

# American Recovery and Reinvestment Act

## Program Summary



**Success Stories and Best Practices -  
16 Minnesota Workforce Service Areas  
March 2010**





## MINNESOTA WORKFORCE COUNCIL ASSOCIATION

This has been an incredibly busy time for the Minnesota Workforce Council Association and its members. The economic conditions in the state and across the nation have instigated extreme contrasts that had great impacts on workforce development in Minnesota.

We started 2009 facing unprecedented numbers of customers in need of services, and at the same time anticipating level funding at the federal level and possible cuts at the state level due to a looming budget deficit.

These circumstances set the stage for the American Recovery and Reinvestment Act (ARRA), which was signed into law by President Obama on February 17, 2009. This was an unprecedented effort to jumpstart our economy and it was clear that the workforce system was placed on the front line of the economic recovery strategy.

Infusion of ARRA Workforce Investment Act resources allowed for a greatly expanded Summer Youth employment program. ARRA funding for adults and dislocated workers also allowed providers to better address the needs of the many individuals in need of services.

This report provides an update on how Minnesota's sixteen Workforce Service Areas are utilizing the ARRA funding to address the needs of jobseekers and businesses in their communities. If you have questions or would like further information, please don't hesitate to contact any of the providers listed on the back of this brochure.

### **MWCA Executive Committee:**

<b>Chair:</b>	Cathy Weik, Chair, Dakota-Scott Workforce Investment Board
<b>Vice Chair:</b>	Dixie Holen, Chair, Northwest Private Industry Council
<b>Secretary/Treasurer:</b>	Deb Bahr-Helgen, Director, Minneapolis Employment and Training Program
<b>Operations Chair:</b>	Jerry Vitzthum, Director, Anoka County Job Training
<b>At Large:</b>	Rhonda Sivarajah, Commissioner, Anoka County
	Randy Johnson, Director, Southeast Minnesota Workforce Development, Inc.
	Juanita Lauritsen, Director, Southwest Minnesota Private Industry Council
	Kevin Snyder, Chair, Duluth Workforce Investment Board

### About MWCA:

The Minnesota Workforce Council Association believes workforce development is the key economic development issue in our economy. Minnesota is competing nationally and internationally to maintain and further the exceptional quality of life that has defined the state. The availability of a highly skilled workforce is essential in this endeavor.

MWCA represents the cooperative efforts of the local workforce development system across the state. Each area's workforce board and local elected officials provide leadership and direction for local workforce development programs, which are tailored to meet the specific needs of their communities. The Association provides a central forum for the partners to discuss common interests, develop policy consensus, share successful strategies and maintain lines of communication with state and federal governments. MWCA also supports training and technical assistance for Association membership and line staff providing the direct services to customers.

*It is the mission of the Minnesota Workforce Council Association to provide Minnesota with a skilled and competitive workforce through engaged and proactive local elected officials, workforce boards, and staff.*

# Northwest Private Industry Council

Counties Served: *Kittson, Marshall, Norman, Pennington, Polk, Red Lake, Roseau*



## Funding Summary:

Youth Funding: \$559,469  
Adult Funding: \$221,596  
Dislocated Worker Funding: \$303,758

## Success Story

### Lacie Marches to Success with the WIA Youth Program

“My success in the field of education would not be complete without the help of the WIA Youth Program. While I was attending Bemidji State University studying music, education was my main priority

thanks to the assistance that I received from this wonderful program.



Funding is always a concern for college students, but I was able to work limited hours which helped me keep my grades up and my head in the game.

Now, I'm an Instrumental Music Teacher working in Red Lake Falls, Minnesota. I teach fifth grade band, sixth grade band, Junior High Band, Senior High Band, Drum Line and Kindergarten classroom music.

How much better could it get? Thanks to this program, I have landed my dream job! Thank you!”

## What Participants Are Saying:

*“It's the most fantastic program. I love it because it does such a great service for the community.”*

*“This training was really educational and kind of fun!”*

*“I learned the different types of schooling needed for different jobs.”*

## Jobs Created



### Examples of Jobs Offered Through the Northwest Private Industry Council:

- Bus Attendant
- Crew Leaders
- Custodians
- Daycare Providers
- General Laborers
- Grounds Maintenance
- Kitchen Aides
- Cooks
- Fitness Instructors
- Organic Garden Assistants
- Animal Care Attendants
- Hospital Medical Supply Personnel
- MN DOT Custodians
- Painters
- Nursing Home Activities Assistants
- Library Assistants

# Success Story

## Gracey Succeeds and Inspires

A teen parent, Gracey, is making success look easy. She is a 2009 high school graduate and has just earned her Certified Nursing Assistant (CNA) certification. Gracey enrolled in the WIA Youth Program through Inter County Community Council in Crookston, Minnesota. Gracey is fortunate to have a supportive family to help care for her almost two-year old son, so she could finish high school and take the CNA course. She has already been offered a job at the local hospital which pays \$10.59 an hour. Not only does she have a job at the hospital, but they have offered her a scholarship to help with the cost of continuing her goal to become a Registered Nurse. Gracey is excited that she will be earning enough to buy her son, “more toys and some new clothes for me.”

Gracey realizes that her success story inspires other Hispanic teens to look up to her as a role model. They are asking her questions about her

experiences. Gracey encourages other Hispanic teens to think about a medical career. She knows that being bilingual in working with patients who speak Spanish will be invaluable to her employer and co-workers. Her more immediate goals are to save money and purchase a car as she continues to pursue her registered nursing degree at the nearby Technical College.



## Best Practices

### CNA Training

Youth attended Certified Nursing Assistant (CNA) Training through the Villa St. Vincent. The youth obtained a CNA certificate, with the majority obtaining immediate employment, at a good starting wage. Youth were provided a set of scrubs, which they could not have afforded otherwise.

### Health Care and Career Exploration

Youth participated in a Health Care and Career Exploration class, which extended over six hours. This class explored health careers, such as, admitting, radiology, rehabilitation services, medical records, environmental services, purchasing, recovery center and the emergency ambulance services. Each youth received a First Aid Certification.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	86
Adult Program Participants Served to Date	62
Youth Served	79
% Youth Receiving Work Readiness	74%
% Youth Completing Summer Employment	86%
% Youth Out-of-School	38%
Number of Youth with a Disability	52

# Rural Minnesota CEP, Inc.

Counties Served: *Becker, Beltrami, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Lake of the Woods, Mahnommen, Morrison, Otter Tail, Pope, Stevens, Todd, Travena, Wadena, Wilkin*



## Funding Summary:

Youth Funding: \$2,572,652  
Adult Funding: \$1,178,007  
Dislocated Worker Funding: \$1,537,867

## Success Story

### Dylan Finds the Tools to Reach His Dream

Dylan is a Bemidji High School Senior, pursuing his dream of becoming a fire fighter. This has been his dream since 10th grade. Fire fighter Justin Sherwood got him interested in this field and has been a mentor to Dylan.

While on the School-to-Work Program through the high school, RMCEP funded him to work two hours a day at the fire hall. He also received school credit while working.



After high school, he plans to attend Moorhead Technical College for fire fighting.

Dylan says that some of the best parts of the job are learning about the duties of Emergency Medical Technicians, properly taking care of equipment, and helping people. He enjoys his place of employment and admires how well the staff works with each other.

## What Participants Are Saying

*“Without the WIA Youth Program, I would not have been able to work at Minnesota State Community Technical College because they did not have the funds to employ me this summer which is the case for many of the other businesses in this area.”*

*“I am so proud of myself for how much I have done on my own with a little bit of help.”*

*“I came in with leadership experience, but to gain the experience of leading very diverse groups and applying these skills to the work world has been challenging, skill building, and rewarding beyond my expectations.”*

## Jobs Created

### Examples of Jobs Offered Through Rural Minnesota CEP, Inc.:

- Engineering
- Pharmacy
- Teaching
- Healthcare
- Hair Salon
- Greenhouses
- Marine and Small Engines
- Art History
- Youth Development
- Biology
- Cosmetology
- Hardware Store
- Resorts



## Success Story

### Kristi Goes Back to School With Help From RMCEP

After losing her job as an AT&T Sales Consultant due to a store closing, Kristi applied for assistance from Rural Minnesota CEP in May of 2009. She was eligible for both the ARRA Adult and Dislocated Worker Programs, and RMCEP enrolled her in the AARA Adult Program. She had a good work history in sales and management positions.

She had been actively job searching but found she wasn't getting interviews or job offers due to her lack of formal education. Kristi had taken some college courses but didn't have a degree. After completing career exploration, she was focused on training in Sales/Marketing which would build on her experience.

Kristi was referred to Alexandria Technical College and they developed an AS degree with an emphasis on Sales and Marketing. She started out taking a computer class over the summer and started school full-time in the fall of 2009.

RMCEP assisted Kristi with her school expenses. Her grades have been excellent and she will complete her degree in May of 2010.



## Best Practices

RMCEP recently developed and implemented a Mobile Office, which enables staff to deliver services remotely throughout the region in order to better serve rural participants who live some distance from a WorkForce Center. The Mobile Office enables staff to communicate via laptop computer with CEP's IT system, performing all functions as if they were in a WorkForce Center office setting.

The impact of the Mobile Office is significant. Staff are able to access and update client records. It allows jobseekers to work with staff to develop employment plans on the spot.

The community and county impact is also significant. The Mobile Office has a quicker turn-around in services. Rather than waiting until it is convenient to travel to Morris or Alexandria, a jobseeker can schedule an appointment with the Job Counselor to meet locally in remote locations more quickly and begin the process.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	312
Adult Program Participants Served to Date	225
Youth Served	1,125
% Youth Receiving Work Readiness	88%
% Youth Completing Summer Employment	98%
% Youth Out-of-School	39%
Number of Youth with a Disability	496

# Northeast Minnesota Office of Job Training

Counties Served: *Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, St. Louis*



## Funding Summary:

Youth Funding:	\$1,187,890
Adult Funding:	\$468,189
Dislocated Worker Funding:	\$871,654

## Success Story

### Nate Rides to Success With Job Training

Nate, a recent Nashwauk graduate, had always wanted to volunteer for the Forget-Me-Not Foundation, which offers therapeutic horseback riding for people with disabilities. But unfortunately he could not due to time constraints.



He wanted to move on from his job where he was not getting good hours and his pay was fairly low. He decided it was time to look for a different job. "I applied to probably 15 places close to home," he said. "But I didn't get a callback from any of them."

Then Nate heard about the Northeast Minnesota Office of Job Training's Recovery Act Summer Youth Employment Program from a teacher at school. The Program offered training, career exploration, aptitude testing, and a variety of workshops.

Nate was presented with an opportunity to work at the Forget-Me-Not Foundation through the program. He jumped at the chance.

He spends his days at the Foundation doing lawn care, general maintenance, and also works with the horses. "My favorite part of my job is just being here," Nate said. "Everything about this job is good."

## What Participants Are Saying

*"Working here at the airport has taught me responsibility. I am not a couch potato anymore."*

*"I am learning tons about business management while working here. I think this job will put me a step ahead of the other kids at college."*

## Jobs Created



### Examples of Jobs Offered Through the Northeast Minnesota Office of Job Training:

- |                        |                    |
|------------------------|--------------------|
| ■ Receptionist         | ■ Kitchen Helper   |
| ■ Laborer              | ■ Maintenance Aide |
| ■ Janitor              | ■ Custodial Aide   |
| ■ Childcare Worker     | ■ Store Manager    |
| ■ Office Assistant     | ■ Wood Worker      |
| ■ Cashier              | ■ Activity Aide    |
| ■ Personal Care Aide   | ■ Childcare Aide   |
| ■ Groundskeeper        | ■ Library Aide     |
| ■ Greenhouse Worker    | ■ Retail Clerk     |
| ■ Customer Service Rep | ■ Stock Clerk      |
| ■ Food Prep Worker     | ■ Forest Worker    |

## Success Story

### Mark Has a Door Opened With the Dislocated Worker Program

“In April of 2009 the recession hit home with me, as after 17 years with the same company supporting handicapped peoples I received my lay off notice. I had made a career change from classroom teacher in Minnesota public schools to working with the handicapped. During this time my Minnesota Standard Teaching license had expired. By Minnesota rule, it must be renewed every five years by meeting the state requirements of collegiate study and other standards.

With help from the dislocated worker program I was able to full fill Minnesota's teacher relicensure requirements that I did not have the means to accomplish on my own. This opened a door to new employment opportunities that were previously closed to me.

The dislocated worker programs open new horizons to self esteem, and most of all hope. It says with a little help, Yes I Can.”

## Best Practices

### eFolioMinnesota

All youth in Northeast MN had the opportunity to enroll, participate, and create an electronic portfolio from eFolioMinnesota. This is a web-based portfolio designed to help people create a living showcase of their education, employment history, career, goals and personal achievements. This is a free resource for Minnesota residents, students and workers provided by the Minnesota State College and University system.

### Work Readiness Training

All youth employed in Northeast Minnesota's Summer Recovery Act component participated in Work Readiness Training, with over 300 youth completions in work readiness training and leadership development. These accomplishments and achievements by the youth can be showcased and documented in their personal eFolio portfolio for future reference.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	174
Adult Program Participants Served to Date	57
Youth Served	311
% Youth Receiving Work Readiness	79%
% Youth Completing Summer Employment	80%
% Youth Out-of-School	32%
Number of Youth Working Beyond Summer	77



# Duluth Workforce Development

Area Served: *City of Duluth*



## Funding Summary:

Youth Funding:	\$504,403
Adult Funding:	\$172,491
Dislocated Worker Funding:	\$202,505

## Success Story

### Kevin Breaks Employment Barriers

Due to cognitive and physical limitations associated with Cerebral Palsy, Kevin faced significant barriers to employment. Cognitive limitations ruled out jobs involving computers. He uses a power wheelchair that he operates with his right hand, leaving only his left hand to work with.

Youth Employment Services (YES) and Vocational Rehabilitation Services (VRS) coordinated services to provide work experience for Kevin. The manager of a local grocery store agreed to allow Kevin to work for the summer. YES Summer Recovery Act work experience funded his salary, while VRS funded job support services.



Kevin was assigned to clean shelf fronts, and a grabber was purchased so he could extend his arms for cleaning. The University of Minnesota-Duluth (UMD) Mechanical and Industrial Engineering Department developed an attachment to his wheelchair that offered him safe standing support so that he could reach the higher shelves and glass fronts, as well as work more effectively in the produce department.

Kevin demonstrated that he was capable of meeting the expectations of his employer and he was offered and accepted a 20 hour per week position. Kevin states that he loves his job. The collaboration of many partners has made competitive, community employment a reality for Kevin.

## What Participants Are Saying

*“I like to get up in the morning and go to work because I know I am doing something good with my life.”*

*“I have learned to be on time because people are depending on me. I got a job at the News Tribune as an office manager because of my work experience.”*

## Jobs Created



### Examples of Jobs Offered Through Duluth Workforce Development:

- Organic Landscaping
- Grocery Shelver
- Clerk
- Payroll Accountant
- Animal Caretaker
- Auto Body Trainee
- Graffiti Removal Team
- Energy Audit Surveyor
- Skate Board Repairer
- Street Maintenance
- Park Patrol Worker
- Daycare Worker
- Marketing Assistant
- Youth Counselor
- Library Assistant
- Ranch Assistant
- Set Designer
- Youth Worker

## Success Story

### Tyler Turns Around His Life and Lives of Others

It is hard to believe the life Tyler led before he joined YES Duluth. He had a lot to learn about the world of school and work. Like many youth enrolled in YES Duluth, he had been exposed to the harder side of life. Between the ages of 12 to 18, he was frequently incarcerated. Tyler made some choices he now wishes he had not made. Counselors at the time did their best to help him but he disregarded a lot of their advice because he felt that they had never been in the “same boat.” The consequences of his actions and his experience with the judicial system at the time seemed harsh, but he has learned through these experiences and he is devoting his life to helping others in similar circumstances.

With the help of YES Duluth, Tyler has completed his GED and is currently enrolled in his second year at Lake Superior College, where he is completing his general requirements with a goal of becoming a youth counselor at a local Detention Center. This summer Tyler’s knowledge and first-hand experience proved invaluable to the expanded Summer Work Experience activities. His ability to interact and intervene kept the activities running violence-free. Tyler is continuing to help young people after school with an internship at Valley Youth, where he is a role model for all the young people who use the Center.



## Best Practices

### YES Program

The City of Duluth’s Youth Employment Services (YES) program developed a website that youth could access to complete the application form and submit it electronically. Businesses that wanted to serve as worksites also submitted their requests on-line and time-sheets were available electronically.

All youth enrolled in Duluth’s YES Summer Recovery Act component received safety training before placement on a worksite. This resulted in 50% fewer injuries on the job.

### ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	40
Adult Program Participants Served to Date	34
Youth Served	215
% Youth Receiving Work Readiness	87%
% Youth Completing Summer Employment	90%
% Youth Out-of-School	41%
Number of Youth Working Beyond Summer	24

# Central Minnesota Jobs and Training Services

Counties Served: *Chisago, Isanti, Kanabec, Kandiyohi, McLeod, Meeker, Mille Lacs, Pine, Renville, Sherburne, Wright*



## Funding Summary:

Youth Funding: \$1,649,478  
 Adult Funding: \$652,794  
 Dislocated Worker Funding: \$1,759,449

## Success Story

### Youth Transform School

One of the Youth Projects that CMJTS is very proud of took place at Renville County West (RCW) School District in Renville. The District needed to close the elementary school in Sacred Heart. This meant that the school building in Renville, which housed grades 7-12, would now hold grades K-12. Much work needed to be done to get the school ready for all of the new kids and teachers that would be moving into the building in the fall.

When RCW heard about the Recovery Act program, they thought it was a great way to get a jump-start on the projects that would transform the school and welcome the new students - painting, landscaping, cleaning, moving furniture and equipment, and general maintenance tasks.

The project was a massive painting/art project that turned the boring, white walls in the elementary wing into scenes from a children's book. High school corridors became picturesque vistas of Minnesota rolling hills. In the lunchroom, students sit "on the banks of the Minnesota River."



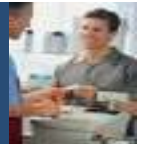
It has been a true gift to the school district to have the CMJTS youth help complete this ambitious summer project. Not only did it help the school become an energized place to learn, it also helped the youth who participated in the project. They learned how to work together as a group, they learned what it means to take pride in a job well done, and they learned job skills they will remember for their lifetime. This entire project was a great success from which so many people - now and in the future - will benefit.

## What Participants Are Saying

*"I learned that even if I don't like a certain job, I am getting paid to do it and I need to do the best I can at it."*

*"This summer I learned lots of things, like how to run a Bobcat and drive a stick. All the work is hands-on and hard. I would highly recommend working here."*

## Jobs Created



### Examples of Jobs Offered Through Central Minnesota Jobs and Training Services:

- Construction
- Janitorial
- Maintenance Assistant
- Childcare Assistant
- Housekeeping Aide
- Public Works
- Laborer
- Retail
- Bike Repair
- Equipment Repair
- Park Maintenance Assistant
- Landscaping
- Clerical
- Engineering Assistant
- Personal Care Aide
- Retail Clerk
- Cashier
- Painter
- Radio Station DJ
- Groundskeeper
- Highway Department Assistant

# Success Story

## David Driven To Success

David of Wright County was 52 years old when he was laid off in January 2008 from an entry-level manufacturing job. It was a temporary position, which is what David had done (on and off) for employment the last couple years. He has been in the manufacturing industry for the past 28 years working for minimum wage. Due to his last positions being temporary, through temp agencies, he was not eligible for unemployment benefits. David is hard working with a great attitude. He would pick up any employment opportunity he could do to make some money. He even gave blood twice a week for cash to buy food.

During these tough economic times, David continued to look for work. He noticed all the ads in the paper for over-the-road truck drivers.

He called a local truck driving school asking about training. The training school referred him to the Monticello WorkForce Center. David is a veteran, had low basic skills (5th grade math, 6th grade reading), and met poverty income guidelines. He was enrolled in an American Recovery and Reinvestment Act (ARRA) Adult program. He attended a five-week truck training program through Heavy Metal in August and September and completed his training with flying colors!

David received his CDL and other endorsements and was immediately hired by Werner Enterprise. He started work October 5, 2009 and is in his training period, making \$325/week during training. After his training period, David will be at \$42,000+/year.

## Best Practices

### Camps to Careers

Camps to Careers provided five regional career camps in the manufacturing and healthcare sectors. Students took part in an eight-day, experiential learning experience in healthcare or manufacturing, and had an opportunity to participate in paid internships following the camps.

It gave participants real work skills and also helped them to develop their “soft” skills.

### Elim Home Coffee Shop

The Princeton youth crew ran a business – the coffee shop at the Elim Home in Princeton. They managed inventory, developed menus and marketing programs, and ensured that finances were in order with the business.

The Elim Home and the Princeton High School maintained the arrangement beyond the summer, with students and adult volunteers working at the coffee shop throughout the week.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	984
Adult Program Participants Served to Date	128
Youth Served	801
% Youth Receiving Work Readiness	83%
% Youth Completing Summer Employment	97%
Number of Youth with a Disability	596
Number of Youth Working Beyond Summer	21



# Southwest Minnesota Private Industry Council

Counties Served: *Big Stone, Chippewa, Cottonwood, Jackson, Lac Qui Parle, Lincoln, Murray, Nobles, Pipestone, Redwood, Rock, Swift, Yellow Medicine*



## Funding Summary:

Youth Funding:	\$545,086
Adult Funding:	\$239,710
Dislocated Worker Funding:	\$422,620

## Success Story

### Stephon Turns It Around

Growing up in an unstable household with no one to turn to for guidance, support, or affection, Stephon turned to the street life. After getting into serious trouble with the law, being placed in a detention center at the age of fifteen, and moving among several foster homes, Stephon became a father and was placed in a permanent foster home where his new life began.



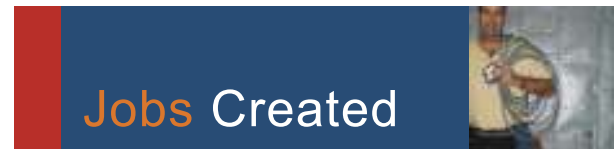
Now, at 17-years-old, Stephon is a supportive father, an amazing athlete, a good student, and a hard worker. He is respectful and tries hard in school. Currently, Stephon works through the SW MN PIC at Hy-Vee and Gordan's Cutting Edge in addition to working with the PIC Community Plus Program. His employers have nothing but good to say about Stephon. "He has a great attitude and does what I ask him to do with no hesitation," stated one of his employers.

Stephon has shown astonishing leadership skills, is dependable, always uses his manners, and never complains. During the first class session, Stephon led a very engaging discussion trying to motivate the younger boys headed down the same path he had taken to change their attitudes. His words of advice are, "Everything you do you WILL pay for in the future. I'm still paying for the things I did when I was 15 and will be paying for them for the rest of my life." Stephon's new ambition is to become a police officer and hopes to attend Ridgewater College after high school.

## What Participants Are Saying

*"I found a job I like and now am going to college for Auto Body."*

*"I'm proud to say that I'm glad I got the job here. I'm also glad that I am part of all the good that CURE is a part of. If I wouldn't have gotten this job I would not have been able to see the stuff I've seen in the town I've been living in my whole life."*



### Examples of Jobs Offered Through the Southwest Minnesota Private Industry Council:

- |  |                               |
|--|-------------------------------|
| ■ Probation Intern                             | ■ County Park Worker          |
| ■ Landscaping                                  | ■ Librarian                   |
| ■ Museum Aide                                  | ■ Construction Worker         |
| ■ Custodial Assistant                          | ■ Electrician Apprentice      |
| ■ Appliance Delivery                           | ■ Teacher Assistant           |
| ■ Computer Technician                          | ■ Customer Service            |
| ■ Cashier                                      | ■ Certified Nursing Assistant |
| ■ Chamber of Commerce Administrative Assistant |                               |



## Success Stories

### Kirk's Hard Work Leads to Success

Kirk was a parts delivery driver who was laid off in the spring of 2009. With a newly-purchased home, Kirk was uncertain as to what his future held.

He took the Career Scope with very positive results. Working with a Job Counselor, Kirk began his job search plan with a variety of employers in the area. In the fall of 2009, they located an employer who was willing to do an OJT. Westcon from Holloway hired Kirk on a 22 week OJT for a job that would eventually turn into a Millwright position for them.

He currently holds that job and is liking it very much. He now works 40 hours a week and is eligible for a pay increase after the OJT is completed. He also has the respect of his coworkers and management staff. Kirk is a prime example of not giving up and continuing to push ahead.

### Justin Learns Truck Driving, Lands Job

Justin was laid off from Schultz Homes in Redwood Falls in May of 2009. He had worked there for two years earning \$13 per hour building homes. The company was downsizing due to decreased demand for homes with the current economic conditions.

While searching for employment, Justin noticed many truck driving positions that were open. He was familiar with the trucking industry, as his step-father is a truck driver. Justin thought that this would be a good fit for him.

Justin enrolled in the truck driving program at Minnesota West Community and Technical College in Worthington. He graduated with a certificate in Truck Driving in December of 2009. While doing an internship with Smith Trucking, he was offered a position earning about \$18 per hour with benefits. He is enjoying his new career and feels he is in an industry that will always be in demand.

## Best Practices

### CURE

CURE (Clean Up our River Environment) directs the environmental infrastructure improvement project located in Montevideo. CURE coordinates the work crew of youth and provides a supervisor. The crew makes aesthetic infrastructure improvements environmental education, recreation and eco-tourism sites in Chippewa and Lac qui Parle counties, using recycled materials where available.

### Work Readiness

#### Workshop

Youth attended a six-session workshop on career choices. Students envisioned their future, completed activities to help decide what choices they want to make and how those choices will affect their vision. Discovering accountability and understanding they have some control over their outcomes, youth began to seek better goals for themselves. They also budgeted their future expenses to determine if their vision would support this type of lifestyle.

### ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	86
Adult Program Participants Served to Date	49
Youth Served	170
% Youth Receiving Work Readiness	70%
% Youth Completing Summer Employment	82%
Number of Youth with a Disability	68
Number of Youth Receiving Youth Development	152

# South Central Workforce Council

Counties Served: *Blue Earth, Brown, Faribault, Le Sueur, Martin, Nicollet, Sibley, Waseca, Watonwan*



## Funding Summary:

Youth Funding:	\$833,108
Adult Funding:	\$272,737
Dislocated Worker Funding:	\$686,757

## Success Story

### Tim Finds Success With Job, School

The Summer Youth Employment Program helped Tim, a young man with a heavy past of chemical abuse, criminal offenses, and school troubles. Tim faced some tough realities - from going through rehab for his drug addiction to serving jail time for his poor choices.

Tim's first attempt at finding employment ended in failure. A caution from his probation officer, forewarning jail time if he didn't shape up, appeared to be the turning point. A summer job at the Fairmont Medical Center maintenance department was identified for Tim. The vocational advisor thought it would be a great fit because of the work supervisor's previous history of dealing with difficult teenagers. At Tim's work orientation, he showed a different attitude with his attentiveness and respect. He appeared genuinely grateful for this second chance.



Tim did well at his job and his supervisor was thoroughly impressed with his work. He quickly completed the requirements of this program as well as his high school obligations. His probation officer noticed the positive changes and Tim got off his probation early—after serving more than three years. Tim has also obtained his high school diploma after two extra years of schooling.

"I'm trying the best [I can] to get my life straight, and things come through with time. I'm just glad I didn't give up." Tim was thankful to have a job he genuinely enjoyed and a work supervisor who became a mentor in his life. As he finishes up his work experience, Tim is strongly contemplating joining the Navy.

## What Participants Are Saying

*"It will be a new beginning for me. I just know that I love working with people, showing people what I know and learning from them as well."*

*"It has changed my life for the better."*



### Examples of Jobs Offered Through the South Central Workforce Council:

- Green Jobs
- Weatherization
- Refurbishing
- Health Care
- Department of Natural Resources
- Reseller
- Manufacturing
- Sales
- Farming
- Information Technology

## Success Stories

### ARRA Provides OJT Opportunity for Dave

Dave was laid off in April 2009 from a manufacturing plant where he was doing inside sales. He came to the Workforce Center and dislocated worker program as a high school graduate with no further education completed, married with one child, three years sales experience, and a desire to stay in the area due to family and quality of life.

ARRA dollars provided an OJT opportunity with another manufacturing company, doing outside sales in custom designed equipment. Although Dave did not have the background with the company's equipment, the OJT was instrumental in convincing the employer to train Dave for this position. The employer received 50% of the wage during a training period.

After training in the manufacturing area, he moved into sales where he travels and attends trade shows and events. There is a solid chance that Dave is on a long term career path with this new position.

### Ann Turns Layoff Into Opportunity

Ann was displaced from a manufacturing firm where she had worked for 15 years as Human Resource Assistant/Payables. Ann is married with 4 children and not able to move from the area. Her educational background included high school and one year of college.

ARRA OJT provided her the opportunity to learn a unique payroll system within a large growing local company. She said that this layoff and OJT opportunity became an amazing opportunity. She is very happy with her new position.

Ann's past wage was \$16.83 and her new position's wage is \$17.00 hourly. The opportunities with her new employer are excellent. Five weeks after permanent layoff she began her first day of work through this ARRA OJT six miles from her home.

## Best Practices

### Financial Fitness

The Minnesota Valley Action Council incorporated financial fitness as a core component of all youth employment and training programs. All youth are required to have a savings account at the financial institution of their choice and have their work experience paychecks deposited directly into the savings account. Youth also receive

training on money management, saving money, and building assets on an individual basis and in a group setting.

Youth are connected with mainstream financial institutions and learn the concept of "pay yourself first" by seeing the value of consistent deposits in their bank account and the compounding effect which occurs. Youth are building assets for their future.

### ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	384
Adult Program Participants Served to Date	87
Youth Served	389
% Youth Receiving Work Readiness	77%
% Youth Completing Summer Employment	86%
% Youth Out-of-School	32%
Number of Youth with a Disability	174

# Workforce Development, Inc.

Counties Served: Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha



## Funding Summary:

Youth Funding:	\$1,443,734
Adult Funding:	\$272,737
Dislocated Worker Funding:	\$1,043,343

## Success Story

### Allen Displays Positive Attitude and Work Ethic

Allen joined the summer youth program seeking help in finding a job. He had a high school diploma, National Guard training in mechanics, some experience, and a good work ethic. Based on Allen's initial strong performance with a team at community worksites, Workforce Development, Inc. was able to place him in a stimulus-funded work program at McNeilus Steel, Inc.



"My manager said that I am a great worker, have a positive attitude and willingness to learn more", said Allen. But while the shop manager was impressed with Allen's work, he also expressed concern that Allen lacked the proper education to advance in the field of diesel mechanics. Allen applied for a WIA scholarship to attend Riverland Community College in the Diesel Mechanic Diploma Program, starting in the spring of 2010.

Allen is currently working full-time at McNeilus Steel, Inc. in the warehouse and with his manager's support is planning to attend classes in the spring at Riverland Community College.

## What Participants Are Saying

*"It's the most fantastic program. I love it because it does such a great service for the community."*

*"This training was really educational and kind of fun!"*

*"I learned the different types of schooling needed for different jobs."*

## Hot Jobs



Workforce Development Inc.'s list of "hot jobs" is developed using current Southeast Minnesota labor market information. This list includes high growth, high demand jobs that pay a median wage of at least \$11 per hour, or have the career advancement potential to make such wages.

Some examples of the jobs listed include:

- Accountants
- Home Energy Auditor
- Diesel Technicians
- Paralegals
- Special Ed Teachers
- Nursing Instructors
- Truck Drivers
- Dental Assistants

## Success Stories

### Jeff Goes Back to School

Jeff was laid off after 24 years of working for the same company. “You get to the point where you think you’re safe,” he said. “But the economy is what it is. I could see what it was doing to the company.

Four months of applying for jobs on a daily basis brought no results. “I wouldn’t even get a response,” he said, “The last time I looked for a job was 24 years ago.”

Workforce Development, Inc. provides guidance for job seekers, which is especially helpful for dislocated workers like Jeff, who haven’t been job seeking for decades. The Maintenance for Manufacturing Production Technician Program got Jeff’s attention. His goal is to finish his associate degree and possibly more. “This program has changed my outlook toward school.”

### Melissa Juggles Parenthood, School

Melissa has recently found herself the sole breadwinner in a home with three children, ages 10, 8, and 2. They need more than what Melissa’s part-time, minimum wage job can provide, so she is studying for a new and better career through the stimulus-funded Allied Health Preparatory Program at Rochester Community & Technical College.

“I knew I should take the opportunity, but I didn’t know how I was going to manage going to school, going to work and taking care of the kids,” said Melissa. She and the children have found it’s “do-able.”

Melissa believes the program has boosted her confidence and her job prospects. “I’ve learned what I can do when I put my mind to it. It’s making a difference.”

## Best Practices

When the federal government allocated funding intended to stimulate the economy, Workforce Development, Inc. (WDI) was one of the Minnesota agencies changed with channeling that funding to educational programs that met specific criteria. WDI funded six new educational programs at area colleges in Southeast Minnesota. The programs were designed to be “innovative, value-added training opportunities for adult and

dislocated workers in our area in order for them to get and keep a living-wage, high-demand job in the new economy.

These programs included:

- Allied Health Preparatory Program
- Certificate in Maintenance for Manufacturing Production Technician
- Advanced Business Skills
- Culinary Professional Training Program
- Fundamental Welding Training Program
- Organizational Leadership Certificate Training Program

## ARRA At-A-Glance

**Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:**

<b>Dislocated Workers Served to Date</b>	<b>581</b>
<b>Adult Program Participants Served to Date</b>	<b>60</b>
<b>Youth Served</b>	<b>636</b>
<b>% Youth Receiving Work Readiness</b>	<b>89%</b>
<b>% Youth Completing Summer Employment</b>	<b>87%</b>
<b>% Youth Out-of-School</b>	<b>50%</b>
<b>Number of Youth with a Disability</b>	<b>233</b>



# Hennepin County Training and Employment Assistance & Carver County Community and Social Services

Counties Served: *Carver and Hennepin (excluding city of Minneapolis)*



## Funding Summary:

Youth Funding:	\$610,124
Adult Funding:	\$245,470
Dislocated Worker Funding:	\$2,164,459

## Success Story

### Lucas Overcomes Obstacles

Lucas is a 15 year old student at Chaska Middle School West. He was referred to the program by his school counselor because he has a learning disability and was a potential drop out. He was also enrolled in SOAR which is a program that assists students with school work so they can improve their grades and stay in school.

Lucas was accepted into the program and worked in the custodial department at Ridgeview Medical Center (RMC) in Waconia. Lucas assisted the maintenance crew members in lots of areas, including painting, grounds keeping, cleaning and shredding documents. As part of the maintenance/custodial team, he was given a lot of responsibility and issued a security badge which granted him access to all areas of the medical center.



Lucas said he enjoyed his work experience and it showed by the positive comments we got from his supervisor at RMC. His supervisor stated time and time again that Lucas has a good work ethic, is a hard worker and follows direction very well. He also commended Lucas on being an excellent representative of Carver County and youth programming. Lucas will be returning to school this year in Chaska and intends to return to work at RMC as well.

## What Participants Are Saying

*“It really prepared me. Some jobs are harder than others but it’s all worth it.”*

*“It has taught me skills I can use to impress my future employer and make me a better employee.”*

*“This program is very crucial to the development of my child.”*

## Jobs Created

### Examples of Jobs Offered Through the Hennepin and Carver County Programs:

- Library Assistant
- Maintenance Helper
- Youth Farmer
- Custodian
- Customer Service
- Janitorial Assistant
- Recreation Assistant
- Landscaper
- Clerical
- Child Care
- Job Coach

# Success Story

## Lawrence Learns Variety of Skills

Lawrence’s first job was as a landscape crew member with Tree Trust’s Youth Conservation Corps in the summer of 2009. After completing a very successful summer, he applied to work with the Young Adult Conservation Corps. “I first applied because I needed a summer job. And I liked that job so I applied for YACC. I knew I’d be successful and I wanted to further my landscaping and construction skills.”

As a landscape crew member, Lawrence helped to build a timber edger for a golf course in Edina. As a member of a YACC crew, he is continuing to expand his skills and experience - cutting Buckthorn, maintaining properties (grass cutting in the summer, snow plowing in the winter), chipping invasive tree species – while also receiving training on resumes, good communication and conflict resolution.

Lawrence has been described by his crew leader as “the team leader.” In his daily tasks, he tries to motivate and connect with others. He has learned what it takes to be a good worker and demonstrates the importance of being a team player, communicating, relating to others, knowing how to be effective and efficient.

Lawrence has enjoyed his time on the two different crews and would recommend both jobs to his friends. He said that he has experienced many benefits – resume help, touring colleges, learning how to search for a job, etc – and understands how his Tree Trust experiences will help him in the future. “I’ve learned a lot of hands-on skills and how to put things together. I hope to use those experiences to land another job in landscaping and construction. Also, I’ve learned a lot about communication and how to resolve conflict, those things have already helped me out in my daily life.”

## Best Practices

### Hennepin County

Young Adult Conservation Corps Program provides paid employment training, case management, counseling and life skills development for low-income adults aged 17-24 who are underemployed and not enrolled in school. Young adults maintain and improve Hennepin County parks, neighborhoods and public spaces while building transferable job skills in this three- to six-month job training program. When they graduate from the program, they leave a lasting impression on the local landscape and take with them the skills they need to be successful in the workplace and in life.

### Carver County

ARRA funds provided the opportunity for Carver County to contract with Tree Trust and set up a work crew at Carver Park, employing 13 youth over the summer. Tree Trust continues to be a leader in introducing youth to the world of work and we have never had enough funding in our youth programs to contract with them before 2009. Carver County was also able to provide support services that the county was previously unable to offer to youth, such as transportation to and from worksites and helping to pay for courses that youth took in our Health Care Careers Program.

### ARRA At-A-Glance

**Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:**

Dislocated Workers Served to Date	960
Adult Program Participants Served to Date	83
Youth Served	409
% Youth Receiving Work Readiness	78%
% Youth Completing Summer Employment	89%
Number of Youth with a Disability	233

# Minneapolis Employment and Training Program

Area Served: *City of Minneapolis*



## Funding Summary:

Youth Funding:	\$1,566,363
Adult Funding:	\$592,224
Dislocated Worker Funding:	\$962,634

## Success Story

### Majesta Shines With New Opportunity

American Indian OIC placed Majesta at the Minneapolis American Indian Center, using Recovery Act through the Minneapolis Employment & Training Program. Majesta worked in the elderly dining program. Janet Stately from the Center said the job helped Majesta to realize her abilities and overcome her shyness and her learning disabilities.



Youth Counselor Lugene Flores says that Majesta is 20, but young for her age. Majesta said “thank you, thank you” for the job, but Lugene says that Majesta did a lot to earn her position. She paid attention during work readiness training and performed well in her job interview. The elders love her because she takes pride in her work and she takes time to sit and talk after she serves the food. Majesta prefers work that has a set routine, with no sudden changes. She intends to return to school and study for a Certified Nursing Assistant certificate.

## What Participants Are Saying

*“I liked my job so much and learned a lot from my work. I now know how to work with a computer, do research and communicate with co-workers.”*

*“It helped me in ways to help my mom like paying my own bills and buying my own necessities.”*

## Jobs Created



### Examples of Jobs Offered Through the Minnesota Employment and Training Program:

- |                          |                          |
|--------------------------|--------------------------|
| ■ Graffiti Removal       | ■ Classroom Assistant    |
| ■ Office/clerical        | ■ Retail                 |
| ■ Crime Prevention       | ■ Construction Laborer   |
| ■ Tutor                  | ■ Childcare Worker       |
| ■ Recreational Assistant | ■ Hospital Assistant     |
| ■ Food Service           | ■ Food Shelf Helper      |
| ■ Daycare                | ■ Hospitality            |
| ■ Library Helper         | ■ Custodian              |
| ■ Marketing              | ■ Park Maintenance       |
| ■ Laundry                | ■ Computer Lab Assistant |

# Success Stories

## Melissa Goes From Volunteer to Full-Time

Melissa came to the Minneapolis WorkForce Center in August of 2009. She completed the Employment Ready U series and was designated a Dislocated Worker client. She had been laid-off of her position as an Administrative Assistant and knew she did not want to do that type of work anymore. She was concerned because she did not have a 4-year degree and was interested in some type of training.

She attended Career Next, a 3-day workshop conducted at the South Minneapolis. Melissa then completed a Training Proposal with the plan to take Global Career Development Facilitator training. She found two related volunteer opportunities as a Job Search Coach for St. Stephens and Project for Pride in Living. Melissa felt very passionate about her work with St. Stephens and was obviously valued for her skills as she was hired by St. Stephens shortly after starting her volunteer work there.

## WFC Funding Helps Maxine's Schooling

Maxine was laid off from a marketing position after 15 years due to poor company sales. "I was absolutely lost when it happened," said Maxine, "it was my first 'big girl' job and I didn't know anything but how to work in fireplace manufacturing."

She took the two week Ready-U through the Lake Street WFC office and was introduced to a counselor. They went through Maxine's current skill set and where she would need to be viable in the marketplace for open marketing positions. They determined she needed to get PMP Certification and learn the software to do design work, with funding assistance from the WFC.

During her schooling, she is assisting four colleagues who were also laid off from her company with marketing for their new start-up company. "I am getting the practice and experience I need to build a portfolio in a relaxed environment at my own pace," she said. "The funding I received for schooling was absolutely necessary to help me update my skills and start over."

## Best Practices

Every summer METP provides an opportunity for elected officials, state youth employment program leaders, Minneapolis Workforce Council and Youth Council to visit worksites where Minneapolis youth are employed to see, first-hand, the types of jobs youth are engaged in.

At each site, the youth supervisory staff explain their agency's mission and how they benefit from employing the youth.

The young workers talk about their summer job responsibilities and what they gain from having a job. Between sites, the stakeholders hear from METP youth program staff as they describe the programs that fund the youths' summer employment.

In 2009, HIRED at YouthLink, was one of the three sites showcased. YouthLink employed homeless youth to perform outreach and to learn culinary skills by preparing and serving meals to other homeless youth. Tour participants toured the facility, enjoyed snacks prepared by the summer youth workers.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	189
Adult Program Participants Served to Date	107
Youth Served	501
% Youth Receiving Work Readiness	78%
% Youth Completing Summer Employment	79%
% Youth Out-of-School	79%
% Youth from Communities of Color	92%



# Anoka County Job Training Center

County Served: *Anoka*



## Funding Summary:

Youth Funding:	\$345,661
Adult Funding:	\$145,367
Dislocated Worker Funding:	\$942,090

## Success Story

### Area Youth Learn By Doing

During the summer of 2009, a group of 16 youth workers from Anoka County were assigned to work on a cooperative project with Anoka County Parks Department and Twin Cities Tree Trust. Youth workers assisted with landscaping and maintenance of two County parks and completed two significant construction projects.

Specifically, youth workers assisted in the completion of a deck overlooking Highland Lake at Kordiak Park in Columbia Heights. They also completed a loading dock at Locke Lake Park in Fridley. With little or no experience in construction, youth workers learned how to grasp basic design concepts, tool handling, wood working techniques and on the job safety training.

Two workers, Tsega and Freweini, only 14 and 15 years old at the time, quickly learned basic construction skills, including correct measuring systems and proper tool names. They were always on time, worked diligently and often had great attitudes. Most importantly, they cooperated with other workers and contributed to group efforts, while recognizing problems and creatively finding solutions. Both were honored with the Governor's Recognition Award. The accomplishments of these workers were recognized and greatly appreciated!



## What Participants Are Saying

*"Working here at the airport has taught me responsibility. I'm not a couch potato any more."*

*"I am learning tons about business management while working here. This job will put me a step ahead of the other kids at college."*

## Jobs Created



### Examples of Jobs Offered Through the Anoka County Job Training Center:

- Receptionist
- Janitor
- Office Assistant
- Groundskeeper
- Customer Service Rep
- Kitchen Helper
- Custodial Aide
- Wood Worker
- Library Aide
- File Clerk
- Recreational Therapy Assistant
- Laborer
- Child Care Worker
- Cashier
- Greenhouse Worker
- Food Prep Worker
- Store Manager
- Activity Aide
- Forest Worker
- Beach Attendant
- Nursery Assistant



## Success Story

### Lynn Bounces Back With Dislocated Worker Services

As a 45 year old woman Lynn came to the Anoka County WorkForce Center for dislocated worker services. Although she had an impressive resume and never thought she would need the services of the WorkForce Center she found that in this recession that no one, not even those with good education and a solid work history, were immune from the economic realities of the times. She told her counselor that “I found myself stuck between a rock and a hard place, and in desperation, contacted the WorkForce Center.”

After teaching in an elementary school for six years in St. Paul, Lynn chose to stay home with her five children and do child care from home. However, her husband was laid off from his job in the financial services industry, where he had worked for 15 years and to help support her family she was able to get a special education job with Anoka Hennepin School District on a waiver.

Realizing that the only positions available were in special education, she began taking classes to get the 15 credits necessary to add a special education license. However, she noted that “I was laid off every spring because I didn’t have the necessary license and had to find a new position before the fall. To earn money for tuition, I worked in the summer school program every year to avoid having to take out more student loans.” During the summer of 2009, she was scheduled to complete her student teaching in special education but in the spring she was again laid off.

Once enrolled in the dislocated program Lynn was able to receive support to complete her student teaching requirements and in August was able accept a position at Blaine High School, with health benefits that cover her entire family. Lynn said, “Hopefully I will never need to use the WorkForce Center again, but I will be forever grateful for the help our family received to help us become self-sufficient once again.”

## Best Practices

This year, Anoka County Youth Program added another service component focused toward older youth currently not enrolled in school. This group of young people, typically ages 18–24, attended intensive Career Exploration and Job Search training by completing seven modules covering key topics such as: career planning, skill and interest assessments, computer skills, occupational research including occupations in demand

and green jobs, budgeting, job search techniques, resumes and cover letters.

At the completion of this series of classes, the young people developed career portfolios which included their individual test results, employability skills, identification of transferrable skills, career research results and their educational plan. Staff continues to work one-on-one with these youth to develop their personal employment and training plans.

### ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	201
Adult Program Participants Served to Date	35
Youth Served	124
% Youth Receiving Work Readiness	63%
% Youth Completing Summer Employment	67%
% Youth Out-of-School	17%
Number of Youth with a Disability	73

# Dakota-Scott Workforce Investment Board

County Served: *Dakota, Scott*



## Funding Summary:

Youth Funding: \$543,442  
Adult Funding: \$242,210  
Dislocated Worker Funding: \$1,311,883

## Success Story

### Nicole, 16, Knows Reality of Getting a Job

“Prior to going into the summer youth program I was in need of money for small things like gas, school clothes, supplies, and extra spending money. My dad had knee surgery. He is my only parent and source of income, and with him being unable to work the last couple of years we get very little money.

I sent out many job applications to the stores around town, but none of them replied. The only job experience I had before this summer was babysitting. In the last year or so there have been a lot of problems with the economy and no one was really hiring.

My dad was the one who told me about the program. I got a job at Schoenbauer’s Country Corral, working with horses and about four other people from the program. I learned how to saddle the horses, ride them correctly, guide them through trails and courses, horse care and grooming, and other little things about them. I worked with children, adults, and people with mental and physical disabilities which I had never done before. A big part of the job was Special Olympics

which were every Thursday. It definitely taught me better people skills and actually gave me more confidence in my abilities throughout the summer. The program helped me acquire work experience and knowledge that I would need to find a job on my own.



This program has given me many skills I can use in the work force. The two big ones would probably be having the ability to handle different people and also having general confidence in my working ability and in myself. Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime.”

## What Participants Are Saying

*“It gave me confidence in the work I’m doing and helped me work with others.”*

*“Working at The Landing this summer has taught me to budget my money, work well on a team and to be more of a people person.”*

## Jobs Created



### Examples of Summer Jobs Offered Through the Dakota-Scott Workforce Investment Board:

- Landscaping
- Library Shelving
- Receptionist
- Health Care Workers
- Veterans Services
- Food Shelves
- Nature Centers
- Retail
- Human Service Technician
- Manufacturing
- Property Maintenance
- Animal Care
- Construction
- City Public Works
- Childcare
- Senior Care Centers
- Hockey Rinks
- Dental Offices
- Regional Parks Assistant

# Success Story

## Levi - Building Blocks for Life

Levi and his fellow crew members built a modular block retaining wall at Orchard Lake Park in Lakeville, a modular block planter around the park sign and a modular block staircase at Alimagnet Park in Apple Valley, and a modular block edger surrounding the playground at Greenridge Park in Lakeville.

Levi knows how to lay modular block, and he knows how important his projects are to the community. "I am very proud of the work my crew is doing at Greenridge Park," said Levi in a letter he wrote to the Lakeville Community as part of the Team Tech curriculum he completed for high school credit. He described the benefits of this year's project, saying "The modular blocks will stay for a longer time than the timber."

"Levi is the strongest and hardest worker on the crew," said his crew leader, Pete LaVoie when he recommended Levi for a raise. At the beginning of the summer, Levi's skill at

laying modular blocks put him far above his fellow crew members, and Pete had to remind him: "I know it can be frustrating, but try to work with other people on blocks."

But by the end of the summer, Pete noticed that Levi had "gotten more patient with other workers" and described him as "a good leader." Levi's consistently excellent work ethic and his improvement in teamwork earned him a Certificate of Recognition signed by Governor Tim Pawlenty.

Levi will return to Farmington High School in the fall as a junior, with a savings account full of the money he earned working hard all summer and the proud feeling of another project well done.



## Best Practices

### Family Involvement in Finding Work Sites

During the summer youth orientation, parents and youth were encouraged to assist us in locating appropriate worksites. The "Locating your own job!" flyer introduced the program and the specifics of being a worksite. The flyer had the website address for more information worksites and a contact name and number.

Eight new sites were developed through this effort. These sites were

unique and beneficial for the youth that participated. The youth maintained their position with minimal absence days and showed improvement in their skills. It showed that they were vested into the position.

Youth practiced work readiness skills including cold calling and networking to contact local public and nonprofit worksites to explore the possibilities.

### ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	314
Adult Program Participants Served to Date	42
Youth Served	245
% Youth Receiving Work Readiness	83%
% Youth Completing Summer Employment	83%
Number of Youth with a Disability	219

# Ramsey County Workforce Solutions

County Served: *Ramsey*



## Funding Summary:

Youth Funding:	\$1,724,980
Adult Funding:	\$631,993
Dislocated Worker Funding:	\$1,247,316

## Success Story

### A.J. Builds on Success

A.J. signed up for the summer youth program early in the spring. He was very excited to have the opportunity to learn some job skills that might get him a “real” job, and to participate with some of his peers in building projects.

Guadalupe Alternative Program (GAP) decided to create small construction projects on site as a part of their summer youth work experience component.

Two weeks before the program started, A.J. came to say that he couldn’t participate in the program because he was going to work on site with his dad’s construction company. Since he would be earning much more in a work experience at another site, we congratulated him and said we could count this work experience as part of the program.



We contacted his dad’s supervisor who was more than willing to participate as a site supervisor for the Summer Youth Employment (SYEP) at GAP. Not only did A.J. earn more money, he gained valuable experience in the construction field. In September, A.J. joined the YouthBuild construction program and hasn’t missed a day since. He continues to learn and grow.

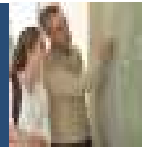
## What Participants Are Saying

*“I was so happy to have a job this summer. I made friends at the place I worked.”*

*“I was able to help my mom with the bills, she really appreciated that.”*

*“This is the best summer program I have ever been involved in. We learned to fill out applications and interview for a job.”*

## Jobs Created



### Examples of Jobs Offered Through Ramsey County Workforce Solutions:

- |                                      |                        |
|--------------------------------------|------------------------|
| ■ Construction                       | ■ Office Assistant     |
| ■ Childcare Worker                   | ■ Maintenance Worker   |
| ■ Administrative Support             | ■ Graphic Design       |
| ■ Office Support                     | ■ Gardening Worker     |
| ■ Group Tutor                        | ■ Website Support      |
| ■ Assisted Living Facility Assistant | ■ Nonprofit Assistance |



# Success Stories

## Bobby Finds His Ideal Job

Bobby became involved with Goodwill/Easter Seals (GES) at the new Johnson Elementary site in East St. Paul after hearing about the services from friends. He stated he was impressed with how fast GES was able to assist him with working on his career goals. The direct impact of the ARRA services helped him to focus his search that ultimately helped him obtain a position he was skilled at and also desired. After several appointments with his Employment/Support Consultant who provided him with one to one job search assistance, and after applying for several job leads provided by GES, he said it was that “last fax sent off that led to the ideal job.” Bobby and his family had a more joyful Christmas and New Years in 2009 because he obtained a highly sought after Die Cast Machine Operator full-time position in December. He has four children that are very important to him, that he was now able begin adequately supporting again. His position started at \$12/hour with an opportunity to advance to \$19/hour in March 2010. Bobby speaks highly of the ARRA services, and of Goodwill/Easter Seals. He tells whom-ever he can to seek the out the services, and states they have been extremely valuable to him.

## Julie Builds on Her Talents

Julie started the Goodwill/Easter Seals Skills Industry Specific Skills Training in Financial Operations on September 28th, 2009, and graduated on November 6th, 2009. She is a single mother of a 2 year old child and wants to further her education to obtain sustainable employment with a livable wage. She achieved perfect attendance during skills training, and had a natural ability to work with computers. She was new to most of the accounting concepts that were presented, but quickly showed a clear understanding of the necessary skills and completed all of the assignments with 100% accuracy. The training enhanced her qualifications and marketability within the financial industry. She described the overall training as “very informational and helpful.” Components of the training that were instrumental to her job search were the resume assistance and the mock interviewing sessions. Since November 18th, 2009, she has been working at The Family Dollar Store in Roseville. She started off as a part-time Clerk and has since advanced in her career by becoming the Assistant Manager. She is setting goals to be an entrepreneur and start her own restaurant. She plans on using her Financial Operations skills and all of the skills obtained from Goodwill/Easter Seals to achieve that goal.

## Best Practices

### Evaluation

All youth placed at work sites received feedback and a formal evaluation conducted by their site supervisor. Feedback could be applied to improve youth performance at work and make the work relationship more satisfying for both the employer and the youth.

### Group-Based Readiness Training

Prior to being placed at a summer site, youth went through comprehensive work readiness training with a large, diverse group of their peers. Facilitating training in a group setting allowed youth to learn from each other and see situations through multiple lenses.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	576
Adult Program Participants Served to Date	107
Youth Served	682
% Youth Receiving Work Readiness	80%
% Youth Completing Summer Employment	92%
% Youth Out-of-School	21%
Number of Youth with a Disability	189
Number of Youth Working Beyond Summer	76



# Washington County WorkForce Center

County Served: *Washington*



## Funding Summary:

Youth Funding:	\$275,367
Adult Funding:	\$127,462
Dislocated Worker Funding:	\$534,145

## Success Story

### Rayannon Pushes Forward With School and Work

Rayannon was referred to the Washington County Summer Youth Program by a teacher in a GED Program. Rayannon had dropped out of high school and had been unemployed for a year. Through the Youth Program she was placed in a summer job providing clerical support. Rayannon worked very hard and achieved her GED by the end of the summer.

The worksite was very happy with Rayannon's work performance and agreed to extend the work experience placement for up to six months to allow Rayannon to gain more current work experience and expand on her skills. The worksite supervisor has become a positive mentor and encourages Rayannon to pursue additional training. "Rayannon is a pleasure to work with and takes suggestions that we make to improve her life in the working world."



Rayannon completed the Career Exploration workshop offered at the WorkForce Center. She enrolled at a local community college and completed a phlebotomy technician program with assistance from the Youth Program.

Although Rayannon has faced many personal struggles, she continues to push forward with plans to enroll in a Respiratory Therapy program. Rayannon has been very appreciative for the opportunities she has received. "The Youth counselor has really helped me a lot. When I first came to the Youth Program, I had no idea what I wanted to do. Let alone have the ambition to do it. For once I felt like someone cared if I succeeded or failed. She gave me better insight and keeps me positive."

## What Participants Are Saying

*"A job search is sort of like being on a roller coaster and the WorkForce Center is the seat belt; it helps you feel a little more secure on a really scary ride!"*

*"The personal support and help with the processes from the WorkForce Center were major contributors to my new and exciting job."*

## Jobs Created



### Examples of Jobs Offered Through the Washington County WorkForce Center:

- |                             |                      |
|-----------------------------|----------------------|
| ■ Custodial Aide            | ■ Landscaping        |
| ■ Laborer                   | ■ City Street Crew   |
| ■ Maintenance Worker        | ■ Retail Stock Clerk |
| ■ Sales Clerk               | ■ Library Clerk      |
| ■ Library Shelver           | ■ Clerical Aide      |
| ■ Receptionist              | ■ Child Care Worker  |
| ■ Food Prep Worker          | ■ Cashier            |
| ■ Dishwasher                | ■ Recreation Aide    |
| ■ Concession Clerk          | ■ Personal Care Aide |
| ■ Senior Activity Assistant | ■ File Clerk         |

## Success Story

### Barry Improves His Credentials

Barry was laid off from Robert Half as a customer service representative. He had extensive work experience in the marketing, sales, and customer service fields. Barry enrolled into the Dislocated Work Program in July 2009 looking for help with his job search. He felt with no current credentialing he was not getting interviews and was not seen as a competitive candidate in the current job market.

Working with his employment counselor a plan was developed to help upgrade skills and obtain the job-seeking skills he needed to be successful in his job search. Barry attended several workshops at the WorkForce Center including Boot Camp and Career Exploration; he received job coaching from his employment counselor on interviewing and phone interviews. Training

opportunities offered through the Dislocated Worker Program included a Mini-MBA in Project Management from St. Thomas and LEED and Solar Energy certifications from the University of Minnesota and Century College.

Barry's goal was to find a job in the Project Management and/or Green industry leveraging his experience and training in project management. In January of 2010, Barry secured a full-time position as Director of Sales and Marketing at Procentral Partners, a project management consulting employer in Minnesota.

## Best Practices

The Youth Program coordinates with area school districts and youth serving agencies. This coordination provides both referrals to the program and assistance with developing worksites. Through a collaboration with a Community Education program, youth obtained summer jobs working as program assistants. Based on the job performance of these youth, they were able to continue working limited hours during the school year at a Teen Center. The Teen Center has now been able to expand hours and

has recently added two additional youth workers.

The Washington County Youth Program provides outdoor landscape crew work in the summer. Youth work on a supervised crew of eight to complete significant landscaping projects that improve the community environment and build youth competencies in employment skills. Because of this ongoing collaboration and the addition of Recovery Act funding, we were able to quickly increase the number of crews last summer and serve an additional 50 youth.

### ARRA At-A-Glance

**Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:**

Dislocated Workers Served to Date	217
Adult Program Participants Served to Date	11
Youth Served	104
% Youth Receiving Work Readiness	79%
% Youth Completing Summer Employment	87%
% Youth Out-of-School	13%
Number of Youth with a Disability	93

# Stearns-Benton Employment and Training Council

Counties Served: *Benton, Stearns*



## Funding Summary:

Youth Funding:	\$601,656
Adult Funding:	\$166,345
Dislocated Worker Funding:	\$566,428

## Success Story

### Michael Finds Opportunities with CareerONE

“As a young adult in rural Stearns County, I have not had much opportunity to obtain employment or continue my education. I graduated from an alternative high school in April, 2009. Upon the recommendation of my sister, I contacted the MN WorkForce Center in St. Cloud to find out about CareerONE. I found out CareerONE would help me learn about different careers and work readiness skills.



Through my participation in CareerONE, we worked in teams of eight youth with a team leader and learned about career pathways and ourselves, reality budgeting, workplace safety and work readiness skills. I was able to work in this team and

earn my work readiness credential. My team worked at the Bend in the River Park in Rice where we painted a historical farm house. We also worked at the City of St. Cloud compost site and Wacosa. CareerONE was great. I learned a lot and I got a nice paycheck.

After completing CareerONE, I contacted the Youth Career Planner at Stearns-Benton Employment & Training Council to find out about returning to post-secondary school. I found out I was eligible to participate in the Workforce Investment Act (WIA) program. I am preparing to attend the St. Cloud Technical College for an Accounting degree. I recently received my acceptance letter from the St. Cloud Technical College and will be starting school in January 2010.”

## What Participants Are Saying

*“I have developed many skills - from school skills to creative skills to teamwork and team leader skills.”*

*“This program was a great experience for me. It taught me a lot about jobs and job safety and budgeting my money.”*

*“I think this is a great program! There are many life lessons that we learned here and they will stick with me.”*

## Jobs Created

### Examples of Jobs Offered Through the Stearns-Benton Employment and Training Council:

- Landscaping
- Sewing
- Community Assistant
- Compost Workers
- Event Assistant
- Event Set-Up
- Office Assistant
- Laborers
- Patio Construction
- Park Trail Workers

# Success Story

## Diane Dedicates Herself to Retraining

Diane was employed as an Electric Pre-Press Operator prior to being laid off. As a result of losing her job, Diane felt devastated. Her children had full-time jobs and were done with college. She and her family had wanted to pay off the house sooner and instead, ended up taking out a 30-year mortgage just to keep it. It was a scary situation for her.

Diane felt she would be a good fit for the Dislocated Worker Program because she knew she would be dedicated to retraining and committed to following through. She was able to take courses and have them paid for. Her husband had also taken a big cut in pay. The program helped her to retrain in another profession - nursing. Diane's SBETC Career Planner, Kathy, helped Diane with information on the courses. Diane knew changing careers is not easy and that she needed to keep a positive attitude.

While Diane has taken a \$10 per hour pay cut, she is very thankful she has her current job. Diane was thankful that Kathy was so willing to help and answered all her questions and responded to her phone calls. Diane would definitely recommend the Dislocated Worker Program to others, stating, "They helped me get back into the workforce. It gave me opportunities."

## Best Practices

### CareerONE

CareerONE was offered to 192 eligible youth in Stearns and Benton Counties. CareerONE services include assessment, career exploration focusing on targeted industries and green jobs, journaling and reflection, team building, academic enrichment, workplace safety, reality budgeting and work tasks at community based organization

sites. Supportive services are available as needed.

All youth services are provided in context of Workforce "U", a training system developed in conjunction with community businesses and partners. A continuation of CareerONE was offered to 15 youth in CareerTWO.

## ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Dislocated Workers Served to Date	199
Adult Program Participants Served to Date	48
Youth Served	192
% Youth Receiving Work Readiness	88%
% Youth Completing Summer Employment	94%
% Youth Out-of-School	18%
Number of Youth with a Disability	84

# Winona County Workforce Council

County Served: *Winona*



## Funding Summary:

Youth Funding: \$157,356

Adult Funding: \$24,830

Dislocated Worker Funding: \$117,394

## 2009 Best Practices

### Youth Resume Development

The WorkForce Center created a resume development class for youth. Cover letters, resumes, and thank you letters were the main topics covered. Each youth went through a step-by-step process of developing all three documents. Everyone left the WorkForce Center with a working resume in hand with a copy kept on file at the WorkForce Center for future updates. The youth were encouraged to vary resumes to target employers throughout Winona County in order to successfully seek employment.

### Environmental Education

As a part of the Summer Youth Program, the Winona WorkForce Center transported a group of youth, ages 16-24, to Eagle Bluff Learning Center in Lanesboro, MN to learn about Environmental Sustainability and Alternative Energy. Youth learned how Carbon Dioxide effects climate change and the surrounding environment they live in. Winona and surrounding counties have experienced extreme winter weather, long droughts, heavy rains and a horrific floods in 2007. The group was aware of the weather but not aware that the rising CO2 levels have been linked to the fluctuating conditions. Everyone left with a greater understanding of why taking care of the environment is important and what steps they could take in reducing Carbon Dioxide levels.

### National Work Readiness

The National Work Readiness Credential class provided by the Workforce Center allowed youth in the summer program to become better equipped with real world work knowledge. Classroom activities were provided through reading, math and communication. If students successfully completed the testing, they were presented with a National Work Readiness Certificate that they could show to employers. Over 50 Winona County employers have signed on to recognize these credentials while giving additional consideration during the hiring process to those possessing the credentials. The class was very successful and useful in helping these young people obtain employment.

## What Participants Are Saying

*“I learned responsibility, patience, and how to resolve conflicts through my job at Key Kids. This job has made me realize I want to be a teacher someday.”*

*“Working at Anytime Fitness has given me a good sense of responsibility and helped me realize how hard my step-mother works for what we have.”*

## Jobs Created



### Examples of Jobs Offered Through the Winona Workforce Council:

- Horticulture Assistant
- Assistant Baker
- Landscaper
- Maintenance
- Customer Service
- Job Coach Aid
- Food Preparation
- Child Care Assistant
- Escort for the Elderly
- Clerical Assistant
- Office Assistant



# Success Story

## James Shines at Winona Health

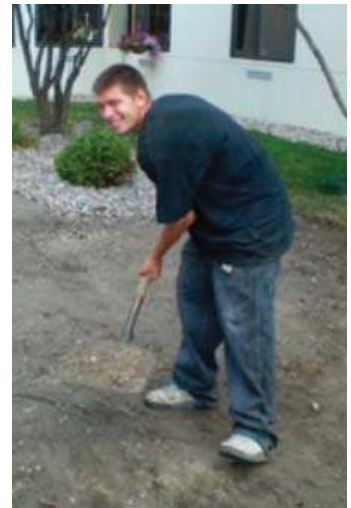
When you first meet James, you would think that he was really quiet, reserved, and a shy kind of guy. James was diagnosed as having an Emotional-Behavioral Disorder, however this did not prevent him from being able to do well and graduate high school. After graduating from high school in 2006, James had no real idea of what he wanted to do.

James did jobs such as landscaping, lawn mowing, weeding, and general outdoor maintenance. It seemed that the only time you could see some real excitement in him was when you talked about landscaping. Placing James at Winona Health included landscaping and James lit up with excitement when he heard about this job opportunity at Winona Health.

His co-workers at Winona Health were amazed by the productivity and the great work ethic that James possesses. One supervisor said, "You know James may be a little more quiet than the other guys, but he lets his work do the talking." James spent the summer working on landscaping projects for Winona Health. Planting trees, broadening wheel chair accessible paths, watering flowers, and customizing rock gardens were just some of the duties James completed.

Throughout the weeks of the National Work Readiness Class, is where you would really see a change in demeanor with James. He was talkative telling his friends about how he liked his summer job. James passed all of his qualifying pre-tests for the National Work Readiness Credential (NWRC), and recently completed his NWRC comprehensive test and is awaiting the results.

"Make sure you are on time, you don't mess around, and you're a good worker for everyone else to be around," was James's motto for working at Winona Health. Since being there he has learned about being on time, completing assigned duties, and most of all enjoying what you're doing. This was James's first full time job experience. James intends to send in his resume to the Winona Health Maintenance Department, in hopes of being hired on full time.



### ARRA At-A-Glance

Youth program funding was specifically targeted toward summer 2009 employment; dislocated worker and adult program participants continue to take advantage of ARRA funding. These numbers reflect those served through 03/01/10:

Youth Served	79
Dislocated Workers Served to Date	75
Adult Program Participants Served to Date	9
% Youth Receiving Work Readiness	74%
% Youth Completing Summer Employment	86%
% Youth Out-of-School	38%
Number of Youth with a Disability	52

# Contact Your Local Workforce Investment Board or MWCA Staff

## **WSA 1. Northwest PIC**

**Northwest Private Industry Council, Inc. /  
Workforce Council**

**Rodger Coquette – Director**

1730 University Avenue Crookston, MN 56716

Phone: 218-281.6020 Fax: 218-281.6025

TTY: 218-281.6020

E-mail: [Rodger.Coquette@state.mn.us](mailto:Rodger.Coquette@state.mn.us)

Serves: Kittson, Marshall, Norman, Pennington,  
Polk, Red Lake, Roseau

## **WSA 2. Rural Minnesota CEP**

**Rural Minnesota Concentrated  
Employment Programs, Inc.**

**Dan Wenner – Director**

803 Roosevelt Avenue

P.O. Box 1108 Detroit Lakes, MN 56502

Phone: 218-846.7400 Fax: 218-846.7404

TTY: 218-846.0772

E-mail: [danw@rmcep.com](mailto:danw@rmcep.com)

Serves: Becker, Beltrami, Cass, Clay, Clearwater,  
Crow Wing, Douglas, Grant, Hubbard, Lake of the  
Woods, Mahnomon, Morrison, Otter Tail, Pope,  
Stevens, Todd, Traverse, Wadena, Wilkin

## **WSA 3. Northeast Minnesota**

**Northeast Mn Office Of Job Training**

**Michelle Ufford- Director**

P.O. Box 1028 Virginia, MN 55792

Phone: 218-748.2200 Fax: 218-748.2240

TTY: 218-748.2222

E-Mail: [Michelle.Ufford@state.mn.us](mailto:Michelle.Ufford@state.mn.us)

Serves: Aitkin, Carlton, Cook, Itasca, Koochiching,  
Lake, St. Louis

## **WSA 4. City of Duluth**

**Duluth Workforce Development**

**Donald Hoag – Manager**

332 City Hall 411 West 1st Street Duluth, MN

55802-1102

Phone: 218-730.5770

Fax: 218-730.5902 TTY: 218-730.5000

E-mail: [dhoag@jobs.ci.duluth.mn.us](mailto:dhoag@jobs.ci.duluth.mn.us)

Serves: City of Duluth

## **WSA 5. Central Minnesota**

**Central Minnesota Jobs & Training Services**

**Barb Chaffee – Director**

406 7th Street East

PO Box 720

Monticello, MN 55362

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Fax: 763-271.3701 TTY: 763-271.3745

E-mail: [bchaffee@cmjts.org](mailto:bchaffee@cmjts.org)

Serves: Chisago, Isanti, Kanabec, Kandiyohi,  
McLeod, Meeker, Mille Lacs, Pine, Renville, Sher-  
burne, Wright

## **WSA 6. Southwest Minnesota**

**Southwest Mn Private Industry Council, Inc.**

**Juanita Lauritsen – Director**

Minnesota Workforce Center

607 West Main Street Marshall, MN 56258

Phone: 507-537.6987 Fax: 507-537.6997

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E-mail: [Juanita.Lauritsen@state.mn.us](mailto:Juanita.Lauritsen@state.mn.us)

Serves: Big Stone, Chippewa, Cottonwood, Jack-  
son, Lac Qui Parle, Lincoln, Lyon, Murray, Nobles,  
Pipestone, Redwood, Rock, Swift,  
Yellow Medicine

## **WSA 7. South Central**

**South Central Workforce Council**

**Diane Halvorson - Director**

464 Raintree Road

Mankato, MN 56001

Phone: 507-549.3452

SC Office: 507-345.2408 Fax: 507-345.2414

TTY: Relay Srvc 800.627.3529

E-mail: [diane@mvac.org](mailto:diane@mvac.org)

Serves: Blue Earth, Brown, Faribault, Le Sueur,  
Martin, Nicollet, Sibley, Waseca, Watonwan

## **WSA 8. Southeastern Minnesota**

**Workforce Development, Inc.**

**Randy Johnson – Director**

1302 – 7th Street NW

Rochester, MN 55901

Phone: 507-292.5153 Fax: 507-292.5173

TTY: 507-280.3584

E-mail: [rjohnson@wfdi.wis](mailto:rjohnson@wfdi.wis)

Serves: Dodge, Fillmore, Freeborn, Goodhue,  
Houston, Mower, Olmsted, Rice, Steele, Wabasha

## **WSA 9. Hennepin / Carver**

**Hennepin County Training & Employment  
Assistance**

**John McLaughlin – Director**

1800 Chicago Avenue South

Minneapolis, MN 55404 Phone: 612-879.3053

Fax: 612-879.3516 TTY: N/A –

Relay Service 800-627-3529

E-mail: [john.mclaughlin@co.hennepin.mn.us](mailto:john.mclaughlin@co.hennepin.mn.us)

Serves: Carver, Hennepin (excluding City of Min-  
neapolis)

## **WSA 10. City of Minneapolis**

**Minneapolis Employment And Training  
Program**

**Deb Bahr-Helgen – Director**

105 – 5th Avenue South – Suite 600 Minneapolis,

MN 55401-2593

Phone: 612-673.6226 Fax: 612-673.5299

TTY: 612-673.2157

E-mail: [deb.bahr.helgen@ci.minneapolis.mn.us](mailto:deb.bahr.helgen@ci.minneapolis.mn.us)

Serves: City of Minneapolis

## **WSA 12. Anoka County**

**Anoka County Job Training Center**

**Jerry Vitzthum – Director**

1201 – 89th Avenue NE – Suite 235 Blaine, MN

55434 Phone: 763-783.4800 Fax: 763-783-4844

E-mail: [jerry.vitzthum@co.anoka.mn.us](mailto:jerry.vitzthum@co.anoka.mn.us)

Serves: Anoka

## **WSA 14. Dakota / Scott**

**Dakota – Scott Workforce Services**

**Mark Jacobs – Director**

1 Mendota Road West – Suite 100

West St. Paul, MN 55118-4765

Phone: 651-554.5622 Fax: 651-554.5709

TTY: 651-554.5914 E-mail:

[mark.jacobs@co.dakota.mn.us](mailto:mark.jacobs@co.dakota.mn.us)

Serves: Dakota, Scott

## **WSA 15. Ramsey County**

**Workforce Solutions**

**Patricia Brady – Director**

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TTY: 651-779.5223

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Serves: Ramsey

## **WSA 16. Washington County**

**Washington County Workforce Center**

**Robert Crawford – Division Manager**

Woodbury Service Center 2150 Radio Drive

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Serves: Washington

## **WSA 17. Stearns-Benton ETC**

**Stearns-Benton Employment & Training  
Council**

**Kathy Zavala – Director**

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Saint Cloud, Minnesota 56303

Phone: 320-229.5702 Fax: 320-650.1718

TTY: 320-202-6434

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Serves: Benton, Stearns

## **WSA 18. Winona County**

**Winona County Workforce Council**

**Mike Haney – Director**

1250 Homer Road – Suite 200 Winona, MN

55987 Phone: 507-453.2920 Fax: 507-453.2960

TTY: 507-453.2936 E-mail:

[Mike.Haney@state.mn.us](mailto:Mike.Haney@state.mn.us)

Serves: Winona

## **Minnesota Workforce**

**Council Association**

**Anne Olson – Director**

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Saint Paul, MN 55103

Phone: 651-789-4323 Fax: 651-224-6540

E-mail: [aolson@mncounties.org](mailto:aolson@mncounties.org)