



**WORKFORCE
SOLUTIONS**

CELEBRATING
10 YEARS

Annual Report 2010



Building the **Success** of
Employers and Individuals

MISSION

To strengthen the economic success of our community through personalized and effective workforce development.

VISION

We are a world-class leader in the business of building the economic success of employers and individuals.

We are driven by our customers' needs, by the pursuit of excellence, the use of best practices, and respect for all.

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director's message



July 2011

Dear Commissioners, Mayor, City Council, Workforce Investment Board, Businesses, Partners, and Friends:

Last year, Workforce Solutions celebrated its 10th year of serving the families and businesses in Ramsey County. I speak for management and staff when I say we are deeply appreciative of the support we have enjoyed from friends, policymakers, and partners in the community. We were honored that so many of you joined us for our celebration, including Commissioners, WIB members, designees from the offices of Saint Paul Mayor Coleman and Congresswoman Betty McCollum, Workforce Service Area directors, and many community-based organizations.

The first few pages of this report highlight some of the significant, collective, achievements we can all take credit for. To name a few, **41,135** individuals were placed in employment during the past ten years; **46,020** parents received employment services. Workforce Solutions **raised \$13 million** in competitive funding to enhance services for our clients. And, Workforce Solutions received **13 awards for excellence** in service.

Last year, deep within the Great Recession, Workforce Solutions continued to focus on partnerships, collaborations, and maximizing the tools and skills to advance the needs of job seekers and employers. We focused heavily on streamlining processes to see more clients and gain better outcomes. We expanded our focus more regionally by partnering with Minneapolis, the Metropolitan Council, Central Corridor, and libraries.

I am pleased to report that during this past year, Workforce Solutions served 17,457 individuals and helped 6,309 find jobs.

Sincerely,



Patricia Brady
Director

Celebrating



"I am excited to see the broad array of services that Workforce Solutions has developed by engaging in new and innovative partnerships."

Victoria Reinhardt, Chair
Ramsey Co Board of Commissioners

"Workforce Solutions performs an essential service to the people of Saint Paul. By empowering our residents with critical training and job seeking skills, they keep our communities and our economy strong."

Saint Paul Mayor Chris Coleman

"Congratulations to Workforce Solutions on your 10th Anniversary of exemplary services, delivered for and with Ramsey County businesses and community."

Commissioner Toni Carter
WIB member representing
Ramsey County

"I am proud of Workforce Solutions' commitment to delivering high-quality services for employers and job seekers."

Councilmember Lee Helgen
WIB member representing
the City of Saint Paul



Ramsey County Board of Commissioners—2010

Left to right (seated): Janice Rettman, County Board Chair
Victoria Reinhardt, Rafael Ortega. (Standing): Jan Parker,
Tony Bennett, Jim McDonough, Toni Carter



2000 to 2003



2004 to 2008



2008 to present



2007 to present

A special thanks to Ramsey County Commissioners Jan Parker, Jim McDonough, and Toni Carter and Saint Paul Councilmember Lee Helgen for their services as representatives to the Ramsey County Workforce Investment Board and for their ongoing support to Workforce Solutions.

10 YEARS

Celebrating Our Exceptional Business Partners

Workforce Solutions presented three awards for exceptional business partners at its 10th Anniversary Celebration event. Businesses were selected based upon their supportive work in helping job seekers gain skills to be competitive in the marketplace and their permanent hires of participants.

Galtier Health Center

Galtier Health Center is a leading provider of long-term skilled nursing care and short-term rehabilitation solutions and has been providing services in Ramsey and Hennepin counties since 1989. Galtier has been an instrumental partner in mentoring graduates of the MJSP Certified Nursing Assistance Program. Through transitional work experience placements at their site, job seekers gain CNA and essential skills development and feedback.

Bridging

Bridging, Inc. provides low-income individuals with a one-time gift of quality furniture and household items which helps to stabilize and improve their lives. Since 2006, Bridging has partnered with the YouthLEAD Program by providing transitional work experience sites to Program participants, including adjudicated young adults. Youth gain experience as office, receptionist, and warehouse staff. Youth also benefit by working side-by-side with Bridging's extensive volunteer network of seniors and retirees. Bridging hired YouthLEAD participants for permanent employment.

T.J. Maxx

T.J. Maxx, located in the Sun-Ray Shopping Center, provides YouthLEAD participants with transitional work experiences in a retail setting. T.J. Maxx hosted a number of youth as Merchandise Assistants, Sales Floor Associates, Stock Persons, and Custodians. T.J. Maxx permanently hired many of our participants.



Commissioner Victoria Reinhardt presented an Exceptional Business Award to Ashley Lund of Galtier Health Center at Workforce Solutions' 10th Anniversary Celebration event.



41,135 individuals
were placed in
employment

46,020
parents received
employment services

An average of
16,000 people per year
were served through
all programs

CELEBRATING
10 YEARS
2000—2010



“Workforce Solutions partners with local
businesses to ensure that the job training
programs are meeting the dynamic needs of
the workforce.”

Congresswoman Betty McCollum



Workforce Solutions
received 13 awards for
excellent services
from its peers





Workforce Solutions raised \$13 million in competitive funding over the past 10 years



“In the last 10 years, Workforce Solutions provided valuable services to the job seekers and businesses of Ramsey County. Through quality programs and strong community partnerships, Workforce Solutions provides avenues for individuals to improve their lives. As a result, their programs contribute to the economic success of our community.”

Mary Russell, Chair Ramsey County WIB



Workforce Solutions sent 24,072 job seekers to training from 2000–2010





Invest Saint Paul

Workforce Solutions joined with the City of Saint Paul to celebrate Invest Saint Paul Community Days events by bringing employment and training resources into Saint Paul neighborhoods

Rondo Days

Workforce Solutions helped celebrate the contributions of African Americans and the Rondo community during Rondo Days



Celebrating Our Community



East Metro Project Homeless Connect

Workforce Solutions' Employment Guidance Counselors helped residents experiencing homelessness access job resources at Project Homeless Connect



Serving Youth

Employment Action Center
Guadalupe Alternative Program
HIRED

Hmong American Partnership
YWCA of Saint Paul

“Thank you to all of our employment service providers for the exceptional services provided to Ramsey County residents this past year during an extremely difficult economic climate.”

Patricia Brady, Director
Workforce Solutions

Serving Families on Public Assistance

American Indian Family Center
CLUES
Community Action Partnership
Cultural Wellness Center
Employment Action Center
Family Support Services
Goodwill/Easter Seals

HIRED
Hmong American Partnership
Lifetrack Resources, Inc.
Rise, Inc.
St Paul Ramsey Co Public Health
YWCA of Saint Paul



Celebrating Our 2010 Employment Service Partners

Serving Low-Income Adults

Employment Action Center
Goodwill/Easter Seals
HIRED

Serving Dislocated Workers

Employment Action Center
Goodwill/Easter Seals
HIRED
Lao Family Community of MN



Celebrating Business

Metropolitan Council Plant Operator Event

In March, 282 job seekers attended a successful informational seminar hosted by Job Connect at the Saint Paul WorkForce Center. The Metropolitan Council spoke about its upcoming need for plant operators at wastewater treatment facilities. Job seekers learned about the duties, requirements, and application procedures for plant operators.

“I was happy to report back to my office the numbers and diverse representation in attendance. Thank you for all of your help in coordinating the event.” said Angela Hansen, Staffing Specialist with the Metropolitan Council.



Pictured with Dr. Ishola is new barista, Ashley, in front of the shop on grand opening day.

Lola's Latte

In October, Dr. Lola Ishola opened her second small business, Lola's Latte, a new coffee shop in quaint downtown North St Paul. Lola's Latte is cleverly situated next to Dr. Ishola's Polar Pharmacy. As a busy pharmacist and business owner, Dr. Ishola needed assistance with recruiting and screening applicants for the coffee shop. Workforce Solutions posted the job openings and pre-screened applicants, which resulted in three baristas being hired.

Job Connect

www.JobConnectMN.com



In 2010, the Job Connect website and network continued to experience phenomenal growth through new partnerships and increases in subscribers of service agencies and job seekers. New partnerships were launched with the City of Saint Paul, City of Minneapolis, Metropolitan Council, and new programs – LRT Works, RENEW, and Green Power. Job Connect now has over 5,000 subscribers made up of job seekers, workforce professionals, and employers who receive regular communications about training and job opportunities. Within the subscribership, there are over 140 non-profit service agencies that use the Job Connect website information to help job seekers in their communities.

Job Connect continues its tradition of hosting monthly connection meetings for workforce professionals. In 2010, there were ten meetings and two special events (Met Council's Plant Operator and Project Homeless Connect Employment Services Section). These meetings welcomed 37 guest speakers, including employers, educational programs, community resource agencies, and special workforce-related projects.

For further details about Job Connect's successful year, read its 2010 Annual Report at www.JobConnectMN.com.

ACT's National Career Readiness Certificate and WorkKeys

Workforce Solutions hosted three National Career Readiness information sessions for businesses, legislators, and workforce service providers in 2010. Approximately 75 people attended the sessions to hear how the use of these foundational skill assessments can impact a businesses' bottom line. With the ACT National Career Readiness Certificate, businesses have documented:

- Improved hiring
- Lower employee turnover
- Increased productivity
- Decreased training costs

Over 1,500 job seekers in Ramsey County have earned their National Career Readiness Certificate.

Manpower Recruits Through JobConnect

A need for 150 seasonal employees prompted the Vadnais Heights' Manpower office to call Workforce Solutions for assistance. Workforce Solutions posted the Manpower opportunities on the Job Connect website and, through this network, over 100 job seekers met the Manpower recruiters at the North Saint Paul WorkForce Center.

Pictured with the Manpower recruiters is Marshall who was hired by Manpower for a temporary position in New Brighton.

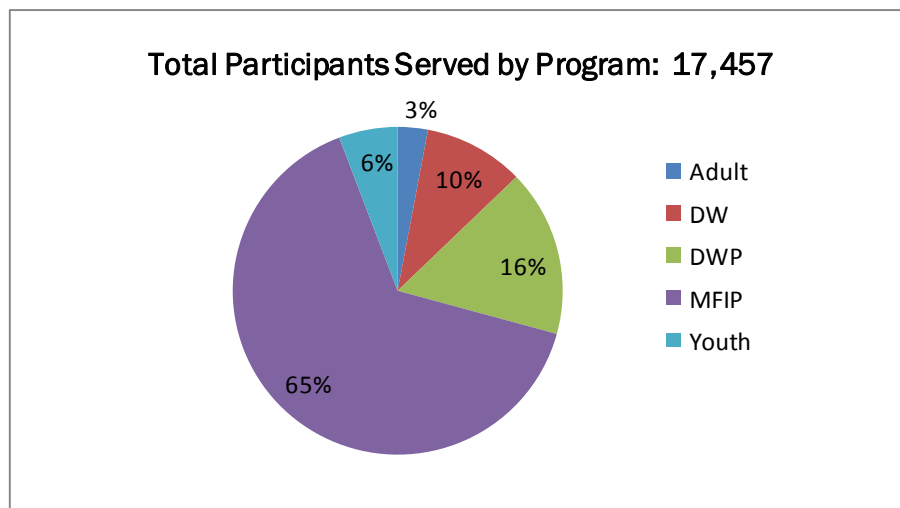


Celebrating Job Seekers

In Ramsey County

Workforce Solutions helps to create qualified job seekers who are competitive in the job market. Workforce Solutions does this by providing important employment-related services at no cost to eligible job seekers. Whether an individual is acquiring their first job or exploring mid-level career changes, Workforce Solutions also ensures that job seekers have the proper skills and opportunities to reach economic self-sufficiency and improve the quality of life for their families.

Assistance is offered through individualized employment counseling, assessments, workshops, training, and supportive services. Workforce Solutions administers the Diversionary Work Program (DWP), Minnesota Family Investment Program (MFIP), Dislocated Worker (DW), Adult, and Youth Programs.



NOTE: Some participants are enrolled in more than one program.

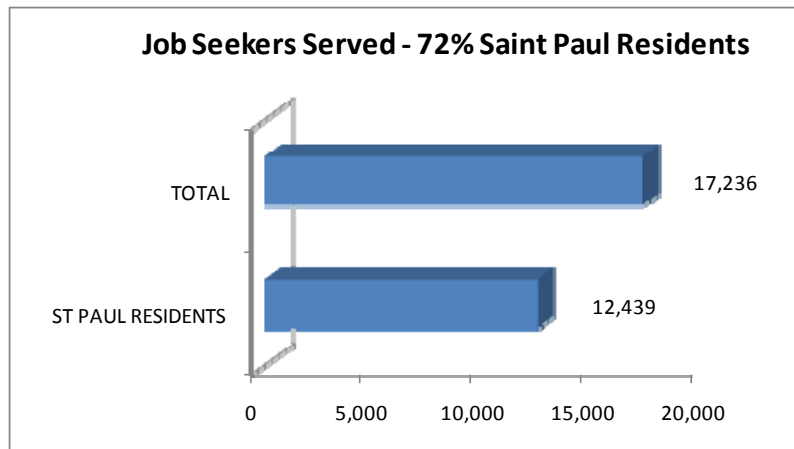
Competitive Grants

Workforce Solutions seeks out and applies for funds over and above its Federal and State allocations through competitive grant processes. Workforce Solutions successfully secured \$3,117,679 in funding through the grant process to serve additional clients during 2010. Special thanks to our funders, including:

- Minnesota Department of Employment & Economic Development
- Minnesota Job Skills Partnership
- The Saint Paul Foundation
- Wells Fargo Foundation Minnesota

Investing in the City of Saint Paul

Workforce Solutions represents both the City of Saint Paul's and Ramsey County's investment in workforce development. Last year, 72% (12,439) of the job seekers served by Workforce Solutions resided in the City of Saint Paul.



Spotlight on Saint Paul

Job Placements – 80% of all job placements with the business community were Saint Paul residents

Families on Public Assistance – 79% of those served were Saint Paul residents

Youth Served – 82% of all youth served were Saint Paul residents

80% of all WIA Adult Program participants were Saint Paul residents

37% of all Dislocated Worker Program participants were Saint Paul residents

3,649 Saint Paul residents were referred to training

- 2,825 Saint Paul residents completed training
- 810 Saint Paul residents trained found employment

WorkForce Center Visits – there were 63,309 visits to the Saint Paul WorkForce Center



Celebrating Job Seekers

Families on Public Assistance

A Year of Significant Challenge and Improvement

During 2010, MFIP saw a growing number of families applying for benefits while fewer families were able to move off MFIP due to the economic downturn. The number of parents served in Ramsey County's MFIP grew by 9.3% to over 10,000. In addition, a significant number of individuals have serious disabilities that challenge their ability to take part in activities and obtain employment. Despite these challenges, an unprecedented number of parents engaged in activities to prepare for employment and improve stability. Ramsey County's MFIP providers increased the percentage of parents engaged in activities by 12.6%, a major accomplishment. Performance was well above the minimum goal.

MFIP is promoting a renewed emphasis on helping each person work to the greatest degree possible. Workforce Solutions implemented evidence-based practices to improve how to approach families, evaluate their situations, engage them in services that build upon strengths to address employment barriers, and support workers when employment is achieved. Employment counselors began using the Employability Measure, a strength-based assessment developed by the Minnesota Department of Human Services, to systematically evaluate 11 areas of functioning that directly impact employment. Every counselor was trained to use Motivational Interviewing, a proven technique that helps parents identify goals and detail actions needed to achieve their goals. Vocational assessments were used to identify behaviors and abilities that adversely affect job performance in order to target efforts to increase employability.

Ramsey County's supported work program, which includes a network of providers including Workforce Solutions, was the most successful paid work experience program in Minnesota – 1,015 parents took part in work training at one of six sites County-wide. Stimulus funds supported transitional work experiences for 242 young parents during their summer break, resulting in increased employability and confidence among young parents.

Workforce Solutions also strengthened the array of culturally-specific services offered by adding the YW Works MFIP employment services program for African Americans and renewing an agreement with the American Indian Family Center to provide MFIP employment services to American Indians. These programs add to services offered by CLUES and Hmong American Partnership, as well as specific language services available at HIRED and Employment Action Center.

DWP—Streamlined Process Results in Increase in Positive Outcomes

In February 2010, a cooperative effort between Workforce Solutions and Ramsey County Community Human Services/Financial Assistance Services culminated in the implementation of a new intake system that streamlined eligibility processing for applicants to the Diversionary Work Program (DWP). This allowed each intake appointment to be handled more quickly and the overall flow of applicants to move faster, accommodating the increase in applicants resulting from the depressed job market.

Generally, each participant's four-month eligibility period begins retroactive to the date of the individual's application for public assistance, so a longer eligibility processing period means a shorter time working with an employment counselor. By extending the period of counselor attachment, the counselor and participant have more time to address barriers to employment, locate appropriate job opportunities, and increase the participant's likelihood of being successfully "diverted" from needing long-term public assistance.

By August 2010, the average counselor attachment period had increased by about ten days. Data from August to October showed an increase in positive outcomes compared to months prior to August. Most notably, there was an increase of more than 6% in those successfully diverted from MFIP in the month following their exit from DWP.

"What began as a pilot, quickly became the standard process in working as a team to support our participants and give them the tools they need as quickly as possible to move towards self-support."

*Angie Swits, Supervisor
Financial Assistance Services*

OUTCOMES AT A GLANCE

Minnesota Family Investment Program

(1/1/10 to 12/31/10)

Funding: \$15,832,244

Participants Served 11,345
Participants Placed in Employment..... 4,444
Average Hourly Wage at Placement \$10.34

Diversionary Work Program

(1/1/10 to 12/31/10)

Funding: \$1,148,213

Participants Served 2,863
Participants Placed in Employment..... 825
Average Hourly Wage at Placement \$10.14

(Time in program is four months)

Transitional Work Experience

(7/1/09 to 6/30/10)

Funding: \$2,165,763

Transitional Work Placements..... 973
Unsubsidized Placements 272
Average Unsubsidized Wage \$9.45

Giving Residents a Head Start

For the second time, Workforce Solutions was awarded a two-year Minnesota Job Skills Partnership (MJSP) grant to coordinate a Certified Nursing Assistant (CNA) training program with Century College. The intent of the program is to identify MFIP participants with the right combination of abilities and interests to be successful in entry-level health care positions. Participants complete certifications in CNA, Trained Medication Aide (TMA), and Acute Care. With each credential, participants improve their career prospects.

The first grant ended in July 2010, and 49 individuals received CNA certifications, 19 people received TMA certifications, and 2 were awarded Acute Care certificates.

"I am thankful for the training that allowed me to have a career as a Certified Nursing assistant."

Patricia Lockhart

Pictured from left to right are Annscholastica Muhoho, Erin King, and Patricia Lockhart on the job at Galtier Health Center.



Pictured from left to right are Mishalina Ramsey and Yirgalem Milki at Open Cities Health Center.

CNA Program has Been a Blessing

"This program gave me something that I've been looking for, security. I got the opportunity to get hands-on training in the classroom and nursing home setting. Because of this program, doors have been opened for me. I currently work at Open Cities Health Center. This program has changed, and is still changing, my life. This program has truly been a blessing."

Mishalina Ramsey

Changing Lives Program—Really Does Seem to be Changing Lives

“Ramsey County Library has had the services of several individuals from the Changing Lives program this past summer. The Library is in the midst of converting from barcodes to RFID technology for managing materials. The conversion to RFID can be a long, drawn-out process; it has taken some library systems years to complete. With the help of the Changing Lives’ crew, Ramsey County Library was able to convert every item on the shelf at seven libraries and a substantial portion of returned items in about four months. We are thrilled to have accomplished so much so fast! It would not have been possible without the help of the dedicated team of Changing Lives’ workers.

I have worked closely with the group over the past months, and I have enjoyed watching them develop skills and become comfortable interacting with library staff. I have seen their confidence build as they have taken on a growing variety of tasks. Many of them have been quick learners as well as excellent workers. Our experience has been positive enough that we scheduled a Library Page exam in the hope of getting members of the Changing Lives’ crew on the list—we’d love to hire some of them for permanent hours.

I can’t thank you enough for your assistance with our project. I have been impressed with the Changing Lives program. It really does seem to be changing lives!”

Sandy Walsh, Deputy Director
Ramsey County Library

“Our experience has been positive enough that we scheduled a Library Page exam in the hope of getting members of the Changing Lives’ crew on the list—we’d love to hire some of them for permanent hours.”

Sandy Walsh, Deputy Director
Ramsey County Library



Shown above are the Changing Lives’ crew who worked on the conversion from barcodes to radio-frequency identification technology this past year at the Ramsey County Library. Changing Lives’ workers are also shown on the cover of the report.

Participant Profile

She Came to Realize What Was Really of Value to Her

Terry spent much of her adult life finding material success in the business world. She earned her degree in management and went up from there, eventually becoming a part of senior management. With her success came abuse in her marriage, drug use, and the ultimate slide downward as she lost her job and home. Terry ended up in treatment and on MFIP.

This is a story of successes, not failures. Terry didn't lose her skills, her personality, or her optimism in the process of losing her material possessions. Rather, she gained even more determination and focus as she came to realize what was really of value to her.

When Terry began working with an MFIP employment counselor, she was volunteering at Inner City Christian Ministries Life Center and at Breaking Free. She continued counseling and pursued training to deal with her criminal background. After months of unproductive job search, they decided that transitional work might provide the push she needed to get a paying job.

Through Changing Lives, Terry was able to convert her volunteer work into a paying job. After several months, Terry was hired permanently by Breaking Free when they received some additional grant funding. Terry successfully exited MFIP and continues to work with Breaking Free.



Participant Profile

Many Steps Closer to Dream Career

By accessing MFIP employment services and RENEW training support, Andrew Hill now has full-time work in the career area of his dreams — construction. When Andrew entered the program, he was fueled with anger and frustration from struggles in his past. Yet, he decided to redirect his anger towards building the future he wanted for himself and his family.

Andrew had a lot of steps to take to reach his goal of working in construction. He first worked toward getting his driver's license reinstated and then he got support from City Academy and passed his GED. With the help of RENEW training dollars, Andrew completed the Construction Training Program through Goodwill/Easter Seals, plus obtained additional OSHA and Lead Abatement training certifications.

After completion, he was quickly connected to a Lead Abatement company and hired. Andrew is now part of the crew! He is enjoying himself and learning more on the job while strengthening and creating his personal support system of family and friends and making the financial transition off MFIP.

Andrew's advice is, "The opportunity is out there. Use the programs. Make the effort, work hard, and get up at 5:00 a.m. if that is what is needed to accomplish your goals to get what you want. Go for something you enjoy. Do what you have to do. It takes effort. Just do it. You get great rewards and it puts a smile on your face."



RENEW to Continue Through 2012

RENEW, which stands for Renewable Energy Networks Empowering Workers, is a two-year collaborative project between the City of Minneapolis Employment and Training and Workforce Solutions. RENEW is funded through a \$4 million Department of Labor Pathways Out of Poverty grant and operationalizes an approach to developing job candidates for the new "green economy."

In 2010, over 250 job seekers received training at one of 12 community training partners. RENEW will continue through 2012 with outcome goals to include job placement and retention.

Celebrating Job Seekers

Youth Ages 14-21

Each milestone in a youth's life is recognized as a step to future success. In 2010, YouthLEAD participants had a lot to celebrate: 202 obtained their GED or high school diploma, 54 found employment, and 53 went on to post secondary education. Workforce Solutions provided participants with an array of services, such as job readiness, employment services, college and career exploration, and paid work experience, giving them a chance for a brighter future.

In June, youth were acknowledged at Harriet Island for their outstanding achievements in one or more of the following areas: academic achievement, employment/training, and civic engagement. Youth assisted in organizing, planning, providing musical entertainment, and emceed the event. Tyler Hamblin, a 17 year-old local youth author and entrepreneur, was the keynote speaker. His message motivated and inspired all.

Certified Customer Service Training

To prepare youth for today's dynamic workforce, YouthLEAD partnered with Saint Paul College to provide a certified credential in Customer Service. The training assists youth develop basic work habits, refine attitudes, values, and behavior patterns. Growth in these areas are vital to a participant's success in education and employment.

The response has been overwhelmingly positive. Youth have commented that "it changed my life," "motivated and inspired me," "my mom and sister want to attend." Upon successful completion of the class, 78 youth received a certified credential from Saint Paul College to add to their resumes. In addition, they gained the experience of being on a college campus.

The Youth Program works with youth ages 14-21 who may be experiencing barriers to obtaining successful employment. Focus for younger youth is high school or GED completion.



Youth Science Center Experience

For the second year, YouthLEAD was excited to be part of the Kitty Anderson Youth Science Center. Five participants completed a work experience in the Science, Technology, Engineering, and Math Saturday classes. The youth are working as Educational Assistants who develop and deliver a three-part, hands-on engineering program for 4th and 5th grade students from the East Metro Integration District (EMID). This opportunity allows the Education Assistants to develop teaching skills specifically in the science and technology field and provides the EMID students engineering and interpersonal skills.

Developing Skills for 21st Century

Collaboration with the Science Museum allows YouthLEAD participants to develop the necessary work readiness skills to be competitive in the 21st Century workplace, including:

- experiential learning environments/activities
- peer-to-peer culturally-diverse interactions
- community mentorships
- organizational and time management skills
- leadership development

Youth recently completed a project on circuitry. They tested their hypotheses by designing and constructing innovative and creative experiments, such as making a pinball machine that would activate a light bulb. Each session concluded with a celebration for participants and families which showcased their projects.



OUTCOMES AT A GLANCE

YOUTHLEAD

Funding: \$1,717,695

Workforce Investment Act

(4/1/09 to 3/31/10)

Youth Served.....	731
# of Youth with a Disability	103
# of Juvenile Offenders.....	114
# of Foster Children Served	43
# of Youth from Families Receiving Public Assistance.....	248
# of Teen Parents	112
# of Youth Earning a HS Diploma, GED, or Other Certificate	202
# of Youth Attending Post HS.....	53
Average Wage at Placement	\$8.93

Minnesota Youth Program

(7/1/09 to 6/30/10)

Youth Served.....	281
# of Youth with a Disability	95
# of Juvenile Offenders.....	89
# of Foster Children Served	25
# of Youth from Families Receiving Public Assistance.....	88
# of Teen Parents	52
# of Youth Earning a HS Diploma, GED, or Other Certificate	7
# of Youth Attending Post HS.....	13
Average Wage at Placement	\$9.53

Participant Profiles

Dream to Work for National Geographic

Cedrick is 21 years old and has been involved with YouthLEAD for two years. He was on probation and in danger of being evicted from his home. Cedrick had not yet completed high school because he was short one credit through the White Bear Area Learning Center. The stress level was high, and he didn't know where his next meal was coming from. In YouthLEAD, Cedrick worked on establishing some stability. With the assistance of a counselor, he was able to obtain counseling and supportive services to help with food and other basic needs. Cedrick worked with YouthLEAD staff on job seeking skills, which included a practice application, career assessments, and purchasing interview clothing. The outcome of his interest assessment indicated the areas of photography and writing. It is his dream to work for National Geographic as a photographer when he finishes college.

Cedrick has now completed his high school diploma and is attending Art Institute International Minnesota. YouthLEAD helped purchase a used camera which he calls his best friend and says he never leaves home without it. Cedrick is employed at St. Paul Youth Services where he is able to put his newly-acquired expertise with the camera and writing skills to good use. In his words: "Literally, I grew as a person while in this program. I am who I am today because of the help of Workforce Solutions' YouthLEAD Program."



Work Experience Teaches Teamwork

In collaboration with Ramsey County Parks and Recreation, five YouthLEAD participants worked diligently to complete a fencing project enclosing the Rice Creek off-leash dog park.

YouthLEAD paid the youths' wages while Parks and Recreation supplied the materials and crew leader. This hands-on-experience taught the youth:

- teamwork to meet an important deadline;
- perseverance during extreme heat and mugginess, a swampy area with many mosquitoes and bugs, and an early start time of 6:30 a.m; and
- how to effectively use a variety of tools safely.

At the end of the summer, the dog users and Parks and Recreation were very appreciative of the hard work that went into meeting the deadline and completing the project.



Celebrating Job Seekers

Low Skill and Income Adults

With the economy still in a recession in 2010, demand for Workforce Investment Act (WIA) Adult services in Ramsey County continued to exceed funding allocations. With 2009 funding through the American Recovery and Reinvestment Act (ARRA) ending, Workforce Solutions, with its partner agencies HIREd, EAC, and Goodwill/Easter Seals, began an even greater focus on job development and placement of program participants. Some of the funding supported short-term training programs which allowed participants greater access to jobs with their new skill attainment.

Program participants who gained employment over the past year began with area businesses and companies such as:

- Wells Fargo
- Lyngblomsten Health Care
- Aerotek
- Fairview Hospital
- Delta Airlines
- Episcopal Church Home

Workshops at Libraries

Building on partnerships begun with 2009 ARRA funding, Workforce Solutions with Goodwill/Easter Seals continued its job search services in the community. Eight Saint Paul libraries and three suburban Ramsey County libraries provided employment services on a rotating schedule. Services included specializing in career counseling, application and resume assistance, interview preparation, and job search resources. Topical workshops also occurred on a quarterly basis.

Goodwill/Easter Seals also expanded service delivery in key locations in Saint Paul. With a continuing presence on Saint Paul's east side at John A. Johnson Achievement Plus elementary schools, services were extended to Dayton's Bluff and North End schools. The ability to package limited WIA Adult funding with other funding streams allowed continued expansion of services for Ramsey County residents.



Goodwill/Easter Seals presented Workforce Solutions with the 2009 Public Partner of the Year award.

OUTCOMES AT A GLANCE

ADULT WIA PROGRAM

(7/1/09 to 6/30/10)

Funding: \$1,099,974

Participants Served	518
Entered Employment Rate.....	80.7%
Employment Retention	84.0%
(after 6 months)	
Average Earnings.....	\$12,818
(two quarters after program exit)	
Average Hourly Wage at Placement	\$12.53
Participants Placed in Employment	136

Celebrating Job Seekers

Dislocated Workers

Workers who lost their jobs due to the recent economic disaster continued to seek services at the Saint Paul and North Saint Paul WorkForce Centers during 2010. Along with laid-off workers, resource room visits increased by 11% during the calendar year, surpassing the 110,000 visits during 2009. With the American Recovery and Reinvestment Act (ARRA) funding from 2009, dislocated worker services were continued and virtually uninterrupted for our area residents.

With the ARRA funding stream gone and with our State and Federal formula funding fully obligated to existing participants, the Ramsey County WorkForce Centers were forced to begin forming a waiting list for one-on-one counseling services in late February of 2010.

Workforce Solutions, along with partner agencies HIRED, EAC, Lao Family Community of Minnesota, and Quality Career Services, continued to provide services to the 500+ former Celestica (Arden Hills) employees during the program year. New projects for large layoffs included Wilson Tool (White Bear Township), Good Samaritan of Roseville, UV Color (Roseville), Coloplast (Vadnais Heights) and a special Veteran's program. Nearly 400 area residents were able to receive dislocated worker services through these new projects.

Workforce Solutions, in partnership with Quality Career Services, continues its work with those that were impacted by downsizing at the Ford Twin Cities facility. Nearly 1,000 workers received services over the past five years. With indications that the plant will close in late 2011, even more workers will be seeking services through our agencies. We continue to work closely with the Ford human resources department and the local United Auto Workers to ensure that all who will benefit from our services will receive them in a timely fashion.

Pete Machalek of Sage Presence presented "Connection Not Perfection: Building Bridges to Opportunity" to 113 participants of Workforce Solutions' Dislocated Worker Program on December 8, 2010 at Keller Golf Clubhouse.



A Huge Blow to the Vadnais Heights Community

In February 2010, Coloplast announced that they would be moving the Vadnais Heights medical device production line to China. The 150 jobs covering three shifts, a 24-hour presence on Willow Lake Boulevard, will be sadly missed. The strip mall on County Road E will also miss these workers. In a weak economy in 2010, replacement wages were a difficult task to accomplish. Workforce Solutions and its partner agencies were selected to provide Dislocated Worker Program services to these workers in March 2010.

This company was certified for the Federal Trade Adjustment Act in June of 2010, allowing the employees not only to take advantage of dislocated worker services but the option of pursuing educational options for up to two years. Counselors from Workforce Solutions and partner agencies worked with the State of Minnesota's Department of Employment and Economic Development and the former employees of Coloplast to ensure that the necessary paperwork was in order so they could take advantage of this great benefit.

Workforce Solutions, in partnership with HIRED, EAC, and Lao Family Community of Minnesota, began providing on-site services to the Coloplast employees in March 2010. It is anticipated that this program will run through June 2012.

OUTCOMES AT A GLANCE

DISLOCATED WORKER PROGRAM

(7/1/09 TO 6/30/10)

Funding: \$2,741,395

WIA Program (Formula)

Participants Served.....	480
Entered Employment Rate	86.5
Employment Retention Rate (after 6 months)	95.2
Average Hourly Wage.....	\$21.01

State Program (Formula)

Participants Served.....	1,239
Entered Employment Rate	84.5
Employment Retention Rate (after 6 months)	89.3
Average Hourly Wage at Placement	\$19.51
Participants Placed in Employment.....	299

We are pleased to report that Workforce Solutions received \$22,806 in Incentive Funds this past year from the State of Minnesota for meeting and exceeding its goals for the Workforce Investment Act Adult and Dislocated Worker Programs the previous program year.

National Emergency Grant Awarded to Workforce Solutions

Workforce Solutions was awarded \$740,410 in Federal National Emergency Grant funding during Program Year 2009. The funding was received through the State of Minnesota from an allocation it received from the U.S. Department of Labor.

These funds were utilized to assist 160 existing Workforce Solutions' program participants with tuition in the completion of training that they began with previous funding through State and Federal formula programs or the American Recovery and Reinvestment Act. The grant also allowed Workforce Solutions the ability to bring in 80 new program participants who had been on a waiting list. The individuals began training and were provided emergency financial assistance, as needed, in order to help stabilize their living situations. Much credit should be given to the State of Minnesota's Department of Employment and Economic Development's National Emergency Grant staff who paved the way for this funding to come to Minnesota.

Participant Profile

Moving His Career in a New Direction

In June 2009, Dan Joachim was notified that he would be laid off from Celestica on August 6 because the MN plant was closing. Dan immediately met with a Dislocated Worker counselor at his worksite to discuss job searching and the possibility of additional training.

While doing his job search, Dan realized that the market for electronics manufacturing was poor and that he needed to gain new skills and education to move his career in a new direction. Dan decided an Associate's degree in Engineering CAD Technology, coupled with his prior work experience, would allow him to apply for a wider range of jobs. Because the work at this plant was now going out of the country, he was eligible for training funds through the Trade Adjustment Act (TAA).



With the help of his counselor, Dan completed the packet of information necessary to apply for training funds from TAA. He compiled information to show that occupations related to the Engineering CAD Technology program had an increased growth rate of 6% in the metro area. With this degree, he could apply for jobs requiring drafting, design, and 3D modeling. Based on his research, his request for funding was approved.

Dan began school full-time in the Fall of 2009 at Century College with expected completion in the Spring of 2011. In addition to his regular classes, Dan used resources at the school to review and revise his resume' and create a personal job-searching website using the eFolioMinnesota website.

In the Fall of 2010, Dan began job searching while taking his last classes. Because one class was only offered in the Spring of 2011, he was still taking this last class when he had a job offer. Dan accepted the position and will work with his instructor to complete the class independently and, therefore, complete the Associate's degree while working full-time. His job title is Quality Engineering Specialist. His position is contracted through a staffing agency for six months and is expected to become permanent. Dan is very close to replacing his former wage and is very excited about this new opportunity.

Congratulations Dan!



Acknowledgements

"It has been an honor serving the residents of Ramsey County for the past ten years. We can't thank you enough for your friendship and support."

*Patricia Brady, Director
Service Excellence, One Customer at a Time*

Ramsey County Board of Commissioners

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Tony Bennett	Victoria Reinhardt
Toni Carter	Janice Rettman
Jim McDonough	

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Mary Russell, Chair (HealthPartners)
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Saint Paul Airport)

State of Minnesota

Governor Tim Pawlenty
Governor's Workforce Development Council
MN Department of Employment and Economic Development
MN Department of Human Services
Juvenile Justice Advisory Council

U.S. Department of Labor, Employment and Training Administration

Workforce Solutions' 2010 Leadership Team

Patricia Brady, Director	Kate Probert
Michelle Belitz	Mark Schaeffbauer
Angela Cardella	Joan Truhler
Bruce Casselton	Wayne Young
Talli Jordan	Terry Zurn
Nancy Lee	

CELEBRATING 10 YEARS



WIB CEO, Mary Jo Gardner (left), and County Manager, Julie Kleinschmidt (right), helped celebrate Workforce Solutions' 10th anniversary last July. As a featured speaker, Julie talked about the merger of the City of Saint Paul and Ramsey County employment and training programs.



Doug Hubbard, Treasurer of the WIB, received an award as Outstanding Program Advocate during Workforce Solutions' 10 Year Anniversary event. Doug played an important role in promoting the Building Lives program with a goal of obtaining continued funding for the successful program.



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