

**2010**

**Local Unified Plan  
UPDATE**

**For Minnesota's**

**INTEGRATED LOCAL  
WORKFORCE INVESTMENT SYSTEM**

**Program Year 2010**

**– Submitted by –  
Workforce Investment Board**

Name: WSA 4 City of Duluth

## Instructions

In accordance with WIA Law §118, this document provides directions to Minnesota's Local Workforce Investment Boards (WIBs) for preparing the *PY-2010 Local Unified Plan (LUP) UPDATE for an Integrated Workforce Investment System*. The PY-2010 LUP UPDATE covers the time period of July 1, 2010 to June 30, 2011. WIBs are required to submit an annual LUP to the Minnesota Department of Employment and Economic Development (DEED) in order for their Workforce Service Area (WSA) to receive funding under the Workforce Investment Act (WIA) and the State Dislocated Worker program.

The PY-2010 LUP UPDATE guidance is composed of three sections:

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

**Please note:** While a provision for 'no change from last year' was not provided as an option for responses, if there are truly no changes from last year for a particular response, feel free to 'cut and paste' your response from the PY-2009 LUP. Sections of your PY-2010 response may be used for other purposes and your local plans will be posted on the web as is, so any responses with 'no change from last year' may not provide appropriate information or confuse readers.

### 2010 LUP UPDATE Requirements

- **LUP UPDATE Due Date:** May 14, 2010 (1)
- **Deliverables:**
  1. Electronically submit, via e-mail, LUP UPDATE Sections A, B, and C, including all attachments to: [Kyle.Temme@state.mn.us](mailto:Kyle.Temme@state.mn.us) and;
  2. Mail one (1) hard copy of the Certification and Assurances which includes a signature page with original signatures to:

*Kyle Temme  
Minnesota Department of Employment and Economic Development  
Workforce Development Division – Location #036  
1<sup>st</sup> National Bank Building  
332 Minnesota Street – Suite E200  
St. Paul, MN 55101-1351*

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<sup>1</sup> If you cannot make the May 14, 2010 deadline, provide information on why an extension is needed and the duration of the requested extension to Maria Costilla at [Maria.Costilla@state.mn.us](mailto:Maria.Costilla@state.mn.us) or 651-259-7574. PY-2010 LUP UPDATE extension requests must be received by May 14, 2010 to be considered for approval.

## Planning Timetable Estimates

February 8, 2010:	Draft Update Guidelines Sent to Workforce Service Areas for review and comment.
February 16, 2010:	Deadline for receipt of comments.
February 19, 2010:	Issuance of final LUP Guidelines.
April, 2010:	WIA and Wagner-Peyser Allocations issued to States.
April, 2010:	WSA WIA Allocations issued (including forms for Budget, Participant Information, and Activity Summaries).
May 14, 2010:	2010 LUP UPDATES are due at DEED, along with submittal of original signature page. Beginning of Public Comment Period. Beginning of DEED review comment and clarification period.
June 14, 2010:	End of 30 Day Public Comment Period.
Week of June 14-18, 2010:	Approval of Local Plan Updates begins.
July 1, 2010:	Beginning of PY-2010.

### List of Acronyms used:

**ARRA** – American Recovery and Reinvestment Act of 2009  
**DW** – Dislocated Worker Program  
**DVOP** – Disabled Veterans Outreach Program  
**FSET** – Food Support Employment & Training Program  
**ISP** – Independent Service Provider  
**LUP** – Local Unified Plan  
**LVER** – Local Veterans Employment Representative  
**MFIP/TANF** – Minnesota Family Investment Program/ Temporary Assistance for Needy Families  
**MYP** – Minnesota Youth Program  
**RS** – Rehabilitation Services  
**SCSEP** – Senior Community Service Employment Program  
**SSB** – State Services for the Blind  
**WIA** – Workforce Investment Act  
**WIB** – Workforce Investment Board  
**WP** – Wagner-Peyser  
**WSA** – Workforce Service Area

## Section A: Regional Strategies

One of the state’s strategies for 2007-2010 is to invest in WIBs who perform at a strategic level and who are leading or participating in innovative approaches to a wide range of regional challenges and opportunities. This section will be used to describe the WIB’s engagement in regional development strategies, as well as how the WIB conducts business beyond the narrow focus of employment programs. DEED will use this information for guidance on allocating special grants and discretionary and incentive funds.

*The response to questions A.-1. thru A.-4. must be limited to no more than 9 pages, not including attachments.*

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

The seven-county “Arrowhead” region of Minnesota, represented by WSAs 3 and 4, has long been considered an economic region. This group of counties comprises Economic Development Region 3, and also represents the footprint of our McKnight initiative fund, The Northland Foundation. In more recent times, we have increasingly recognized the inclusion of NW Wisconsin as part of our region. There are significant economic similarities, a shared laborshed and commuting patterns showing employees traveling in both directions, and the fact that the Duluth MSA includes the City of Superior and Douglas County in Wisconsin. The seventeen county region encompassed by WSAs 3 and 4 in Minnesota, and the NW Wisconsin service area, has been recognized as an economic region for the past 4 years under The Northland Works (TNW) project. This same seventeen county region was recognized by the US Department of Labor as a regional economy through the award of a Regional Innovation Grant (RIG) in 2008.

The regional economy has historically been analyzed in a number of ways, including research conducted both by DEED and the University of Minnesota-Duluth’s Bureau of Business and Economic Research. In 2008-2009, both entities were instrumental in the thorough economic analysis conducted for the RIG project. Their work was complemented by the acquisition of software purchased from Economic Modeling Software, Inc. (EMSI). Ultimately, several hundred pages of regional economic reports were created for the project. The executive summary, which includes an identification of the seven economic “drivers” of the region’s economy, is attached to this plan as Attachment A. The full report, including the economic research generated, may be seen at the following website:

<http://www.northlandstrategy.net/wiki/show/Prosperity%20Networks:%20Linking%20Resources%20to%20Transform%20the%20Northland>

(As the full document is 407 pages, we are not attaching it to this Plan.)

The seven economic drivers or clusters are:

- Forestry and Fiber
- Mining
- Transportation and Logistics Support
- Biomedical and Health Care
- Creative and Professional
- Energy Alternatives and Renewable Energy
- Innovative Manufacturing

We also utilize DEED’s “Occupations in Demand” (OID) reporting to identify demand occupations. The current report for northeast Minnesota is attached to this plan as

Attachment B. Occupations on the list are in the two highest categories (four and five “stars”) for current demand, and most are above average for future demand growth, although our regional Labor Market Analyst has included some with lower levels of future demand, due to their availability over the shorter term.

How is this information used to identify the key industries and demand occupations within your WSA?

The action steps identified as part of the RIG project (see page 10 of the Executive Summary) include economic and workforce development activities designed to advance the economic drivers identified. Two are of particular interest and importance from a workforce development perspective.

The first of these is to re-launch The Northland Works (TNW) public awareness campaign. TNW was a pioneering regional project involving the three workforce investment boards involved in the RIG project, and resulting in the development of the first regional career information website in Minnesota. The OID methodology was employed to identify current and future “hot jobs” listings, and a great deal of industry and educational information was collected. The overall public awareness campaign, however, is larger than the website. The primary purpose is to ensure that several key audiences – job seekers (including students, their parents, and adult job seekers), employers, educators and others are aware of the important changes which will occur in our region when the baby boomers retire. This will create a labor shortage – as noted in the RIG executive summary, even if we retain every high school graduate to work in our region, we will not be able to fill all the open jobs. This represents a significant shift – our region will be transformed from one in which people perceive limited employment opportunities into one in which opportunity is widespread. The extent to which we have identified key industries and demand occupations will influence future career decisions. We believe that an effective workforce development response to this future employment opportunity, along with our existing quality of life, will position Duluth and the rest of the region very well from a competitive standpoint.

The second is to build upon a previous regional workforce initiative, the Regional Applied Math Project (RAMP). This project provided opportunities for high school math teachers to spend time in area businesses, documenting how math is used in the workplace, and then making revisions in course curriculum to ensure that these skills are taught in the schools. Not only do we desire to repeat this project throughout the region, we seek to add other disciplines in the science, technology and engineering areas.

In addition, growth trends projected in the OID report are considered. The Workforce Council has previously identified key industries (more information below). Although some of these have been impacted by the economic recession, they are projected to remain important. These will be reviewed and either revised or reconfirmed in 2010, in light of the seven drivers identified in the RIG report.

How is this information incorporated into your service delivery strategies?

The seven regional economic drivers, OID report and the Workforce Council’s determination of key industries are used by career counselors in their work with program participants – labor market information is provided to our customers, and is important for them to make appropriate career and training decisions. The Hot Jobs listing on the TNW website are also utilized both in the Resource Area and in one-on-one sessions with participants.

2. **(Revised Question)** In a separate attachment, based on your most recent analysis of regional economies, please provide a list of the key industries in your WSA.

No separate attachment is needed. The key industries at the present time are:

**Aviation and related manufacturing**

**Health Care**

**Construction**

Of these, health care has perhaps weathered the recession better than the others, and it continues to be of huge importance in Duluth's economy, where the percentage of jobs in the sector is twice the state average. The Aviation and Construction industries have been significantly impacted by the recession, with a significant number of layoffs. It is hoped that the recovery will benefit these sectors.

In spite of the effects of the recession on aviation manufacturer Cirrus Aircraft, Duluth retains an important aviation sector. This is evidenced by Cirrus suppliers who also supply other aviation customers, the 148<sup>th</sup> Fighter Wing of the Air National Guard, an international airport with one of the few 10,000 foot runways in the state, an aviation program at Lake Superior College, and continued local efforts to market the former Northwest Airlines maintenance base facility for aviation purposes.

It should also be noted that other advanced manufacturing may soon become important in Duluth. A new company (GeaCom) will soon start to manufacture a medical translation and diagnostic device in Duluth. The City is also a finalist to land the nacelle plant as part of a regional network of manufacturing plants producing large industrial wind turbines. In both cases, advanced electronics manufacturing will be the focus, although a wide variety of related and support jobs will be created.

3. **(Revised Question)** Provide the following information for each NEW (since PY-2009) regional development initiative that the WIB is involved in: If you are not involved in any new initiatives since PY-2009, you may answer "N/A".

- a) Identify and define the mission or objective of the initiative, including the timeframe for implementing the initiative.

Implementation of the RIG project "next steps", including the revitalization of TNW (both of which appeared on the PY 2009 initiative list) will be among the strategic activities pursued by the WIB in 2010. Also, as the Prosperity Agenda moves ahead (see 2009 list), the WIB has agreed to take "ownership" of two of the strategy areas measured by the "Prosperity Index." The Index may be found on the City's website, at the following:

[http://www.duluthmn.gov/duluth\\_prosperity\\_agenda/index.cfm](http://www.duluthmn.gov/duluth_prosperity_agenda/index.cfm)

The two workforce-related items to be taken on by the WIB may be seen at the following link:

[http://www.duluthmn.gov/duluth\\_prosperity\\_agenda/workforce.cfm](http://www.duluthmn.gov/duluth_prosperity_agenda/workforce.cfm)

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

Key players/partners in the RIG project include the three regional workforce boards,

the Arrowhead Growth Alliance, and the Arrowhead Regional Development Commission. Further information on these partners may be found in the Executive Summary. The role of the Duluth WIB will be determined later in 2010 as we move closer to implementation of the projects (TNW and RAMP).

Key players/partners in the Prosperity Agenda include the City (the Mayor, City Council and both its Workforce and Community Development divisions); community based organizations such as Local Initiatives Support Corporation (LISC), Community Action, and the United Way; ISD 709; and the private sector, represented by the Duluth News Tribune and the Area Partnership on Economic Expansion (APEX). As noted above, the WIB has agreed to coordinate activities designed to support the two workforce items in the Prosperity Index.

- c) Summarize the status of the initiative, including the WIB's level of involvement to date.

Activity on the RIG related initiatives will commence later in the year. The WIB has agreed to take on the Prosperity Agenda initiative, and is in the process of forming an ad hoc committee to move this work forward. Also, it is likely the WIB will invest in a strategic planning process this year.

4. If applicable, Complete **Attachment C**, "Workforce Investment Board Subcommittee List".

## Section B: Program Operations

This section collects information required by “WIA Law, Section §118: Local Plan” in order for WIBs to receive their base funding.

*WIA Law reference: (Section §118)*

**(a) IN GENERAL.** – Each local board shall develop and submit to the Governor a comprehensive 5-year local plan (referred to this title as the “local plan”), in partnership with the appropriate chief elected official. The plan shall be consistent with the State plan.

**(b) CONTENTS.** – The local plan shall include –

**(b)(1)** an identification of –

- (A) the workforce investment needs of businesses, job-seekers, and workers in the local area;
- (B) the current and projected employment opportunities in the local area; and
- (C) the job skills necessary to obtain such employment opportunities;

The response to questions B.-1. thru B.-3. must be limited to no more than 5 pages.

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

a) Businesses.

As noted above, the aviation and construction sectors have slowed and/or contracted considerably. Health care has remained strong. This is due to several factors. First, Duluth is home to two large regional health care systems. Second, we have other health care operations typically found elsewhere: nursing homes, assisted living facilities, etc. Third, we have a remarkable concentration of other types of residential care facilities (e.g. for individuals with traumatic brain injury, etc.). All of this leads to a situation where hiring in health care occupations has continued at a fairly strong level, considering the state of the economy. In addition, professional services such as architectural and engineering services have been noted to be of importance. We continue to monitor OID information, realizing that the economic situation is impacting short term hiring practices. We believe, however, that long term our ongoing strategies will be needed to address the eventual workforce shortage described above in the discussion on TNW. Finally, we are monitoring developments such as GeaCom and the wind turbine manufacturing project as Duluth’s advanced manufacturing industry continues to diversify.

b) Job-seekers.

As already noted, the OID methodology lists occupations with current and future demand potential, and our career counselors work to inform our customers (both those enrolled in programs and universal customers being served in the resource area). As part of the TNW revitalization effort, the OID information will be used to update the Hot Jobs lists on that website.

c) Workers.

Given the impact of the recession and the resulting increase in traffic in our workforce center, we have been focusing on the needs of dislocated workers rather than incumbent workers.

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

See OID information in Attachment B.
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3. Describe the job skills necessary to obtain such employment opportunities.

It is not possible to describe in detail the job skills necessary for all of the Occupations in Demand, or the future Hot Jobs. The OID list contains information on the level of training required for each job. Our job counselors are skilled in using other resources such as ISEEK, ONET and Minnesota Careers to inform jobseekers about the job skills necessary

It is possible to note certain general characteristics, and discuss skill needs of employers and job seekers for certain key occupations. First, employers regularly report to us a need for employees to possess skills in three areas:

- Problem solving
- Critical thinking
- “Soft” skills

These are not “occupational skills” per se, but their importance is almost universally acknowledged by employers. Their importance may be understood by the fact that Lake Superior College has begun to ensure that such skills (particularly the first two noted above) are a part of each of their technical occupational training programs.

In terms of “hard” occupational skills, it must be noted that in order to obtain employment which will provide a “living wage”, it is increasingly necessary to have post secondary training, usually in a technical area. Please see the following examples which are related to our key strategic industries.

1. Health Care Occupations: as noted elsewhere, health care is the leading employment sector. For most workers, technical training is required to obtain positions above the entry level (e.g. CNA). Several occupational programs are available, such as phlebotomist, radiology technician, laboratory technician, health unit coordinator, and even registered nursing (a 2 year program exists at Lake Superior College, and a 4 year program at the College of St. Scholastica). For individuals in entry level positions such as CNA and medical assistant, employment with a health care system can provide opportunities to access tuition assistance benefits and afford an opportunity to move up the career ladder.
2. Aviation and Advanced Manufacturing: Technical skills are required to work in this industry, including CNC (Computer Numeric Controlled) machine tool technology, welding, and manufacturing assembly technology. Lake Superior College offers programs in these areas, and the skills are required by local employers such as Cirrus Aircraft, and their major suppliers such as NorthStar Aerospace. If the anticipated diversification in our advanced manufacturing sector occurs, we will see an increased emphasis on other skill areas, primarily electronics manufacturing.
3. Construction trades: programs are available at Lake Superior College, and also through union apprenticeship programs. Although the current economic situation has impacted this industry (and also aviation) to a significant degree, we know that in the longer term these will be demand occupations. In the past several years, two new facilities have been built by unions to facilitate training of apprentices, by the iron workers and carpenters’ unions.

Although not necessarily part of a key strategic industry, we also are aware that there will be significant demand in Duluth and surrounding area for individuals trained as electronic technicians to specialize in industrial controls using Programmable Logic Controllers (PLCs) in a wide variety of industrial settings. These employees

may be found in paper mills, electric utilities, mining operations, pipelines, and other repair areas such as elevator maintenance. Starting wages are in excess of \$40,000 per year, and anecdotal information from local employers indicates a strong need in the next 2-5 years. Also, as noted above, Duluth may find itself with an expanded advanced electronics manufacturing sector as well.

*Law reference:*

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

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

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

The response to questions B.-4. thru B.-7. must be limited to no more than 1 page per question.

**4.** How does the WIB ensure the continuous improvement of its providers of WIA Title I-B?

We have reconfigured and increased staffing in our Adult and Youth programs in order to more effectively deliver service, and also in response to the additional ARRA funding. Most importantly, we are monitoring our caseloads much more closely, engaging in regular program team meetings, reviewing caseloads periodically, and monitoring our expenditures and obligations down to the individual participant. This has resulted in better service delivery and enabled us to begin to report obligations on our monthly Financial Status Reports (FSRs) to DEED.

In 2009, we conducted an RFP process. As a result, with the approval of the WIB and our Mayor (the Chief Elected Official), we have taken the Dislocated Worker program in-house. This should eliminate coordination, communication and billing issues we had with the subcontractor.

**5.** List the continuous improvement activities in which your local providers participated in PY 2008-2009. (i.e., Demand Driven Training, Microeconomics of Competitiveness Training, Sector Academies, Resource Area Advisory Team, etc.)

- a. Several job counselors are Certified Workforce Development Professionals (certified by the National Association of Workforce Development Professionals)
- b. These job counselors participate in regular meetings with peers in other programmatic areas to conduct cross-functional training in the Duluth Workforce Center
- c. We have implemented an Operations Committee at the Duluth Workforce Center
- d. We participate in the MWCA's Mystery Shopper initiative, using the results to guide and improve customer service
- e. Staff and WIB members attend national conferences – NWA and NAWB, and the DOL regional Youth Conference in Chicago
- f. Job counseling and management staff participated in a competency assessment by the National Workforce Institute. Results indicated that all but one person scored above 90, and the remaining person scored above 80. According to John Carter of the Institute, our results are

higher than groups in other states, where results tend to cluster in the 50-70% range. We also received detailed reporting on competency areas in which we are strong, and where improvement could be noted. This is part of an MWCA effort to assess staff around the state, to identify areas in which staff training and development could be targeted at areas needing improvement, and we will be developing a plan to implement staff development activities.

- g. We have been involved in the implementation of an expanded offering of free seminars at the Duluth Workforce Center, including:
  - i. Job club
  - ii. Budgeting
  - iii. Beginning computer skills
  - iv. Internet job search techniques

6. Provide a list of planned continuous improvement activities for PY 2010 in which your local providers will participate.

As noted above, we will be investigating implementation of a targeted staff development program, based on the results of the National Workforce Institute competency assessment results.

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

As noted above, the WIB is considering engaging in a facilitated strategic planning process. It is also considering a variety of organizational changes as the current membership is interested in elevating the level of engagement of members in the strategies and activities outlined in this Plan.

8. Refer to *Section C* of this document for MOU requirement.

*Law reference:*

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

9. **(PENDING – TBD)** Refer to **Attachment A**, "Performance Standards" for state and local figures.

10. What percentage of the participants will be in training (not pre-vocational services) programs that lead to targeted high-growth and high-wage industries, demand driven occupations, and/or career laddering occupations as identified in Section A? (Note: There is a recommended state benchmark level of 60 percent.)

We strive to meet the 60% benchmark as compared to the OID listing, not just to the three key industries. Since two of these have been impacted so significantly by the recession, we have expanded our definition of demand occupations to include those on the OID listing which provide a living wage.

*Law reference:*

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

11. No response will be needed at this time. Forms required for Budget, Participant Information, and Activity Summaries for WIA Title I-B Adult and Dislocated Worker, and State Dislocated Worker programs will be forwarded when the final allocations are released. The applicable approved grant application and budgets will be attached to the Notice of Grant Action (NGA) (formerly known as Notice of Funds Available (NFA)), which then becomes part of the separate process for Master Agreements with DEED.

*Law reference:*

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

*The response to questions B.-12. thru B.-15. must be limited to no more than 2 pages.*

12. A. **(New Question)** How does the local WSA inform the State Rapid Response team within 24 hours about a actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?

Events of this magnitude attract a great deal of attention in Duluth, particularly in the media. As a result, we have been able to advise Rapid Response of all mass layoff events in 2009 and so far in 2010.

- B. **(New Question)** How does the local WSA cooperate with the State Rapid Response team in securing information when there is a possibility of a mass layoff??

If we have local contacts at the affected employer, we provide these to Rapid Response, and make direct contact on their behalf when requested. Over the past several years, most large scale events were cooperatively served by NE Minnesota and Duluth. In these cases, staff from both agencies participated in employee meetings arranged by Rapid Response. We are also able to bring the local Unemployment Insurance (UI) representative in on such events, to educate affected employees about eligibility and application procedures for UI.

13. **(New Question)** How does the local WSA cooperate with the State Trade Act staff where the layoff involves a company that DOL Trade certified?

When a layoff occurs and a Trade Act petition is approved by the federal government, which is certified under the Trade Act, local staff begin coordination with state staff immediately. All activities that the participant engages in are done so in partnership with the local WSA and state TAA staff. The TAA representative is a crucial part of the local service team providing the dislocated workers with critical information regarding the application process, approved activities and services, reporting forms and training funds available to the certified workers receiving Trade Act Adjustment (TAA) assistance. All TAA-eligible individuals are co-enrolled with the dislocated worker programs and all training plans are also approved by the local dislocated worker program. Each eligible dislocated worker receives an individualized assessment and employment plan developed by local WSA staff. All approved training plans are sent to the state TAA unit for coordination and funding approval.

14. How will your local area work with DEED in calling in and conducting orientation sessions to people who are permanently unemployed?

DEED Re-employment staff have helped us increase the frequency of seminars and have developed new seminars. We also participate in the orientation sessions to present information on the Dislocated Worker and other programs. These sessions are conducted multiple times each week. Also, we have placed two SCSEP participants in the Resource Area of the Duluth Workforce Center to provide assistance, under staff supervision.

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

Name: Don Hoag  
 Title: Manager, Workforce Development  
 Phone: 218-730-5770  
 TTY: 218-730-5000  
 E-mail: [dhoag@duluthmn.gov](mailto:dhoag@duluthmn.gov)

*Law reference:*

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

**16.** Youth planning is a separate process and is not required with this submittal process.

*Law reference:*

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

The response to question B.-17. must be limited to no more than 1 page.

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

In addition to comments from WIB members, which represent the constituencies noted above, we also publish notice in the official newspaper of the existence of the plan, inviting inspection and comment. Also, as we did in 2009, we intend to put an announcement and link to the plan document on the City's official website.

*Law reference:*

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

**18. (Revised)** In previous years, questions regarding responsibility for the disbursement of grant funds, and signature authority for local plans and WIA Master Agreements were asked. These questions have now become a part of the separate process for the Master Agreements with DEED, and will be addressed in that submittal.

*Law reference:*

**(b)(9)** a description of the competitive process to be used to award the grants and contracts in the

*local area for activities carried out under this subtitle;*

*The response to question B.-19. must be limited to no more than 2 pages.*

**19.** Describe the competitive process to be used for awarding the grants and contracts in your local area for WIA activities.

No grants or contracts are anticipated at this time, but in the event they become necessary, we would complete an RFP process similar to that used to determine our Dislocated Worker provider in 2009. In that process, an RFP was publicly issued, with the results reviewed by an ad-hoc committee of the WIB, and the final decision approved by both the full WIB and the Mayor.

## Section C: System Operations and Attachments

*Law reference:*

**(b)(10)** such other information as the Governor may require.

In this section, WIBs must provide information needed to ensure that the local workforce delivery system meets certain legal requirements as well as complies with agreements between DEED and WSAs. This section also asks for information needed to respond to requests from legislative leaders, local leaders, DEED's executive management, and other interested parties.

1. List contact information for the designated Workforce Center Site Manager(s) in each of your WorkForce Center (WFC) locations (*Highlight, copy and paste additional contact information fields as needed for each WFC.*)

WFC Location: Duluth  
 Name: Betsy Harmon  
 Title: Job Service/Business Service Manager  
 Phone: 218-725-7750  
 TTY: 218-723-4725  
 E-mail: Betsy.harmon@state.mn.us

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

Name: Bob Grytdahl  
 Title: Equal Opportunity Officer  
 Phone: 218.730.5630  
 TTY: 218-730-5000  
 E-mail: bgrytdahl@duluthmn.gov  
 Reports To: David Montgomery, Chief Administrative Officer

3. List contact information for the local Equal Opportunity Officer.

Name: Bob Grytdahl  
 Title: (same)  
 Phone: \_\_\_\_\_  
 TTY: \_\_\_\_\_  
 E-mail: \_\_\_\_\_  
 Reports To: \_\_\_\_\_

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

Name: Beth Tamminen  
 Title: Coodinator, Adult Learning Center/Adult Basic Education  
 Phone: 218-336-8790  
 TTY: None – district does not have  
 E-mail: Beth.Tamminen@duluth.k12.mn.us

Reports To: Kieth Dixon, Superintendent

5. List contact information for the local program complaint officer.

Name: Bob Grytdahl  
Title: (same)  
Phone: \_\_\_\_\_  
TTY: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Reports To: \_\_\_\_\_

Please list the programs this individual is responsible for taking complaints:

- WIA Adult
- WIA Dislocated Worker
- WIA Youth
- State Dislocated Worker
- Minnesota Youth Program
- State-funded SCSEP

If the individual is NOT the complaint officer for any of the core partner programs, please list the contact information for the complaint officer for each of the other programs.  
*(Highlight, copy and paste additional contact information fields as needed.)*

Program(s): Vocational Rehabilitation Services  
Name: Roland Root  
Title: Rehabilitation Area Manager  
Phone: 218-723-4720  
TTY: (218)262-6780  
E-mail: Roland.root@state.mn.us  
Reports To: Kim Peck

Program(s): Services for the Blind  
Name: Jon Benson  
Title: Director, Administrative Unit  
Phone: 651-642-0797  
TTY: 651-642-0506  
E-mail: Jon.benson@state.mn.us  
Reports To: Richard Strong

Program(s): Wagner Peyser – Job Service/Business Services  
Name: Betsy Harmon  
Title: Job Service Manager  
Phone: 218-725-7750  
TTY: 218-723-4725  
E-mail: Betsy.harmon@state.mn.us  
Reports To: Jim Korkki

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

Name: Alison Lutterman  
 Title: Deputy City Attorney  
 Phone: 218-730-5490  
 TTY: 218-730-5000  
 E-mail: alutterman@duluthmn.gov  
 Reports To: Gunnar Johnson

7. **(Revised Question and New Attachment)**

Complete **Attachment D-1**, “Workforce Service Area Sub-Grantee List” and provide a current listing for each of the WSA Sub-Grantee names, services provided, funding source, city and state of Sub-Grantee, and whether the Sub-Grantee/Provider is located in a WorkForce Center (WFC).

Complete **Attachment D-2**, “Workforce Service Area Non-WFC Program Service Delivery Location List.” Provide a current listing of each non-WFC location where DEED-funded programs and services are delivered by WSAs.

8. Complete **Attachment B**, “Workforce Investment Board/ Council Membership List” and provide current contact information for the members of the local workforce investment board, **including any vacancies**, and the organizations that are represented on the board. Please indicate whether the business representatives come from “targeted high-growth / high wage” industries, and/or provide demand driven occupations, and/or provide career laddering occupations. (See either Minnesota Statute. §116L.666, Subdivision 3 or the Workforce Investment Act, Section §117 for required composition.)

A. **(New Question)** Briefly describe the WIB’s policy and time table for filling vacancies, replacing/reappointing individuals whose terms have come to an end. Please include in your description any plans to fill the terms that will be expiring as of 6-30-2010.

The Duluth Workforce Council’s policy for filling vacancies is to do so as soon as practical after they occur. As with any volunteer group, unexpected vacancies can occur – for example, in 2009 the Duluth Workforce Council lost one member when he was appointed to the Duluth Economic Development Authority and resigned from the WIB, and lost another when he was called up to active duty in the National Guard. As a result, in spite of the fact that we added five new members in the past year, we still seek to recruit two more private sector members. We rely on business groups such as the Duluth Chamber and APEX to help us identify potential new members, as well as recommendations from WIB members, the Mayor, and other City officials. We will strive to recruit the two additional private sector members by September 30, 2010.

We are also in need of a second labor representative. A potential candidate has been identified, is interested in serving, and we are in the process of formalizing the appointment. This should be complete by the time PY 2010 begins on 07/01/10.

We have one individual whose current term expired on 6/30/10. We will be in contact with him about his interest in reappointment. He is a long time and valued member of the WIB, and his reappointment would be welcomed. If he is not

interested in reappointment, we have sufficient remaining representatives in that category (Education) that a replacement would not be required.

9. Is there a revised joint powers agreement since last year's plan submittal? If yes, please submit it, along with signature pages, with this plan.

Yes \_\_\_\_\_ No \_\_\_\_\_ Not Applicable  X

10. Is there a revised Memoranda of Understanding, as described in the Workforce Investment Act, since last year's plan submittal? If yes, please submit it, along with signature pages, with this plan.

Yes \_\_\_\_\_ No  X  Not Applicable \_\_\_\_\_

**(Revised References)**

According to **DOL Training and Employment Guidance Letter (TEGL) 10-09**

( <http://wdr.doleta.gov/directives/attach/TEGL/TEGL10-09.pdf> ) program operators/service providers are required to provide Veterans Priority of Service in twenty (20) DOL-funded programs. These programs include WIA Adult and Dislocated Worker formula funded programs, Wagner-Peyser Employment services, Trade Act programs, National Emergency Grants, Senior Community Service Employment Programs (SCSEP), Migrant/Seasonal Farmworker Programs, H-1B Technical Skills Training Grants, Job Corps, WIA Demonstration Projects, Youth Opportunity Grants, WIA Youth Formula Grants, pilots, and Research and Development.

Additional reference:

Final rules (dated December 19, 2008) for Veterans Priority of Service as it relates to DOL programs: ( <http://www.thefederalregister.com/d.p/2008-12-19-E8-30166> )

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

( [http://www.dol.gov/vets/VPLS/VPLs/VPL\\_07-09/VPL\\_07-09\\_&Attachments\\_A-D%20.pdf](http://www.dol.gov/vets/VPLS/VPLs/VPL_07-09/VPL_07-09_&Attachments_A-D%20.pdf) )

In addition, Governor Pawlenty's Executive Order 06-02

( <http://www.governor.state.mn.us/priorities/governorsorders/executiveorders/2006/february/PROD005612.html> ) requires state agencies and institutions of higher education to seek out and correct barriers to the employment and training of Veterans. Programs covered by this Executive Order include state-funded Dislocated Worker programs.

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

*The response to questions C.-11. thru C.-13. must be limited to no more than 3 pages.*

11. What is the process you use to identify Veterans coming into your WorkForce Center (WFC)?

The reception area features a prominent sign asking veterans to identify themselves as such to the receptionist. In addition, each computer in the resource area has a card identifying the veteran's representative. Once logged in, a veteran's services tab is available to users. Finally, job counselors ask individuals with whom they are meeting about status as a veteran or spouse of a veteran. A referral form is available should a veteran request a meeting with the veteran representative.

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

In the Duluth WF Center, the veteran's representative staff will conduct individual assessments which include a series of questions to encourage veterans to self identify barriers and ideas to overcome. The WFC staff and/or the veteran's representative offer suggestions and information about programs and services available to assist veterans in overcoming barriers if necessary or appropriate.

(Note: the Disabled Veterans Outreach Program (DVOP) staff person in the Duluth Workforce Center resigned recently, and services are available only one day per week, when the DVOP representative from the Range travels to Duluth. The Duluth Workforce Center has not had a Local Veterans Employment Representative (LVER) for over two years. Duluth is home to the 148<sup>th</sup> Fighter Wing of the Air National Guard, as well as an Army National Guard armory. In addition, we are home to numerous veterans who earned their status through active duty. While we believe DEED will fill the DVOP position, we believe that Duluth should also have an LVER, and we urge DEED to consider filling this position.)

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

Cross functional training has taken place to ensure that veterans, as well as other customers, are referred to appropriate program staff if it appears they could be eligible for and benefit from services beyond Universal/Core. If it is further determined that the veteran can benefit from the services of the veteran's representative, an employment plan is created and the following services are reviewed to determine which are most likely to assist the veteran.

- a. Individual, intensive employment assistance
- b. In-person orientation to Workforce Center services
- c. Job search information, resume assistance, cover letters, job search videos, WFC seminars
- d. Eligibility determination for special programs and services to train and employ veterans
- e. Information and assistance with licensure, certification and apprenticeships
- f. Information on veterans employment benefits, rights and preferences
- g. Instruction and training on using Internet for job search
- h. Information on how to apply for federal, state, county and other public positions
- i. Direct referral to job openings
- j. Information and referral to outside agencies and services as appropriate

In 2010, we have received a special Dislocated Worker allocation to serve veterans, and eligible veterans will be referred to that staff. Resource Area staff (including DW staff) will be able to refer eligible veterans to this service as well.

## Staffing

Workforce Service Area: \_\_\_\_\_ WSA 4, City of Duluth \_\_\_\_\_

**A.** Please provide the **TOTAL** number staff (*including ARRA staff where applicable*) for each WFC. Each partner is to complete the information. Please indicate your full-time and part-time equivalents\* as of April 1, 2010. Do not include vacancies.

A	B	C	D	E	F	G	H	I	J	K	L	M
WorkForce Center	WSA Suprvsr	WSA Staff	WP Suprvsr	WP Staff	RS Suprvsr	RS Staff	SSB Staff	LVER and/or DVOP	Non-Profit Staff	(Non-Profit) Name of Agency	Other Staff	(Other) Name of Agency
Duluth	.5	9**	1	4.5	1	12***	3	0	2.6	AEOA	7	NEMOJT
(Note: other DEED Staff in Duluth = 4)												
Pathways to Employment = 1 in Duluth												

\*Full-time equivalent is a staff person who works more than 32 hours a week, receives benefits, etc. To separate out part-time from full-time, use the respective fraction of full-time. For instance, if one staff person works 40 hours a week and another works 20 hours a week part-time, the total would be 1.5 FTEs.

\*\* includes 2.0 FTEs who are job service employees working full time on Dislocated Worker via subcontract with WSA

\*\*\*1.0FTE = BSS who is Rehabilitation Services employee

Column headings A – M corresponding definitions on the following page.

**Column A – WorkForce Center:** List each WFC in your WIB's local WSA.

**Column B – WSA Supervisors:** Please identify the number of WSA managers located in each WFC. Do not include vacancies. Identify how the manager splits their time between WFCs (i.e., if the majority of a manager's time is split between two WorkForce Centers, the table would indicate .50 for each of the two sites).

**Column C – WSA Staff:** Indicate number of WSA staff in the WFC. Do not include vacancies. If staff split their time between several sites, please indicate that in the table (i.e., .33 for each of three WFCs, etc). If staff are part-time, please indicate that also (i.e., .50, etc).

**Column D – Wagner-Peyser Supervisor:** Indicate the number of Wagner-Peyser manager(s) located in each WFC. Identify how the manager splits their time between WFCs (i.e., if the majority of a manager's time is split between two WFCs, the tables would indicate .50 for each WFC).

**Column E – Wagner-Peyser Staff:** Indicate number of Wagner-Peyser staff in the WFC. If staff split their time between several sites, please indicate that in the table (i.e., .33 for each of three WFCs, etc). If staff are part-time, please indicate that also (i.e., .50, etc).

**Column F – Rehabilitation Services Supervisor:** Indicate the number of Rehabilitation Services manager(s) located in each WFC. Identify how the manager splits their time between WFCs (i.e., if the majority of a manager's time is split between two WFCs, the tables would indicate .50 for each WFC).

**Column G – Rehabilitation Services Staff:** Indicate number of Rehabilitation Services staff in the WFC. If staff split their time between several sites, please indicate that in the table (i.e., .33 for each of three WFCs, etc). If staff are part-time, please indicate that also (i.e., .50, etc).

**Column H – State Services for the Blind Staff:** Indicate number of State Services for the Blind staff in the WFC. If staff split their time between several sites, please indicate that in the table (i.e., .33 for each of three WFCs, etc). If staff are part-time, please indicate that also (i.e., .50, etc).

**Columns I – Veterans (LVERs and/or DVOPs):** Indicate the number of LVERs and/or DVOPs located in each WFC. Identify how the LVER and/or DVOP splits their time between WFCs (i.e., if the majority of the manager's time is split between two WFCs, the tables would indicate .50 for each WFC).

**Columns J and K – Non-Profit Staff and Agency Name:** Identify the number of non-profit staff (who are not WSA staff) in the WFC. Include the name of their agency in Column J.

**Columns L and M – Other Staff and Agency Name:** Identify the number of full-time or part-time staff who are Field Audit, BCD Reps, non DEED, or non WSA in your WFC. List their agency in Column L.

## Certifications and Assurances

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

- A. That this *Program Year 2010 Local Unified Plan (LUP) UPDATE for an Integrated Workforce Investment System* was prepared and is in accordance with all applicable titles of the Workforce Investment Act of 1998 (WIA), Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with the Minnesota Unified State Plan;(2)
- B. that members of the local board and the public including representatives of business and labor organizations have been allowed at least a thirty day period for comment and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor’s representative) by the local board and that available copies of a proposed local plan are made available to the public through such means as public hearings and local news media; (WIA, Section §118 (c))
- C. that the public (including individuals with disabilities) have access to all of the workforce investment board’s and its components’ meetings and information regarding the board’s and its components’ activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the master agreement issued by DEED have been established;
- E. that veterans will be afforded employment and training activities authorized in WIA, Section §134, and the activities authorized in Chapters 41 and 42 of Title 38 US code, and in compliance with the veterans’ priority established in the Jobs for Veterans Act. (38 USC 4215.), U.S. Department of Labor, Training and Employment Guidance Letter 5-03, and Governor Tim Pawlenty’s Executive Order 6-02;
- F. that it is, and will maintain a certifiable local Workforce Investment Board (WIB) and it will maintain a certifiable local Youth Council;
- G. that it will comply with the confidentiality requirements of WIA, Section §136 (f)(3);
- H. that the master agreement and all assurances will be followed;
- I. that it will ensure that no funds covered under the master agreement are used to assist, promote, or deter union organizing;
- J. that collection and maintenance of data necessary to show compliance with the nondiscrimination provisions of WIA, Section §188, as provided in the regulations implementing that section, will be completed;
- K. that this plan was developed in consultation with local elected officials, the local business community, labor organizations and appropriate other agencies;
- L. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;

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(2) The State Unified Plan is available on the DEED website <http://www.deed.state.mn.us/wia/unifiedplan/>.

## Certifications and Assurances

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

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(3) See WIA Title I-B Related Activities Manual at Chapter 5: Complaints and Grievances, Section 5.3: Discrimination Complaint Handling Procedures, [http://www.deed.state.mn.us/wpd/policy/titleIB/5.0\\_complaints/complaints5.3.htm](http://www.deed.state.mn.us/wpd/policy/titleIB/5.0_complaints/complaints5.3.htm)

(4) See Chapter 2.9 of WIA Title I-B Related Activities Manual at: [http://www.deed.state.mn.us/wpd/policy/titleIB/2.0\\_fiscal\\_mngmnt/fiscal\\_mngmnt2.9.htm](http://www.deed.state.mn.us/wpd/policy/titleIB/2.0_fiscal_mngmnt/fiscal_mngmnt2.9.htm)

## Certifications and Assurances

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

### ASSURANCES

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

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

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

# Certifications and Assurances

## Signature Page

Program Year 2010  
Local Unified Plan UPDATE for an Integrated Local Workforce Investment System

Workforce Service Area Name: City of Duluth

Workforce Investment Board Name: Duluth Workforce Council, Inc.

Name and Contact Information for the WIB:

Don Hoag, Manager  
Duluth Workforce Development  
411 W. 1<sup>st</sup> Street  
Duluth, MN 55802

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

Don Ness, Mayor  
City of Duluth  
411 W. 1<sup>st</sup> Street  
Duluth, MN 55802

We, the undersigned, attest that this submittal is the Program Year 2010 Local Unified Plan UPDATE for our WIB / WSA and hereby certify that this LUP UPDATE has been prepared as required, and is in accordance with all applicable state and federal laws, rules, and regulations.

**For the Workforce Investment Board**

**For the Local Elected Officials**

Name: Kevin Snyder

Name: Don Ness

Title: Chair

Title: Mayor

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

# Performance Standards

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

<b>Statewide Performance Measures</b>  <b>Program Year 2010</b> July 1, 2010 to June 30, 2011	Wagner-Peyser	Senior Community Service Employment Program (SCSEP)	Adult (WIA Title I-B)	Dislocated Worker (WIA Title I-B and State)
<b>Entered Employment Rate:</b> Of those not employed at registration: Number of adults who have entered employment by the end of the first quarter after the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD	State TBD
<b>Employment Retention Rate:</b> Of those employed in the first quarter after the exit quarter: Number of adults who are employed in the second and third quarter following the exit quarter <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD	State TBD
<b>Average Earnings:</b> Of those employed in the first, second, and third quarter after the exit quarter: Total post-program earnings (earnings in quarter 2 plus (+) quarter 3 after exit quarter) <i>divided by</i> Number of adults who exit during the quarter.	TBD	TBD	State TBD	State TBD
			WSA 1   TBD	WSA 1   TBD
			WSA 2   TBD	WSA 2   TBD
			WSA 3   TBD	WSA 3   TBD
			WSA 4   TBD	WSA 4   TBD
			WSA 5   TBD	WSA 5   TBD
			WSA 6   TBD	WSA 6   TBD
			WSA 7   TBD	WSA 7   TBD
			WSA 8   TBD	WSA 8   TBD
			WSA 9   TBD	WSA 9   TBD
			WSA 10   TBD	WSA 10   TBD
			WSA 12   TBD	WSA 12   TBD
			WSA 14   TBD	WSA 14   TBD
			WSA 15   TBD	WSA 15   TBD
			WSA 16   TBD	WSA 16   TBD
			WSA 17   TBD	WSA 17   TBD
			WSA 18   TBD	WSA 18   TBD
				ISPs   TBD

## Performance Standards

*(continued)*

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

Customer Satisfaction Standards Program Year – 2010	<u>WIA Title I-B</u>	<u>SCSEP</u>
Participant:	TBD	TBD
Employer:	TBD	TBD
Host Agency	N/A	TBD

# Performance Standards

*(continued)*

RS & SSB Statewide Performance Measures – Federal Fiscal Year 2010 October 1, 2009 to September 30, 2010	Rehabilitation Services	State Services for the Blind
<p><b>Employment Outcomes:</b></p> <p><b>Performance Indicator 1.1 – Comparison of Employment Outcomes</b> The number of individuals exiting the VR program with an employment outcome during the current program year compared to the number of individuals exiting the VR program with an employment outcome during the preceding program year.</p>	2,390	93
<p><b>Performance Indicator 1.2 – Entered Employment Rate</b> Of all of the individuals who exited the VR program after receiving services, the percentage of those who achieved an employment outcome.</p>	58.8%	≥68.9%
<p><b>Performance Indicator 1.3 – Wage at Placement</b> Of all the individuals determined to have achieved an employment outcome, the percentage who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage.</p>	72.6%	≥35.4%
<p><b>Performance Indicator 1.4 – Wages at Placement for Those with Significant Disabilities</b> Of all individuals who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage, the percentage who are individuals with significant disabilities.</p>	72.6%	≥89%
<p><b>Performance Indicator 1.5 – Comparison of Wages of VR Placements as Compared to the Overall Wage Level</b> The average hourly earnings of all individuals who exit the VR program in competitive, self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage as a ratio to the State's average hourly earnings for all individuals in the State who are employed.</p>	.52 (Ratio)	≥.59 (Ratio)
<p><b>Performance Indicator 1.6 – Enhancement of Self-Sufficiency</b> Of all individuals who exit the VR program in competitive self-, or business enterprise program (BEP) employment with earnings equivalent to at least the minimum wage, the difference between the percentage who report their own income as the largest single source of economic support at the time they exit the VR program and the percentage who report their own income as the largest single source at the time they apply for VR services.</p>	53.0 (Math Difference)	≥30.4 (Math Difference)
<p><b>Equal Access to Services:</b></p> <p><b>Performance Indicator 2.1</b> The service rate for all individuals with disabilities from minority backgrounds as a ratio to the service rate for all non-minority individuals with disabilities.</p>	.80 (Ratio)	Not calculated if fewer than 100 individuals from minority backgrounds exit the program

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

# Workforce Investment Board/Council Membership List

Program Year 2010

**WIB:** Duluth Workforce Council, Inc.

Date Submitted: 05/14/2010

**WSA:** WSA 4, City of Duluth

Please indicate any **vacant** positions or other constituency represented as well.

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

<u>Name / Address / E-mail / Phone / Fax</u>	<u>Organization</u>	<u>Position</u>	<u>Business/ Industry Represented</u> (Private Sector Only)	Business Representation From Targeted Industry/ Occupation? (Yes / No)	<u>Term Start and Term End</u>
<b>A. Private Sector:</b>					
(Chair): Kevin Snyder 4212 Enterprise Circle Duluth, MN 55811 <a href="mailto:ksnyder@northstaraerospace.com">ksnyder@northstaraerospace.com</a> 218-720-2920, X31 218-270-0905 fax	Northstar Aerospace	Vice President	Aviation Mfg	Yes	08/01/07 – 07/31/10
Mark Branovan 915 E. 1 <sup>st</sup> Street Duluth, MN 55805 <a href="mailto:mbranovan@slhduluth.com">mbranovan@slhduluth.com</a> 218-249-2425 218-249-2401 fax	St. Luke's	Director, Hospitality Svcs	Health Care	Yes	09/07-09- 08/31/12
Chris Dixon 4515 Taylor Circle Duluth, MN 55811 <a href="mailto:cdixon@cirrusdesign.com">cdixon@cirrusdesign.com</a> 218-727-2737 218-788-3532 fax	Cirrus Design	Director, Factory Services	Aviation Mfg	Yes	01/01/07 - 12/31/10

Sally Freese 407 E. 3 <sup>rd</sup> St. Duluth, MN 55805 <a href="mailto:sfreese@smdc.org">sfreese@smdc.org</a> 218-786-4667 218-786-2497 fax	SMDC	Director, Environmental & Nutrition Svcs	Health Care	Yes	08/01/09- 07/31/12
Lisa Heyesen 306 West Superior Street Duluth, MN 55802 <a href="mailto:lheyeson@apexgetsbusiness.com">lheyeson@apexgetsbusiness.com</a> 218-740-3667	Area Partnership for Economic Expansion	Director, Business Expansion	Private Economic Development	No	01/10/10- 12/31/12
Nicole Johnson 30 West Superior Street Duluth, MN 55802 <a href="mailto:njohnson@allete.com">nrjohnson@allete.com</a> 218-722-5642 Ex 3467 2188-723-3944 fax	Minnesota Power/Allete	Supervisor, Human Resources	Electric Power Utility	No	09/01/08- 08/31/11
Tom Livingston 230 East Superior Street Duluth, MN 55802 <a href="mailto:tom.livingston@provideoproductions.com">tom.livingston@provideoproductions.com</a>	ProVideo Productions	Owner/CEO	Video Production	No	09/01/08- 08/31/11
Jon Obrecht 414 W. Superior St. Duluth, MN 55802 <a href="mailto:Jon.obrecht@expresspros.com">Jon.obrecht@expresspros.com</a> 218-393-0919, Cell	Express Employment Professionals	Owner	Employment/Staffing	No	05/01/08 – 04/30/11
Cindy Potts 332 W. Superior St., Suite 414 Duluth, MN 55802 218-722-8003 218-722-6067 fax	Shperion	Branch Manager	Employment/Staffing	No	07/01/09- 06/30/12
Jennifer Ryan 130 W. Superior St Duluth, MN 55802 218-723-2961 218-720-1097 fax	US Bank	Vice President	Banking	No	01/01/10- 12/31/12

Judy Rugg <a href="mailto:jlugg@hotmail.com">jlugg@hotmail.com</a>	Retired	Human Resources	Hospitality	No	07/01/09- 06/30/12
<b><u>B. Public Assistance Agency:</u></b>					
Doreen Michals 320 West 2 <sup>nd</sup> Street Duluth, MN 55802 <a href="mailto:michalsd@co.st-louis.mn.us">michalsd@co.st-louis.mn.us</a> 218-726-2018	St. Louis County Public Health & Human Services	Supervisor, Financial Assistance			08/01/07 – 07/31/10
<b><u>C. Organized Labor:</u></b>					
Chad McKenna 2002 London Road. Suite 113 Duluth, MN 55812 <a href="mailto:chad@nealc.org">chad@nealc.org</a> 218-310-8412, Cell 218-724-1413. Fax	Northeast Area Labor Council	Field Rep			05/01/08 – 04/30/11
(second appointment in process)					
<b><u>D. Rehabilitation Agency:</u></b>					
Roland Root 320 W. 2 <sup>nd</sup> Street, Suite 205 Duluth, MN 55802 <a href="mailto:Roland.root@state.mn.us">Roland.root@state.mn.us</a> 218-723-4730	Division of Rehabilitation Services, DEED	Regional Manager			01/01/09- 12/31/11
<b><u>E. Community-Based Organization:</u></b>					
Rebecca Ellenson 205 West 2 <sup>nd</sup> Street Duluth, MN 55802 <a href="mailto:rellenson@soarcareers.org">rellenson@soarcareers.org</a> 218-722-3126	SOAR Career Solutions	Executive Director			08/01/07 – 07/31/10
Kim Hall 411 W. 1 <sup>st</sup> Street Duluth, MN 55802 <a href="mailto:k.hall@duluthmn.gov">k.hall@duluthmn.gov</a> 218-730-5201	City of Duluth	Manager Human Resources, Health Care & Safety			09/01/07 – 08/31/10

Tim Wigchers 424 W. Superior St., Suite 202 Duluth, MN 55802 <a href="mailto:timwigchers@yahoo.com">timwigchers@yahoo.com</a> 218-726-4721 218-726-4722 fax	American Lung Association in Minnesota	Manager, Mission Programs			01/01/09-12/31/11
<b><u>F. Economic Development Agency:</u></b>					
Jim Skurla 19 SBE, 412 Library Drive Duluth, MN 55812 <a href="mailto:jskurla@d.umn.edu">jskurla@d.umn.edu</a> 218-726-7895 218-726-6555 fax	UMD Bureau of Business & Economic Research	Director			07/01/08-06/30/11
<b><u>G. Public Employment Service:</u></b>					
Betsy Harmon 320 West 2 <sup>nd</sup> Street, Suite 205 Duluth, MN 55802 <a href="mailto:betsy.harmon@state.mn.us">betsy.harmon@state.mn.us</a> 218-725-7750	MN DEED	Job Service & Business Service Manager			08/01/09 - 07/31/12
<b><u>H. Educational Agency:</u></b>					
<b>(Required ABE Representative):</b> Beth Tamminen 2 E. 2 <sup>nd</sup> Street Duluth, MN 55802 <a href="mailto:Beth.tamminen@duluth.k12.mn.us">Beth.tamminen@duluth.k12.mn.us</a> 218-336-8790 218-336-8791 fax	Duluth Public Schools	Director, Adult Basic Education			07/01/09-06/30/12
Jim Arndt 802 East Central Entrance Duluth, MN 55811 <a href="mailto:Jim.arndt@duluth.k12.mn.us">Jim.arndt@duluth.k12.mn.us</a> 218-336-8975, Ext. 4028	Secondary Technical Center	Principal			07/01/07 - 6/30/10

Diane Rauschenfels 412 Library Drive, Educ. 177 Duluth, MN 55812 <a href="mailto:djrausch@d.umn.edu">djrausch@d.umn.edu</a> 218-726-8547 218-310-9550 cell	UMD	Education Leadership Program			09/01/08-08/31/11
Steve Wagner Lake Superior College 2101 Trinity Road Duluth, MN 55811 <a href="mailto:s.wagner@lsc.edu">s.wagner@lsc.edu</a> 218-733-5934	Lake Superior College	Vice President, Workforce & Community Development			04/01/10-03/31/13
<b>I. Local Elected Official:</b> (Please list contact information even if CEO is not a member of the WIB.)					
Don Ness 411 W. 1 <sup>st</sup> Street Duluth, MN 55802 <a href="mailto:d.ness@duluthmn.gov">d.ness@duluthmn.gov</a> 218-730-5317	City of Duluth	Mayor			
<b>J. Youth Council Chairperson:</b> (Please list contact information even if YCC is not a member of the WIB.)					
Tim Wigchers (member of WIB, contact information above)					

## Workforce Investment Board Subcommittee List

### Program Year 2010

**WIB:** Duluth Workforce Council, Inc.

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

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

<u>Name of Committee or Task Force</u>	<u>Objective / Purpose of Committee or Task Force</u>
Executive Committee	Provide leadership to Council, certify WIA programs, approve plans and budgets
Youth Council	Oversee youth program operations, approve youth plan and budget
Community Initiatives	(ad hoc) Create connections and facilitate communication between a variety of initiatives underway in Duluth – this committee may take up the Prosperity Agenda and RIG projects, or new ad hoc committees will be established.
Education	(ad hoc) Promote stronger partnerships between business and education, and lead effort to strengthen connection/engagement between community and college students
Program/Operations	(ad hoc) Oversee WF Center programs and operations, promote connections with community based organizations, coordinate relocation of Duluth WF Center by time lease expires on 7/31/12

## Workforce Service Area Sub-Grantee List

**Program Year 2010**

**WIB:** Duluth Workforce Council, Inc Date Submitted: 05/14/2010  
**WSA:** WSA 4, City of Duluth

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

<u>Name of Sub-Grantee</u>	<u>Services Provided</u>	<u>Funding Source</u>	<u>City, State</u>	<u>Provider located in a WFC?</u>
(our sub-grantee contracts will expire with Program Year 2009, we will have none in PY 2010.)				Yes / No
				Yes / No
				Yes / No
				Yes / No
				Yes / No
				Yes / No
				Yes / No
				Yes / No
				Yes / No
				Yes / No

## Workforce Service Area Non-WFC Program Service Delivery Location List

**Program Year 2010**

**WIB:** Duluth Workforce Council, Inc. Date Submitted: 05/14/2010  
**WSA:** WSA 4, City of Duluth

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

<u>Name and Location (City)</u>	<u>Program Service Delivered</u>
YES Duluth Central Hillside Community Center 12 E. 4 <sup>th</sup> St. Duluth, MN 55805	Minnesota Youth Program WIA Youth Program (regular and special) (note – Youth staff are officed here, but maintain office hours in the Workforce Center, and take weekly shifts in the Resource Area)