

Regional and Local Plans

7/1/2021 – 6/30/2024

RWDA:

Metro Area/Region 4

LWDA:

Hennepin-Carver/Workforce Development Area 9

REGIONAL PLAN

Local Elected Officials and Local Workforce Development Boards within each Regional Workforce Development Area must participate in a planning process to address the following-

1. Describe the region's economic conditions including existing and emerging in-demand industry sectors and occupations and also the employment needs of employers in these sectors and occupations. Attach a copy of an analysis addressing these factors. It is acceptable and recommended to use the [regional analysis](#) and other information if desired that is available from DEED's Labor Market Information Division.

Prior to the economic and social fallout of the COVID-19 pandemic, the Metro Workforce Development Region #4, was experiencing steady increases year-over-year in job growth, with just over 2million jobs in early March 2020. This jobs outlook for our region was heavily hit by economic impact of the pandemic and the subsequent state lockdown. Within a month of COVID 19 becoming part of our economic, social, and health landscape, the region lost nearly 270,000 jobs (graph 1). While jobs rebounded since April, the metro is still below the depths of the great recession of 2008-2010 (graph 2). For the first time on over 5 years, the metro region ended 2020 with far more job seekers than employment opportunities (graph 3). This trend is consistent with the unemployment insurance claims made in the metro over the last year. At peak, the metro experienced 190,483 Initial UI claims in April 2020, this was on top of 168,704 in March 2020, and while this number has decreased each month since April, November 2020 still saw 38,777 initial claims made (Graph 4).

The economic toll of COVID 19 is not being shared evenly across all industries in our region, nor all people, age groups, and demographics. The full extent of the economic loss during this recession is not yet known, but the trends show clearly what industries and which residents of the region are hardest hit.

The health crisis nature of this pandemic-induced recession produced an uneven economic downturn, hitting industries and occupations that rely heavily on person-to-person contact or those that demand high volumes of in-person activity for sustained economic growth. Not surprisingly, industries and occupations hardest hit on the metro included hospitality/accomodations and food service; arts, entertainment, and recreation; retail trade; and health care. Combined, these four industries accounted for over half of our regions job losses early in the pandemic (Graph 5 and 6). While each of these industries and most industries overall have added jobs back, the impact on our region cannot be overstated. This region relies heavily on our hospitality and tourism sector, arts and entertainment, and health care for economic stability, but also are in-part responsible of the vitality and dynamism of the Twin Cities.

While the distibution of job loss is uneven, the regional trend concerning many is the high percentage of UI claims from occupations paying \$15.00 or less (Graph 6). The impact on this wage strata is concerning to the region as these workers, while many are able to access unemployment insurance as the graphy shows, many of the metro's low wage workers lost work and their economic stability was further jeopardized. In the metro, while numerically white workers were greatly impacted, our Black, Indigeneous, People of Color (BIPOC) workers, were disproportionately impacted by these job losses. In a region and state where disparities in income and jobs between BIPOC communities and whites is so great, this trend that emerged out of the pandemic recession could potentially deepen those disparities and have longterm impacts on the economic and social health of our BIPOC communities.

While the impacts of the COVID 19 economy will weigh heavily on our metro area for some time, bright spots remain. The metro area is home to an estimated 3,100,000 people, comprising 55.2 percent of the state's total population. The region's population grew by 17.3 percent over the past 18 years, adding approximately 457,000 people. Much of this growth comes from the Twin Cities' 353,000 foreign born residents, making up about 11.7 percent of the region's total population. As such, the region accounts for 78.8 percent of Minnesota's total foreign-born population. Further, the metro area is the most racially and ethnically diverse region of the state; leading the way with a young, large, diverse workforce, and ultimately changing the face of business and industry.

As we look beyond the recession and pivot to recovery in the near future, the metro region will rely heavily on the traditionally strong metro industries and occupations. Looking at December 2020 industry and occupation demand data produced by DEED Labor Market Information, demand is beginning to take shape in the following economic spaces:

Job Postings by Industry – 51,720 total new job postings

- Health Care & Social Assistance: 4,700
- Finance & Insurance: 4,500
- Retail Trade: 4,100
- Transportation & Warehousing: 2,900
- Prof., Sci., & Technical Services: 2,600
- Manufacturing: 2,600
- Wholesale Trade: 2,500
- Administrative & Support Services: 2,000
- Other Service: 1,400
- Accommodation & Food Services: 1,200

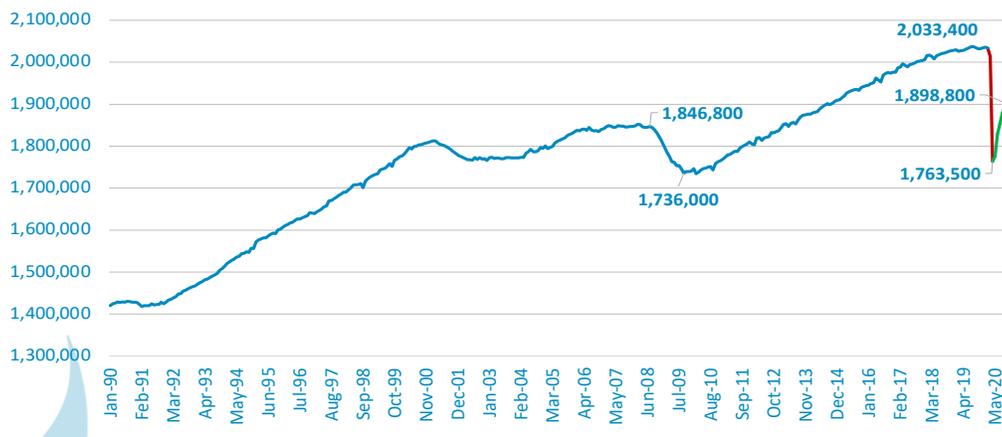
Job Postings by Occupation

- Heavy & Tractor-Trailer Truck Drivers: 4,520
- Registered Nurses: 2,870
- Software Developers, Applications: 2,030
- Computer Occupations, All Other: 1,330
- Marketing Managers: 1,060
- First-Line Supervisors of Retail Sales Worker: 1,050
- Customer Service Representatives: 1,010
- Retail Salespersons: 970
- Management Analysts: 970
- Laborers & Freight, Stock, & Material Movers: 850

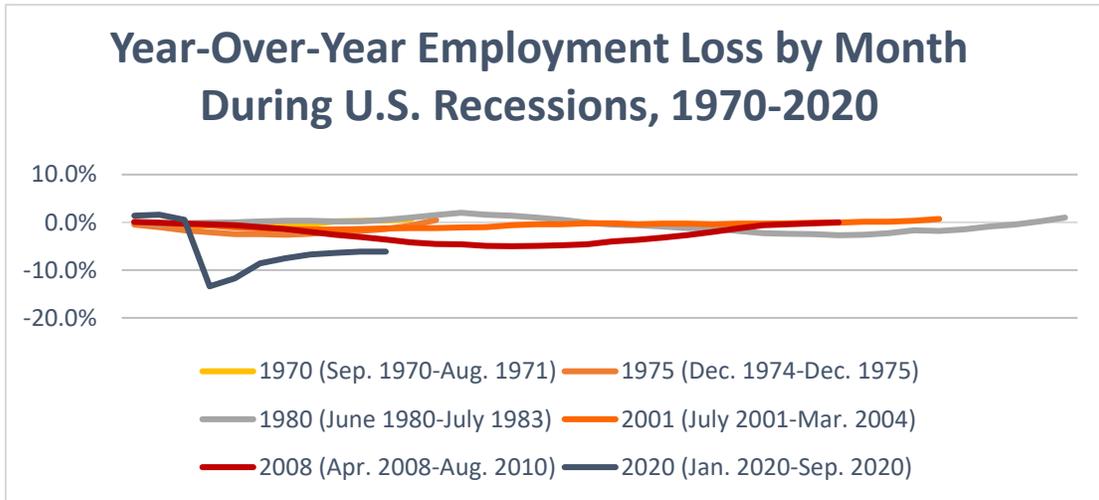
Graph 1:

Minneapolis-St. Paul Metropolitan Statistical Area (MSA)

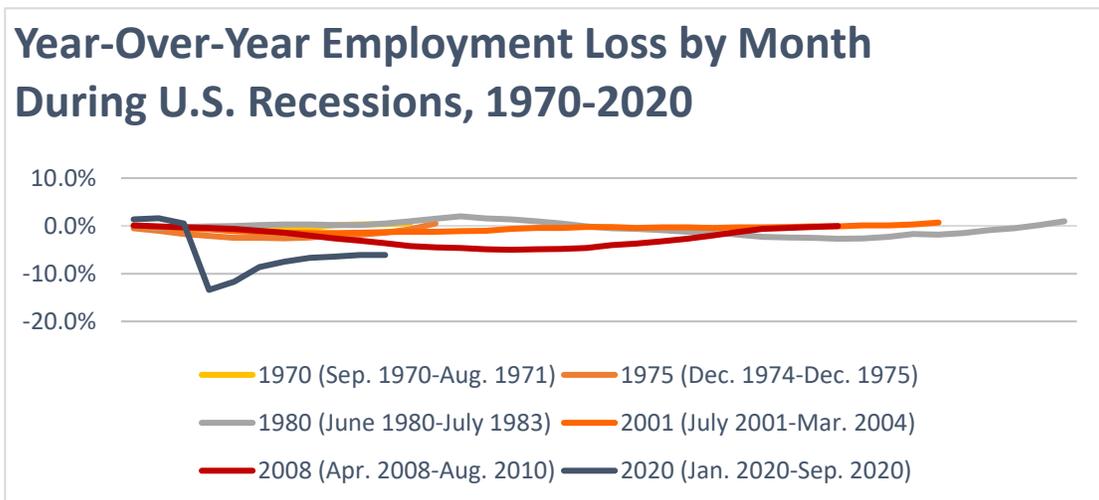
Current Employment Statistics (CES) Employment Trends



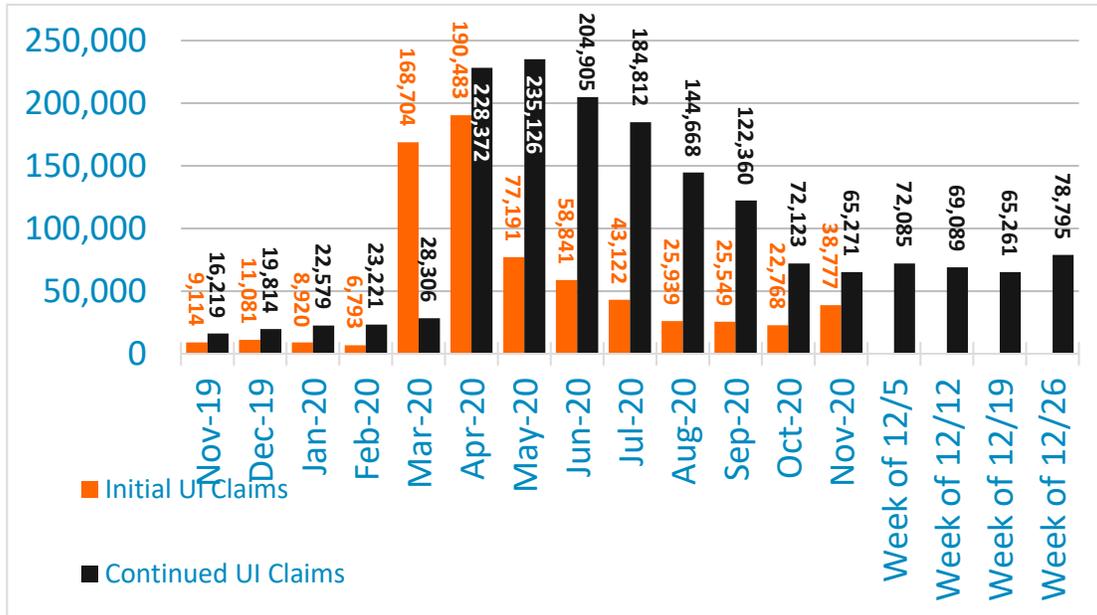
Graph 2:



Graph 3:



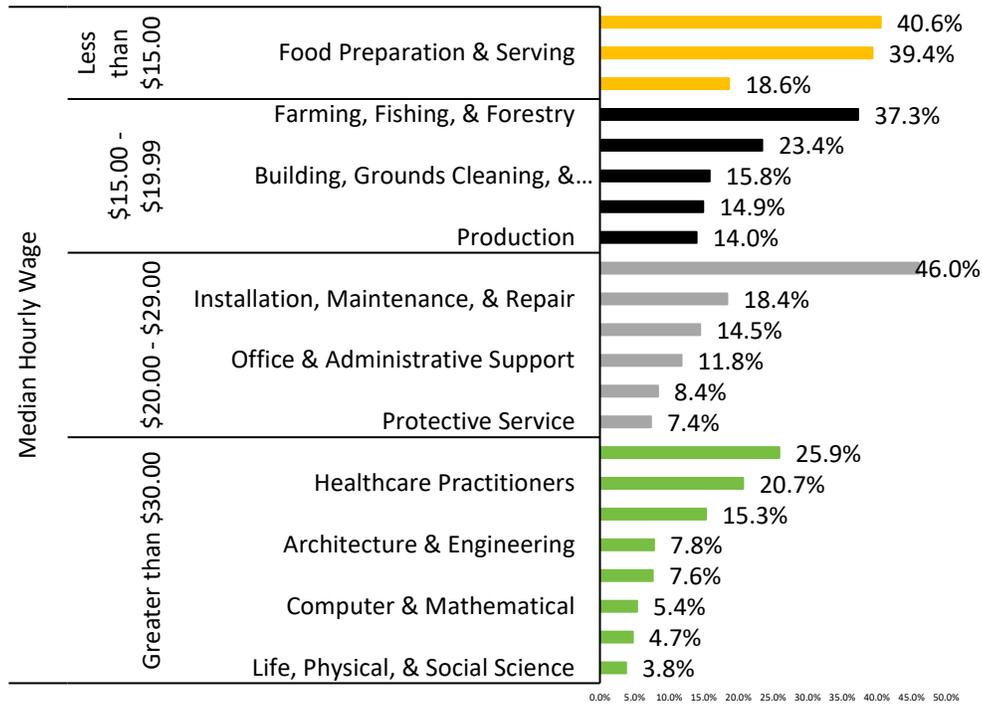
Graph 4:



Graph 5:

Seasonally-Adjusted	February – April 2020 Change		April – November 2020 Change	
Total	-248,736	-12.4%	+162,532	+9.3%
Mining & Logging & Construction	-4,995	-6.8%	+10,007	+14.5%
Manufacturing	-9,579	-4.8%	+952	+0.5%
Wholesale Trade	-3,324	-3.7%	-3,316	-3.8%
Retail Trade	-18,816	-10.4%	+26,829	+16.5%
Transportation, Warehousing, & Utilities	-6,650	-8.8%	+5,659	+8.2%
Information	-3,051	-8.6%	-1,008	-3.1%
Financial Activities	-3,868	-2.5%	+2,478	+1.6%
Professional and Business Services	-18,407	-5.7%	+21,365	+7.0%
Educational Services	-10,750	-21.6%	+6,971	+17.8%
Health Care and Social Assistance	-29,497	-10.1%	+19,827	+7.6%
Arts, Entertainment, & Recreation	-21,713	-61.7%	+7,171	+53.3%
Accommodation & Food Services	-78,500	-52.8%	+50,317	+71.8%
Other Services	-21,230	-26.5%	+17,343	+29.4%
Government	-18,356	-7.2%	-2,063	-0.9%

Graph 6:



The Metro Workforce Development Region thanks Tim O'Neill, DEED Metro Labor Market Information (LMI) Analyst, and the entire DEED LMI office for providing up to date labor market information, UI data, and localized data used in this report.

2. What is the regional strategy to coordinate efforts to address existing and in-demand industry sector and occupations workforce needs? Describe the methodology for outreach to these industry sectors and how they will be connected with the workforce system in the region.

The regional strategy to coordinate efforts to address in-demand industry sectors and occupations is multifaceted including leveraging sector supply-demand analysis; organizing industries, occupations, and employers around regional and more geographic-specific demand-side career pathway projects in partnerships with community-based providers, trainers, education entities, and economic development specialists, and others that support regional coordination efforts; and create a platform for regional virtual career fairs. The strategy to coordinate efforts is best thought of as a collection of localized initiatives that level up to a regional framework through the efforts of the metro directors and elected officials in those various municipalities. Looking specifically at each of these efforts, the methodology used for outreach will become clear.

Throughout the metro, the labor market information provided by DEED offers both access to the seven-county metro area's labor force and economic data, while localized drill-downs into the diverse spaces within the region, allow for a more tailored approach when needed. Further, while not each municipality within the regional, a number of the workforce boards are working with Real Time Talent (RTT), a demand-driven, employer-led approach to close the skills gap that builds talent supply chains aligned to dynamic business needs. The data that RTT can and does provide can drill into a specific city or

look metro-wide for trends and opportunities for business engagement and demand-side program design.

During the near decade long economic expansion and the growing demand, the model of demand-driven career pathways became a space for continued regional strategy building. The career pathways approach allows for an examination of demand-side need, either at a local level or regional scale. Career pathway design, putting business and industry at the center of the workforce solution gave the metro a platform to reach into community to design the best possible path to the jobs in demand.

While we must constantly consider the local demand economy, as well as issues of transit and mobility of job seekers, using a regional lens to construct career pathways projects and programs and understanding the regional economy is paramount. With a regional focus on Construction, Health Care, Manufacturing, Information Technology, the Public Sector, and Business and Professional Services, as laid out in the metro's previous regional plan, the region works specifically in the areas. Examples of regional sector efforts include Health Hire and MSP TechHire. Further, through ongoing work, a regional public sector hiring project continues to gain momentum. The alignment strategy is as follows:

- Regionally align our public sector workforce development area efforts and funding to support public pathways through supporting each organizations HR teams to support work they are doing to align hiring practices, recruitment, and retention efforts. There is currently a regional group of HR representatives that meet regularly; this effort is ongoing.
- Annually designate one WDA director and corresponding HR Rep to connect on our separate but aligned work.
- In addition, we intend to bring our two groups together once a year to share best practices and talk about how we can close gaps and identify shared opportunities.

Finally, the metro region's Workforce Development Areas are working collaboratively in response to the unprecedented economic conditions resulting from the COVID-19 pandemic. Our region's rapidly shifting labor market requires our local Workforce Development Areas to act in collaboration and to bring the best strategies of our local areas forward. Our joint goal is to connect metro residents to critical employment opportunities, and to support our region's businesses as they return to prosperity. To meet this challenge, WDR 4 formed a new Virtual Services – Employer Response Team in April 2020.

This Employer Response Team elevates outreach for essential and high-demand workers, engages and serves employers and industries, and expands access to hiring opportunities. Employer of the Day spotlights, information sessions, meet-and-greets with employers, and career and resource fairs have evolved and transformed to regional, virtual experiences.

When work began, the team immediately began assessing available technology solutions, identifying enhancements to existing systems, and establishing goals and priorities for a virtual job fair tool. The metro group formed a committee to create a vision for our virtual events. This group conducted research and evaluation during April and May, and subsequently recommended a virtual career fair platform to be used in WDR 4. Using regional planning funds, a one-year license for a virtual platform was secured in September 2020. This interactive platform is accessible by mobile phone, mobile device

or computer with internet access. It provides accessible features and functionality, and it can be translated into over 100 languages.

An important benefit of regional work is sharing learnings as work progresses. Since mid-April, regional collaborators have assisted each other to learn new technology platforms, developed and cross-promoted messages to market events, created communications checklists, developed a career seeker presentation on “how to prepare for a virtual career fair,” shared knowledge on the use of “in-event polls and surveys,” created event work plans, shared industry networks, recruited collectively for industry events, and coordinated a regional calendar. The team recently hired a Virtual Event Manager who will work to further develop content and technical support for the metro region interactive virtual career fairs.

Results, to date:

- Since April 2020, collectively across the metro, more than 65 virtual events, connecting approximately 250 employers with 2000+ career seekers, have been delivered. Regional partners host events on Interactive Virtual Career Fair platforms (including the metro-funded Easy Virtual Fair platform), TEAMS, Web Ex, Adobe Live, Google Meet, and more.
- On November 9, 2020, the first Regional Interactive Virtual Career Fair was launched on the newly funded, interactive regional platform. This event focused attention on apprenticeship and on-the-job training opportunities and welcomed 25 employers and 200 career seekers. Exhibitors and guests interacted directly inside of the virtual event using live chat and video, webcasts, e-mail messaging, and resume exchange. Metro staff provide career seekers with a welcome message and offer assistance with event management and navigation.
- On January 26, 2021, the second WDR 4 Interactive Virtual Career Fair, focused on health care careers, drew 350 new platform users and 30 employers. 174 individuals logged in to the live event, and many more visited the event page to view employer booths, search jobs, and more.

2021 Continued Work:

In 2021, our work plan focuses on delivering interactive virtual career fairs focused on our region’s highest- demand sectors, including the escalating demand for health care workers. Targeted outreach to those impacted by COVID-19 in the hospitality, retail, and restaurant industries, heavily impacted by the COVID pandemic, will continue to be a priority. Currently planned events:

- A transportation sector event will be held on February 23
- A Women in Construction event is slated for March 11
- In recognition of April’s Minnesota Tech Month, MSP TechHire will team up with MN Technology Association and Minnesota’s Department of Employment and Economic Development for two events on the interactive platform: one will be a region-wide interactive career fair, and the other a “deep dive” into training opportunities for aspiring technologists.
- A regional construction sector hiring event is planned for May
- A youth-focused hiring event will be held in May

In addition to sector-focused events, the interactive platform will host population-specific events in 2021: these include individuals who speak English as a second language,

individuals with disabilities, and an LGBTQ+ hiring fair. Additional opportunities include recruiting partnerships with Hennepin County libraries, events teamed with the metro region Chambers of Commerce, a Financial Services event, and more.

3. Describe how the local boards will direct regional workforce system alignment through shared policies and practices. In this description include any cooperative service arrangements being planned for the region and how they will promote consistency within the regional workforce development area and with state policy.

As part of the regional coordination done by the six metro directors, encompassing the seven-country metro area, deliberate and proactive alignment of policies and practices is a high priority. While local decisions and actions that meet the policies and practices of locally elected officials and local jurisdictions to meet specific geographic need is required of each local area and board, cooperation across the region is necessary to create a system that is uniform and consistent for job seekers and businesses.

The method the metro uses to create the alignment through shared policy and practice is twofold; the first is through shared best practices via the metro directors bi-weekly meetings, the second comes from a dedicated work group of metro program managers from the six service areas that meet monthly just prior to the state's job seeker services meeting.

Out of these two strategies comes a series of shared policies and practices:

1. Priority of Service policies that allow the metro to consistently and clearly recruit and enroll individuals into programs. A recent example includes documenting eligibility into the CLIMB program. Further, currently, the metro managers are determining eligibility for the Dislocated Worker programs, operating under the assumption that the post-COVID economy will produce a high demand for such services.
2. Consistency in forms and intake processes that create similar practices across the region, though each area can tweak and adjust intake and forms to meet local requirements.
3. Technology as a support service became an important discussion beginning in spring 2020 as COVID 19 forced systems to move virtual and remote.
4. Coordination in policies and practices concerning the increased homeless populations due to COVID 19. The core cities and the surrounding suburbs saw a marked increase in the number of homeless populations, both existing and new program participants. This work was often done in partnership within workforce development, but also, public health and human services departments within government.

Over the course of the last number of years, a key practice is the meeting and sharing of expertise amongst finance staff from all service areas of the metro and key finance staff at community-based providers who work on federal and state workforce grants as sub-recipients in local areas.

4. Describe how the regional approaches used will ensure that it includes diverse representation, specifically among populations experiencing the greatest barriers to employment or communities facing the greatest levels of economic disparities?

While each government entity, that makes up the metro region, approaches diversity and inclusion through their own tailored and geographically specific way, the metro workforce development area approach diversity and inclusion, specifically among those with

greatest barriers to employment, through a shared understanding and concerted effort to recruit diversity for open board positions.

Lead by our locally elected officials, diverse representation amongst boards remains an important component of the regional plan, specifically among populations experiencing the greatest barriers to employment or communities facing the greatest levels of economic disparities. Throughout the metro, each local area will be approaching this topic using local priorities and demographic profiles of their communities. Similar to how best practices are shared in the alignment of policy and practice, best practices of recruitment of diverse representation to boards is also shared amongst the metro. For example, the City of Minneapolis examines diversity of representation on all City boards and commissions, then uses this data to deliberately reach back into community to attempt to find voices that are missing and communities not or underrepresented. While this alone does not guarantee success, it is an important part of inclusion of diverse voices in any and all processes and a practice that can be shared across the metro area.

5. Describe how performance negotiations will be managed among the local workforce development areas within the region.

The local workforce development areas of the metro work collaboratively with each other prior to the negotiation process with DEED. As part of this collaborative work is the analysis of regional economic data, both from DEED and, for some local areas, Real Time Talent. This helps to serve as a baseline for understanding the economic conditions which will weigh heavily on ability to meet newly negotiated performance. Following collective research and regional directors' discussions, DEED then works individually with each local area to set the performance.

6. Describe how the region's workforce development efforts will be coordinated with economic development services and providers.

Throughout the metro area, workforce development is tied closely to the work of our economic development counterparts. Central to the metro regionals alignment of career pathways initiatives is the work of business development specialists. These economic development specialists range from colleagues within our governmental units to regional experts on supply-side talent and business attractions, such as Greater MSP or regional chambers of commerce to regional data experts at Real Time Talent.

Beyond these relationships to economic development entities, strategies such as *Open To Business*, a business advising network in the suburban metro and the *Elevate Business* initiative, a public-private venture of the Hennepin County and the Minneapolis Regional Chamber of Commerce, offering pro-bono services to business located in Hennepin County. Again, while specific to the west-side of the metro region, this type of initiative, highlights the need for any region to be nimble, adaptive, and pragmatic around the way a region's work can be conceptualized and acted upon.

Finally, coordination between workforce development and economic development can be seen through the work the region does around transportation, specifically the light rail construction project to the southwest metro and in the planning process for the Bottineau Light Rail Line. While these are infrastructure initiatives, the proactive planning for both business development along these lines and the opening of access for workers to existing and new created jobs, requires coordination.

7. Describe any regional coordination of administrative cost arrangements, including the

pooling of funds for administrative costs, as appropriate. Also, please describe regional coordination of transportation and other supportive services.

Emerging out of need to cooperate on regional federal and potential state grant opportunities, the metro region agreed to the following coordination of administrative costs:

1. When pursuing a federal or state grant, one local workforce development area will become the designated applicant and fiscal agent. The designation of one area is strategic in nature, as the lead entity should have a close connection to and ongoing work in the program area of the grant. For example, on a recent federal grant application for H1B funding, the program design was in Information Technology pathways for adults. This program area falls closely in line with the City of Minneapolis' MSP TechHire initiative; therefore, the City of Minneapolis was the lead entity and fiscal agent. This design allows for cooperation across the metro, yet allows for local area expertise to drive project towards success.
2. Regional coordination of supportive services, including transportation supports comes through the alignment and coordination approach described in question 3, the metro managers group. This group shares supportive services policies and aligns when necessary, including policies concerning public transportation vouchers/bus cards and gas cards. This is not limited to transit, but can include housing/rent assistance, car repair, technology needs.

LOCAL PLAN- STRATEGIC OPERATIONS

Strategic Operations: *The core elements of strategic operations focuses on operating policies and procedures related to the one-stop system and physical locations of service delivery.*

1. Describe how local area boards will work with each other, core title providers and available data to designate at least one CareerForce Center per local workforce development area as comprehensive and make recommendations on recognizing affiliate and standalone partner sites.

The Hennepin-Carver Workforce Development Board, in consultation with our core partners, has designated three CareerForce locations to serve suburban Hennepin and Carver counties. The current locations of CareerForce Centers within Workforce Development Area (WDA) 09 include Chaska, Bloomington and Brooklyn Park. We receive monthly reports as to the usage of our locations including workshop attendance, job fair/hiring event, job clubs/networking; new jobseekers; veterans; employers posting jobs orders; job orders created; one to ones; computer room usage; and employer services. Since the onset of the pandemic, we are also tracking CareerForce from Anywhere registrations. This data includes demographic information and can be broken down by CareerForce location.

We are able to access an interactive tool via Hennepin County which can overlay multiple census datapoints on top of our CareerForce locations, including areas of poverty, people with disabilities, wage data, age, and more. This visual shows that our CareerForce locations are in areas that are accessible to multiple categories of potential program participants. System partners have representation on the Hennepin-Carver Workforce Development Board and therefore have opportunity to provide input and participate in the decision-making process.

Moving forward, we are working collaboratively to assess plans regarding the northern comprehensive location, as the current lease in Brooklyn Park (held by DEED) expires June 30, 2021. We are striving for a data-driven process that has thoughtful opportunities for community engagement. Our shared goal, keeping in mind the shortcomings of our current location, is to find a location that balances and best suits the needs of our program participants (both current and potential) and also thinking creatively regarding a post-pandemic service delivery model.

2. Describe the strategies to ensure proper connectivity and coordination among the physical sites within the local workforce development area.

In addition to our CareerForce core partners, Hennepin-Carver Workforce Development Board values the work of, and partnerships with, community-based organizations, and therefore chooses to contract out service delivery in suburban Hennepin County.

WDA 09 has a service delivery system, therefore, that extends beyond the CareerForce locations and provides direct services via community-based organizations throughout suburban Hennepin County and Carver County. Our network of providers offer common

programs, services and activities but also are each uniquely positioned to present additional opportunities and complimentary services to customers, leveraging non-WIOA funding.

The sites (CareerForce locations and provider service sites) are physically separate but share information and connections for their customers through staff communication, information sessions, marketing materials and online via websites.

3. Describe the strategies to ensure proper connectivity and coordination among the service providers within the local workforce development area.

Workforce board staff coordinates monthly One Stop Operator meetings and also host provider meetings (Adult/DW and Youth Providers) to review programming, client flow, and ensure high quality coordinated service between CareerForce locations and partner sites in suburban Hennepin County and Carver County. These meetings were held in person until the beginning of the pandemic; but online meetings been incredibly critical in navigating the quickly changing landscape of employer and participant needs and sharing best practices, resources, and strategies.

Due to the fact that our Workforce Development Area is formed under a Joint Powers Agreement between Hennepin and Carver Counties, there is an ongoing and mindful connection between the partners within the workforce development system and the programs and resources available through the counties, which is critical in aligning and leveraging resources. For instance, in regard to the deployment of federal pandemic relief funding made available to local governments; workforce board staff and partners have been and will continue to be involved in discussions about how the counties invest resources and what gaps/needs could be filled utilizing short term, one-time funding. An example of this is utilizing CareerForce locations and staff to help distribute county CARES-funded technology packages and career search resources to jobseekers and program participants within our Workforce Development Area.

4. Describe other strategies that will be used to maximize services and access to services, such as non-traditional hours or using partner facilities.

Reaching a broader audience for our services has been an ongoing discussion within Workforce Development Area 09, which was only accelerated by the pandemic. Like others in the workforce development system, all partners within our local area quickly reassessed how to deliver services to participants when in person meetings, classes, and one to one interactions were limited if not impossible. We have integrated technology to assist us in engaging and recruiting participants throughout the past year.

At the same time, we have been mindful that the economic and digital divide could leave certain populations even further behind, and have been considering creative approaches to address this. One example is making Career Kits available through the mail for those who were not comfortable seeking in person services and/or do not have reliable access to

virtual services. Another example is CareerForce – Chaska and many of our contracted service providers offering by-appointment in-person services throughout the past months.

It is difficult to articulate what this might look like moving forward, but we anticipate building on lessons learned about how technology (when participants have access to it) can enhance our ability to provide services that are convenient to customers. It is anticipated that we will continue to offer services via technology when that works best for our participants, including exploring the app being developed by DEED and DHS.

As we assess our comprehensive site options for in-person services, discussions have included utilizing technology and partner facilities in addition to the CareerForce location.

5. Describe the strategic approaches to ensure all elements of Career Services are available at service locations or online, including services for youth and individuals with barriers to employment or service access.

Because we have a de-centralized service delivery model, it is imperative we have organized, streamlined referral systems that ensure customers get connected with the service(s) they can most benefit from.

CareerForce location staff and contracted provider staff have regular discussions regarding customer referral among all programs. With geography being less of a barrier now than in the past due to the implementation of virtual services, the ability for providers across WDA 9 to collaborate and ensure the full utilization of program dollars has increased.

In addition to utilizing the CareerForceMN.com platform, Hennepin County has pulled together variety of funding sources to ensure all providers operating in WDA 9 have access to Elevate Futures and Talent Neuron Recruit. Staff sends out weekly emails to our providers to generate interest and answer questions they have; virtual trainings are being provided twice per month.

6. Describe strategies that will be used to leverage technology for services and ensure compliance with accessibility standards.

In conjunction with the analysis outlined above, recommendations for new or enhanced technology will be made to ensure that metro job seekers and employers have access to tools they need to enjoy successful labor exchange functions. WDA 09 will provide, when possible, technology and connectivity for clients seeking services and will comply with all ADA requirements by making available appropriate technologies to persons with disabilities when in-person services resume full time.

As mentioned in the previous question, in addition to the online resources available to all CareerForce partners via CareerForceMN.com, additional technology platforms have been purchased to ensure that both staff and program participants have access to a variety of

online tools, with the acknowledgement that no one resource can meet all needs at all times.

7. Describe how supportive services, such as transportation and other needs, will be coordinated to better serve individuals with specific barriers to training, education and employment.

Staff work closely with grantees in order to fully maximize the impact of support services which are a key tool in addressing barriers and supporting customer success and retention in training/education and employment.

The professional development offered by Workforce Board staff to contracted grantees regularly includes information on how to utilize support service dollars available under our programs, and information on other programs and resources that can assist participants on their career pathways journey.

From the individual client's perspective, potential support service needs are discussed and identified during the assessment process. Other support service needs are identified as barriers occur during service provision. Strong partnerships in the local area allow staff to identify the expertise and resources of partners and allow them to align services and resources, avoiding duplication.

We will continue to encourage co-enrollment with other programs (when allowed in statute and policy) to fully leverage support services across programs and funding sources. Co-located within the County services building, CareerForce in Chaska is uniquely situated to both recruit from and refer participants to other county support services and programs. Hennepin County has been leading disparity reduction efforts by identifying seven areas where county action can have the most impact: education, employment income, health, housing, transportation and justice. The idea that one of these "gears" inherently shifts or impact the others has, for several years, been the framework through which service delivery is considered and implemented, and our providers are required to meet expectations in regard to comprehensive strategies as outlined in our Request for Proposal documents. Carver County has been focusing on adopting family/resident centric service delivery model addressing 12 social determinates of health, focusing on education, economic stability, community connections, income increase, and health.

Finally, the Hennepin-Carver Board Chair and Director will be participating in upcoming strategic discussions regarding how to mitigate the effects of the benefits cliff (the negative effect which comes into play when earnings result in lost benefits that cost more than the original pay increase.)

8. Describe how local area boards will ensure state policies on infrastructure funding requirements are adhered to and the process for addressing any discrepancies or disagreements.

The Hennepin-Carver Workforce Development Board, in partnership with, will coordinate with Hennepin County, Carver County, and partner representatives on infrastructure funding requirements and protocol for addressing discrepancies using guidance and technical assistance from DEED and the Minnesota Association of Workforce Boards. WDA 09 will rely on existing Memoranda of Understanding, internal audit processes, guidance from DEED and partner expertise to address any compliance issues.

9. Describe how local area boards, who contract out for provider services, will ensure that providers fully participate in infrastructure funding requirements and the alignment of service delivery within the local workforce development area.

Our RFP indicates successful proposers are required to meet all rules, regulations and policies developed by the U.S. Department of Labor, DEED and the Hennepin-Carver Workforce Development Board. The Hennepin-Carver Workforce Development Board, with support of County staff, will ensure compliance with infrastructure funding requirements and provide a protocol for addressing discrepancies. As appropriate, the Hennepin-Carver Workforce Development Board will rely on existing, modified, or new agreements, such as Memoranda of Understanding, internal audit processes and DEED policy guidance, to address any issues regarding infrastructure funding requirements.

10. Describe how the Memorandum of Understanding will be developed when necessary and used to ensure commitment of resources from service providers and required partners.

Under a significant restructuring of the Hennepin-Carver Workforce Development Board several years ago, Board staff worked with County Attorneys to ensure that all foundational documents were updated and in compliance with current federal and state rules and policies. Our current MOU is still in effect but requires review every three years, which will occur in the summer of 2021. In the meantime, current language was reviewed to ensure that partners remained in compliance with the MOU as we pivoted during the pandemic to providing virtual or remote services.

11. A. Describe the local area board's strategic vision and how it aligns with the state priorities under WIOA.

As the most populous Workforce Development Area in the state, the Hennepin-Carver Workforce Development Board strives to maintain high quality services and superior outcomes even as it continues to serve a high volume of jobseekers with barriers and businesses with multiple levels of demand. The Board focuses on strategies to remove systemic barriers to employment facing individuals of color, individuals with disabilities, gender based inequities, and barriers affecting disconnected youth.

The membership of the Hennepin-Carver Workforce Development Board, as well as staff, have turned over completely within the past three to four years. With so many new voices at the table, the Board is seizing the opportunity to undertake a strategic planning process to create a mission, vision, goals and work plan that not only is in compliance with the mandates outlined in WIOA, but reflects the values and needs of our community. In preparation for this process, Board members have undergone orientation and have been briefed by the Governor's Workforce Development Board as to the priorities and vision set forth within the WIOA State Plan.

B. Describe the local area board's goals for preparing an educated and skilled workforce, including youth and individuals with structural barriers to employment.

While the Board will be further defining or adapting goals as part of our upcoming strategic planning process, they did clearly articulate expectations via the Request for Proposals Document that was utilized to identify service providers. The following is taken from the RFP.

"Career pathways should be designed to serve a diverse group of learners including individuals with barriers to employment, individuals with a disability, veterans, public assistance recipients, new immigrants, English language learners, and justice involved individuals. Successful career pathways exist of partnerships where each organization brings an essential set of services critical to ensuring the success of the individuals served. Such partnerships may include: Adult Basic Education, culturally specific community-based organizations, DEED Job Service, DEED Vocational Rehabilitation Services, employers, post-secondary institutions, and other Youth Support Service Providers.

In addition to meeting performance goals, standard activities and reporting, Hennepin and Carver County staff and the Hennepin-Carver Workforce Development Board will work with providers to pursue goals aligned with their mission and values. The ideal provider(s) will be able to demonstrate experience in or the ability to:

- Proactively engage participants, alumni, and community partners in development of programs and strategies.
- Identify and incorporate employer needs in services to reflect industry demand.
- Integrate new technology, data and virtual learning into their programs.
- Provide culturally competent services to people of diverse backgrounds and needs, especially those identifying as people of color, immigrants, English Language Learners, and having a disability.
- Coordinate to align services and resources with other providers of employment services and support services in Hennepin and Carver Counties to address needs of our residents.
- Connect participants with work experience and training that prepares them for in-demand industries based on market research from reliable and up to date sources.
- Enhance career pathways through apprenticeship and internship opportunities.

Partnerships are required in order to meet the disparities reduction initiatives mentioned in this RFP. With assistance from Workforce Development staff, providers will be expected to coordinate service efforts with entities/programs (*specific examples given for each program*)

.... Such coordination may include co-enrollment of participants, alignment of vision targeting certain populations, and engagement in discussions of the benefits cliff effect and how participants are impacted as they become gainfully employed and receive less social service support.”

- C. Describe how these goals relate to the performance accountability measures based on the primary indicators in order to support regional economic growth and economic self-sufficiency.

Performance goals are aligned with federal performance accountability measures and are clearly specified in all service provider contracts with emphasis on meeting or exceeding goals. (At a minimum, providers are expected to achieve at least 50% of each individual goal negotiated for WDA 9).

Staff are working closely with grantees to understand the WIOA policies, procedures and accountability requirements up front. We are adding resources to our Request for Proposals, developing a comprehensive and consistent on-boarding process, and providing regular training and monitoring to ensure our providers are successful.

Our goals align with the performance accountability measures by ensuring all individuals we serve have the resources and support they need to make informed career choices and obtain the skills necessary to compete for demand occupations with family-sustaining wages, based on career pathway approaches that meet the needs of employers for a skilled workforce.

- D. Describe the strategy to work with the entities that carry out the core programs to align resources available to the local workforce development area, to achieve the strategic vision and goals of the local area board.

WDA 09 works to strategically align programming resources across a variety of funding sources to ensure that the vision of a robust and integrated system of career pathways, capable of assisting clients at various life intersections, is fully realized.

First, the establishment of our CareerForce locations, and the thoughtful consideration of our future location, is in itself is a strategic alignment of the core programs to meet the workforce development needs of area employers and job seekers. The co-location of WIOA programs, the relationships developed across partners, and the development of the Memorandum of Understanding and cost allocation plans all contribute to the alignment and collaboration of core programs.

Second, the Board has become more fully integrated with the programming and resources of both Hennepin and Carver Counties. Staff have regular discussions about what additional resources, programs and services provided by the Counties (and non-governmental partner entities) can be leveraged to ensure the success of our providers.

Finally, staff will continue to work to fully align and coordinate amongst the larger workforce delivery system that includes our WIOA core partners and others in our WDA and our region.

12. Describe how the local workforce development system will work with entities carrying out core programs to align and support services with programs of study authorized under Carl D. Perkins Career and Technical Education Act.

Perkins-funded career and technical education programs are critical for preparing youth and adults for jobs in local and regional economies. WDA 09 will work with our Carl Perkins consortium partners individually and collectively, to identify appropriate activities that support entry and advancement into the career identified pathways and to ensure program alignment within the Workforce Development Area.

The way we in which we engage with education and training providers varies significantly based on if we're providing customized instruction to one participant or if we are partnering on a career pathways program that is designed to impart specific skills for an identified position in a high growth sector.

While the Board has only one seat for a Higher Education representative, staff from other institutions regularly attend meetings. Workforce board staff have engaged partners in discussions regarding the use of federal relief funding, to discuss training models (including learn and earn, on-the-job training, customized training) as well how to advance programming and support for populations that are disproportionately affected by economic disparities and digital accessibility.

As the workforce partner, we contribute labor market information to help inform on key industries and demand occupations in the region, recruit and support participants, and align workforce and Carl Perkins priorities and goals. This partnership results in participants earning credentials of value to local employers. Just one current example of this partnership is Carver County's Culinary and Nursing Assistant Home Health Aide career pathway programs being offered in partnership with Hennepin Tech. Our Suburban Hennepin service providers work both with Hennepin staff in aligning efforts and have their own relationships with training providers as well to advance strategies that meet the expectations of the Hennepin-Carver Workforce Development Board as outlined in RFPs.

13. A. Describe how the local area board, working with the entities carrying out core programs, will expand access to employment opportunities for eligible individuals, particularly eligible individuals with structural barriers to employment.

As noted in the WIOA State Plan, Minnesota has a goal to reduce educational, skills training and employment disparities based on race, disability, disconnected youth or gender. The Hennepin-Carver Workforce Development Board will ensure programming is intentional and thoughtful in addressing such disparities and barriers to employment.

Over the past several years, the Hennepin-Carver Workforce Development Board prioritized expanding and strengthening services at the Chaska and Bloomington CareerForce Centers to better support individuals. It is anticipated that these efforts will continue in the northern portion of Hennepin County once a new location has been determined.

Given the diversity of people we serve, with widely varied education attainment and technology access, providers engage in grassroots outreach – from corner stores to community fairs- and in sophisticated social media and search engine optimization strategies to market services to the broadest audience possible.

Outreach efforts are also being strengthened through expanded relationships and effort to reach County-involved adults and youth, individuals experiencing or at risk of experiencing homelessness (via suburban service locations), in-school youth (via school partners); and, in-house referrals from Veteran and Vocational Rehabilitation Services. Adult Basic Education and other secondary school partners will continue to be engaged in programming specific to adults and youth with academic barriers to employment and skill development needs.

Importantly, in addition to the services available in our CareerForce locations, our providers are invested in communities that have the highest concentration and structural barriers to employment. Staff focus on outreach, recruitment and raising the visibility of services to underserved communities and populations within our area. Partnerships are required to most effectively meet the needs of participants and our community-based organizations have partnerships with a broad range of entities including libraries, religious communities, cultural centers and relevant county departments.

Our providers hold expertise in serving participants with structural barriers to employment. Avivo has expertise with those living at or below the poverty level, who have formerly experienced homelessness, those who need basic education support, and people moving from welfare to work. Minnesota Teamsters Service Bureau also serves lower income families via its work with dislocated workers from blue collar occupations. Hired has long worked with people facing the most significant barriers to employment, including inter-generational poverty, structural racism, and a lack of a high school degree. Our youth program providers assist youth in planning for barriers they face and depending on need may offer assistance with job search, mock interviewing, help filling out forms and applications.

- B. Describe how the local area board, working with the entities carrying out core programs, will expand access to supportive services for eligible individuals, particularly eligible individuals with structural barriers to employment.

As outlined in our support services policy, a coordination of community resources must first be addressed and accessed; if such support services are not available or obtained through other community resources, they may be provided through program dollars. This is a relatively standard policy in regard to support services; however, because we are connected to and/or co-located with other county services and contract with providers who can leverage other programs and funding for assistance, our local area is uniquely positioned to ensure these needs are met.

The board and staff have worked to identify the necessary support services to assist our participants in overcoming the barriers that may prohibit them from participation in programming and/or successful employment. We are cognizant that reducing any individual disparity can leverage positive change and help reduce disparities in other areas. Therefore, we allow providers to utilize support service dollars to address the following when needed by our participants. If one gear turns, they all move.

- **Transportation** – Reimbursement for mileage, mileage stipend, gas card, uber/lyft costs, mass transit/bus card or reimbursement for job search and/or training; car repairs, auto insurance
- **Family Care** – Childcare reimbursement for job search activities and/or training
- **Health Care** – Includes, but not limited to, preventive and clinical medical treatment, voluntary family planning services, dental, personal hygiene, and appropriate psychiatric, psychological and prosthetic services
- **Housing /Rental Assistance** – Assists participants in maintaining or obtaining adequate shelter for themselves and their families. Emergency payment only, no continuous assistance.
- **Counseling** – Personal, financial, legal counseling services
- **Emergency Health** - Emergency COBRA or other health insurance payment (typically 1-3 months); co-pays
- **Emergency Financial Assistance** – Reimbursements to participants or vendors will be made for a variety of needs only after approved documentation is provided. Assistance including but not limited to: meals/food (subsistence), licenses, initiation fees, physicals, required for job search and job start will be provided only during the period the participant is enrolled in an activity.
- **Tools and Clothing** – Tools required by employer; clothing needed for job interviews or employment
- **Drug and Alcohol Counseling** – Referral and counseling services to address drug and alcohol use issues
- **Computer hardware and related technology** – computers, software needs when local policy requirements are met

- C. Describe how the local area board will facilitate the development of career pathways, co-enrollments (as appropriate) and activities that lead to industry recognized post-secondary credentials that are portable and stackable.

Many of our participants are seeking to change occupations or fields. The MN WIOA State Plan has prioritized the need to build employer-led industry sector partnerships that expand the talent pipeline to be inclusive of gender, race and disability to meet industry demands for a skilled workforce. Participants are of course free to choose what they will ultimately pursue, but are guided towards sectors in which they will be more likely to secure a living wage job. The Hennepin-Carver Workforce Development Board is working with employers to create career pathway and stackable credential opportunities for all individuals, prioritizing those noted above.

Hennepin and Carver County staff are looking at the existing co-enrollments amongst employment programs, and may look at the co-enrollment of non-employment programs as

well in order to maximize the use of supports to assist individuals as they progress in their employment pathway.

Our community-based organizations offer industry-specific career education courses that provide recognized certifications and licensure. Because we have multiple providers, courses are offered at different times throughout the year, in various locations, and in a wide variety of industries.

14. A. Describe how the local area board will facilitate engagement of employers, including small employers, and employers in in-demand industry sectors and occupations, in workforce development programs.

The Hennepin-Carver Workforce Development Board is comprised of a majority of business representatives. Businesses represented on the board are from the key industries including health care, business/professional services, construction, manufacturing and retail services. Thus, the board is engaged in a public-private partnership in the administration and oversight of workforce development programs. The board identifies the key industries, demand occupations, sets policy, and provides direction and oversight of the investment of public dollars in workforce development. All Board members are provided monthly updates regarding hiring in key industry sectors and jobs within suburban Hennepin and Carver County using data from Real Time Talent.

Our providers are required to explain how they partner with employers and target industries in demand. The current providers have strong employer relationships and the ability to expand these relationships as necessary in reducing employment disparities. Counselors determine labor market demand through discussions with local employers, business associations, and industry groups. Through various funding streams, we have equipped all of our community-based organizations with tools such as Elevate Futures and Real Time Talent.

Job Developers in Hennepin and Carver County are working together to provide Virtual Hiring opportunities for employers to recruit, interview and hire potential employees. In addition to a robust calendar of events in our local area, our staff are partnering with others in the metro area to organize and staff regional hiring events.

The Board will continue its outreach and relationship-building with local businesses through partnership with DEED Business Service representatives, partnerships with area Chambers of Commerce, and industry associations.

Complete attachment G - Local Workforce Development Area Key Industries in Regional Economy

- B. Describe how the local area board will support a local workforce development system that meets the needs of businesses in the local workforce development area.

The Hennepin-Carver Workforce Development Board has touchpoints with local businesses in suburban Hennepin County at multiple levels: representatives on the Board itself, partners with area college and CBO training providers, representatives on numerous civic organizations and clubs (e.g., Chambers, Rotary, et al), and, as partners in multiple school-based initiatives in which County staff have meaningful relationships.

In addition to WIOA Title IB providers (Adult, Dislocated Worker and Youth serving organizations), our local Business Service Representative, Adult Basic Education Providers, Rehabilitation Services Employment Specialists, and Local Veterans' Employment Representatives provide outreach to employers and assist with their hiring and retention needs.

Utilizing labor market information, input from employers on our local board, and other employer engagement noted above, we identify the skill needs and gaps of local employers. Through our career services we assess the skills of job seekers and identify and address where gaps exist.

- C. Describe how the local area board will better coordinate programs and services with regional economic development providers.

One likely outcome of the upcoming strategic planning efforts of the Hennepin-Carver Board is to create action steps to engage regional economic development providers in new ways, particularly to identify ways to coordinate programs and services. Both Hennepin and Carver county workforce development staff have made concerted efforts to connect with our county economic development partners to ensure they are familiar with the goals, services and outcomes of our employment and training services.

For example, the Hennepin County Business Advisory Council was established on May 5, 2020 by Hennepin County Board Resolution 20-0167 to support Hennepin County efforts to combat the economic disruption, unprecedented levels of unemployment, widespread and persistent economic uncertainty resulting from the COVID-19 pandemic. The Council is composed of 20 members, who were chosen based on their strong commitment and contributions towards Hennepin County's business community. Staff to the Council engaged workforce development staff to provide an overview of programs and services available via the workforce system, and to participate in listening sessions regarding employer needs.

- D. Describe how the local area board will strengthen linkages between the one-stop delivery system and unemployment insurance programs by offering services to laid-off workers and possible lay-off preventative services for businesses, such as incumbent worker training that up-skills the workers and meets the needs of employers (can include but not be limited to, on-the-job training, apprenticeships, etc.).

Prior to the pandemic, the Hennepin-Carver Workforce Development Board strengthened its service offerings at the Bloomington and Brooklyn Park CareerForce Centers to offer more

intensive workshops and services, many of which were targeted specifically to UI claimants, dislocated, and incumbent workers. Specific offerings included one-on-one job staff-assisted search sessions, additional job search and networking workshops, and significant increase in Creative Job Search workshop capacity.

As we anticipate employer needs as recovery from the pandemic progresses, workforce board staff are currently researching best practices from other workforce development areas regarding policies and procedures to support our providers in offering incumbent worker training.

Our providers offer on-the-job training to participants. Participants are provided with an on-the-job training letter that they can submit to employers. The letter informs employers about the availability of on-the-job training should the participant be lacking any of the required skills for the position. This is useful as participants begin their job interviews. The letter directs employers to call me to learn more about the program and to discuss any missing skills needed for the position. If there is lack of skills, and the employer would not hire the client without the training, on-the-job training is explored more thoroughly.

15. Describe how the local area board will coordinate workforce investment activities with economic development activities, including the promotion of entrepreneurial skills training and microenterprise services.

The Hennepin-Carver Workforce Board staff are supporting our service providers as they explore a more systemic approach to promotion of entrepreneurship training and microenterprise supports. Within the past year, we have engaged DEED staff to provide technical assistance regarding the CLIMB program and other services that be utilized to serve dislocated workers in this unprecedented economic landscape. Furthermore, individuals interested in entrepreneurship are referred to local resources (i.e. SBDC, financial institutions) for services depending on their need and location.

16. A. Describe how the local area board will ensure continuous improvement of eligible providers of services through the system.

The Hennepin-Carver Workforce Development Board and staff review outcome data for each of the organizations selected to provide services. Staff meet with providers regularly and work with them to ensure they are on track with meeting the projected goals as well as providing quality services. We have created or partnered with DEED to provide technical assistance on program design, performance, reporting, and to promote understanding of relevant laws, policies and procedures; and also address topics requested by providers. Regular monitoring occurs per the appropriate program, ensuring the utilization approved services while seeking examples and rewarding provider's efforts to be innovative in their service delivery design. A crucial part of our monitoring is identifying best practices which can be shared with and adopted by our other providers.

Hennepin-Carver seeks to be a desirable partner/funder; in addition to offering any support or technical assistance requested by our providers, Board staff proactively engage with state agencies to advocate for our providers, and request waivers or policy changes to requirements that hinder their ability to serve our employer and jobseeker customers.

Finally, each partnering agency provides staff development specific to their agency needs. This includes participating in local, state (including DEED, DHS, Minnesota Association of Workforce Boards) and national training opportunities.

B. Describe how the local area board will ensure that eligible providers meet the employment needs of local employers, workers and job seekers.

As stated earlier, utilizing labor market information, input from employers on our local board, and other employer engagement noted, we identify the skill needs and gaps of local employers. Through our career services we assess the skills of job seekers and identify and address where gaps exist.

Demand and need for specific trainings is validated by researching job requirements using job postings, information from employer contacts, and other labor market information available from the state or federal government.

Continuous communication between employers and job specialists ensures up-to-date information regarding hiring needs, position requirements, referral process, and follow up steps successful job seeker placement. We actively partner with employers to provide internship and apprenticeship opportunities for participants that align with their individual career interests and skill sets, and our providers assist employers by developing training for supervisors, job coaches to support supervisors and interns, and materials, resources and evaluation materials for employers.

In regard to workers seeking new or different opportunities, and jobseekers hoping to be hired, we support a customer-centric approach. By personalizing programs through individual program intake, counselors can assist applicants in more fully exploring the available options and determining if programs available will be of benefit to them. If it is determined a program would be of benefit, counselors provide participants with goals and objectives which can include the development of a training plan, occupational exploration, and skills and needs assessments.

C. Describe how the local area board will facilitate access to services provided through the one-stop delivery system, including in remote areas, through the use of technology and other means.

Prior to the pandemic, the Hennepin-Carver Workforce Development Board worked closely with 'remote' service locations within our Workforce Development Area to (community-based providers, libraries, other county service locations) to identify opportunities for

engagement with potential program participants. At the time, an increased emphasis on staff-assisted services at CareerForce locations, the primary goal of such access points may be to drive traffic toward locations where staff-assisted services could be made available.

Now, and we anticipate post-pandemic, the Hennepin-Carver Workforce Development Board is working with providers and partners to create effective outreach and service strategies to target populations that are unable to come to the CareerForce Center for services. With recovery resources, we have provided individuals and community-based service providers access to free technology and software in an attempt to bridge the digital divide.

Our most recent RFP for youth services specifically asked how providers utilize technology to assist participants in career counseling, job search and training; and what supports they provide to ensure access for those who need it. We anticipate that the pandemic will yield learnings that will be incorporated into ongoing changes to the way services are delivered into the future.

- D. Describe how entities within the one-stop delivery system will comply with section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990, regarding the physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities.

The CareerForce locations and partner organization sites are required to be fully accessible to all. Locations are equipped with the required accessible equipment, software and technology to meet the requirements of ADA and are regularly monitored for compliance. Core partners follow policies and procedures outlined by DEED for all aspects of accessibility, and all contracts/subcontracts require ADA compliance. Training has been provided for staff through DEED and Vocational Rehabilitation Services are available for technical assistance.

- E. Describe the roles and resource contributions of the one-stop partners, (you may attach your MOU and IFAs to this plan to answer this question if you wish).

Our current MOU (attached) is effective through June 30, 2025, unless renewed or terminated per the terms outlined in the document. The MOU also states that the agreement should be reviewed at least every three years to ensure appropriate funding and delivery of services. This timeframe aligns almost exactly with our desire to find a new comprehensive CareerForce location. To best reflect future intentions and ensure relevancy, the MOU and IFA will be reviewed and updated once that plan is in place.

17. Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local workforce development area.

The Hennepin-Carver Workforce Development Board released an RFP last year to solicit adult and dislocated worker service providers for suburban Hennepin County. Selected providers (Avivo/Teamsters and Hired) met the following requirements.

Proposers must meet the minimum qualifications to be considered:

- Proposer must be a Minnesota Job Skills Partnership Board Independent Service Provider.
- Must be located in the Suburban Hennepin County area outside of the City of Minneapolis. Proposer must specify geographic location of provision of services, this could be the entire suburban Hennepin county region or a specific portion of this service area. The Hennepin – Carver Workforce Development Board must ensure services are available throughout the entire suburban Hennepin County area, therefore the board reserves the right to select one provider or multiple providers to ensure needs are sufficiently met.

In general, the Dislocated Worker & WIOA Adult Services to be performed are:

- Outreach, intake, eligibility and priority determination, individual assessment of reemployment barriers/needs, career counseling, formulation of individual employment plans; and
- Job placement and job development services, including job retention support and follow-up for one year after exit; and
- Arranging for employment-related training identified in participant employment plans.

Each of our providers submits a work plan outlining how these services will be provided in Suburban Hennepin County. At the Chaska CareerForce location, Carver County staff provide Dislocated Worker and Adult Program services, meeting similar expectations as our community-based organizations for their programming in their geographical region.

Allowable activities for WIOA Dislocated Worker and WIOA Adult are: Determination of eligibility, outreach, intake, and basic services, initial assessment of skills, aptitudes, abilities, and need for supportive services, job Search and Placement, career counseling, provide employment and labor market information, provide information on eligible training providers and local performance outcomes, provide information regarding filing and maintaining UI claims, follow-up services, comprehensive and specialized assessment of skill levels and service needs, development of Employment Development Plans, group counseling, individual counseling and career planning, case management for clients in training, short-term pre-vocational services, occupational skills training (including non-traditional employment), private sector training programs, adult education and literacy activities in combination with other training services, On-the-job training, entrepreneurial training, job readiness training, skill upgrading and retraining.

As mentioned previously, Workforce Board staff conduct regular meetings, provide technical assistance, encourage the sharing of best practices, and regularly monitor our providers.

18. Describe and assess the type and availability of youth workforce investment activities in the local workforce development area, including youth with disabilities, which description and assessment shall include an identification of successful models of such youth workforce development activities.

In WDA 09, community-based organizations provide WIOA and MYP services in suburban Hennepin County. Carver County receives its own allocation of funding for the Minnesota Youth Program and provides WIOA Youth Services as a subcontractor of Hennepin as outlined in our MOU.

Outreach and recruitment of youth is crucially important to the success of the WIOA and MYP program and participants. In WDA 09, there are 4 providers administering one or both programs in suburban Hennepin County and Carver County. Each provider relies on their own network of community organizations, schools, and public services to reach size of this area and the diversity of needs and culture within it. Due to the COVID-19 pandemic, virtual outreach has become increasingly vital for recruitment of youth in any situation, and providers have developed their outreach techniques and networks to meet this need.

In 2020, the Hennepin-Carver Workforce Development Board released the Suburban Hennepin County Youth Career Development Services RFP pursuant to Hennepin County requirements for the WIOA Youth and Minnesota Youth programs. Through this process Tree Trust and BrookLynk were selected as the WIOA Youth providers for program years 2021 and 2022. The review panel also recommended BrookLynk, Ka Joog, and Tree Trust as MYP providers for State Fiscal Years 2022 and 2023.

Tree Trust was recommended as a WIOA provider for their experience providing services to out-of-school youth and for their model for apprenticeships and industry recognized credentialing that give youth a pathway to high-wage trades and job skills. BrookLynk will be a new WIOA Youth provider focused on the north suburbs but serving all suburban Hennepin County alongside Tree Trust. Tree Trust will receive the majority of WIOA funds, while BrookLynk, as a new WIOA provider traditionally focused on a smaller geographic area, will use their funds to increase capacity and execute plans to recruit higher barrier and older youth into their wide range of services.

BrookLynk and Ka Joog provide innovative internship and training opportunities in high-demand industries for young people based on strong relationships with employers, schools, and community institutions in their service areas. These partnerships, particularly in schools, give them the tools to serve younger youth with a diversity of needs. Tree Trust is also recommended to receive some MYP funds to supplement their services to younger youth that would not be eligible under the WIOA program.

Understanding the varied needs of youth living within the large suburban metro area, there is an intentional offering of multiple approaches to work experience; appealing to youth who prefer the hands-on style or kinesthetic learning and working with communities to recruit youth into business settings where barriers to access may otherwise exist. All providers have adjusted their offerings to meet the needs of participants virtually or with protective measures in place to ensure safety during the pandemic.

Hennepin County has a high percentage of youth participants with cognitive, behavioral, developmental, or physical disabilities. Employment counselors work hard to provide accommodations which best address the needs or barriers of the participants especially in work experience placements, career pathways, and suitable educational certifications and credentials. Staff are trained in how to work with a variety of the most common disabilities we have seen in the youth we serve.

Tree Trust often engages youth with disabilities. This is seen in programs with participants with Fetal Alcohol Spectrum Disorder and Autism Spectrum Disorder. Tree Trust staff ensures that these participants have an equitable opportunity to develop skills as with other participants. BrookLynk partners with area schools, families, and employers to provide reasonable accommodations for any participant with a documented disability.

Carver County, although not as high, likewise serves a significant percent of youth with disabilities, and our collaboration with Vocational Rehabilitation, District 287, the alternative schools and transition programs continue to provide referrals.

In order to ensure youth are making informed decisions in their career planning, they need to have access to multiple resources for Labor Market Information (LMI). WDA 09 receives LMI from DEED, M State, Real Time Talent and CareerWise regarding high growth, in-demand occupations within the region. Hennepin County staff provide monthly TalentNeuron reports detailing the top hiring industries and employers in Hennepin and Carver Counties to align employer recruitment and training programs.

19. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with relevant secondary and post-secondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services.

Workforce Board members and staff are strengthening connections between workforce, education, area businesses, job seekers, and other stakeholders; aligning regional resources; implementing sector strategies; and promoting career pathway opportunities within our local area.

Career Counselors assist participants in short and long-term career exploration that incorporates re-engagement into education, whether that is towards a high school diploma or its equivalent, or post-secondary degree, training, or certification. Employment counselors have relationships with area high schools, alternative schools, adult basic education centers, post-secondary institutions, and apprenticeship programs to assist participants in goal setting and planning potential career pathways.

For youth in particular, service providers will take participants on tours, assist them with applications, and help connect them to TRIO, Upward Bound and similar programs that support students with barriers entering post-secondary. Providers also support participants with case management services once they begin their classes. Staff help them with ancillary services as necessary, such as housing, transportation, childcare, and finding part time work to support them while they are in school.

20. Describe how the local area board will coordinate education and workforce investment activities carried out under this title with public transportation and other appropriate supportive services.

As stated earlier (question 13 B), the Board and staff are committed to ensuring that suburban jobseekers have access to transportation and other appropriate supportive services. The board and staff have worked to identify the necessary support services to assist our participants in overcoming the barriers that may prohibit them from participation in programming and/or successful employment. We are cognizant that reducing any individual disparity can leverage positive change and help reduce disparities in other areas. This includes support services required by participants engaging in educational activities.

21. Describe the plans and strategies for, and assurances concerning, maximizing coordination of service provided by the state employment service under Wagner-Peyser Act, and services provided in the local workforce development area through the one-stop delivery system, to improve service delivery and avoid duplication of services.

The Hennepin-Carver Board staff and Wagner-Peyser staff have a strong working relationship. Leaders meet on a regular basis to discuss strategies, challenges and opportunities to create closer alignment among the services offered across suburban Hennepin in Carver Counties. In addition, One Stop Operator meetings are held regularly to discuss operations among workforce system partners.

Because the Workforce Development Board contracts with community-based organizations to provide Adult, Dislocated Worker and Youth programs, it is imperative that CareerForce and provider staff work closely together to understand the requirements of all programs, and how to ensure a strong referral network among multiple providers and funding streams. This is particularly important as on-site services and important recruitment efforts such as RESEA have been fluid in response to the pandemic.

The Hennepin-Carver Board has attempted to avoid duplication of services by advertising CareerForce as the first stop for any and all potential program participants. Past examples include utilizing CareerForce locations for CARES funded computer distribution, promoting CareerForce services in pandemic recovery resources, and coordinating the delivery of career exploration kits to residents.

Minnesota's WIOA State Plan describes the state's strategy for providing reemployment assistance to Wagner-Peyser's targeted population of Unemployment Insurance (UI) applicants. The strategy will include the following:

- A Wagner-Peyser staff person will support Reemployment Services and Eligibility Assessment (RESA) sessions (virtual and in-person) that the UI program offers across Dakota and Scott counties.
- The RESEA and Wagner-Peyser staff will conduct a quick assessment of every participant to determine who will most likely need additional services from CareerForce Center (CFC) staff.
- The Wagner-Peyser staff person will conduct an orientation to CFC services either 1:1 or in a group setting that includes information on how to register for the state's labor exchange system (i.e., MinnesotaWorks); an introduction to CareerForceMN.com, information about the various workshops offered at no cost, describe career assessments, Labor Market Information data, Veterans Employment Services and

information about specific employment and training programs (i.e., Dislocated Worker Program) that the person may be eligible for.

- The Wagner-Peyser staff person may coach the RESEA customer in enrolling in the Creative Job Search workshop or other workshops. Creative Job Search is typically the first job finding/job placement service that is offered to UI applicants. The workshop consists of training on how to find a job that includes career planning, preparing for the job hunt, skills identification, resumes and cover letters, applications and references, social media, interviewing skills, and more.
- Wagner-Peyser staff can help a career seeker with individual career exploration and job search assistance from reviewing your resume to talking through options for a potential change in careers to personalized assistance finding a job right now.
- Wagner-Peyser staff may follow up with RESEA participants who are not enrolled in a program to introduce them to the benefits of an active registration in minnesotaworks.net and review their awareness of the various CareerForce services.

The Wagner-Peyser program also provides services to businesses with one (1) Industry Sector Representative assigned to the Metro LWDA. The goal is to contact businesses in the key industry sectors identified in regional plans to help the business solve their workforce issues. In addition, each CareerForce Center has a skilled staff person designated as an Employer Navigator to support the employer's immediate requests and concerns.

22. Describe how the local area board will coordinate workforce investment activities carried out under this title in the local workforce development area with the provision of adult education and literacy activities under title II, including a description of how the local area board will carry out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under title II.

Adult Education partners will continue to be engaged in at least three ways: a) Development of career pathways in the identified sectors and clusters, with clear integration opportunities for literacy and adult education to be woven into existing and emerging training; b) Clarification or strengthening of protocol for assessing adult education needs at CareerForce locations (and other points of service) and making referrals for services; and c) Provision of career awareness materials and or workshops prepared by workforce development staff, that can be shared with adult education partners to expose students to opportunities and facilitate referral from adult education programs to CareerForce Centers and our contracted service providers.

23. Describe the replicated cooperative agreements (as defined in section 107(d)(11)) between the local area board or other local entities described in section 101(a)(11)(B) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under title I of such Act (29 U.S.C. 720 et seq.) (other than section 112 or part C of that title (29 U.S.C. 732, 741) and subject to section 121(f)) in accordance with section 101(a)(11) of such Act (29 U.S.C. 721(a)(11)) with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance,

use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

The local Workforce Development Board and Vocational Rehabilitation Services collaborate to enhance services to individuals with disabilities, individuals with other barriers to employment, and individuals living in poverty. To the extent possible, services are co-located in CareerForce Centers to provide access to a wide variety of opportunities.

Each CareerForce Center provides an orientation to assist job-seekers in making an informed decision on choice of service provider. Direct service staff participate in cross-training to ensure they understand the services offered by the various partners, and the eligibility criteria for each program.

Vocational Rehabilitation staff is available for consultation without the need for the person to apply for services. Typical topics include how and when to disclose a disability, effective use of assistive technology, Social Security work incentives, and benefits planning. There is currently a joint effort to provide joint financial planning and work incentives planning for individuals receiving Social Security Disability Insurance. Disability Benefits 101, a software program developed using Medicaid Infrastructure grant funding, is available to all partners to assist staff inform job-seekers about the impact earned income will have on federal and state benefits, including public health insurance.

Staff meet regularly via the monthly One Stop Operator meetings, consulting across the system (including Vocational Rehabilitation Services) as initiatives such as incumbent worker training programs, customized training programs, career pathways initiatives, youth services, and other business services are developed.

Vocational Rehabilitation participates in the Job Fairs and other community events. The local partners also share job leads, and Vocational Rehabilitation may purchase placement services from the local Board as part of a performance-based funding agreement.

24. Describe and identify the entity responsible for the disbursement of grant funds described in section 107(d)(12)(B)(i).

The Hennepin-Carver Workforce Development Board is governed by a Joint Powers Agreement between the Hennepin and Carver County Boards which names Hennepin County as the Administrative Entity for the local area. The Hennepin-Carver Workforce Development Board is the body responsible for creating RFPs and recommending providers and disbursement of grant funding to the Hennepin County Board for approval. Hennepin County provides administrative support for contracting, accounting, compliance and monitoring of programs.

25. Describe the competitive process to be used to award the sub-grants and contracts in the local workforce development area for activities carried out under this title.

The Hennepin-Carver Workforce Development Board issues a Request for Proposals (RFP) when sub-grants and contracts are to be let for suburban Hennepin County. Leadership from the Board identifies staff and leaders responsible for managing that RFP process and bringing decision recommendations forward to the Hennepin-Carver Workforce Development Board for all decisions related to disbursement of funds. This RFP process is inclusive of adult and youth programming. Hennepin County follows internal procurement methods for selecting vendors as well.

In accordance with our Joint Powers Agreement and MOU, Carver County provides services in the Chaska CareerForce location.

26. Describe how the local levels of performance negotiated with the Governor and chief elected official will be used to measure the performance of the local workforce development area and to be used by the local area board for measuring the performance of the local fiscal agent, eligible providers under subtitle B and the One-stop delivery system.

Negotiated performance standards are one way in which the Hennepin-Carver Workforce Development Board measures the performance of the local workforce development area, providers and the one-stop delivery system.

At least on a monthly basis, performance progress is reviewed with providers. Through monitoring, we assess data to ensure that services and outcomes have been correctly entered into WF1. If deficiencies exist, the board works with service providers to identify strategies to increase performance.

We review demographics, services, trends, training occupations and outcomes of service providers. Case files are reviewed for compliance and quality of services. Program eligibility is monitored by program staff to ensure proper determinations have been made. Subrecipients are also trained and provided with appropriate policies to make eligibility determinations towards allowable costs/cost principles. We meet with service providers on a regular basis to provide technical assistance, answer questions, and monitor expenditures to ensure policy and fiscal compliance.

27. Describe the actions the local area board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board.

Because the vast majority of our members do not have a long history of service on the Board, all members have participated in orientation process to ensure a common understanding of the WIOA titles, required governance responsibilities, required plans and legal documents. The purpose of this effort is to maintain a high level of understanding of the expectations in order to establish goals for the local area. Each Board member has been interviewed to determine their goals and objectives for the board, but also to assess what further information or training or resources may be needed.

Our next step is to create Mission, Vision, Goals and Work Plan for the Board. Both efforts are informed by internal historical documents as well as resources made available by the Governor's Workforce Development Board.

In addition, the Minnesota Association of Workforce Boards has always been committed to supporting local Workforce Development Boards' growth and strong performance. Our local area is deeply engaged with MAWB and regularly takes advantage of resources made available.

Staff will work with the providers to ensure they understand the policies, procedures, vision/mission of the state, region and local level.

28. Describe how training services under chapter 3 of subtitle B will be provided in accordance with section 134(c)(3)(G), including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts under that chapter and how the local area board will ensure informed customer choice in the selection of training programs, regardless of how the training services are to be provided.

Providers of Adult, Dislocated Worker and Youth services contract with training providers as necessary to support the career pathways of our program participants. Staff members have worked with credentialed and non-credentialed training partners as well as short- and long-term training opportunities. Providers allocate training dollars that include careful consideration of the individual's need for training as well as co-enrollment opportunities.

In all cases, staff ensure that customers understand that recommendations for services are never mandatory and that additional training or service options should be explored by the client at his/her discretion. Every client has an individual development plan that is reviewed, signed, and serves as documentation of a customer's intentions going forward.

29. Describe the process used by the local area board to provide opportunity for public comment; and input into the development of the local plan, prior to submission of the plan.

Local planning and regional planning within the metro area have been done concurrently. Upon completion of a draft plan, the required comment period was provided, with the plan circulated to known partners and community contacts electronically; as well as in a widely accessible internet posting on the Hennepin County and Carver County websites. Beyond that, virtue of undergoing review by the Hennepin-Carver Workforce Development Board, the Hennepin County Board and the Carver County Board, the document was appropriately noticed to the public.

30. Describe how the one-stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under this Act and programs carried out by one-stop partners.

All Workforce Development Areas, public and nonprofit partners included, are using Workforce One as the primary tool for capturing intake and case management information.

We currently use technology to help us to maintain contact with job seekers and provide to case management services. We will continue to support the efforts of CareerForceMN.com, Elevate Futures, DEED/DHS apps, to develop on-line services for individuals, especially for those customers with limited barriers that are able to self-serve.

Within our WDA, we are attempting to integrate data across programs to break down silos and identify opportunities for co-enrollment and the alignment of services. We support the system changes that need to occur to align Adult Basic Education, M State and CareerForce/WIOA Title IB data systems.

31. Describe how the workforce needs of your area have been impacted as result of the COVID-19 pandemic. What specific industry sectors and what specific populations (by race/ethnicity, age, and educational attainment) have been most affected and how?

Employment in WDA 09, which witnessed steady growth in the decade after the Great Recession, declined in 2020 at rates slightly more severe than the Seven-County Metro Area and the State of Minnesota. Employment recovery has begun, but remains uncertain for several sectors, particularly Accommodation and Food Services and Other Services.

Prior to the onset of the COVID-19 pandemic in March of 2020, WDA 09's total employment reached nearly 643,000 jobs. Between 2010 and 2019, the region's total employment expanded by 16.1%, equivalent to about 89,000 jobs. More recently, between 2014 and 2019, the region's total employment expanded by 8.3%, equivalent to about 49,100 jobs. Through the first three quarters of 2020, WDA 09 employment fell by 8.2%. By comparison, employment in the surrounding Metro Area fell by 7.7%, and statewide employment fell by 7.0%. When zooming into the quarterly trends, WDA 09 lost 92,615 jobs (-14.3%) between the second quarters of 2019 and 2020, before gaining 25,613 jobs (+4.6%) between the second and third quarters of 2020.

While the pandemic has impacted virtually all areas of the labor market in some way, the effects of the pandemic have fallen disproportionately on lower-paying service-providing sectors, people of color, women, and those with less educational attainment

Unemployment Rates and Labor Force

Prior to the onset of COVID-19 in March of 2020, the unemployment rate in WDA 09 was 2.7%. This represented approximately 14,000 persons. Two months later in May, the unemployment rate in WDA 09 peaked at 9.4% (approximately 48,600 persons) before declining consistently through November to 3.8% (approximately 19,400 persons). Unemployment did rise slightly between November and December to 4.1% (approximately 20,800 persons).

The labor force size in both WDA 09 and the Seven-County Metro Area, which includes both employed and unemployed persons, fell significantly over the course of 2020. In WDA 09, the

labor force size fell from 526,194 in February to 505,259 in December, a decline of 4.0%. In the Metro Area, the labor force size fell from 1,735,645 in February to 1,667,820 in December, a decline of 3.9%.

According to the most recent 2015-2019 ACS 5-year estimates, the overall unemployment rate in WDA 09 was 3.0%. Unemployment rates differed significantly by race and ethnicity. For example, the unemployment rate for the region's Black or African American population, at 6.3%, was over twice as high as the overall unemployment rate. If going by historical differences in unemployment rates since 2015, the unemployment rates by race and ethnicity in WDA 09 during annual 2020 are as such:

- Overall: 5.6%
- White: 4.9%
- Black or African American: 11.8%
- American Indian or Alaska Native: 6.2%
- Asian: 5.0%
- Some other Race: 11.8%
- Two or More Races: 8.4%
- Hispanic or Latino: 8.4%

These rates were likely higher during May 2020, when unemployment spiked at 9.4% in WDA 09. This is also likely, as a higher share of populations of color and those with Hispanic or Latino origins are employed in those industries most-impacted by COVID-19, including Accommodation and Food Services, Other Services, Retail Trade, and Health Care and Social Assistance.

Unemployment Insurance Claims

The Department of Employment and Economic Development's (DEED) Unemployment Insurance (UI) Statistics detail demographic characteristics of initial and continued claims for unemployment insurance, as well as total applications for UI benefits. Demographics for continued UI claims are available at the state and regional levels. This data reveals how workers of color have filed continued UI claims at higher rates than white workers. In the Metro Area during April and May, the number of UI claims as a share of the labor force peaked at 24.6% for Black or African American workers, 24.1% for American Indian or Alaska Native workers, 15.0% for Asian workers, and 14.7% for Hispanic or Latino workers. In other words, anywhere from one-seventh to one-fourth of workers of color had filed continued UI claims over a single week early in the COVID-19 crisis. By comparison, the share of the white labor force that filed continued claims peaked at 11.5%. Through early 2021 the number of claims has dropped for all races and ethnicities, yet both Black or African American workers and American Indian or Alaska Native workers remain nearly three times as likely to be filing continued claims as white workers in the region.

32. What is the board's strategy to coordinate efforts to address workforce needs as a result of the COVID-19 pandemic? Describe the methodology for outreach to industry sectors and populations most affected.

The Board's strategy throughout the pandemic has been to ensure staff are in regular contact with service providers and partners, and to identify resources and strategies needed to ensure ongoing support particularly for those residents disproportionately impacted by COVID-19.

When recovery resources were made available to local governments, resources were quickly deployed to community-based organizations to address the needs of jobseekers in our region. Hennepin County utilized funding for a Career Services initiative. Examples of eligible uses for Career Services (CS) funding included:

1. Promotion and outreach to career seekers:
 - a. promote the availability of this CS program to prospective career seekers;
 - b. provide timely response to questions from prospective career seekers; and
 - c. provide technical assistance to applicants to complete the application for services.

2. Evaluation of potential participant applications:
 - a. verify eligibility within CS program guidelines via the application document provided by Hennepin County;
 - b. select applicants for allowable CS program services; and
 - c. document the evaluation and decision and notify the applicant; and
 - d. utilize the Workforce One data management system to collect eligibility information.

3. Services to career seekers:
 - a. provide an individual career service program plan;
 - b. provide the selected applicants with allowable CS program services;
 - c. document and retain for a period of six (6) years the services that were provided;
 - d. document the outcome of the applicant services;
 - e. enter participant services into the Workforce One data management system;
 - f. work with prospective employers for targeted job placement; and
 - g. other program requirements.

4. CS Program Administration:
 - a. properly handle all not public information submitted;
 - b. maintain program records for a period of six (6) years;
 - c. provide periodic and final reporting on individual- and program-level outcomes, analytics, and expense,
 - d. provide periodic and final demographic reports;
 - e. ensure proposer documentation for all payment requests; and
 - f. ensure compliance with all County and Federal requirements.

5. Organization health & safety measures:
 - a. secure proper personal protective equipment for CBO personnel as they interact with each other and Program Participants; and
 - b. maintain a safe environment, including safe distancing measures such as physical barriers, while providing services. Frequent communication and coordination with Hennepin County staff will be expected.

Both Hennepin and Carver Counties are currently assessing how to utilize the second round of recovery resources. Providers and community partners are being asked to engage in assessing

the needs of career seekers and employers; what traditional funding can be deployed to address these, and what additional resources may be needed to respond to gaps that are a result of, or made more apparent by, the pandemic. Crafting a response to the recently available DW NEG Pandemic Recovery Grant also allowed us to engage our providers in discussing the most pressing needs of employers in our area.

Moving forward, we intend to be in close communication directly with employers and county economic development partners; regularly review labor market information made available by DEED LMI and Realtime Talent; and engage with employers and jobseekers via our Workforce Development Board members and providers. The goal is to deploy resources and solutions as quickly and effectively as possible.

33. State the Local Board's vision for utilizing the area's workforce development system to address employment disparities based on race/ethnicity, age, or educational attainment in your area. Please also include the following in this statement: strategies to address disparities; strategies to address diversity and inclusion among your workforce system's staff; strategies to ensure inclusion in the operation and service of the workforce system in your area.

The Hennepin – Carver Workforce Development Board leadership has identified member recruitment and development for the Board itself, with a focus on diversity, as a key strategy moving forward.

Request for Proposals to provide Adult, Dislocated Worker and Youth services have established vision, mission and priorities for the programs we are implementing within our area; these RFPs are written with the intent to reduce disparities and increase economic equity for those served. Our most recent youth RFP was designed with input from a panel of diverse youth participants.

Hennepin County DE&I professionals conducted the Little Things Mean a Lot training to the CareerForce partners of suburban Hennepin & Carver counties. Partners included: Adult Basic Education, MN Department of Employment & Economic Development (DEED) Job Service & Vocational Rehabilitation Services, Carver County, Hennepin County, Hired and Avivo.

Both Hennepin and Carver are working hard to look across programs to break down silos, leverage and align resources, and refer and/or co-enroll participants for all services necessary to promote success. Trauma informed care and 2 Gen approaches are also being utilized.

The workforce development team has implemented multiple communities of practice for community-based providers within each program area. This has allowed providers to understand best practices, discuss challenges as well as provide a network of support. Our next phase in this implementation process is to create communities of practice across programs to better collaborate and enhance opportunities for program participants.

Over the past few years, we have conducted a review of program data which resulted in a dashboard via PowerBi. This dashboard provides a unique lens into demographic, geographic, activity and outcome data across programs.

Staff regularly conducts analysis of program policies and procedures in order to reduce structural barriers and increase opportunities for individuals served. Changes that require state or federal action are more difficult to influence/implement.

Finding flexible funding to partner with Community Based Organizations that may not have the knowledge or capacity to provide services under our complex existing programs (Adult/DW/Youth) is difficult; however, we see the infusion of federal recovery dollars as a means to address this issue.

LOCAL PLAN- PROGRAM OPERATIONS

1. A. How does the local workforce development area ensure staff comply with the policies and procedures for Rapid Response as communicated on DEED's website?

Workforce Board staff are aware of, and monitor providers for compliance with all procedures communicated on DEED's website. Our contracts with providers include the following: PROVIDER shall comply with all applicable federal, state, and local statutes, regulations, rules, ordinances, and Hennepin County policies, now in force or as hereafter enacted.

- B. How does the local workforce development area inform the state Rapid Response team within 24 hours about an actual or potential dislocation event when there is possibility of a mass layoff (50 or more dislocations)?

Should we become aware of an actual or potential dislocation event when there is a possibility of a mass layoff, we would (or would direct our providers to) contact State Rapid Response Team within 24 hours, either by telephone or email.

- C. Describe how the local area board will coordinate workforce investment activities carried out in the local workforce development area with statewide rapid response activities.

We are aware that rapid response activities are primarily the responsibility of DEED. However, we welcome the opportunity to work with DEED at any time such partnership would be to the benefit of our residents and/or potential program participants. Currently, staff participate in regular metro-wide meetings with Rapid Response staff to ensure alignment of strategies, awareness of resources available to serve dislocated workers, and sharing of best practices.

- D. Complete **Attachment B – Local Workforce Development Area Contacts**.

2. A. How does the local workforce development area inform the state Trade Act staff of companies that are potentially TAA certifiable?

Hennepin and Carver County staff reach DEED staff by phone or email to share information of a TAA-eligible activity and are prepared to support and coordinate services with DEED staff in providing and securing information, data and resources as appropriate.

- B. How does the local workforce development area cooperate with the state Trade Act staff where the layoff involves a company that the DOL trade-certified?

Hennepin-Carver Workforce Development Board staff are responsive to Rapid Response providers when asked to provide facilities, additional training opportunities and access to other training and support services.

- C. Is the local workforce development area willing to participate in TAA Counselor Training and TAA Participant Training when a trade-certification occurs?

Yes X

3. A. The local workforce development area has developed and implemented local Supportive Service policies that are consistently applied for all participants.

Yes X

- B. Describe the steps taken to ensure consistent compliance with the policy.

Staff meets with service providers on a regular basis to provide technical assistance, answer questions, and monitor expenditures to ensure policy and fiscal compliance.

4. How is the local board planning to prioritize WIOA Adult program services to recipients of public assistance, individuals who are basic skills deficient, or those identified as being low-income as outlined in TEGL 7-20?

Hennepin-Carver Local Priority of Service Policy

1st Priority – Veterans and eligible spouses (covered persons) who are:

- Low income, or
- Recipients of public assistance, or
- Who are basic skills deficient

*Note: military earnings should not be included when calculating income for veterans or transitioning service members for this priority

2nd Priority – Individuals (non-covered persons) who are:

- Low income, or
- Recipients of public assistance, or
- Who are basic skills deficient

3rd Priority – Veterans and eligible spouses who are:

- Not low income, or
- Not recipients of public assistance, and
- Are not basic skills deficient

4th Priority – Priority populations established by the Governor and/or Local Workforce Development Boards as outlined in the State and Local plans.

- Individuals of color;
- Individuals with disabilities, including youth who are individuals with disabilities (as defined in WIOA sec. 3(25) (includes individuals who are in receipt of Social Security Disability Insurance);
- Individuals seeking employment to reduce gender inequities;
- Individuals with barriers to employment as identified under WIOA:
 - Displaced homemakers (as defined in WIOA sec. 3(16));
 - Low-income individuals (as defined in WIOA sec. 3(36));
 - Indians, Alaska Natives, and Native Hawaiians (as defined in WIOA sec. 166(b));
 - Older individuals (age 55 and older) (as defined in WIOA sec. 3(39));
 - Ex-offenders (“offender” as defined in WIOA sec. 3(38));
 - Homeless individuals or homeless children and youths (see Attachment III);
 - Individuals who are:
 - (1) English language learners (WIOA sec. 203(7)),
 - (2) Individuals who have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual’s family, or in society); and
 - (3) Individuals facing substantial cultural barriers;
 - Eligible migrant and seasonal farmworkers (as defined in WIOA sec. 167(i)(1-3));
 - Individuals within two years of exhausting lifetime TANF eligibility;
 - Single parents (including single pregnant women);
 - Long-term unemployed individuals (unemployed for 27 or more consecutive weeks);

Priority Populations under WIOA- Services provided to adults and dislocated workers under title I of WIOA can be a pathway to the middle class and to maintain and build skills to remain in the middle class. Across all titles, WIOA focuses on serving “individuals with barriers to employment”, defined in WIOA section 3(24) and seeks to ensure access to quality services for these populations. The WIOA Final Rules discuss priority and special populations for the Adult and Dislocated Worker programs at 20 CFR 680.600 through .660.

Statutory Priority for Adult Funds

Section 134(c)(3)(E) of WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, American Job Center staff when using WIOA Adult funds to provide individualized career services, as described in Section 4 of this TEG, training services, or both, as described in Section 7, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. WIOA sec. 3(36) defines “low-income individual” and WIOA sec. 3(5) defines “basic skills deficient” (see Appendix IV for full definition). ETA notes that individuals who are English language learners meet the criteria for “basic skills deficient” and must be included in the priority populations for the title I Adult

program. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area. States are required to develop policies and procedures for applying this priority, including monitoring local areas' compliance with this priority.

Under WIOA, there is no exclusion of payments for unemployment compensation, child support payments, and old-age survivors insurance benefits from the income calculations for determining if an individual is low-income. These exclusions that were previously provided under WIA sec. 101(25) no longer apply.

The priority established in the previous paragraph does not necessarily mean that these services may only be provided to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. The Local WDB and the Governor may establish a process that also gives priority to other individuals eligible to receive such services, provided that it is consistent with priority of service for veterans (see 20 CFR 680.650) and the priority provisions of WIOA sec. 134(c)(3)(E) and §680.600. Any additional priority populations identified by the State and Local WDB should be reflected in the State's WIOA Unified or Combined Plan, as well as the local area plan(s). Additionally, entitlement must be exhausted before the veteran or eligible spouse can be enrolled in WIOA funded training. However, VA benefits for education and training services do not constitute "other grant assistance" under WIOA's eligibility requirements. Therefore, eligibility for VA benefits for education or training services do not preclude a veteran or the veteran's eligible spouse from receiving WIOA funded services, including training funds. Similarly, WIOA program operators may not require veterans or spouses to exhaust their entitlement to VA funded training benefits prior to allowing them to enroll in WIOA funded training.

SECTION D: SYSTEM OPERATIONS AND ATTACHMENTS

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

Yes X

2. A. The local workforce development area and their partners are aware of the responsibilities of the Equal Opportunity Officer, including attending DEED sponsored EO Training?

Yes X

- B. The local workforce development area is aware and conducts annually a physical and program accessibility review?

Yes X, except
 during
 the
 pandemic

4. Does the local workforce development area have in place an agreed upon WIOA Discrimination complaint process per the regulations?

Yes X

5. A. Does the local workforce development area have in place an agreed upon WIOA Program Complaint Policy per the regulations?

Yes X

6. How do you identify current or former Military Service Members coming into your CareerForce Center?

Clients are asked to self-identify and then independent verification is pursued. When people come in for the first time they are asked if they ever served in the U.S. Military or are the spouse of someone who served. If the response is yes, they are asked to fill out a Veterans Questionnaire. The form is then reviewed and handed off to either the Disabled Veterans Outreach Program Specialist (DVOP) if there are any yeses on the form, if there are just no responses the form is given to the Senior Veterans Employment Representative (me). We do not ask for verification unless funds are involved such as Dislocated Worker Program monies.

7. How do you inform current or former Military Service Members coming into your CareerForce Center about “Veteran Priority of Service?”

Clients are informed verbally and in written materials at multiple points of contact. The staff is very proactive to ensure that all veterans, active duty, guard, reserve, and spouses receive all services. The service member or spouse is informed that they take priority over the general public, but the staff attempts to make this happen without the veteran needing to request it. This is very important because most veterans won't ask for services for themselves (they are programmed to serve others). Every workshop space is reserved for 10% more than is listed on the website to guarantee the veteran is allowed a spot.

8. If your CareerForce Center has a presence on the internet (outside of the CareerForce Center site) how do you promote Public Law 107-288, “Veterans Priority of Service” to veterans on that website?

Veterans, active duty, guard, reserve, and spouses are directed by the website to fill out an online questionnaire, or if they are working with Wagner-Peyser staff, they are sent a fillable PDF questionnaire. From there the same process is performed as in six above with the exception of it being via email. Veteran Services then will email and or call the veteran. One thing that Veteran Services is doing is when a veteran registers in Minnesotaworks or for Unemployment Insurance and self identifies we contact them via email within two business days.

9. How do you identify current or former Military Service Members with “significant barriers to employment?”

Disabled Veteran Outreach Program (DVOP) staff work closely with clients during intake and assessment. The questionnaire referenced in number six above, and during the first contact going over the questionnaire. The reception staff will normally contact either a veteran staff person or the Wagner-Peyser person while the veteran is filling out the questionnaire, making sure the veteran sees someone right away.

10. When a current or former Military Service Member with a significant barrier to employment is identified, how do you refer them to an appropriate intensive service provider when there is no Disabled Veteran Outreach Program (DVOP) specialist in your CareerForce Centers?

DVOPs are typically located in the CareerForce Center. If no Veterans Representative is on-site, Veterans are asked if they want an immediate referral to a partner located onsite; or, if preferred, waiting (typically no more than 24 hours) for a meeting with DVOP. This is not a problem for Hennepin County because both offices have Veterans Staff stationed at them, but Carver County does not have a full time Veteran Staff person onsite. Each office has a

designated Wagner-Peyser person or Dislocated Worker councilor who has received training on who to work with veterans. The information is then passed along to the DVOP with a warm handoff.

11. How are DVOP and/or Local Veterans Employment Representatives (LVER) staff integrated into the overall service delivery strategy in your CareerForce Centers?

DVOP staff are engaged at all levels of client service delivery, program planning, and staff training and delivery efforts. We have an ongoing conversation with Wagner-Peyser staff. We attend Wagner-Peyser staff meetings when our duties permit. We refer our veterans to services provided by Wagner-Peyser such as workshops, hiring events, and resource events. For Carver County Wagner-Peyser Staff, County Veteran Service Officer Staff, and Veteran Service Staff meet monthly as a group to discuss how to serve veterans.

The offices in Hennepin/ Carver Counties are very dedicated in serving veterans, active duty, guard, reserve, and spouses.

12. Are all WIOA-funded partners complying with the guidance provided in the TEGE regarding Selective Service?

Yes X

13. What is your strategy to ensure that job-ready job seekers enrolled in your programs (including non-program universal customers) are registering in MinnesotaWorks.net and are making their resumes viewable to employers?

Every customer is given the opportunity to register with MinnesotaWorks.net when entering any of our CareerForce locations and encouraged to do so. In lieu of in-person services, partners are integrating this advice into our virtual service delivery model; staff will continue to inform our entire service provider network about the value of MinnesotaWorks.net as part of a comprehensive job search strategy for job seekers.

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

Yes X

15. The local workforce development area's conflict of interest policies are in compliance with the above two references?

Yes X

16. A. The local workforce development area is aware of the referenced statute on Government Records.

Yes X

B. The local workforce development area is aware of the requirement to retain documentation for six years.

Yes X

17. **Handling and Protection of Personally Identifiable Information:** The local workforce development area is complying with the guidance provided in TEGL 39-11.

Yes X

18. **Human Trafficking:** The local workforce development area is aware of TEGL 09-12 and will follow the procedures for working with trafficked persons.

Yes X

19. **Gender Identification:** The local workforce development area is aware of TEGL 37-14 and will follow the procedures for developing a similar policy including key terminology, and have in place regarding working with customers who may be lesbian, gay, bisexual and transgender. Local workforce development areas will also participate in any related training.

Yes X

20. **Uniform Guidance:** The local workforce development area is aware of TEGL 15-14 regarding Uniform Guidance.

Yes X

21. A. Briefly describe the local area board's policy and timetable for filling vacancies, replacing/reappointing individuals whose terms have come to an end.

Per our Joint Powers Agreement, the Hennepin County Board is responsible for appointing members of the Workforce Development Board. This is done in consultation with the Carver County Board. The Director of the Workforce Development Board works closely with the Deputy Clerk to the Hennepin County Board of Commissioners.

In the case where a member resigns prior to the conclusion of their term, the Deputy Clerk is provided a copy of the resignation letter and alerted that an appointment process needs to take place to fill the vacancy.

Unless appointed to fill the remainder of a term due to resignation, Board Members are appointed to a three year term. Each year, the Deputy Clerk and Workforce Board Director review terms of members and reaffirm eligibility under federal and state statute. Open seats are filled through the Hennepin County Board's appointment process which follows relevant rules and regulations.

B. Is your local area board currently in compliance with WIOA?

Yes X No

If No, what steps will be taken to bring your local area board into compliance?

C. Complete **Attachment C – Local Area Board Membership List**.

D. Complete **Attachment D – Local Area Board Committee List**.

22. If applicable, complete **Attachment E - Local Workforce Development Area Sub-Grantee List**.

25. If applicable, complete **Attachment F - Local Workforce Development Area Non-CFC Program Service Delivery Location List**.

CERTIFICATIONS

By signing and submitting this plan, the local area board is certifying on behalf of itself and the subgrantee, where applicable:

- A. That this ***Regional and Local Workforce Development Area Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota's current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including 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 and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d)
- C. that the public (including individuals with disabilities) have access to all of the local area board's and its components' meetings and information regarding the local area 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 contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3)
- G. that it will ensure that no funds under its discretion are used to assist, promote, or deter union organizing;
- H. that this plan was developed in consultation with the local area board;
- I. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- J. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 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;
- K. that local area board and staff are aware of local CareerForce Center services, and are working with and referring to the CareerForce Center services as appropriate;
- L. that all staff are provided the opportunity to participate in appropriate staff training;
- M. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- N. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- O. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award.

P. that the local area board and its sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

SIGNATURE PAGE

Local Workforce Development
Area Name

Hennepin-Carver, LWDA 09

Local Area Board Name

Hennepin-Carver Workforce Development Board

Name and Contact Information for the Local Area Board Chair:

Name	Nicole Mattson
Title	Vice President of Strategic Initiatives
Organization	Care Providers of Minnesota
Address 1	7851 Metro Parkway, Suite 200
Address 2	
City, State, ZIP Code	Bloomington, Minnesota 55425
Phone	952-854-2844
E-mail	nmattson@careproviders.org

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

Name	Irene Fernando
Title	Hennepin County Commissioner
Organization	Hennepin County Board of Commissioners
Address 1	A-2400 Government Center
Address 2	300 South 6th Street
City, State, ZIP Code	Minneapolis, Minnesota 55487
Phone	612-348-7882
E-mail	Irene.fernando@hennepin.us

We, the undersigned, attest that this submittal is the Local Plan for our Workforce Development Board and Local Workforce Development Area and hereby certify that this Local Plan has been prepared as required, and is in accordance with all applicable state and federal laws, rules and regulations.

Local Area Board Chair

Name

Title

Local Area Board Chair

Signature

Date

Local Elected Official

Name

Title

Signature

Date

Regional Workforce Development Area

RWDA #4 – Metro Area

Local Workforce Development Area

Hennepin-Carver, WDA 09

MEMBER	ORGANZIATION
Scott Schulte	Local Elected Official, Anoka County
Jacob Frey	Local Elected Official, City of Minneapolis
Mary Hamann	Local Elected Official, Dakota County
Irene Fernando	Local Elected Official, Hennepin County
Jim McDonough	Local Elected Official, Ramsey County
Stan Karwoski	Local Elected Official, Washington County
Shirley Barnes	Board Chair, Anoka County, Workforce Development Board
Catherine Weik	Board Chair, Dakota-Scott Workforce Development Board
Nicole Mattson	Board Chair, Hennepin-Carver Workforce Development Board
Laura Beeth	Board Chair, City of Minneapolis Workforce Development Board
Chad Kulas	Board Chair, Ramsey County Workforce Development Board
Chris Dressel	Board Chair, Washington County Workforce Development Board

Attachment C**LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS**

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs	Anna Mullikin	612-348-0766	anna.mullikin@hennepin.us	Anne Kilzer
Equal Opportunity Officer	Anne Kilzer	(612) 558-6399	anne.kilzer@hennepin.us	Nola Speiser
Program Complaint Officer	Anne Kilzer	(612) 558-6399	anne.kilzer@hennepin.us	Nola Speiser
Records Management/Records Retention Coordinator	Anne Kilzer	(612) 558-6399	anne.kilzer@hennepin.us	Nola Speiser
ADA Coordinator	Sarah Gutzman	952-703-7766	sarah.gutzman@state.mn.us	Dee Torgerson
Data Practices Coordinator	Anne Kilzer	(612) 558-6399	anne.kilzer@hennepin.us	Nola Speiser
English as Second Language (ESL) Coordinator				

CareerForce Center in Brooklyn Park (lease ends 6/30/2021)

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Shym Cook	763-279-4448	shym.cook@state.mn.us	Mike Lang
Job Service Manager	Shym Cook	763-279-4448	shym.cook@state.mn.us	Mike Lang
Vocational Rehabilitation Services Manager	Connie Schultz	763-279-4444	connie.schultz@state.mn.us	Dee Torgerson
State Services for the Blind Manager				

Local Workforce Development Area Director	Anne Kilzer	612-558-6399	anne.kilzer@hennepin.us	Nola Speiser
Adult Basic Education (ABE)	Emily Watts	763-585-7321	Wattse@district279.org	Brian Siverson-Hall
Carl Perkins Post-Secondary Manager	Anne Kilzer	612-558-6399	anne.kilzer@hennepin.us	Nola Speiser
Adult	Anna Mullikin	612-348-0766	anna.mullikin@hennepin.us	Anne Kilzer
Dislocated Worker	Anna Mullikin	612-348-0766	anna.mullikin@hennepin.us	Anne Kilzer
Youth	Todd Austin		todd.austin@hennepin.us	Anne Kilzer

Attachment C

LOCAL AREA BOARD MEMBERSHIP LIST

Regional Workforce Development Area

Region 4

Local Workforce Development Area

LWDA 09

MEMBER		POSITION/ORGANIZATION	TERM ENDS
REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA			
Garfield	Clark	Garfield Clark Commercial	12/31/2021
John	Hacker	Design Ready Controls	12/31/2021
Amy	Keding	Allina	12/31/2021
Nicole	Mattson	Care Providers of Minnesota	12/31/2021
Tim	Mayer	Kraus Anderson Construction	12/31/2021
Sam	Mueller	Hy-Vee	12/31/2023
Kurt	Scepaniak	Horizon Roofing Inc	12/31/2021
Melissa	Scherer	RTVision	12/31/2022
Barbara	Staebell	MediaComm Communications Corp	12/31/2022
TC	Stover	Peterson Whitaker & Bjork CPAs	12/31/2021
LABOR & COMMUNITY-BASED ORGANIZATIONS			
Brian	Farmer	Local 633 Cement Masons	12/31/2021
Tristan	Lundblad	Roofers and Waterproofers Local 96	12/31/2023
Kim	Maher	Laborers Local 563	12/31/2022
Brad	Janowski	Construction Career Training Program Minnesota	12/31/2021
Becky	Waage	Minnesota Independence College and Community	12/31/2023
EDUCATION & TRAINING			
Emily	Watts	Osseo Area Schools	12/31/2023
Nerita	Hughes	North Hennepin Community College	12/31/2023
GOVERNMENT			
Sarah	Gutzman	DEED Vocational Rehabilitation Services	12/31/2023

Mike	Yanda	DEED Wagner-Peyser	12/31/2022
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CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
CHAIR Nicole Mattson	Care Providers of Minnesota 7851 Metro Parkway, Suite 200 Bloomington, MN 55425 952-854-2844 nmattson@careproviders.org
VICE CHAIR Garfield Clark	Garfield Clark Commercial 1235 Yale Place #907 Minneapolis, MN 55403 612 868 8314 gclark@garfieldclark.com



Attachment C

LOCAL AREA BOARD SUBCOMMITTEE LIST

Regional Workforce Development Area

Region 4, Metro Area

Local Workforce Development Area

LWDA 09, Hennepin-Carver

Committee Name	Objective/Purpose

LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST

Regional Workforce Development Area

Region 4, Metro Area

Local Workforce Development Area

LWDA 09, Hennepin-Carver

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which CFC?	If not in CFC, provide Address, City, State, ZIP Code
Hired	WIOA Dislocated Worker Program WIOA Adult Program State Dislocated Worker Program	State Federal State	Brooklyn Park	
Avivo	WIOA Dislocated Worker Program WIOA Adult Program	Federal		Minneapolis, MN 55406
Avivo/Teamsters	State Dislocated Worker Program	State		Minneapolis, MN 55404; Minneapolis, MN 55414
Tree Trust	Minnesota Youth Program WIOA Youth Program	State Federal		Saint Paul, MN 55108
BrookLynk	Minnesota Youth Program WIOA Youth Program (begins 7/1/21)	State Federal		Brooklyn Park, MN 55441
Ka Joog	Minnesota Youth Program (begins 7/1/21)	State		Bloomington, MN 55437

Attachment E

LOCAL WORKFORCE DEVELOPMENT AREA NON-CFC PROGRAM SERVICE DELIVERY LOCATION LIST

Regional Workforce Development Area

Region 4, Metro Area

Local Workforce Development Area

LWDA 09, Hennepin-Carver

Name and Location (City)	Program Service Delivered

LOCAL WORKFORCE DEVELOPMENT AREA KEY INDUSTRIES IN REGIONAL ECONOMY

With 3,597 establishments supplying 86,036 covered jobs, Health Care and Social Assistance is WDA 09's largest-employing industry sector. Accounting for about one-seventh (14.6%) of the region's total employment, Health Care and Social Assistance in WDA 09 has about 16,400 more jobs than the second largest-employing industry sector in the region, Manufacturing. While Health Care and Social Assistance was not hit as hard as other service-providing industries, it did lose a significant number of jobs between 2019 and 2020 (-3,778 jobs). The next three largest-employing industry sectors in WDA 09 all account for over 55,000 jobs. These sectors include Manufacturing (69,591 jobs), Retail Trade (56,810 jobs), and Professional, Scientific, and Technical Services (55,038 jobs). Beyond Retail Trade, employment losses in these industries over the course of 2020 were significantly less severe than losses in other sectors, and for the region as a whole.

Industry	2020 Data*			
	Number of Firms	Number of Jobs	Percent of Jobs	Avg. Annual Wage
Total, All Industries	30,510	589,817	100.0%	\$70,440
Health Care and Social Assistance	3,597	86,036	14.6%	\$55,065
Manufacturing	1,504	69,591	11.8%	\$77,716
Retail Trade	2,969	56,810	9.6%	\$36,770
Professional, Scientific, and Technical Services	4,433	55,038	9.3%	\$106,869
Finance and Insurance	2,100	43,125	7.3%	\$125,358