Department (CPED). CPED combines employment, training, planning, economic development, housing and some regulatory services into one City department. City of Minneapolis Employment and Training administers employment and training programs under the direction of the Mayor, City Council, and Workforce Council. Employment and Training 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.

11. 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.

WSA #10 continuously monitors our performance to assure that participants in our Adult and DW 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.

12. A. To what extent, if any, does your local area plan to provide incumbent worker (IW)

training?

At this point, City of Minneapolis Employment and Training does not provide incumbent worker training, however, we are experiencing increased need for this tool when approaching employers, during local business development meetings and individual business consultations.

B. To what extent, if any, does your local area plan to provide on-the-job training?

N/A

C. In what ways, if any, does your local area plan to support apprenticeship training for customers?

Apprenticeship training is supported for customers entering career training pathways to industrial sewing. After completion of a short-term, industry-driven training program at an institute of higher education, customers may enter apprenticeship at sponsoring companies, training on-the-job, through a formal, state-registered apprenticeship system. Additional opportunities to support the construction and dissemination of apprenticeship will be pursued in partnership with business and industry.

13. Is the local area policy regarding self-sufficiency in compliance with WIA regulation and DEED policy?

Yes No

14. A. How does the local area ensure staff comply with the policies and procedures for Rapid Response (specifically 13.9 and 13.10) as communicated on [DEED's website](#)?

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 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, WSA 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, WSA 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, 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 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, WSA #10 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 rapid response liaison for mass layoffs?

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

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

As soon as WSA #10 staff become aware of a layoff that might potentially be TAA certifiable, this information will be immediately shared with State TAA staff via phone or email.

- B. How does the local area 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, as needed, with the assigned TAA Specialist. DW staff are encouraged to attend training sessions regarding TAA/TRA at annual job seeker counselor conferences and at ad hoc training sessions offered throughout the year. Counselors follow the case management model that has been created and developed by State TAA staff; the model 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.

NEW

- C. Is the local area willing to participate in TAA Counselor Training and TAA Participant Training when a Trade-Certification occurs (see Reference Manual)?

Yes X No _____

If No, please explain:

N/A

16. Provide a description of the process used by the local area 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 City of Minneapolis Employment and Training website at http://www.minneapolismn.gov/cped/cped_City_of_Minneapolis_Employment_and_Training. Responses can be sent via e-mail to Board staff.

17. 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 service providers to deliver employment and training services. Agencies that are selected are placed on a City of Minneapolis Employment and Training 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 City of Minneapolis Employment and Training 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 Eligible Provider List process since the previous process ended is alerted. The service provider 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 service provider is not an individual proprietor.

The following criteria was used to evaluate the proposals:

- Quality, thoroughness and clarity of proposal.
- Qualifications and experience of staff. Review 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.

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 responses to the City of Minneapolis Employment and Training Eligible Providers List RFP are systematically reviewed by neutral parties and ranked. Staff then makes recommendations to the Minneapolis Workforce Council and the Minneapolis City Council on which agencies should be placed on the City of Minneapolis Employment and Training 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 service providers who have met the requirements to be placed on City of Minneapolis Employment and Training's Eligible Providers 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 City of Minneapolis Employment and Training 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.

City of Minneapolis Employment and Training also takes action on performance data. Service providers 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. Service providers 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

BE SURE TO USE THE LUP INSTRUCTIONS AND REFERENCE MANUAL.

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

Yes X No _____

2. The local area is aware of and staff participate in the Reception and Resource Area Forum website to better serve all customers?

Yes X

3. The local area acknowledges [Minnesota's Unified Plan](#) submission regarding performance.

Yes X

4. A. List contact information for the 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, Employment and Training</u>

UPDATED

- B. The local area and their partners are aware of the responsibilities of the Equal Opportunity Officer, including attending DEED sponsored EO Training?

Yes X

5. Does the local area have in place an agreed upon WIA Discrimination complaint process per the regulations? (This is different than posting the required complaint procedure for the customer.)

Yes X

6. Does the local area have in place an agreed upon WIA Program Complaint Policy per the 20 CFR and WIA regulations?

Yes X

7. List contact information for the program complaint officer (includes all programs within your local service area).

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, Employment and Training</u>

NOTE: Question #8 from PY13 LUP was deleted. Otherwise remaining questions are in the same order.

8. 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.*)

Official Name of WFC	<u>North Minneapolis WorkForce Center</u>
Name	<u>Shym Cook</u>
Title	<u>Site Manager</u>
Phone	<u>(612) 520-3509</u>
TTY	<u>(612) 821-4013</u>
E-mail	<u>Shym.Cook@state.mn.us</u>
Reports To	<u>David Niermann, DEED</u>

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

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

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, Employment and Training</u>

10. List contact information for the local area data practices coordinator.

Name	<u>Cher Schowalter</u>
Title	<u>Office and Administrative Specialist, Principal</u>

Phone	<u>(612) 821-4012</u>
TTY	<u>(612) 821-4013</u>
E-mail	<u>Cher.Schowalter@state.mn.us</u>
Reports To	<u>Terrell Towers, Workforce Development Field Manager</u>

Name	<u>Matt Kruger</u>
Title	<u>Program Assistant</u>
Phone	<u>(612) 673-6236</u>
TTY	<u>(612) 673-2157</u>
E-mail	<u>Matt.Kruger@minneapolismn.gov</u>
Reports To	<u>Deb Bahr-Helgen, Director, Employment and Training</u>

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

Name	<u>David Rubedor</u>
Title	<u>Director, Neighborhood and Community Relations</u>
Phone	<u>(612) 673-3129</u>
TTY	<u>(612) 673-2157</u>
E-mail	<u>david.rubedor@minneapolismn.gov</u>
Reports To	<u>City Coordinator</u>

Considering the [Public Law](#), answer the following questions pertaining to your process and procedures that ensure that Veterans receive priority for service.

12. What process is utilized to identify Veterans coming into your WorkForce Center?

Signage in the entryway to the Resource Center promotes priority services to Veterans and is posted to encourage self-identification of Veteran status.

Veterans visiting the WorkForce Centers may self-identify themselves as such and are then directed to appropriate services. These services may include meeting with or talking to a Disabled Veteran's Outreach Program representative. It may include a recommendation to attend one or more workshops offered at the WorkForce Center. It may include staff directing the veteran to a job search website such as www.minnesotaworks.net, which details a 3 step process, including information about and how to contact the Local Yellow Ribbon Network designed to recruit soon-to-be or recently separated military members, for employers wishing to recruit veterans as well as allowing veterans to search for job listings directed specifically to veterans.

Each Minneapolis WorkForce Center offers two orientation sessions per day. Everyone attending the session is asked to complete an application. Space is provided to indicate Veteran status. During orientation sessions staff present information about available services and that preference is given to 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 qualifying spouses who may be considered a Veteran or eligible for Veteran's services. If an individual self-identifies him/herself as a Disabled Veteran, that person's application is immediately forwarded to a Veteran's Services representative.

13. What process is utilized to assess the needs of Veterans seeking service in your WFC, and identifying Veterans with a barrier to employment?

- 1) The job search needs of Veterans both parallel and differ from those of other job seekers. Veterans who identify themselves as such at the front desk are asked to indicate their presenting needs, such as need to use the office equipment, talk to a case manager, etc.
- 2) Veterans are able to schedule a meeting with either Laura Javorina or David Wold, Disabled Veteran's Outreach Program (DVOP) representatives from Bloomington and Brooklyn Park, respectively. The DVOP, may, during the process of working with the Veteran, identify a possible need. S/He works further to identify needs and barriers through listening to the Veteran and asking questions of the Veteran.
- 3) Veterans may be identified as having barriers to employment during or at the end of an orientation session. In addition to completing the universal application that is asked of all new visitors to the WorkForce Center, veterans complete a one page questionnaire asking for dates of service and several questions that ask about possible specific barriers. All orientation participants briefly talk one on one to the orientation facilitator, who checks the application and the questionnaire and may ask additional clarifying questions. A Veteran may self-disclose barriers to employment or the facilitator may identify barriers during the conversation.
- 4) The Minneapolis WorkForce Center offers ERU *Essentials* (ERUE), a five-day job search skills training series. Attendees actively participate in and learn about skill identification, networking, resume construction, money management, interview preparation and practice, and job development and retention. Veterans are given priority placement in ERUE, to include: Guaranteed placement in the next available series to be offered, whether the roster is full or not; guaranteed placement in the next available series without prior registration; and guaranteed placement into any later series should the Veteran need to transfer. Those who are referred by the Veterans Administration have already had many of their barriers identified. In the interest of confidentiality, job search issues unique to Veterans are not raised by the facilitator, but may be discussed at any time during the series if a Veteran names it first. Day One of the series includes general information about barriers to employment and the facilitator recommends that any attendee facing job search or retention barriers contact the Rehabilitation Services Office for more information or, if appropriate, job search assistance. If accepted into the Rehabilitation Services case load, service-related or other barriers to employment may be identified and addressed at any time during that process/relationship.
- 5) The WorkForce Centers also offer a career exploration series, available to anyone who completes any of the in-house job search skills training series, that includes assessment tools such as StrengthsFinder 2.0®, Meyers-Briggs Personality Type Indicator® and CareerScope®. Any Veteran that appears to have barriers to employment will be referred to the WFC's Rehabilitation Services Office.

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

The most formal process for referral is when an orientation facilitator forwards the application of a veteran to a Veteran's Services Representative, which may be either of the visiting DVOPs or the LVER. The application is put in the LVER's mailbox or walked to his or the DVOP's office area (if here that day). If hand delivered and the Representative is available, he is provided brief basic information about the veteran via a conversation. Staff may leave a voice mail message or send an email message if the Representative is unavailable.

Veterans may be referred to the appropriate program or to the Veterans Employment Representative by any staff member who answers the telephone, works in the resource room, facilitates workshops, or interacts with veterans in any way. Referral involves providing the name and contact information of appropriate staff to the Veteran. It may also involve sending information to the Representative via voice mail, email or a follow up conversation.

- 15. A.** Understanding that this program requires participation of all partners, not just DVOP/LVER staff, what is the local area doing to identify post 9/11 Veterans coming into your WorkForce Center(s)?

Veterans who self-identify may be asked their years of service. Qualifying Veterans are referred based on that answer. Orientation applications do not ask for dates of service.

As stated in above answers, Veterans may be identified through job search skills training series participation and completion and may self-refer or be referred to a Representative by a facilitator or another staff member.

Program providers may identify and refer an eligible Veteran, and are encouraged to do so.

- B.** How are WorkForce Center partners referring eligible post 9/11 Veterans to service providers in your WorkForce Center and what types of services are being provided?

Staff meetings are attended by available staff and all programs represented present oral reports. The Local Veterans' Employment Representative (LVER) attends all meetings for which he is available, presents his report, and stays the length of the meeting to learn information about other programs. He forwards this information to visiting DVOPs.

Program representatives are aware that Veterans are to receive priority treatment and glean Veteran status information from orientation applications and interviews with participants.

Staff who are aware of Veteran and employment status refer to the appropriate program or program representative, including contact information.

Services provided include: Dislocated Worker Program services (provides one-on-one coaching and limited training funding); Career Directions Program services (job referrals and coaching, but no available training funding); ERU *Essentials*; New Leaf (job search skills training for offenders), CareerNeXt (a three part career exploration series referenced above); and, if appropriate, Rehabilitation Services.

- 16.** Are all WIA-funded partners complying with the guidance provided in TEGL 11-11 and 11-

11, Change 1 regarding Selective Service?

Yes X

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

Yes X

18. Is the local area's conflict of interest policies in compliance with above two references?

Yes X No

19. A. The local area is aware of the referenced statute on Government Records.

Yes X

B. Indicate the Records Management/Retention Coordinator.

Name	<u> Matt Kruger </u>
Title	<u> Program Assistant </u>
Phone	<u> (612) 673-6236 </u>
TTY	<u> (612) 673-2157 </u>
E-mail	<u> Matt.Kruger@minneapolismn.gov </u>
Reports To	<u> Deb Bahr-Helgen, Director, Employment and Training </u>

20. There should be in place a Handling and Protection of Personally Identifiable Information procedure. Are all WIA-funded partners complying with the guidance provided in TEGl 39-11?

Yes X No

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

 N/A

21. Human Trafficking: The local area is aware of TEGl 09-12 and will follow the procedures for working with trafficked persons.

Yes X

22. A. Briefly describe the WIBs 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, 2014.**

 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 City of Minneapolis Employment and Training). 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. Complete Attachment B - Workforce Investment Board/Council Membership List
Due by September 30, 2014.

C. Complete Attachment C - Workforce Investment Board Subcommittee List.
Complete with local plan.

23. If applicable, Complete Attachment D - Workforce Service Area Sub-Grantee List.

24. If applicable, Complete Attachment E - Workforce Service Area Non-WFC Program Service Delivery Location List.

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 2014 Local Unified Plan (LUP) 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;⁽¹⁾
- 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;

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

- 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;⁽²⁾
- 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 WIBs 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 DEEDs 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)
- 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;
- 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

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

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 Act of 1998 \(29 CFR, Part 37\) 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 \(42 USC 2000d\)](#), as amended, which prohibits discrimination on the bases of race, color, and national origin under any program receiving federal financial assistance;
- [Title VII of the Civil Rights Act](#), as amended, which prohibits discrimination on the basis of race, color, religion, sex or national origin in employment;
- [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;
- [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;
- [Title IX of the Education Amendments of 1972 \(20 USC 1681-1688\)](#), as amended, which prohibits discrimination on the basis of sex in educational programs;
- [Title V of the Older Americans Act of 1965](#) and all regulations that apply to the Senior Community Services Employment Program, which generally prohibit discrimination under any program funded in whole or in part with Title V funds because of race, color, religion, sex, national origin, age, disability or political affiliation or beliefs;
- [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;
- Each grant applicant and each training provider seeking eligibility must also ensure that they will provide programmatic and architectural accessibility for individuals with disabilities. The grantee will follow the requirements of [Section 508](#) standards and Web Content Accessibility Guidelines 2.0 (WCAG2.0) to develop and maintain accessible information and telecommunications technology systems and services (HF1744/SF1600 2009-2010).
- [Title II of the Genetic Information Nondiscrimination Act of 2008](#) which prohibits discrimination in employment on the basis of genetic information.
- [Equal Protection of the Laws for Faith-based and Community Organizations](#) (EO 13279) signed December 12, 2002. Prohibits discrimination against grant seeking organizations on the basis of religion in the administration or distribution of federal financial assistance under social service programs, including grants, contracts and loans:
- [Jobs for Veterans Act \(P.L. 107-288\)](#) Establishes a priority of service requirement for covered persons (i.e. veterans and eligible spouses, including widows and widowers) in qualified job training programs.
- [Vow to Hire Heros Act of 2011](#): Establishes guidelines for service providers who are providing employment, training, academic or rehabilitation services for military veterans.

- [Executive Order 13333](#): *This contract may be terminated without penalty, if the GRANTEE or subgrantee, or the contractor or any subcontractor (i) engages in severe forms of trafficking in persons or has procured a commercial sex act during the period of time that the grant, contract, or cooperative agreement is in effect, or (ii) uses forced labor in the performance of the grant, contract or cooperative agreement. (22 U.S.C. § 7104(G))*
- [Seat Belts](#): *Pursuant to Executive Order (EO) 13043 (April 16, 1997), Increasing the Use of Seat Belts in the United States, recipients of federal funds are encouraged to adopt and enforce on-the-job seat belt policies and programs for their employees when operating vehicles, whether organizationally owned or rented or personally owned.*
- [Text Messaging](#): *Executive Order 13513: Sec. 4, Text Messaging While Driving by Government Contractors, Subcontractors, and Recipients and Subrecipients of federal funds, are encouraged to adopt and enforce policies that ban text messaging while driving company-owned or rented vehicles or Government-owned, Government-leased, or Government-rented vehicles, or while driving privately-owned vehicles when on official Government business or when performing any work for or on behalf of the Government, and to conduct initiatives of the type described in section 3(a) of the Executive Order.*
- [Executive Order 13166](#), *Improving Access to Services for Persons with Limited English Proficiency(LEP) was issued in 2000. This Order directs Federal agencies to work to ensure that recipients of Federal Financial Assistance provide meaningful access to their LEP applicants and beneficiaries.*

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.

As WIB and partners are receiving many of the federal dollars discussed in [Minnesota's Unified Plan](#) submitted September 2012, it is realized that partners and their subgrantees must also adhere to the same certifications and assurances that the state must assure.

SIGNATURE PAGE

Workforce Service Area Name City of Minneapolis Employment and Training

Workforce Investment Board Name Minneapolis Workforce Council

Name and Contact Information for the WIB Chair:

Name	<u>Carolyn Roby</u>
Title	<u>Community Relations Manager</u>
Organization	<u>Wells Fargo Foundation</u>
Address 1	<u>109 S 7th Street</u>
Address 2	<u>Wells Fargo Center N9312-043</u>
City, State, ZIP Code	<u>Minneapolis, MN 55402</u>
Phone	<u>(612) 667-8847</u>
E-mail	<u>carolyn.h.robby@wellsfargo.com</u>

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

Name	<u>Betsy Hodges</u>
Title	<u>Mayor</u>
Organization	<u>City of Minneapolis</u>
Address 1	<u>350 S 5th St</u>
Address 2	<u>Room 331</u>
City, State, ZIP Code	<u>Minneapolis, MN 55415</u>
Phone	<u>(612) 673-2100</u>
E-mail	<u>Betsy.Hodges@minneapolismn.gov</u>

We, the undersigned, attest that this submittal is the Program Year 2014 Local Unified Plan for our WIB/WSA and hereby certify that this LUP has been prepared as required, and is in accordance with all applicable state and federal laws, rules and regulations.

Workforce Investment Board Chair

Chief Local Elected Official

Name Carolyn Roby

Name Honorable Betsy Hodges

Title Workforce Investment Board Chair

Title Mayor, City of Minneapolis

Signature _____

Signature _____

Date _____

Date _____

PERFORMANCE STANDARDS

The tables below indicate 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 2014

Statewide Performance Measures Program Year 2014 July 1, 2014 to June 30, 2015	Wagner-Peyser	Community Service Employment Program	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 80%		State 86%	
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 84%		State 90%	
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 \$12,700		State \$20,000	
			WSA 1	TBD	WSA 1	TBD
			WSA 2	TBD	WSA 2	TBD
			WSA 3	TBD	WSA 3	TBD
			WSA 4	TBD	WSA 4	TBD
			WSA 5	TBD	WSA 5	TBD
			WSA 6	TBD	WSA 6	TBD
			WSA 7	TBD	WSA 7	TBD
			WSA 8	TBD	WSA 8	TBD

			WSA 9	TBD	WSA 9	TBD
			WSA 10	TBD	WSA 10	TBD
			WSA 12	TBD	WSA 12	TBD
			WSA 14	TBD	WSA 14	TBD
			WSA 15	TBD	WSA 15	TBD
			WSA 16	TBD	WSA 16	TBD
			WSA 17	TBD	WSA 17	TBD
			WSA 18	TBD	WSA 18	TBD
					ISPs	TBD

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 70%	State 69%
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.	N/A	TBD	WSA 1 to 18 TBD	WSA 1 to 18 ISPs TBD
			N/A	N/A

Paid training hours are excluded from this measure.				
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 2014	<u>WIA Title I-B</u>	<u>SCSEP</u>
Participant:	TBD	TBD
Employer:	TBD	TBD
Host Agency	N/A	TBD

RS & SSB Statewide Performance Measures – Federal Fiscal Year 2014 October 1, 2014 to September 30, 2015	Rehabilitation Services	State Services for the Blind
<p><u>Employment Outcomes:</u></p> <p>Performance Indicator 1.1 – Comparison of Employment Outcomes</p> <p>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.</p>	2,478	TBD
<p>Performance Indicator 1.2 – Entered Employment Rate</p> <p>Of all of the individuals who exited the VR program after receiving services, the percentage of those who achieved an employment outcome.</p>	55.8%	TBD
<p>Performance Indicator 1.3 – Wage at Placement</p> <p>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.</p>	72.6%	TBD
<p>Performance Indicator 1.4 – Wages at Placement for Those with Significant Disabilities</p> <p>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.</p>	72.6%	TBD
<p>Performance Indicator 1.5 – Comparison of Wages of VR Placements as Compared to the Overall Wage Level</p> <p>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.</p>	.52 (Ratio)	TBD
<p>Performance Indicator 1.6 – Enhancement of Self-Sufficiency</p> <p>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.</p>	53.0 (Math Difference)	TBD
<p><u>Equal Access to Services:</u></p> <p>Performance Indicator 2.1</p> <p>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.</p>	.80 (Ratio)	TBD

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 (Due 9/30/14)

Program Year 2014

WIB / WSA _____

Date Submitted _____

Does not need to be submitted until 9/30/14

Indicate any vacant positions or other constituency represented as well.

MEMBER	POSITION / ORGANIZATION	TERM ENDS
PRIVATE SECTOR (must be majority)		
COMMUNITY-BASED ORGANIZATIONS & LABOR (15% Minimum)		
ECONOMIC DEVELOPMENT (Minimum 1)		
EDUCATION (Required ABE Representative)		
JOB SERVICE (Minimum 1)		
REHABILITATION (Minimum 1)		
PUBLIC ASSISTANCE AGENCY (Minimum 1)		

CONTACT INFORMATION

NAME	ADDRESS / PHONE / EMAIL
CHAIR:	
VICE CHAIR:	
SECRETARY:	

WIA Investment Act Public Law 117(c)(2) states "The Governor shall, once every 2 years, certify 1 local board for each local area in the state." DEED will continue to have the WIB Roster be part of the Local Unified Plan (LUP) Process.

WORKFORCE INVESTMENT BOARD SUBCOMMITTEE LIST

Program Year 2014

WIB Minneapolis Workforce Council

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

<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 2014

WIB Minneapolis Workforce Council

Date Submitted: _____

WSA City of Minneapolis Employment and Training – WSA10

If applicable, provide a current listing of each of the WSA Sub-Grantee names, service provided, funding source, City of Sub Grantee and whether the Sub-Grantee is located in the WorkForce Center.

Name of Sub-Grantee	Services Provided	Funding Source	Provider located in which WFC?	If not in WFC, provide Address, City, State, ZIP Code
DEED	Job placement and retention	WIA DW, State DW	North Minneapolis WFC, South Minneapolis WFC	X
Employment Action Center, a division of RESOURCE, Inc.	Job placement and retention	WIA DW, State DW	X	900 20 th Av S, Minneapolis, MN 55404
Goodwill/Easter Seals	Job placement and retention	WIA DW, State DW	South Minneapolis WFC	X
HIRED, Inc.	Job placement and retention	WIA DW, State DW	North Minneapolis WFC	X
Jewish Family and Children's Service of Minneapolis	Client intake and referral to job training	WIA Adult	X	401 N 3 rd St, Suite 605, Minneapolis, MN 55401

WORKFORCE SERVICE AREA NON-WFC PROGRAM SERVICE DELIVERY LOCATION LIST

Program Year 2014

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

If applicable, please provide a current listing of each non-WFC location where DEED-funded programs and services are delivered by WSAs.

Name and Location (City)	Program Service Delivered
Employment Action Center, a division of RESOURCE, Inc.(Minneapolis)	Job placement and retention
Jewish Family and Children’s Service of Minneapolis (Minneapolis)	Client intake and referral to job training

WORKFORCE SERVICE AREA KEY INDUSTRIES IN REGIONAL ECONOMY

- Manufacturing
- Construction
- Information Technology
- Health Care
- Finance
- Professional Services