

# WIA

*Workforce Investment Act*

# Annual Report PY 2011



Your workforce experts.



## **A Message from the Secretary**

As the South Dakota Department of Labor and Regulation submits this program year's Workforce Investment Act (WIA) annual report, I wanted to reflect on the impact our employment and training programs make in the lives of our citizens.

South Dakota traditionally has one of the lowest unemployment rates in the nation, and this resilience showed through even while facing a national recession. Our workforce training programs help contribute to our workers' success as we strive to guide individuals to self-sufficiency, build a skilled workforce, and strengthen the state's economy.

Our field staff contribute to these goals by delivering quality services. We have a long history of consistently meeting performance, despite shrinking federal dollars. We also pride ourselves in responding to suggestions for improvement. For example, the October 2010 federal validation review helped to clarify our data collection and reporting. Changes were implemented in July 2011 to improve the quality of the data and build our program even further.

I commend the dedication of our workforce experts in exceeding six of the nine WIA reporting performance measures for this year while at the same time learning new data entry requirements. We look forward to continuing to efficiently serve job seekers through innovative workforce development solutions in 2013.

Pamela S. Roberts  
Secretary  
South Dakota Department of Labor and Regulation

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# WMA Workforce Development Council

## **South Dakota Workforce Development Council**

South Dakota is a small populated state with a large geographic area and is designated as a single statewide local area state. The state Workforce Investment Board, the South Dakota Workforce Development Council (WDC), was grandfathered in from the Job Training Partnership Act and has since guided workforce development in our state. The WDC works to improve the services to employers and job seekers by streamlining the delivery of workforce development services.

The WDC is comprised of private-sector members representing the state's employers, organized labor and community leaders. The council also includes representatives of five state agencies including the secretaries of

the South Dakota Departments of Labor and Regulation (DLR), Education (DOE), Human Services (DHS), the Governor's Office of Economic Development (GOED) and the executive director of the Board of Regents (BOR). The close working relationship established among these state agencies has resulted in a level of cooperation we believe to be without equal.

The executive order creating the WDC assigned administrative and fiscal responsibilities for the council to DLR. Employment and training programs are provided under the guidance of the WDC and delivered through DLR. Under this structure, key employment and training programs, such as the Workforce Investment Act (WIA), Wagner-Peyser (WP), Trade Act (TAA), Unemployment Insurance

(UI), Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance (SNAP), Adult Education and Literacy (AEL) and Veterans' Employment and Training (VETs) programs, are easily coordinated. An integration of services is made available to our partners and to the public we serve.

The strength of this partnership between the private sector and state agencies allows the state to be responsive to the workforce needs of business and job seekers. The council provides planning, coordination, and monitoring and policy analysis for the state training system. Key policy decisions are made at the state level by the WDC consistent with the Governor's workforce development initiatives.

# WIA *Levels of Service*

Program year 2011 brought changes in our process of reporting WIA services. Definitions were rewritten to align with the federal definitions and descriptors of WIA services were rewritten to demonstrate their alignment with the revised definitions. These changes provided our local WIA delivery staff and state staff a better understanding of needed data collection which relates to data reporting.

The program year was also the start of the WIA Gold evaluation study of WIA participants across the state. We were one of 30 lucky programs to participate in this national evaluation of WIA. This

**Three levels of service are available to adults and dislocated workers under WIA. These include core, intensive and training services.**

is an experimental research study in collaboration with Mathematica Policy Research, which is the primary and lead organization on the project. The other evaluation partners include Social Policy Research Associates and The Corporation for a Skilled Workforce.

The study is to evaluate WIA services to determine the impact they have on individuals who take them up. The major goal of the evaluation is to provide insight on the effectiveness of these services and the WIA Adult and Dislocated Worker Programs in general. Toward this end, the evaluation randomly assigns WIA participants to

selected control groups. These include WIA full service, Core and Intensive only service, and Core only services.

This study required DLR to provide specific definitions for Core, Intensive, and Training services. This requirement combined with the revisions to our reporting definitions required considerable technical assistance for our local WIA delivery staff. Much of the year was given to staff development in understanding the importance of accurate data collection and the levels of WIA service available to eligible individuals.

## **Core Services**

Provided Prior to Intensive Services and Include, but Not Limited to, Initial Assessment and Workforce Information

### **Initial Assessment**

Discussion about desired employment, employment history, self-described interests, and skills. Providing information about assessments, resource room, phone numbers, and

brochures for community resources. Sharing website addresses, referral to skill development software, providing Unemployment Insurance information and information on how to use self-services.

## Workforce Information

Discussion about labor market conditions, occupations and characteristics of the workforce, area business identified skill needs, employer wage and benefit trends,

occupational projections, worker supply and demand, and job vacancies. Providing information about self-service job search, job search workshops, Labor Market Information Center and training information websites.

## Intensive Services

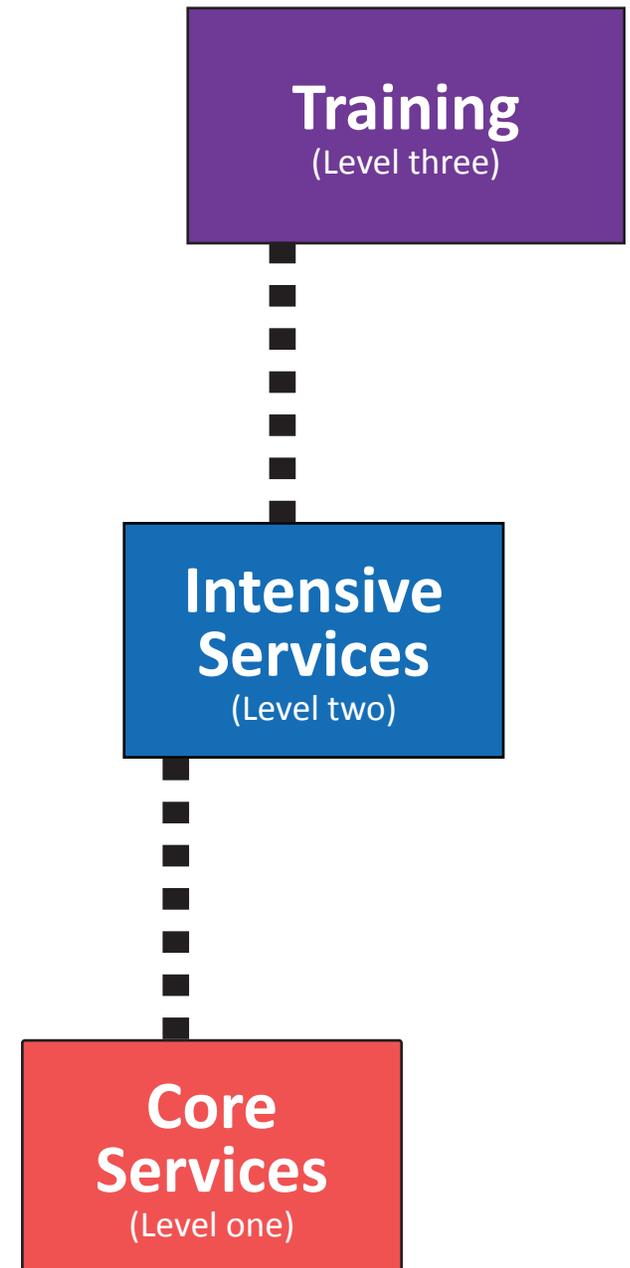
Provided Prior to Training and Include, but Not Limited to, Comprehensive Assessment & Prevocational Skills

### Comprehensive Assessment

Referrals, completion and discussion of results of formal assessments. Referral to appropriate assessments and given assistance if necessary in scheduling appointments or assign the scheduling to determine follow-through of individual. Follow-up with provider regarding individual's attitudes and commitment to the process as well as obtaining results. Providing specific information discussing results of assessments. Providing information regarding the types of occupations, where to receive training and how to apply would be included. Information on how to apply for financial aid, if necessary, would be discussed and how WIA could assist.

### Prevocational Skills

On-going development of employability skills, communication skills, interviewing skills, punctuality, personal maintenance, and personal conduct to prepare participants for unsubsidized employment or training. Providing on-going one-on-one discussion regarding information received in a Job Search Assistance Program (JSAP). Assistance with applications, resumes, interviewing, and job retention. Continuous updating of the individual employability plan. Assigning and discussing Key Train Career Skills development and also utilize the Life Skills Education booklets.



## Training

### **Occupational Skills Training**

Requires the training provider to be WIA approved by SDDLRL prior to any of its programs being selected. The request is made via the SDDLRL website.

Programs lead to a certificate, a diploma, or a degree recognized nationally or within an industry.

The Local Offices have the responsibility to conduct an interview, evaluation, and assessment, in order to make a determination whether the participant is in need of training services and has the skills and qualifications to successfully complete the selected training program.

Programs of training must be linked to employment opportunities reasonably available to the worker.

### **On-the-Job Training (OJT)**

Occupational training provides knowledge and skills essential to the performance of a specific job. An eligible participant will be hired by an employer, a training plan will

be completed, and training will be conducted while on the job. Monitoring by DLR local office staff is conducted while on the OJT. Training is provided by an approved employer, under an OJT agreement, in exchange for compensation for the extraordinary costs of conducting the training for an eligible participant.

The local office must determine the participant is well matched to the prospective training program. A review of the participant's background, family situation, life circumstances, interest, aptitude, and basic skills is considered prior to commitment of an OJT. All discussions and determinations will be fully documented.

### **Trade Adjustment Assistance (TAA)**

The TAA program saw limited activity this last year in South Dakota. There were no new certifications, but we continued assisting 204 participants in completing their training from previous certifications and assisted a few from out of state.

### **National Emergency Grant (NEG)**

NEG is a discretionary award intended to temporarily expand service capacity at the state and local levels by providing funding assistance in response to significant economic events. Significant events are those that create a sudden need for assistance that cannot reasonably be expected to be accommodated with the ongoing operations of the WIA Dislocated Worker program.

We enroll every NEG participant into the WIA dislocated worker program. South Dakota had two NEG's during PY2011.

### **National Emergency Grant On-the-Job Training (NEG OJT)**

South Dakota received a grant to provide OJT's for long-term unemployed dislocated workers. The biggest challenge was finding qualified participants. The continued improvement of the South Dakota economy and convincing employers to train individuals played a role in this challenge. Three criteria need to be met: lost employment after January 1, 2008, a dislocated worker, and long-term unemployed (13 weeks in

SD). Initially the grant was to expire on June 30, 2012. At that point we had 66 enrolled participants. South Dakota received an extension to this program through September 2012, which resulted in a total of 81 enrolled participants.

### ***NEG Premier Bankcard***

This NEG was specific to the closing of Premier Bank Card call center in Spearfish, SD in July 2011. The Premier

Bank Card NEG expires June 30, 2013 and has enrolled 88 participants in PY11. Of these participants, 43 have completed or are still participating in a training program. Training has varied from short-term classes for improving skills to a post-secondary degree.

These funds provided tuition assistance for three former employees to complete their teaching degrees and assisted with relocation costs. After

finding employment, starting salaries varied from \$30,000 to \$35,500.

Two successful on-the-job training agreements were completed for participants who needed to stay in the local community. One completed the insurance licensing necessary for the business.

One participant was assisted with tuition to complete the final year of a nursing degree and was hired with a beginning salary of \$43,400.



## *Darla's Story*

Darla was laid off from her position as a marketing and art director. She was a veteran receiving unemployment insurance. She qualified for Energy Grant funding assistance and went

through a Senior Certified Sustainability Professional program at Southeast Technical Institute.

After completion, Darla and the NEG OJT program were recommended to Rock Garden Nursery by DLR. Her Sustainability Certificate played a large role, because the owner wanted

someone with this training. However, even with the course knowledge, she did not meet all of the Rock Garden Nursery requirements. WIA staff explained the NEG OJT program and the benefits. As a result, a NEG OJT was written and completed. Darla was hired as a Director and Project Manager with a \$70,000 annual salary.

# WIA Adult Program

WIA Adult programs work to increase employment, retention, earnings of participants and occupational skill attainment. If the program is successful, the result will be seen in the quality of the workforce, a reduction of welfare dependency and an enhancement of the economy.

WIA is a flexible program attuned to the specific needs of the individual participant. A mix of services may be offered to eligible participants from one or more partners. All services provided are based on a complete assessment process and a service strategy documented in the employment plan.

Adult and youth services can be accessed at any DLR local office.



- To be eligible for services, adults must be 18 years of age or older.
- The percentage of adults being served who were not employed increased from 70.6% in PY10 to 74% in PY11.
- The number of adults served in the other races category increased from 23% in PY10 to 31% in PY11.

Adult Performance	Goal	Actual
Average Earnings	\$9,556	\$10,917
Entered Employment Rate	72%	79.6%
Employment Retention Rate	82%	87.5%

Adults by Service	
Core Only	948
Core & Intensive	1,067
Training	362

Source: DRVS Data

## Amy's Story

Amy was enrolled as an adult on June 11, 2008. She started her training in the fall semester at Southeast Technical Institute in Cardiovascular Ultrasound Technology. After completing 18 months of school, Amy

had to quit school due to the pending birth of her baby. While she was out of school for a year, Amy worked with WIA to increase her time management and study habit skills. Amy also continued to search for employment.

In 2011, Amy was ready to finish the program. Her hard work and

assistance from WIA allowed her to start school again by assisting with tuition costs, support services for childcare and uniforms for her clinicals. Amy graduated with her degree in Cardiovascular Ultrasound and was hired at Sanford Health full-time, starting at \$20.93 per hour.

## Bruce's Story

Bruce was a 49-year-old homeless, high school dropout when he moved from California to South Dakota in the early fall of 2010. His friends told him there were jobs available in South Dakota, and they provided him with a place to live.

Bruce met with a SNAP and WIA representative in October 2010 and was referred to AEL to obtain his GED. Bruce faithfully walked every day to attend AEL classes. SNAP and WIA offered Rideline tickets to Bruce, but he insisted on walking. Bruce obtained his GED

in April 2011. He also earned a Silver NCRC while preparing for his GED.

After he received his GED and NCRC, local office staff called and visited with numerous employers to write an OJT or Work Experience. In the meantime, he faithfully attended Teknimedia to work on his computer skills. In July 2011, he started a temporary job at a local ethanol plant unloading freight cars. The temp agency said Bruce was a reliable worker at the ethanol plant, as well as on other spot jobs they

gave him. They had no complaints and agreed to be a reference for him.

After the temporary position ended, DLR staff assisted Bruce with applications and practice interviews. He was counseled on his appearance and ways to polish his interview skills to stand out from others. After a mock interview, Bruce was ready.

Lori, an Employment Specialist, called employers once again to line up an OJT or Work Experience. Lori informed the employer how Bruce had faithfully

attended AEL classes, walking every day in any kind of weather. He had been a loyal employee while working a temporary job and other spot jobs.

In February 2012, Bruce applied for an Operations Associate position at the Salvation Army, and was chosen for an

interview. Local office staff followed up with an offer for an OJT and an agreement was written in March. Bruce thrived at the OJT, and went above and beyond the position description. He received a Forklift Certification within the first month.

The OJT was successfully completed in May 2012, and Bruce is still happily employed there today. The employer is very pleased with his work.

## Jesse's Story

Jesse was enrolled in the WIA Adult program on April 25, 2012, and received full services-core, intensive, and training. He is still an active participant. Jesse was a 21-year-old single parent and was underemployed, making \$9.75 an hour.

His main employment goal was to obtain full-time gainful employment as a welder to support himself and his daughter. Jesse was interested in welding after trying it in high school. He completed Key Train and Career InSite and it seemed like welding would be a good fit for him.

Jesse was enrolled in the Welding Basics course at Regional Technical Education Center in Yankton, SD, where he was one of the top in his class. While attending the basics course Jesse applied at Kolberg Pioneer. He knew they would be a good company to work for, and they were looking for welders. Jesse knew they paid well, so he could fulfill his goal of supporting his family. After completing the Welding Basics course, Jesse enrolled in the American Welding Society (AWS) Certified Welding Course to earn an AWS Certification.

Jesse completed the AWS course on September 18, 2012. He recently gained full-time employment with Kolberg Pioneer, making \$15.36 an hour.

Adult Characteristics	Rate
Veteran	6.7%
Unemployed	73.3%
Low Income	77.4%
Disability	8.9%
SNAP	4.9%
TANF	2.8%
HS Dropout	14.6%

*Source: SDWORKS*



# WIA Dislocated Worker Program

**The Dislocated Workers program supports individuals who have lost employment through no fault of their own.**

The key to a successful program for dislocated workers is the coordinated effort of various partners and a rapid response to the layoff action. An effective program assists the dislocated worker with readjustment and transition to suitable employment while reducing the traumatic effects of sudden unemployment from long-held jobs.

The state’s dislocated worker unit is responsible for coordinating a rapid response effort for specific closures and mass layoffs. The state will provide technical assistance to the company, workers and their representatives, local government, DLR local offices, and other parties that may partner in the response effort. The state is

also responsible for collecting and disseminating information and receiving notices as required under the Worker Adjustment and Retraining Notification Act (WARN).

There were fewer dislocated workers reported in PY10 compared to PY11. The lower number can be attributed to South Dakota’s recovering economy. The number of layoffs has drastically decreased the last two years.

Dislocated Worker Performance	Goal	Actual
Average Earnings	\$12,600	\$15,260
Entered Employment Rate	86%	84.2%
Employment Retention Rate	92%	92.7%

Dislocated Workers by Service	
Core Only	572
Core & Intensive	680
Training	246

## Terry's Story

Terry, a dislocated worker, was part of a January 2011 layoff. She was a full-time billing specialist since 2006, earning \$10.25 per hour.

Terry completed RN training in 2003 in Florida, but never became a licensed nurse. She wanted a career change when she met with WIA staff. Her employment goal was to become a licensed RN. WIA assisted Terry with costs to review RN training material, complete state/federal criminal background checks, take NCLEX –RN exam, and take the SD Board of Nursing RN licensure exam.

A few months after earning her RN license, WIA assisted Terry with an NEG OJT at Golden Living Center – Covington Heights. She was hired as a charge nurse. She is now employed full-time, earning \$17.80 per hour. Terry is very happy in her new career and most of all enjoys helping the residents at the nursing home.

# James' Story

James lost his job due to a restaurant closure in December 2011. James had some employment barriers and was not having success finding work.

In May 2012 a baker's helper job opened, and James expressed an interest. Local office staff visited with the business and decided to authorize

a short work experience to see if the owners and James were compatible. Some work clothes were provided through WIA support services. The job started off a little rough, and James wasn't meeting the expectations of the owners. It was an adjustment period for both parties. There were times it seemed the work experience would end.

A meeting was held for local office staff, the business owners and James

to discuss issues. James spoke about his true feelings for the job and his interaction with the owners. After the meeting, things turned around, James' attitude changed, and the owners seemed to relax.

DLR local office staff continued to monitor the work experience and assist when needed. In the end, James was offered premanent employment.

Characteristics of Dislocated Workers at Time of Staff Assisted WIA Services	
Over 55 years of age	7.4%
Low Income	32.2%
Disabled	3.4%
Receiving SNAP	10.0%
Veteran	0.4%
High School Dropouts	1.8%

Source: SDWorks

# WIA Youth Program

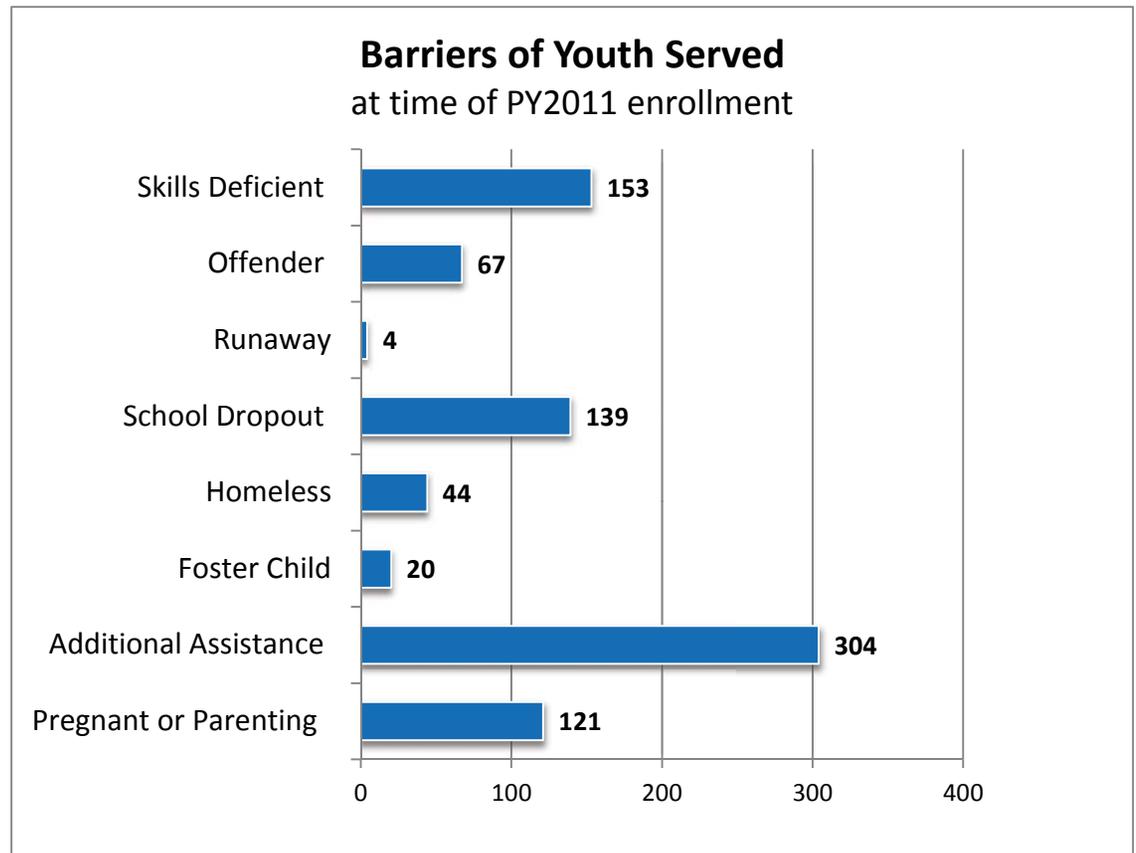
The Workforce Investment Act (WIA) Youth Program provides a systematic and coordinated approach to career services. This program serves youth between the ages of 14 and 21 who are low income and have a barrier to employment.

These barriers may include being disabled, homeless, a foster child, an offender, a parent or pregnant. Services are also available for high school drop outs or those at risk of dropping out. Barriers may also include a low literacy rate or needing additional assistance to complete an educational program or to secure or hold employment.

## Youth Program Year 2011 in Review

The WIA Youth Program updated their data collection system and definitions to more closely match the federal reporting guidance.

In Program Year 2011, employment specialists throughout South Dakota provided assistance to 438 youth under the WIA Program through June 30, 2012. The program offers assistance in completion of secondary education, alternatives to secondary school services, summer employment opportunities, work experiences, occupational skill training, leadership development opportunities, supportive services, mentoring, follow up services and comprehensive guidance, as appropriate.



According to the WIA Characteristics Report in the SD DLR's data system, WIA resources have assisted 303 other youth, similar to Natacha, who needed additional assistance to complete their educational goals or secure or hold employment.

Youth Performance	Goal	Actual
Placement in Employment or Education	70%	68.3%
Attainment of Degree or Certification	63%	64.4%
Literacy Numeracy Gains	21.5%	19.5%

Thanks to WIA, 83 youth were provided with an opportunity to learn more about work skills through a work experience and 43 youth enrolled have a self-disclosed disability.

## Natacha's Story

Natacha is a 20-year-old youth who came to the Rapid City Local Office after losing her job. Natacha was in a motorcycle accident that created several physical impairments, thus affecting her ability to secure and hold employment. Natacha was low income and considering applying for disability, but still had the desire to work.

Joy, Natacha's employment specialist, assisted Natacha by reaching out for support from service providers in the area. They coordinated services with Vocational Rehabilitation, the Disability Employment Initiative, South Dakota Advocacy Services, Black Hills Special Services, a neurologist, mental health counselor and Natacha's previous employer.

Joy provided Natacha with aptitude assessments to determine her field of interest and discussed employment restraints due to physical limitations.

Working with her team of professionals, Natacha was able to improve her computer skill development and obtain a National Career Readiness Certificate.

Natacha is currently learning new tasks with her previous employer through a work experience. She moved from a previous physical position she was no longer able to do, to a clerical position. Through additional counseling, Natacha is more optimistic about her future and has taken on additional duties to assist her employer.



# Melissa's Story

Melissa came to a local office for information regarding educational and employment assistance.

Melissa, a 20-year-old youth, was making minimum wage working part-time as a housekeeper.

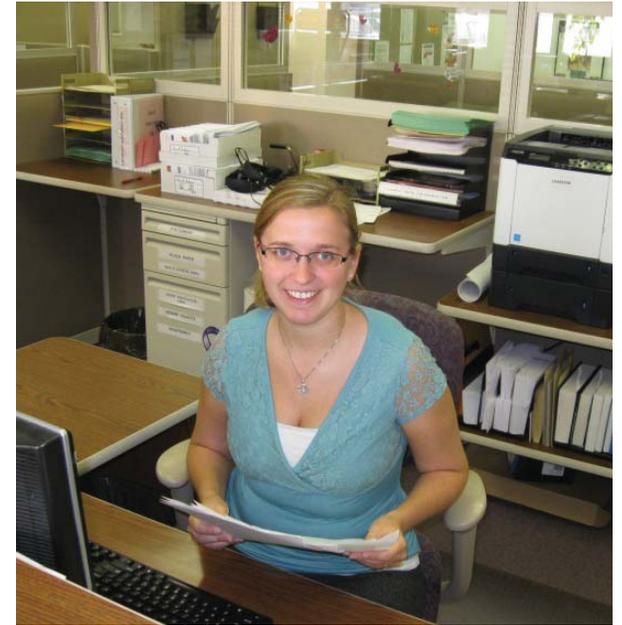
WIA staff quickly found she would be a great candidate for the WIA program. She was a low income high school dropout, lacking basic skills. She needed additional assistance to help determine a career path. Melissa took the basic skills assessment and the WIA program was able to pay for her General Educational Development (GED) test. Coordination with the local Adult Education & Literacy (AEL) provider and Melissa's employment specialist, Lori, paid off. Within four months, Melissa received her GED.

Melissa worked with Lori to identify an occupational direction and assess her aptitude to improve her career skills. She continued with the aptitude assessment to obtain her National Career Readiness

Certificate. Melissa had never had a typing class during her educational experience. She worked independently on Mavis Beacon and the Teknimedia program offered at the local office. These programs improved the computer skills necessary in an office setting.

Melissa completed an online Reality Check to gain knowledge of her spending habits and occupations that will support her lifestyle. With Reality Check, Lori assisted Melissa in creating a budget. Melissa attended the Job Search Assistance Program (JSAP) to learn additional career skills and obtain employment. Lori has worked with Melissa to develop her resume and complete mock interviews in preparation for her job search. WIA supportive service funds assisted Melissa in purchasing a few basic pieces to wear to an interview.

Melissa gained employability, social and office skills during a work experience as an office assistant. She is currently working for a private employer 30 hours a week making \$10.00 per hour. Melissa continues to work with her employment specialist to find full-time employment opportunities as well as post-secondary options.



**Through June 30, 2012, DLR WIA Youth Program assisted 64.4% of youth served with obtaining a degree or certificate. For those out-of-school youth who were basic skills deficient at the time of enrollment, 19.5% improved their basic literacy skill one educational functioning level or more while in the WIA program. Melissa was not only able to improve her basic literacy skills one educational functioning level during her time on the WIA program, she earned her GED. Similar to Melissa, WIA provided supportive services to 82 other individuals across the state.**

# Laura's Story

Laura, an out of school youth, came to the WIA program as a low income and homeless single mom receiving SNAP. Laura's employment specialist, Amber, assisted Laura by providing exposure to post-secondary options.

Laura decided to get the training she needed to support her family. WIA funds assisted Laura in obtaining her Associates Degree in Electro-Neurodiagnostic Technology. Laura took a job to pay her bills while looking for work in her field.

During Laura's follow-up services, Amber provided leadership development opportunities in resume building and interviewing. Laura earned a full-time position as an EEG Technician making \$18 an hour.

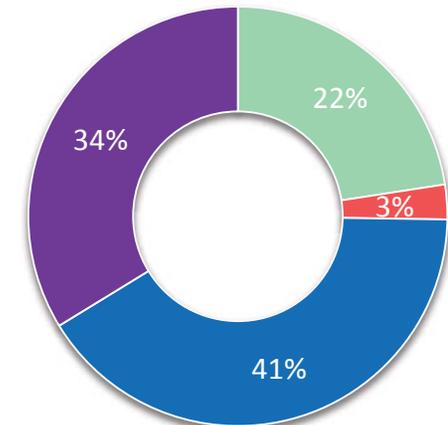
Like Laura, nearly 50 percent of WIA youth were receiving some form of public assistance at the time of enrollment. Through June 30, 2012, the SD WIA program assisted 68.3% of its participants to enter employment or education. The WIA program works with youth throughout their enrollment, offering a minimum of 12 months of follow up services. During Program Year 2011, 157 participants received follow up services.

Youth Characteristics	Rate
Basic Skills Deficient	37.3%
Pregnant/Parenting	29.1%
Foster Child	4.8%
Low Income	89.5%
Homeless	10.6%
Disability	10.4%
SNAP	45.8%
TANF	2.6%
Offender	16.2%
HS Dropout	33.7%

## Enrollment Age of Youth Served

Age (Years)	Total Enrollment
14 to 18	160
19 to 21	252

## Youth Education Status at Time of Enrollment



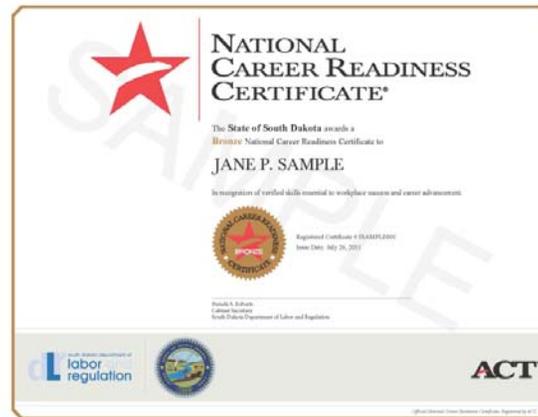
- Student (93)
- High School Graduate (11)
- Post High School Education (169)
- High School Dropout (139)

# WIA National Career Readiness Certificate

The National Career Readiness Certificate (NCRC) has become a significant component of services provided to individuals participating in the South Dakota Department of Labor and Regulation (DLR) WIA Adult, Youth and Dislocated training programs. While an emphasis for those who are involved in WIA, the NCRC has also proved to be a very flexible tool for staff to engage not only WIA participants but individual job seekers as well as other program participants, educators and employers. The NCRC is a way to validate skill levels of individuals in their work search. But it has also become a reliable skill assessment and training tool, giving individuals an opportunity to not only tangibly realize the skills they possess, but to also improve those skills.

Through multiple sources, DLR financially supports 100% of all services required for any job seeker in South Dakota to prepare and complete the assessments necessary to earn a NCRC. Individuals can earn this national certification by completing three

WorkKeys exams; Applied Mathematics, Locating Information and Reading for Information.



In addition to the certification, DLR also provides all South Dakotans with an opportunity to improve their skills through the KeyTrain Skills Curriculum available at all local offices and adult education providers across the state. Having this instant availability at the local office level offers individuals and staff the greatest flexibility to immediately engage interested individuals in the process and remove any scheduling and time barrier. This self-paced skill development curriculum

also holds KeyTrain Career Skills; a self-paced soft-skills awareness curriculum. This package continues to be a value-added resource for individuals to realize what areas of strength or improvement they may have. This Career Skill curriculum has been a valuable tool for employment specialists while working with WIA in-school-youth in particular.

The NCRC, the WorkKeys Assessment System and the KeyTrain skill development programs are developed and maintained by ACT, the college entrance exam company. The individuals South Dakota licenses for each piece are maintained and supported by DLR central office staff.

For the upcoming program year 2012, DLR intends to strengthen the NCRC in South Dakota and in particular the youth of South Dakota by offering schools the availability to have students complete the assessments and gain this certification. This opportunity is supported by funding granted through the South Dakota legislature as part of South Dakota Governor Dennis



Daugaard’s “South Dakota WINS” program. This multi-pronged effort is intended for the state to address and improve the work-readiness of South Dakota’s workforce.

This initiative will also provide a perfect opportunity for the department to strengthen the local office connections it has made with individual school personnel, as well as provide a platform to highlight the WIA services and other training opportunities which might be available to them.

DLR remains committed to maintaining the NCRC as a vital piece to address workforce skill needs in the state. Coupling this national credential with other traditional WIA program services

provides all staff another flexible tool to use in better serving not only the job seeker clientele, but employers and economic development communities of South Dakota.

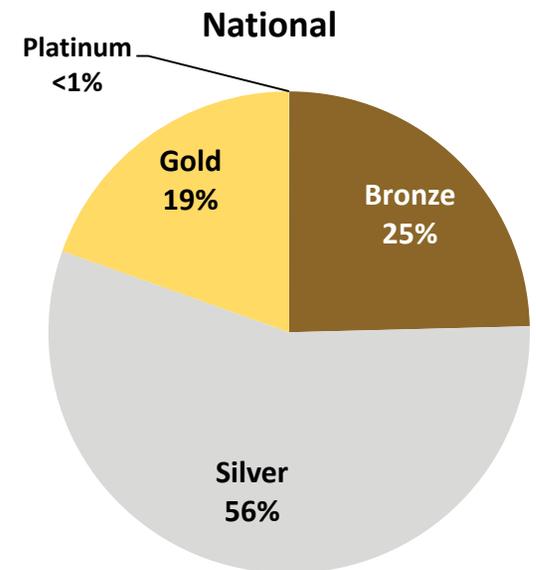
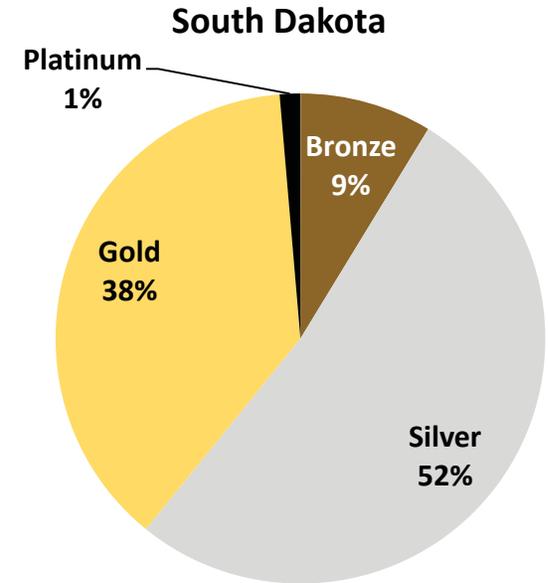
In the 2011 WIA Program Year, 386 individuals earned a National Career Readiness Certificate while enrolled in WIA.

Of the 432 individuals attempting the NCRC, 386 completed all three assessments and earned the certificate.

Certificate Level	Bronze	Silver	Gold	Platinum	TOTAL
WIA Adult	22	128	72	2	224
WIA Dislocated	1	56	26	0	83
WIA Youth	6	27	13	0	46
TAA	0	2	5	0	7
NEG Dislocated	1	18	7	0	26
	30	231	123	2	386
<b>South Dakota – WIA (7/1/11 to 6/30/12)</b>	7.7%	59.9%	31.9%	0.5%	100.0%
<b>South Dakota – All (9/1/09 to 8/10/2012)</b>	8.7%	52.1%	37.8%	1.4%	100.0%
<b>National (as of 8/15/12)</b>	24.5%	55.6%	19.5%	<1%	99.6%

In addition to the WIA participants, 647 individuals representing other priority groups also earned a National Career Readiness Certificate.

Certificate Level	Bronze	Silver	Gold	Platinum	Total
AEL	2	4	0	0	6
DOE	13	68	36	2	119
Job Seeker	17	158	113	1	289
Other	0	5	6	0	11
RES/REA/RIS	6	39	20	0	65
SELF Request	0	0	1	0	1
SNAP	0	2	1	0	3
TANF	2	9	3	0	14
Tech	22	72	16	0	110
VETS	2	7	10	0	19
VR	1	7	2	0	10
	65	371	208	3	647



As shown in the table above, the 647 individuals who did earn the NCRC represent 90.11 percent of the 718 individuals who completed all three assessments and did not earn a certificate, or those who completed at least one of the assessments necessary to earn certification attempted all three, or completed at least one of the assessments necessary to earn certification.

## NCRC Recognition Event

Commemorating the more than 2,000 South Dakotans who earned National Career Readiness Certificates™ (NCRC), Gov. Dennis Daugaard honored John Backhaus of Vermillion and Lonnie Pinkelman of Tyndall for recently obtaining this valuable workplace credential.

Backhaus came to the South Dakota Department of Labor and Regulation (DLR) for workforce training assistance in January. He worked with Southeast Job Link in Vermillion to complete the NCRC. Backhaus also completed a six-week Welding Boot Camp through the Vermillion Chamber and Development Corporation, the Vermillion School District and Masaba Mining, Inc. DLR then arranged on-the-job training for him at Dakota Trailer in Yankton. Backhaus is now a full-time saw operator at the company.

Pinkelman started participating in DLR re-employment services in January 2011. After he earned a National Career Readiness Certificate, the department provided him tuition assistance to attend an equipment maintenance program. Pinkelman is now enrolled in the Industrial Maintenance program



(04/11/2012) Lonnie Pinkelman receiving his NCRC from Governor Dennis Daugaard and Secretary Pam Roberts, with Lonnie Pinkelman and Marcia Hultman at RTEC, Inc. (Regional Technical Education Center, Yankton, SD). [sdjobs.org/news/releases12/nr041112\\_ncrc\\_event.pdf](http://sdjobs.org/news/releases12/nr041112_ncrc_event.pdf)

at Regional Technical Education Center (RTEC) in Yankton. He graduated in May. A DLR grant funds the program, which is delivered through a partnership between RTEC and Mitchell Technical Institute.

### NCRC in the Schools

The South Dakota Department of Labor and Regulation tested its first demonstration group of just over 100 T.F. Riggs High School students for the National Career Readiness Certificate™ (NCRC).

The NCRC assessment will help students identify if they have the foundational work skills required in the workplace. As they seek employment, they can



determine what education and training they need to meet their short- and long-term goals.

Out of the 107 students tested, all earned certification. Three students earned the top honor of a platinum level certificate. Thirty-five earned a gold level, 61 a silver level, and eight a bronze level.



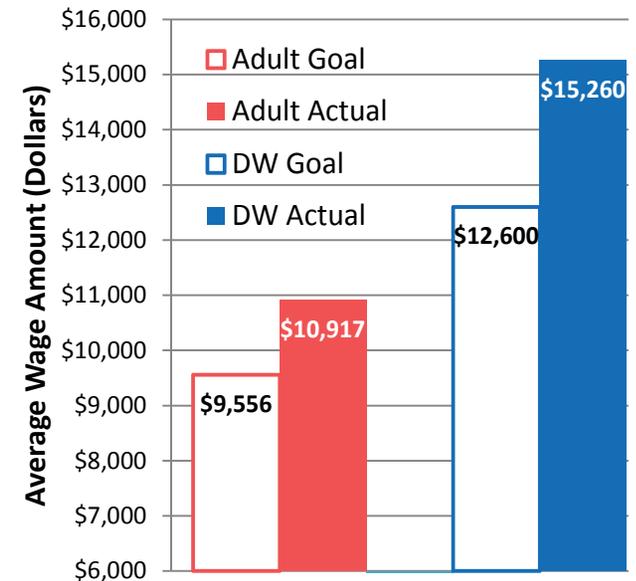
(04/12/2012) T.F. Riggs Seniors Earn National Career Readiness Certificates - T.F. Riggs High School, Pierre, SD. [sdjobs.org/news.sd.gov/newsitem.aspx?id=12777](http://sdjobs.org/news.sd.gov/newsitem.aspx?id=12777)

# WIA Performance and Reporting

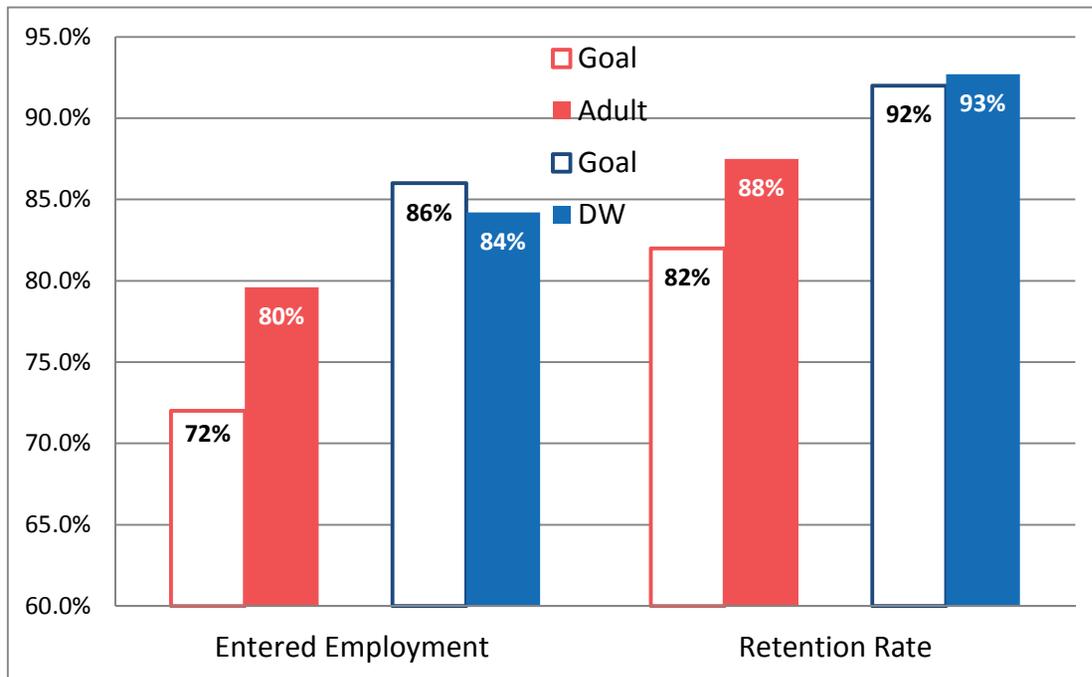
Program Year 2011 (July 1, 2011 through June 30, 2012) for South Dakota, as a single delivery area, was the second year for reporting under the Common Measures waiver. For the nine Common Measures for the three Title 1 programs (adult, dislocated worker, and youth), South Dakota met all nine WIA performance goals, and of note, exceeded six.

The DLR Local Offices continue to provide individualized, personalized services for the three programs (adult, dislocated worker, and youth). Considering the economy of the nation and the state over the past few years, participants have demonstrated the success of the services through the performance measures.

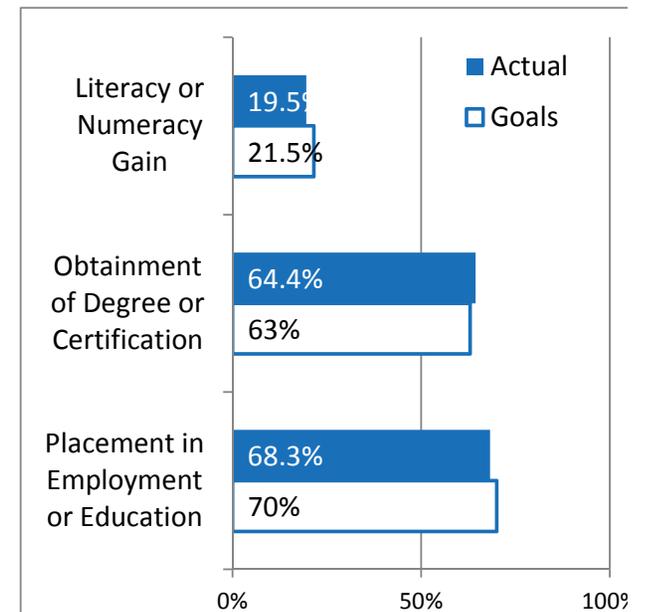
### Adult and Dislocated Worker Performance Measures



### Adult and Dislocated Worker Performance Measures



### Youth Performance Measures



## Uniform reporting

South Dakota DLR as a single area state for WIA has the distinct ability for program staff for the respective programs (Veterans, Wagner-Peyser, and WIA) to work closely together. These programs share a common data collection system called SDWorks. As many of the data elements are used in all the various program reports, South Dakota demonstrates consistent reporting among programs.

Reporting instructions and updates are closely reviewed and discussed among the program staff as reporting changes are enacted. The DLR program staff and Bureau of Information and Technology (BIT) staff are also a close working group. Dependent on the reporting needs, the staff can get together via phone or in person as needed.

SDWorks provides program specific data for central office program staff and the local office staff. The SDWorks reports are there for local office staff to

better track their case load and ensure that data collection and reporting accurately reflect the services and outcomes. The use of Data Reporting and Validation System (DRVS) for quarterly error reports then provides a base for determining if field staff are having difficulty with a particular type of data entry or documentation. Between the reports of SDWorks and the error reports of DRVS, many staff training issues can be identified and remediated.

# WMA *South Dakota Labor Market*

South Dakota Governor Dennis Daugaard has made economic and workforce development two of his top priorities. His goals were presented to the public and policy makers during his 2011 State of the State Address. To achieve his established goals, Governor Daugaard formed a subcabinet workforce committee consisting of his chief of staff, top policy advisors and five cabinet secretaries.

The South Dakota Department of Labor and Regulation (DLR) and the Governor's Office of Economic Development (GOED) have been identified as the lead partner agencies in the state's development efforts.

DLR has the responsibility of delivering the Workforce Investment Act (WIA) Title I and Title II programs and administering Unemployment Insurance (UI), Labor Market Information (LMIC), Work Opportunity Tax Credit (WOTC), Foreign Labor Certification, Wagner Peyser (W-P), Senior Worker, federal discretionary training grant and GED testing programs.

Extensive LMIC data and research as well as input from businesses from around the state were considered when developing the state's workforce plan. In 2011, the Governor and staff personally visited 251 business owners to discuss workforce needs and challenges.

## **Labor Economics Analysis**

Gross domestic product (GDP) is the measurement of the output of goods and services produced by labor and property located in an area. As shown in the table on the following page, total GDP for South Dakota has increased by 59.1 percent since 2001. This is significant growth, in particular when compared to the national rate of 46.6 percent for the same time period. Current data for the year 2011 show South Dakota's output is led by the finance and insurance manufacturing, health care and social assistance, and retail trade industry sectors.

The agriculture, forestry, fishing and hunting industry is a significant

component of South Dakota's economy. In 2011, the ratio of the agricultural industry compared to total GDP in South Dakota was 10.9 percent; the national rate was only 1.2 percent. This industry is very important for the survival of many smaller communities in our state as rural families typically have both farm and nonfarm jobs. In many cases, the nonfarm jobs provide most of the income; however, the farm job is what ties the family to the rural community.

## **South Dakota's Workforce**

South Dakota has a significant number of self-employed and unpaid family workers because of the large number of farmers and ranchers and small nonfarm businesses in the state. The table at the far right of the next page shows South Dakota employed persons by class of worker. The class of worker data is from the Current Population Survey, which measures the employment status of each resident based on a household survey. This survey measures employment by place of residence. The agricultural workers category includes both self-employed and unpaid family workers and wage and salary workers.

2011 South Dakota Gross Domestic Product (millions of current dollars)		
Industry	Value	Percent of Total
All Industry total	\$40,117	100.0%
Private Industries	\$35,022	87.3%
Finance and insurance	\$6,216	15.5%
Manufacturing	\$3,646	9.1%
Health care and social assistance	\$3,599	9.0%
Retail Trade	\$2,805	7.0%
Real estate and rental and leasing	\$3,262	8.1%
Agriculture, forestry, fishing, and hunting	\$4,368	10.9%
Wholesale trade	\$2,347	5.9%
Construction	\$1,325	3.3%
Information	\$917	2.3%
Transportation and warehousing, excluding Postal Service	\$971	2.4%
Professional and technical services	\$1,180	2.9%
Accommodation and food services	\$1,117	2.8%
Other services, except government	\$911	2.3%
Utilities	\$607	1.5%
Administrative and waste services	\$600	1.5%
Management of companies and enterprises	\$431	1.1%
Arts, entertainment, and recreation	\$341	0.9%
Educational services	\$260	0.6%
Mining	\$119	0.3%
Government	\$5,095	12.7%

*Source: Bureau of Economic Analysis, U.S. Department of Commerce*

2011 South Dakota Employed Persons by Class of Worker	
Class of Worker	Number of Workers
Agricultural Workers	34,800
Nonagricultural Wage & Salary Workers	357,200
Nonagricultural Self-employed & Unpaid Family Workers	29,100
Total Employed	421,000

*Source: 2011 Current Population Survey; US Bureau of Labor Statistics*

### Current Employment Statistics (CES) Nonfarm Wage and Salaried Worker Levels

The U.S. Bureau of Labor Statistics (BLS) administers the Current Employment Statistics (CES) program, which includes an employer survey conducted to estimate the level of nonfarm wage and salaried workers. This survey measures jobs by place of work, regardless of place of residence.

The 2011 annual average level of nonfarm wage and salaried workers was 406,200, which reflects an increase of 27,500 (7.3 percent) compared to the 2001 level of 378,700. However, when comparing to the 2008 annual

South Dakota Nonfarm Wage & Salaried Workers Total 2011 Worker Levels by Ownership		
Industry	Number of Workers	Percent Distribution
Statewide Total	406,200	100.0%
Total Private Industry	328,200	80.8%
Government	78,000	19.2%
Federal	11,500	2.8%
State	18,300	4.5%
State Education	9,100	2.2%
Local	48,100	11.8%
Local Education	25,300	6.2%

*Source: SDDLRL, Labor Market Information Center*

average of 411,400 nonfarm jobs, there has been a job loss of 5,200 workers, reflecting the influence of the most recent national recession.

As shown in the table above, there are approximately 78,000 workers in the state employed by government establishments.

The private industry nonfarm establishments in South Dakota employing the most workers include healthcare, retail trade, leisure and hospitality, and

South Dakota Nonfarm Wage & Salaried Workers 2011		
Industry	Number of Workers	Percent Distribution
Statewide	406,200	100.0%
Government	78,000	19.2%
Education & Health Services	65,400	16.1%
Retail Trade	50,500	12.4%
Leisure & Hospitality	42,400	10.4%
Manufacturing	38,900	9.6%
Financial Activities	28,000	6.9%
Professional & Business Services	28,500	7.0%
Mining, Logging and Construction	20,900	5.1%
Wholesale Trade	19,100	4.7%
Other Services	15,500	3.8%
Transportation & Warehousing & Utilities	12,600	3.1%
Information	6,400	1.6%

*Source: SDDLRL, Labor Market Information Center*

manufacturing. The table above provides more detail.

Because nonfarm wage and salaried workers are counted by their place of work, workers employed at multiple establishments are counted more than once. Many workers in South Dakota hold more than one job. South Dakota typically has one of the highest rates of multiple jobholding rates in the nation.

It is important to note high multiple jobholding rates in many states,

particularly in the relatively less populous states in the West, North Central and Mountain divisions, generally coincide with above-average incidence of both part-time employment and agricultural employment. As mentioned previously, South Dakota has a significant number of self-employed and unpaid family workers because of its large number of farmers and ranchers who work in the state; thus, our state typically has a higher multiple jobholder rate than the

national average rate of 4.9 percent in 2011.

In 2000, the South Dakota multiple jobholding rate was 9.0 percent. Since then, the rate peaked at 10.3 percent for the years 2009 and 2010. This period was a time of recovery from the national recession; most states experienced increases in multiple jobholding rates during this time period. The South Dakota rate for 2011 is currently estimated at 9.0 percent.

### Labor Force

South Dakota’s labor force statistics measure the number of residents who are currently employed or actively seeking employment. The 2011 annual average statistics estimate approximately 448,000 residents in the state participation in the labor force, which equates to a labor force participation rate of 70.8 percent.

The residents of South Dakota participate in the labor force at a very high rate. The most current annual Current Population Survey (CPS) figures show South Dakota’s labor force participation rate was 70.8 percent in 2011. In other words, more than 70 percent of all residents age 16 years

and older were in the labor force, either working or looking for work. This compares to a 2011 national average of 64.1 percent. Historically, South Dakota has consistently had higher rates of labor force participation compared to the national average.

South Dakota’s participation rate of 70.8 percent tied with Vermont as the fourth highest rate of all states. North Dakota had the highest rate at 73.4 percent, followed by Nebraska at 71.9 percent and Minnesota at 71.2 percent. Youth in South Dakota were also more active than all but two states as participants in the labor force. In 2011, 51.2 percent of the state’s youth (age 16 to 19 years) were in the labor force, compared to the national rate of 34.1 percent. North Dakota had the highest rate at 53.6 percent, followed by Minnesota at 51.7 percent.

Since labor force participation is very high in South Dakota, a low unemployment rate is not unexpected. In 2011, the annual average unemployment rate was 4.9 percent, compared to the national rate of 8.9 percent.

The Census Bureau’s OnTheMap application provides information regarding where South Dakota workers are employed. The table below references the 2010 annual data available from OnTheMap and reflects the commuting patterns of workers. As a primary job is the highest paying job for an individual worker for the year, the count of primary jobs is the same as the count of workers. Approximately 95 percent of South Dakota workers work in South Dakota.

Where Workers Live Who Are Employed in South Dakota 2010 Primary Jobs		
States	Count	Share
South Dakota	330,535	94.8%
Iowa	5,756	1.7%
Minnesota	4,818	1.4%
Nebraska	3,447	1.0%
North Dakota	1,151	0.3%
Wyoming	829	0.2%
California	214	0.1%
Colorado	154	>0.1%
Texas	150	>0.1%
Illinois	134	>0.1%
All Other States	1,389	0.4%
<b>Total Primary Jobs</b>	<b>348,577</b>	<b>100.0%</b>

*Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics.*

## Industry Employment Projections

A review of private industry employment projections based on the three-digit North American Industrial Classification System (NAICS) codes show the fastest growing industry will be ambulatory health care services. It is projected to require the largest number of workers from 2010 through 2020, with an expected need of an additional 4,188 workers.

Other industries expected to experience a high rate of worker growth and need a higher level of workers include building construction, fabricated metal product manufacturing and computer and electronic manufacturing.

There are actually only a few industries which are expected to have a declining rate of workers, including telecommunications, broadcasting (except internet) and agricultural, forestry, fishing and hunting.

South Dakota Projected Fastest Growing Industries				
Industry	2010 Workers	2020 Workers	Worker Growth	Percent Growth
Ambulatory Health Care Services	14,700	18,890	4,190	28.5%
Waste Management and Remediation Service	790	975	185	23.4%
Construction of Buildings	5,180	6,325	1,145	22.1%
Museums, Historical Sites and Similar Institutions	490	590	100	20.4%
Wholesale Electronic Markets and Agents and Brokers	1,420	1,700	280	19.7%
Securities, Commodity Contracts and Other Financial Investments and Related Activities	715	845	130	18.2%
Support Activities for Transportation	780	920	140	17.9%
Fabricated Metal Product Manufacturing	3,435	4,020	585	17.0%
Computer and Electronic Product Manufacturing	2,140	2,480	340	15.9%
Couriers and Messengers	1,235	1,425	190	15.4%
Ambulatory Health Care Services	14,700	18,890	4,190	28.5%

*Source: SDDL, Labor Market Information Center, June 2012.*  
*Notes: Data is preliminary and subject to revision. Industries with fewer than 200 workers in 2010 were excluded.*

**South Dakota Occupations with the Most Job Openings  
Listed with DLR in 2011**

Occupational Title	Number of Openings
Laborers and Freight, Stock, and Material Movers, Hand	5,437
Customer Service Representatives	4,025
Retail Salespersons	1,886
Construction Laborers	1,753
Nursing Assistants	1,689
Maids and Housekeeping Cleaners	1,603
Heavy and Tractor-Trailer Truck Drivers	1,387
Cashiers	1,373
Waiters and Waitresses	1,306
Landscaping and Groundskeeping Workers	1,194
Registered Nurses	1,190
Combined Food Preparation and Serving Workers, Including Fast Food	1,099
Slaughterers and Meat Packers	1,053
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,021
Helpers - Production Workers	1,006
<i>Source: SDDL, Labor Market Information Center</i>	

**Occupational Demand**

Industry trends have a large impact on the future demand for workers in both the agricultural and nonagricultural industries. The short-term occupational projections for 2011-2013 indicate the majority of job growth will be within the production, office/administrative support, business and financial operations, education and training, and construction occupational groups. Job openings can also be used to provide a picture of short-term demand for workers. The table at the left shows the occupations with more than 1,000 openings listed by employers with the DLR local offices in 2011.

Other than registered nurses, none of the occupations in the DLR local office list of most job openings require postsecondary education. These types of occupations have higher turnover and require a large number of workers to keep them staffed.

### South Dakota Projected Fastest Growing Occupations

Occupational Title	2010 Workers	2020 Workers	Worker Growth	Percent Change
Network Systems and Data Communications Analysts	455	655	200	44.0%
Physician Assistants	425	585	160	37.6%
Personal Financial Advisors	310	415	105	33.9%
Physical Therapist Assistants	285	375	90	31.6%
Computer-Controlled Machine Tool Operators, Metal and Plastic	285	375	90	31.6%
Computer Software Engineers, Applications	435	570	135	31.0%
Medical Assistants	1,190	1,545	355	29.8%
Personal and Home Care Aides	2,310	2,985	675	29.2%
Extruding, Forming, Pressing and Compacting Machine Setters, Operators and Tenders	450	580	130	28.9%
Helpers—Carpenters	515	660	145	28.2%
Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation	1,035	1,320	285	27.5%
Pharmacy Technicians	1,155	1,460	305	26.4%
Surgeons	255	320	65	25.5%
Industrial Engineers	335	420	85	25.4%

*Source: SDDL, Labor Market Information Center, June 2012.*

*Notes: Data is preliminary and subject to revision. Occupations with fewer than 200 workers in 2010 were excluded.*

#### Projected Occupational Demand

The long-term demand for workers is captured through 2010-2020 occupational projections, which provide

information about the future need for workers. The projections data estimate the demand for new workers needed to fill jobs due to growth or replacement of workers leaving the work force. The

South Dakota 2010-2020 occupational projections indicate several of the fastest growing occupations will require postsecondary education and/or training.

## Workforce Skills and Knowledge for Current and Future Employment Needs

There are 34 occupations that will need more than 100 workers per year through 2020. Of these 34 occupations, those which require postsecondary education are:

- Registered Nurses
- Elementary School Teachers, Except Special Education
- Accountants and Auditors
- Secondary School Teachers, Except Special and Vocational Education
- Licensed Practical and Licensed Vocational Nurses
- General and Operations Managers

Other projected critical jobs/occupations will include several of the healthcare practitioners, technical and support occupations, as well as some education occupations. Medical records and health information technicians will need more than 40 workers per

year. Pharmacists, as well as radiologic technologists and technicians, will need more than 30 workers per year. Physical therapists, surgical technologists, medical and clinical laboratory technologists, physician assistants, dental hygienists, and family and medical practitioners will all need more than 20 new workers per year. Special education, middle school, kindergarten and preschool teachers will require 20 or more new workers per year.

The table below shows the projected occupational growth by the level of

education typically needed for entry into occupations. Occupations that require no postsecondary education are projected to be slower growing than those that require postsecondary education. Occupations requiring a bachelor's degree are expected to have a growth of 11.7 percent, requiring over 1,600 workers per year. Even though many of the fastest-growing occupations require college degrees, the greatest demand for jobs will be for occupations that require basically no postsecondary education.

Level	2010 Workers	2020 Workers	Numeric Change	Percent Change	Average Annual Openings	Percent of Total
Less than high school	131,320	140,865	9,545	7.3%	5,030	36.1%
High school diploma or equivalent	194,220	210,550	16,330	8.4%	5,460	39.2%
Some postsecondary, no award	22,035	24,730	2,695	12.2%	717	5.1%
Associate degree	18,681	21,357	2,676	14.3%	658	4.7%
Bachelor's degree	47,290	52,800	5,510	11.7%	1,622	11.7%
Master's degree	5,210	5,800	590	11.3%	178	1.3%
Doctoral or professional degree	8,365	9,455	1,090	13.0%	253	1.8%
<b>Total</b>	<b>427,121</b>	<b>465,557</b>	<b>38,436</b>	<b>9.0%</b>	<b>13,919</b>	<b>100.0%</b>

*Notes: Data is preliminary and subject to revision. Worker data for 2010 and 2020 rounded to nearest five. These summed data by education level based only on detailed occupational data which is published; non-published data not included in sums.*

*Source: SDDL, Labor Market Information Center*

## Other Indicators of Employer Needs

Information on specific employer needs for labor resources was gathered by the LMIC via an online survey in August 2008. This survey was conducted to identify the workforce challenges facing all South Dakota industries. South Dakota employers had the opportunity to participate in this survey to indicate their workforce needs based on current requirements, as well as anticipated future needs. This information was tabulated and analyzed in order to identify, quantify and address the current and future workforce needs of South Dakota employers. The overall survey response rate was 28 percent. Soon after this survey was conducted, South Dakota was impacted by the national recession. However, as the state economy rebounds from the recession, it is believed that the workforce challenges information gathered in August 2008 is once again a concern for South Dakota employers.

The occupations with the highest level of immediate demand focused on jobs that require no postsecondary education, which mimics the DLR local office list of most job openings. Once again, these types of occupations

have higher turnover and require a large number of workers to keep them staffed. There were several occupations that required postsecondary education, including accountants and auditors, several information technology occupations and management occupations. However, the perceived demand for these occupations was not as great as for occupations that did not require postsecondary education.

## Characteristics and Employment Related Needs of the State Population

State population estimates produced by the U.S. Census Bureau are currently dated, with the most current projections produced in 2005. The series produced at that time projected the South Dakota total population to be 801,939, which is lower than the 2010 Census count of 814,180. The 2011 population estimates currently show a total of 824,082 state residents.

Although more current population projections are not yet available, Proximity, a private vendor, publishes projections by state and predicts a total population of 894,801 in South Dakota by the year 2020, an increase of 9.6 percent compared to the 2010

	<b>Number</b>	<b>Percent</b>
Total population	816,463	100.0%
White	716,434	87.7%
Black or African American	13,922	1.7%
American Indian and Alaska Native	84,460	10.3%
Asian	10,717	1.3%
Native Hawaiian and Other Pacific Islander	408	0.0%
Some other race	7,769	1.0%
Hispanic or Latino	20,467	2.5%

*Source: U.S. Census Bureau, 2010 American Community Survey*

Census count of 816,094. Projections by county show that most of the counties included in the Rapid City and Sioux Falls Metropolitan Statistical Areas (MSAs) will be the fastest growing, with Lincoln County leading with an expected growth rate of 40.3 percent.

## Diverse Subpopulations – Race and Ethnicity

American Community Survey (ACS) data produced by the U.S. Census Bureau and displayed in the table above shows the greatest percent of the state population by race is comprised

of white residents (87.7 percent). The next largest group is American Indian and Alaskan Native (10.3 percent). Regarding ethnicity, 2.5 percent of South Dakota’s population is Hispanic or Latino.

### Diverse Subpopulations – Linguistics

The ACS data available for the linguistics of our state population (as illustrated at the right) show that a high majority of state residents (92.5 percent) speak only English. Of those residents who have the ability to speak in other languages, very few (less than one percent) speak English ‘not well’ or ‘not well at all’.

### Diverse Subpopulations - Disabilities

According to American Community Survey (ACS) data produced by the U.S. Census Bureau, the percent of South Dakota’s population with a disability is 11.3 percent. For the age group 18-64 years, it is 8.9 percent. The highest percent is within the age group 65 years and older at 36.3 percent, which correlates with disabilities often occurring as people age, including hearing, vision and self-care disabilities.

Age By Language Spoken At Home By Ability To Speak English For The Population 5 Years And Over					
Language Spoken	5 to 17 years	18 to 64 years	65+ years	Total	Percent of Total
Total	144,592	496,476	117,907	758,975	100.0%
Speak only English	131,461	459,838	110,981	702,280	92.5%
Speak Spanish:	4,451	9,999	985	15,435	2.0%
Speak English “very well”	3,369	5,640	843	9,852	1.3%
Speak English “well”	624	1,986	142	2,752	0.4%
Speak English “not well”	403	1,948	0	2,351	0.3%
Speak English “not at all”	55	425	0	480	0.1%
Speak other Indo-European Languages:	2,395	9,408	3,587	15,390	2.0%
Speak English “very well”	2,200	8,148	2,807	13,155	1.7%
Speak English “well”	96	923	604	1,623	0.2%
Speak English “not well”	99	337	118	554	0.1%
Speak English “not at all”	0	0	58	58	0.0%
Speak Asian/Pacific Island Languages:	676	4,737	97	5,510	0.7%
Speak English “very well”	377	2,028	97	2,502	0.3%
Speak English “well”	299	806	0	1,105	0.1%
Speak English “not well”	0	1,593	0	1,593	0.2%
Speak English “not at all”	0	310	0	310	0.0%
Speak other languages:	5,609	12,494	2,257	20,360	2.7%
Speak English “very well”	3,459	9,891	1,979	15,329	2.0%
Speak English “well”	1,353	1,104	230	2,687	0.4%
Speak English “not well”	797	1,276	48	2,121	0.3%
Speak English “not at all”	0	223	0	223	0.0%

Source: 2010 ACS, U.S. Census Bureau

The rate of disabilities by race is pretty much evenly distributed, but detail by race is limited:

- White alone: 11.5 percent
- Native American and Alaskan Native: 11.5 percent
- Two or more races: 10.2 percent
- Hispanic or Latino (of any race): 9.6 percent

For the core of the labor force (ages 18 to 64 years), the highest percent of disabilities for all races lies within the ambulatory disability, which is having difficulty walking or climbing stairs.

The next highest level is for those with a cognitive disability, defined by the ACS as ‘existing when a person has a condition lasting six months or more that results in difficulty learning, remembering, or concentrating. Individuals with such limitations are often defined as having mild traumatic brain injury (TBI)’. Persons with mild TBI often retain the ability to work competitively. Such individuals, however, typically earn less when employed year-round, full-time than do persons without disability and have lower levels of employment.

Unpublished tabulations (presented on the next page) from the Current Population Survey (CPS), a survey conducted by the U.S. Census Bureau, provide details regarding specific barriers to employment as well as unemployment rates by educational attainment level.

Of course, there are many residents who do not participate in the labor force by choice. Some of these residents may be students, stay-at-home parents, or those who have retired from the workforce.

There are also approximately 6,000 residents who want a job and are available to work, but for several reasons do not currently participate in the labor force.

A review of unemployment rates by educational attainment level indicates that the highest unemployment rates in South Dakota are for residents with an educational attainment level of high school graduate or less than a high school diploma. In contrast, the lowest unemployment rates are for those residents which have an educational attainment level of a bachelor’s degree and higher.

South Dakota Residents with Disabilities		
Population 18 to 64 years	Number of Residents	Percent
Total	43,434	8.9%
With a hearing difficulty	11,347	2.3%
With a vision difficulty	6,783	1.4%
With a cognitive difficulty	18,040	3.7%
With an ambulatory difficulty	20,782	4.3%
With a self-care difficulty	6,861	1.4%
With an independent living difficulty	14,182	2.9%

*Source: U.S. Census Bureau, 2010 American Community Survey*

**Civilians Not in the Labor Force, by Age**  
(Number in thousands)  
**South Dakota**

	Total	Age		
		16 to 24	25 to 54	55+
Total not in the labor force	188.3	34.7	39.6	114
Do not want a job now	170.6	29	32.1	109.4
Want a job	17.7	5.7	7.4	4.5
Did not search for work in previous year	9.6	2.9	4	2.7
Searched for work in previous year	8	2.8	3.4	1.8
Not available to work now	2	0.7	0.9	0.5
Available to work now	6	2.2	2.5	1.4
Reason not currently looking				
Discouragement over job prospects	2.9	0.9	1.2	0.8
Reasons other than discouragement	3.1	1.2	1.2	0.6

Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

Notes: Subject to high rates of variability. June 2011-May 2012 reference period.

Research has shown that unemployment rates are consistently much lower for those with higher levels of education. The higher levels of educational attainment also correlate with higher earnings levels. The information for South Dakota detailed in the table below correlates with national information published on the U.S. Bureau of Labor Statistics website. ([http://www.bls.gov/emp/ep\\_chart\\_001.htm](http://www.bls.gov/emp/ep_chart_001.htm))

**Employment Status of the Civilian Population 25 Years and Older by Educational Attainment**  
(Numbers in thousands)  
**South Dakota**

Educational Attainment Level	Civilian Noninstitutional Population	Civilian Labor Force		Employment		Unemployment	
		Total	Rate	Total	Rate	Total	Rate
Less than a high school diploma	49.2	23.5	47.7	21.7	44	1.8	7.7
High school graduates, no college <sup>1</sup>	172.6	113.8	65.9	108.6	62.9	5.2	4.5
Some college or associate degree	162.7	121.7	74.8	117.1	72	4.6	3.8
Bachelor's degree and higher <sup>2</sup>	144.1	116.1	80.6	114.5	79.5	1.6	1.4

<sup>1</sup> Includes persons with a high school diploma or equivalent.

<sup>2</sup> Includes person with bachelor's, master's, professional and doctoral degrees.

Notes: Subject to high rates of variability. June 2011-May 2012 reference period.

## Skill and Education Gaps of South Dakota's Population

A review of educational attainment levels achieved over time shows a steady increase in the percent of people age 25 years and older pursuing high school diplomas, as well as bachelor and advanced degrees. This is true for the United States as well as South Dakota, although the United States has a greater rate of persons attaining bachelor's and advanced degrees.

This seems to be a function of differing labor markets for South Dakota and the nation as a whole. Comparison of the occupational average annual openings for both areas (as illustrated in the table at the right) shows South Dakota's labor market has a higher percentage of projected job openings centered within the 'less than high school' educational attainment level at 36.1 percent compared to the national rate of 29.5 percent. Both areas have similar rates for the 'high school diploma or equivalent' category.

Regarding educational attainment levels for occupations which typically require a degree, the United States has a higher percentage of expected job openings (which includes replacement

Percent of Persons Age 25 years and Over Achieving Specific Educational Attainment Levels						
Educational Attainment Level	United States			South Dakota		
	1990	2000	2009	1990	2000	2009
High school graduate or more	75.2	80.4	85.3	77.1	84.6	89.9
Bachelor's degree or more	20.3	24.4	27.9	17.2	21.5	25.1
Advanced degree or more	7.2	8.9	10.3	4.9	6	7.3

*Source: U.S. Census Bureau, Statistical Abstract of the United States: 2012*

Comparison of Occupational Employment Projections by Level of Education Typically Needed for Entry				
Level	SD Average Annual Openings	SD Percent of Total	US Average Annual Openings	US Percent of Total
Less than high school	5,030	36.1%	1,618,040	29.5%
High school diploma or equivalent	5,460	39.2%	2,174,630	39.7%
Some postsecondary, no award	717	5.1%	275,120	5.0%
Associate degree	658	4.7%	294,130	5.4%
Bachelor's degree	1,622	11.7%	856,210	15.6%
Master's degree	178	1.3%	90,400	1.7%
Doctoral or professional degree	253	1.8%	170,170	3.1%
Total	13,919	100.0%	5,478,700	100.0%

*Sources: SDDL, Labor Market Information Center and U.S. Bureau of Labor Statistics, June 2012.*

needs) for all categories (associate, bachelor's, masters and doctoral or professional degrees). When it comes

to matching individuals to specific available occupations, individual skill and education gaps are certain to exist.

## **Challenges of Workers Attaining the Skills Needed to Obtain Employment**

There are two great challenges with respect to preparing workers for future jobs and meeting the business demand for new workers. One is to provide trained, skilled workers for occupations that require postsecondary education. The second challenge is to ensure an adequate supply of workers available to fill jobs that require no postsecondary education, but tend to be entry-level, lower paying and have higher turnover.

There are certain factors that will determine whether or not an adequate number of workers are available for

available jobs, especially for jobs requiring postsecondary education. Making sure there are enough workers prepared for these higher-skilled occupations jobs is important, since some of these jobs are critical to the state's economy.

South Dakota's workforce continues to grow as it recovers from the recession. Administrative research has shown an increase in the supply of workers entering the South Dakota labor market for the past few years. According to wage record research (using administrative records) conducted in the state, there were about 61,739 new

workers appearing on company payrolls in 2011 who were not on payrolls in 2010.

Those workers come from many different sources, including workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to work, and new entrants and reentrants to the workforce. The new entrants would include high school students, college students, recent graduates, etc. Workers returning to the work force after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

# WIA *Service for Employers*

DLR has worked to develop and strengthen new and existing partnerships with entities engaged in business development and worker supply. Working together to resolve issues is the normal course of business in South Dakota. The partnerships that have been developed and leveraging resources among the stakeholders brings a commitment to succeed. This is a model that works in our state.

Employers know they can count on DLR to be available and responsive to their workforce needs. The wide array of services available under one agency reduces duplication of effort among various programs as UI, W-P, WIA, VETS, TAA, TANF, SNAP, and LMI. The partnership with other state agencies, postsecondary education, and local providers is an active collaboration that brings results for employers.

WIA funds were leveraged to help a number of businesses along the James River in eastern South Dakota and others across the state. The DLR's established partnership with local providers was able to bring the full value of work readiness certificates to businesses by assisting with job profiling. This project profiled a number of diverse occupations for specific employers. Helping employers to understand the work readiness competencies needed in their job openings is a huge step in recruiting the right candidates for the positions. This has seen better hiring decisions on the part of businesses, and better application choices for jobseekers. Matching the right candidates for the right position lessens the burden of staff turnover and training new staff.

The DLR, following the Governor's SDWINs initiative, has partnered with

schools to bring the NCRC to their students. Preparing young people for work is a major responsibility. Using the NCRC as a companion to their academic preparation, students are better situated to make well-informed decisions on employment and postsecondary education options. Employers are seeking students to move into their entry positions and to grow with their company. The NCRC assists both the student and the employer in making their respective decisions.

DLR has been responsive to the needs of businesses. In addition to the co-location of employment programs, the labor exchange and WIA occupational training, WIA brings great value to the business community. The Governor's top priority has been creating jobs and growing the economy. South Dakota WIA has a successful history of using

the WIA programs to help employers address their workforce development issues.

DLR provides services to individuals consistent with the Governor's vision and USDOL's emphasis. As much as possible, services are coordinated across programs to lower the cost and increase the effectiveness. Employers and job seekers receive quality services under this plan. Employer services range from applicant screening and job description assistance to on-the-job training, Rapid Response services. Job seeker services are only successful if they align with employer demand. Such individual services may include adult education, job training, postsecondary education, Registered Apprenticeship, certificate and credential attainment, and supportive services.

The South Dakota State Plan is predicated on a strong connection with employers. A dual purpose role requires the plan to meet the workforce development needs of business while addressing the individual needs of the jobseeker. Governor Daugaard made

this a central point with his State of the State address in January 2012. His top priority has been creating jobs and growing the economy. He has listened to business, and has taken action. This leadership has influenced the delivery of WIA services.

Dakota Roots continues to be an effective tool in serving employers. This is designed to help employers find qualified skilled workers for hard to fill positions. This is an additional tool to connect jobseekers with employers. This program has grown immensely since its inception and will continue to be a valuable resource for the business community.

Local office managers are directly involved with local businesses, community leaders, educators and economic development authorities. Workforce development professionals are at the table when discussing the needs of employers. Direct access to the community makes it easy to promote and implement services in collaboration.

**We have developed and strengthened new and existing partnerships with entities engaged in business development and worker supply. Working together to resolve issues is the normal course of business in South Dakota. The partnerships that have been developed and leveraging resources among the stakeholders brings a commitment to succeed. This is a model that works in our state.**

# 5% Statewide Activities

WIA provides for states to develop strategies with reserved funds for allowable and required activities. This has been difficult with the significant reduction available to a minimal funded state. However, we were able to provide employment and training services that were of benefit to specific targeted populations.

One example is funds were made available to assist a major wind energy manufacturing company, Molded Fiberglass, with service for Karen refugees. This project was a partnership with the company, the WIA Title II provider for Adult Education and Literacy, and WIA Title I to serve a population with very limited English literacy skills. Working together we

were able to secure employment while providing work-based education programs for the Karen refugees. A company was able to find workers while WIA was able to mitigate the language barrier and help this population move into productive employment.

Another example was using the 5% funds to assist incarcerated individuals prepare for release. A significant barrier to employment for many inmates is the lack of a high school diploma. Again, in partnership with WIA Title II, Adult Education and Literacy program, we were able to assist the correctional institutions by providing GED testing materials.

Both examples show how the use of 5% funds when leveraged with other resources is able to assist specific hard to serve populations and benefit the business community as well. A well prepared workforce is essential to meeting the demands of the business community. Helping refugees to learn how to use English in the workplace or assisting those imprisoned attain the GED certificate is a huge step for the participants, and the right thing to do with limited resources.

Other uses of the funding was to support the continued development of the NCRC and to maintain the DLR performance and accountability management information system.

# WIA *Evaluation Activities*

The DLR strives to establish and implement methods of continued improvement in the efficiency and effectiveness of the statewide workforce system. The intent is to improve employability for job seekers and competitiveness for employers.

Recent budget reductions for WIA evaluation activities have greatly impacted the types of appraisals that may be conducted. We have relied on DLR professional staff to review the data available and to make appropriate recommendations. To ensure the integrity of the employment and training programs, DLR conducts desk reviews and on-site monitors. These reviews are not simply compliance reviews but also to identify need for

technical assistance and to recognize promising practices. Information gathered from these local evaluations is considered by state staff and reported to the WIA administrator.

DLR staff have utilized resources from USDOL, such as Workforce<sup>3</sup>One.org, to follow the community of practice from other states. This leads to seeing how others may have been successful in improving their systems. When possible we adapt these methods to how we do business in South Dakota. Combining this research with our local monitors and with an analysis of performance and progress reports, we have been able to implement appropriate technical assistance and professional development activities.

South Dakota was one of 30 programs selected to participate in the WIA Gold Standard Evaluation project for adults and dislocated workers. We are the only single area state engaged in this evaluation. The concept is to follow those WIA participants who receive full services with those selected for one of two control groups with limited levels of WIA service. The study when completed will be able to compare the outcomes for those who receive WIA training services with those selected for core services only, and with those selected for core and intensive services only. The intent is to learn of the value of WIA assistance. On completion, these results will be made available to the participating states, USDOL and Congress.



South Dakota values its veterans. They have served our country well, and we are proud to serve them and those who hire them. Every local South Dakota Department of Labor and Regulation office is staffed with a trained veterans' representative who can provide job-seeking veterans with:

- Intensive services and employment assistance.
- In-person orientation sessions.
- Job-search assistance.
- Eligibility determinations and referrals, including WIA.
- Information on how to apply for federal, state, county and city employment.
- Employment information for newly separated or transitioning service members.
- Assistance with cross-matching your military skills to civilian employment.
- Direct referrals to job openings.

DLR has five full-time and eight half-time grant-funded veterans' representatives providing service to veteran job-seekers across the state through our network of local offices. Due to funding limitations, six local offices have no grant-funded veterans' representatives. However, these offices do have staff trained by the National Veterans' Training Institute to provide service to veteran job seekers. Local offices screen and test veteran job seekers to match the employer's needs. Referrals to appropriate support programs, including WIA, are made available to veteran job seekers as appropriate.

WIA helps veterans acquire skills to work with new technology, it assists those who have lost their jobs because of shifts in the economy or changing consumer demands, and works with social service agencies to help veterans and families make the break from public assistance and support themselves. Veterans needing employment or training may be eligible for WIA. Local offices will determine if WIA is the right program. Services have included work readiness skills, such as interviewing tips or resume writing. Also available is employment counseling to help

learn about jobs and what career opportunities may exist with the right education and training. If needed, help may be obtained with basic skill education, studying for the GED, or completion of the high school diploma.

The Gold Card provides post-9/11 era veterans with the intensive and follow-up services they need to succeed in today's job market. Training was held on the Gold Card Initiative for all Veterans' Representatives who in turn trained the other respective office staff. A press release was issued on the initiative, asking for those interested to contact the local offices. DLR identified Post 9/11 veterans registered in our Management Information System (SDWorks) and did an email blast notifying them of the Initiative. Once we have someone participating in the Initiative, we conduct 30 day follow-up meetings (no more than 30 days between each visit), for up to six months. We continue the minimum 30-day follow-up past the six-month timeframe if needed.

### **Priority of Service**

The Veterans' Employment and Training Service (VETS) provides Jobs for Veterans State Grants (JVSG) to

the States to support the program activities and services provided by the One-Stop Career Centers for veterans. The JVSG funds support the appointment and assignment of Disabled Veterans' Outreach Program (DVOP) Specialists and Local Veterans Employment Representatives (LVERs). The definitions of veterans and "other eligible persons" applicable to services provided by DVOP and LVER staff are different from and narrower than those which are applicable within the priority of service "covered person" definition (e.g., for veterans other than those whose service time was limited by discharge due to disability, 181 days or more of active duty time is required). So, the universe of individuals eligible for services by the DVOP and LVER staff is a subset of the broader universe of individuals entitled to priority of service by the Jobs for Veterans Act.

Operators of programs subject to the priority of service regulations are strongly encouraged to establish effective linkages with the state JVSG program staff, for two-way referrals of individuals for services. Such linkages would be advantageous to the individuals in need of services and also to the program operators. The JVSG



program staff members perform case management services for veterans and other eligible persons who require intensive employability development services, and also focus on employer relations activities to develop jobs for veterans and other eligible persons.

Another significant aspect of the JVSG program is the partnering of those specialists with the military services to provide transition services to men and women leaving active duty and returning to civilian life, and

involvement in Reserve and National Guard units' de-activation activities when those personnel end their active duty stints and return to civilian life. Effective linkages between those veterans program specialists and all qualified job training programs subject to the priority of service requirements would help to achieve the underlying purpose of the priority of service requirements. The linkages would help establish effective means of outreach to a significant portion of the universe of covered persons. They would also improve communication about employment and training opportunities offered in local communities by qualified job training programs.

### **Definition of a Veteran for Priority of Service**

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the final rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2).

- Under this definition, the term "veteran" means a person who served at least one day in the

active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time federal service in the National Guard or a Reserve component. This definition of “active service” does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities. (State mobilizations usually occur in response to events such as natural disasters.)

- “Eligible spouse” as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:
  - Any veteran who died of a service-connected disability
  - Any member of the Armed Forces serving on active duty who, at the time of application

for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:

- Missing in action
  - Captured in line of duty by a hostile force
  - Forcibly detained or interned in line of duty by a foreign government or power
- o Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs
  - o Any veteran who died while a disability was in existence

A spouse whose eligibility is derived from a living veteran or service member (categories as noted above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or

service member, that eligibility would be lost upon divorce from the veteran or service member.

Please refer to Veterans Program Letter (VPL) 07-09 and Training and Employment Guidance Letter (TEGL) 10-09 for further guidance on providing Priority of Service.

### **Priority of Service on Job Orders**

Selection and referral procedures will expose veteran job seekers to the most job orders possible before such orders are placed in the mainstream of the selection and referral process. Veterans receive 24-hour preference on all posted job orders. If suitable veteran job seekers cannot be found through file selection or walk-in traffic within 24 hours, then non-veteran job seekers will be considered. If a suitable veteran or non-veteran job seeker cannot be referred within the specific time, the employers will be contacted to review the job order.

“Same Day” selection and referral of veteran job seekers to job openings must be accomplished in the following priority sequence:

1. Qualified special disabled veteran
2. Qualified disabled veterans other than special disabled veterans
3. All other qualified veterans and eligible persons
4. Qualified non-veterans

55 percent (below goal) for disabled veterans; ERR is 82 percent (at goal) for disabled veterans. The VETS-200B shows EER at 57 percent (below goal) for recently separated veterans; ERR is 77 percent (below goal) for recently separated veterans. The VETS-200C shows the weighted EER is 61 percent

(below goal), ERR is 82 percent (above goal), and AE is \$12,980 (above goal). This quarter we met or exceeded seven of our goals, compared to only two the previous quarter. The economy continues to very slowly improve and the performance results are being reflected as such.

### Priority of Service at Intake

Veterans are identified by front-desk staff and appropriately moved to the head of the line to be seen (if applicable). They are also afforded the opportunity to speak with a DVOP/LVER or other staff.

### Performance

For quarter ending June 30, 2012, Federal reporting shows the Entered Employment Rate (EER) at 58 percent (below goal) for veterans, 54 percent (below goal) for disabled veterans, Average Earnings (AE) is \$13,787 (above goal) for veterans and \$14,624 (above goal) for disabled veterans; the Employment Retention Rate (ERR) is at 81 percent (at goal) for veterans and 83 percent (above goal) for disabled veterans. The VETS-200A shows EER

Performance Targets for Jobs for Veterans State Grant Funded Staff PY 2011	
<b>DVOP</b>	
Disabled Veterans EER	58
Disabled Veterans ERR	82
<b>LVER</b>	
Recently Separated Veterans EER	60
Recently Separated Veterans ERR	79
<b>DVOP/LVER Consolidated:</b>	
Veterans EER - Weighted	64
Veterans ERR	81
Veterans Average Earnings (AE)	\$12,500
<b>Performance Targets for One-Stop Services for Veterans</b>	
Veterans Entered Employment Rate (EER)	62
Veterans Employment Retention Rate (ERR)	81
Veterans Average Earnings (AE)	\$13,000
Disabled Veterans EER	58
Disabled Veterans ERR	81
Disabled Veterans AE	\$14,300

# WIA *Waivers*

South Dakota operated this program year under two approved waivers. These waivers allowed the DLR to better serve the needs of the state, the business community, and our WIA participants. The waiver authorized South Dakota to replace the 17 WIA performance measures with the Common Measures, and to allow a transfer up to 30% of the funds available between the adult and dislocated worker programs.

## **Common Measures**

The move to Common Measures has streamlined and simplified the performance accountability system. Placing a focus on integrated service and reporting only Common Measures has reduced redundancy and lessened the burden of reporting 15 core measures and two satisfaction measures. This has allowed a small program staff to focus on providing a quality service for employers, job seekers, and employers rather than concentrating on an unwieldy methodology for tracking and reporting performance data. The essential benefit is a simplified and efficient performance measurement system. The waiver resulted in a cost effective and understandable methodology for our partners and service providers.

## **Transfer of Funds**

Having the authority to transfer funds between adult and dislocated worker programs provided the flexibility for improvement of the statewide workforce investment system. This waiver authority allowed the state to better manage WIA resources in response to the needs of our workforce. As our economy has improved from the grip of the recession, we have had fewer layoffs and a continued need for assistance to our eligible adults. Being able to move funding between these two programs benefits those who have demonstrated need.

As stated at the beginning of this report, Program Year 2011 brought changes in our process of reporting WIA services. DLR policies and terminology were rewritten to align with the federal definitions, and descriptors of WIA services were rewritten to demonstrate their alignment with the revised definitions. The program year also was the start of the WIA Gold Standard Evaluation study of WIA participants across the state which emphasized the three levels of service for adults and dislocated workers. Combined, these changes stressed the mix of services provided for our participants. This emphasis placed the responsibility with DLR case managers to ensure participants had access to all available services to assist them in meeting their employment goals.

DLR experienced a greater use of core and intensive services for our adult and dislocated worker participants. Training was not overlooked, but an enriched value was given to the core

and intensive activities. The youth component saw a greater emphasis on assessment and addressing literacy numeracy skills. As we worked to implement these services, we set in motion a cost-effective program that has generated positive results for the individuals and the program.

WIA funds ensured participant access to:

- Self-service
- Staff assisted services
- Training services
- Supportive services
- Rapid Response services

In Program Year 2011, 10,927 individuals utilized WIA services to some level (data from ETA WIA Annual Report Tables M and N). Funds dedicated to serving adults and dislocated workers through self-service, core, intensive and training

as well as youth direct service totaled \$3,498,641. This indicates an average cost per individual receiving any level of service was \$320. Historically, South Dakota has a respectably low cost per participant. This is further evidenced by the adult and dislocated worker cost for training services average of \$1,542 per participant. And, costs for direct services for youth average of \$1,372 per participant.

We recognize the effectiveness of WIA programs is much greater than what can be measured by performance data and cost per participant alone. Individuals and the state both benefit from unsubsidized employment, increase in earnings, reductions in public assistance, and increased local, state, and federal tax revenues. As our WIA programs experience success, we have helped our citizens with their career goals and helped strengthen our economy.

## **Assessments**

**Key Train** - an interactive training system for career readiness skills.

**WorkKeys** - an assessment system measuring common skills in the workplace.

**National Career Readiness Certificate** - a national standard in certifying workplace skills.

**Test of Adult Basic Education** - Assesses the skills and knowledge of adult learners in reading, mathematics and language; this assessment instrument can provide diagnostics, inform instruction, and document educational gain.

**Career InSite** - Online career exploration tool that helps job seekers and career planners find occupations of interest.

**Teknimedia** – Teaches essential computer and Internet skills at a pace that is set by the user.

**Reality Check** – Allows one to explore whether or not an occupation matches their lifestyle.

**Mavis Beacon** – Computer software to guide one to better typing skills.

## **Acronyms**

**AEL** – Adult Education & Literacy

**BIT** – Bureau of Information & Technology

**DLR** – Department of Labor and Regulation

**DRVS** – Data Reporting and Validation System

**ETA** – Employment and Training Administration

**GED** – General Educational Development

**JSAP** – Job Search Assistance Program

**NCRC** – National Career Readiness Certificate

**NEG** – National Emergency Grant

**OJT** – On-the-Job Training

# *Glossary, continued*

**SNAP** – Supplemental Nutrition Assistance Program

**SPR** – Social Policy Research

**TAA** – Trade Adjustment Assistance

**TABE** – Test of Adult Basic Education

**UI** – Unemployment Insurance

**WARN** – Worker Adjustment and Retraining Notification