

Regional and Local Plans

7/1/2021 – 6/30/2024

RWDA:

Metro Regional Workforce Development Area #4

LWDA:

Local Workforce Development Area Minneapolis #10

REGIONAL PLAN

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

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

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

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

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

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

our communities.

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

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

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

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

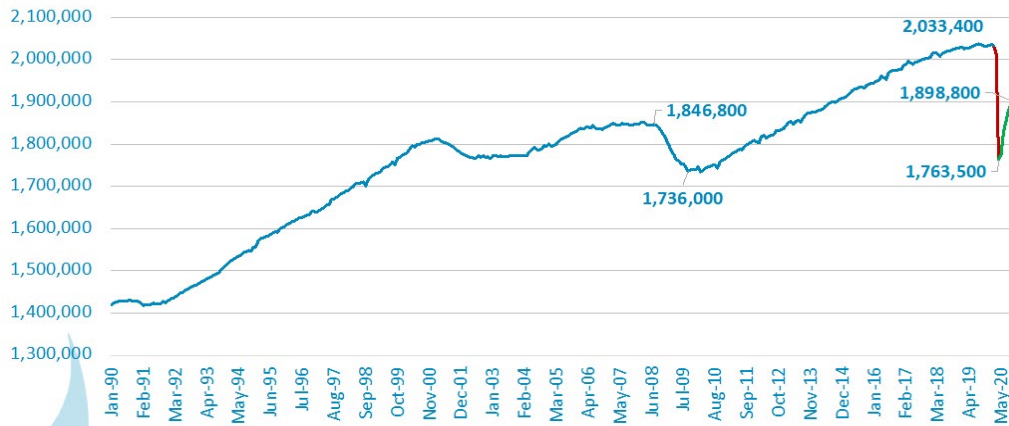
Job Postings by Occupation

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

Graph 1:

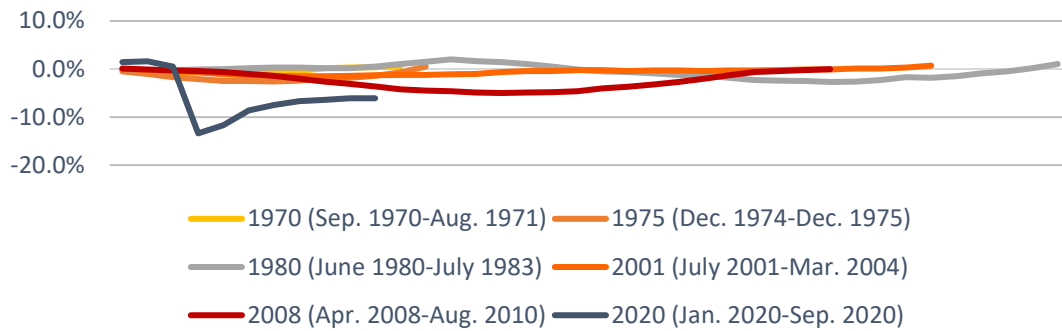
Minneapolis-St. Paul Metropolitan Statistical Area (MSA)

Current Employment Statistics (CES) Employment Trends

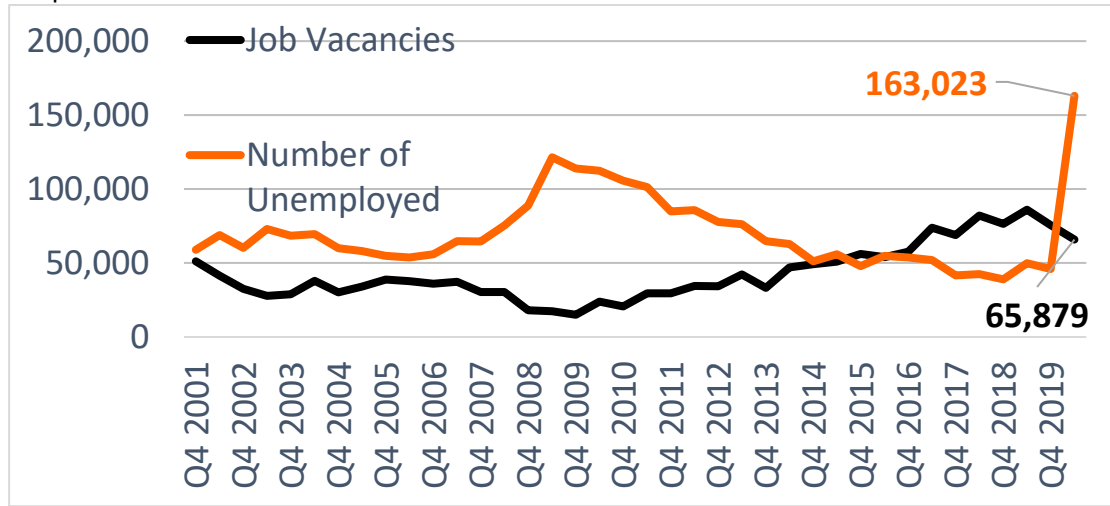


Graph 2:

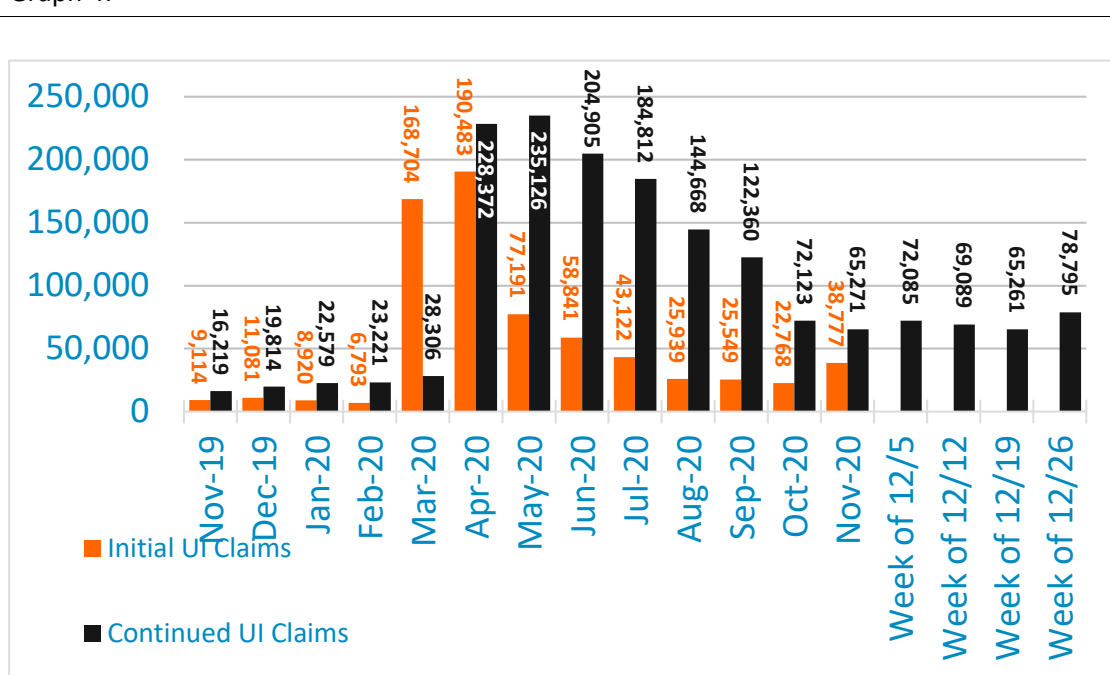
Year-Over-Year Employment Loss by Month During U.S. Recessions, 1970-2020



Graph 3:



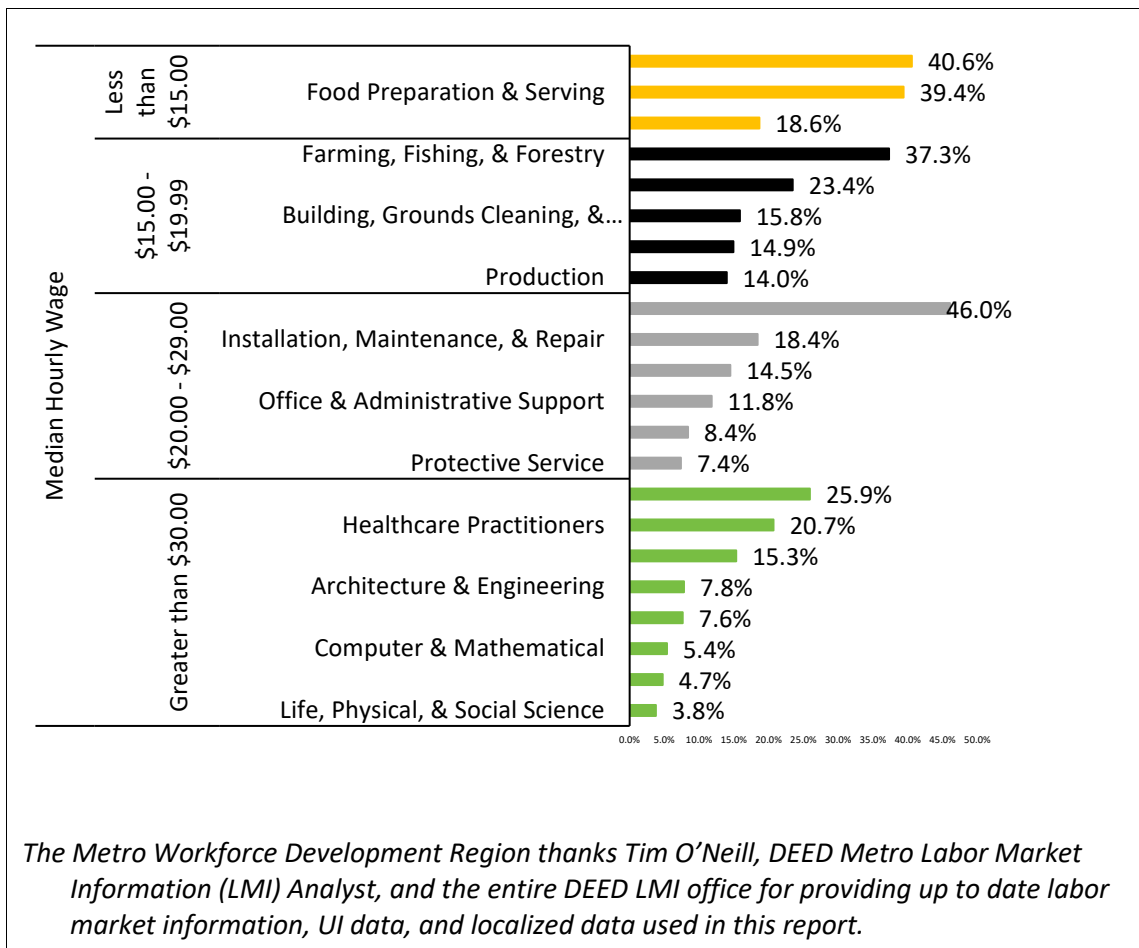
Graph 4:



Graph 5:

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

Graph 6:



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

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

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

that RTT can and does provide can drill into a specific city or look metro wide for trends and opportunities for business engagement and demand-side program design.

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

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

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

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

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

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

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

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

Results, to date:

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

2021 Continued Work:

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

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

In addition to sector-focused events, the interactive platform will host population-specific events in 2021: these include individuals who speak English as a second language, individuals with disabilities, and an LGBTQ+ hiring fair.

Additional opportunities include recruiting partnerships with Hennepin County libraries, events teamed with the metro region Chambers of Commerce, a Financial Services event, and more.

Summary:

Virtual services benefit a wide range of career seekers, as they are designed to “meet career seekers where they are at.” Since April, more than 2,000 individuals have participated in WDR 4 Virtual Career Fairs, and this number is anticipated to grow substantially with the availability of high-capacity, interactive platforms. As COVID-19 has limited in-person gatherings, career seekers benefit from virtual interactions, connecting them to employment. Importantly, these on-line events also allow regional staff the opportunity to introduce CareerForce services to a new audience, and to facilitate referrals to support services and training resources.

Many events are preceded by informational/educational segments and sessions, allowing guests to learn about the rapidly evolving regional employment market. During live events, career seekers establish connections with recruiters, plan next steps in their application processes, and engage with CareerForce and other local area resources to receive skills-based training, application supports, and more. Career seekers benefit from Virtual Services through connection to real-time, high-quality opportunities and employers in their region.

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

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

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

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

1. Priority of Service policies that allow the metro to consistently and clearly recruit and enroll individuals into programs. Recently this includes eligibility into the CLIMB program. Further, the metro managers are determining eligibility for the Dislocated Worker programs, operating under the assumption that the post-Covid economy will produce a high demand for

such services.

2. Consistency in forms and intake processes that create similar practices across the region, though each area can tweak and adjust intake and forms to meet local requirements.
3. Technology as a support service became an important discussion beginning in spring 2020 as Covid 19 forced systems to move virtual and remote.
4. Coordination in policies and practices concerning the increased homeless populations due to Covid 19. The core cities and the surrounding suburbs saw a marked increase in the number of homeless populations, both existing and new program participants. This work was often done in partnership within workforce development, but also, public health and human services departments within government.
5. Over the course of the last number of years, a key practice is the meeting and sharing of expertise amongst finance staff from all service areas of the metro and key finance staff at community-based providers who work on federal and state workforce grants.

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

While each government entity, that makes up the metro region, approaches diversity and inclusion through their own tailored and geographically specific way, however, within that structure, the metro workforce development areas approach diversity and inclusion, specifically among those with greatest barriers to employment, through a shared understanding and concerted effort to recruit diversity for open board positions.

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

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

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

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

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

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

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

7. Describe any regional coordination of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate. Also, please describe regional coordination of transportation and other supportive services.

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

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

LOCAL PLAN- STRATEGIC OPERATIONS

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

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

The current locations of CareerForce Centers within Workforce Development Area (WDA) #10 serve our demographic targets well at this time. The North Minneapolis CareerForce Center (800 West Broadway Avenue) is the comprehensive One-Stop location, and the South Minneapolis CareerForce Center (777 East Lake Street) is an affiliate location.

The Workforce Development Boards of the Twin Cities will continue the following activities to maintain coordinated services in each local area to provide needed services: a) an informal review of service locations relative to population and demographic needs; and, b) consideration of shared criteria for recognizing affiliates among partners and contracted community-based providers. The results of these analyses will be discussed collectively by the workforce directors and reviewed for comprehensiveness and effectiveness across the region.

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

WDA #10 has a service delivery system that extends beyond the one-stop locations and provides direct services throughout Minneapolis neighborhoods with programming funded by WIOA and many other sources. Shared staff responsibilities across providers and programs help assist with ongoing coordination and cooperation amongst and between providers. Our extensive network of providers offer some common programs, services and activities but also provides unique opportunities. The sites are physically separate but share information and connections for their customers through staff communication, information sessions, marketing materials and online via websites. Each site is able to provide customers with connections to WIOA programs and services in addition to many other resources.

WDA #10 works in partnership with the Minneapolis CareerForce Centers and the Minnesota Department of Employment and Economic Development (DEED) at the Minneapolis one-stop locations to ensure proper connectivity and coordination at the physical sites. Examples include the use of CareerForce and bi-monthly publishing of the Job Seeker bulletin to share information with the public about the full range of opportunities for employment and training services available throughout the City of Minneapolis.

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

WDA #10 staff will continue to convene regularly scheduled meetings with WIOA Adult and Dislocated Worker employment service provider staff. The purpose of these informal meetings is to cover policy and procedural topics in a discussion format. Via monthly “Community Connections” meetings, service providers are encouraged to share issues they encounter so that other providers can share their best practices for resolving those challenges.

Further, the new North Minneapolis location at 800 West Broadway is guided by an operational charter that has been designed by a multi-agency planning team that met for over a year. The operational charter was developed as a result of extensive community engagement and input. The charter identifies several concepts that will be implemented at this location such as the “No Wrong Door” approach that expects staff to help people find what they are looking for; using a “Community as Campus” approach to working with individuals to avoid duplication with other agencies; and offering interdisciplinary training for tenant staff. These strategies help to ensure the connectivity and coordination of service providers in the physical one-stop location.

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

WDA #10 uses a community-based network approach to meet the needs of diverse job seekers in Minneapolis. Between 10-15 affiliated sites throughout Minneapolis are available for job seekers at non-traditional hours, located at neighborhood-based centers. This network’s non-tradition hours include weekends and evenings, as well as access to computers, training equipment, workshops/trainings, and phones/faxes.

WDA #10 also works with Minneapolis Public Schools Adult Education and Adult Education consortium partners to provide equitable on-ramp educational services to career pathways; many classes occur at non-traditional hours to meet customer needs. Prior to the pandemic, 800 West Broadway had some evening hours to increase community access.

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

The local Workforce Development Boards of the Twin Cities will collectively undertake an analysis of service element availability at physical locations and online, relative to expected needs of populations being served – specifically communities of color, disconnected youth and adults with barriers to employment and/or who would benefit from culturally-specific service delivery strategies. As with the location analysis above,

this will be completed collectively and presented with recommendations to the regional oversight group identified in the regional plan.

WDA#10 will continue assessing the needs and requirements of programs and services.

Customers will have access to all the programs, services and activities of the full range of required one-stop partners. Other services may be offered at specialized sites through contracts with service providers at local community-based organizations. The diverse staff among these employment service providers, and their neighborhood-based locations with their many points of entry, ensures a robust service delivery system that represents the diversity of our communities and often can better facilitate access for disconnected youth, women, communities of color, and persons with disabilities.

WDA #10 sends client surveys after exit to all WIOA Adult and Dislocated Worker program participants to inform our customer-centered design efforts. The brief survey asks each former participant basic questions about what services were received, if the client received the services he/she expected or wanted, what was most helpful, and what could be improved. They are also requested to rate their overall satisfaction with the services received on a scale of 1 to 5 (with 1 being “very dissatisfied” and 5 being “very satisfied”). The results of the surveys are analyzed and used to improve the design and delivery of our services. We hope to learn directly from our customers about how to tailor and adapt our services to better serve all clients including disconnected youth, women, persons of color, and individuals with disabilities.

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

In conjunction with the analyses outlined above, recommendations for new or enhanced technology will be made to ensure that job seekers and employers have access to tools they need to enjoy successful labor exchange functions.

WDA #10 will use appropriate technologies for all clients seeking services. These technologies will be available at the One-Stop Center and affiliated sites throughout Minneapolis. Hardware technology will be augmented by software programs, including the CareerForce platform, for more comprehensive job seeker experience and connectivity to real-time job openings. WDA #10 will comply with all ADA requirements by making available appropriate technologies to persons with disabilities.

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

Support needs are addressed starting at the front desk of the North Minneapolis CareerForce Center at 800 West Broadway. The operational charter specifies the Welcome Desk will be a shared responsibility, staffed by Community Health Workers and supervised by NorthPoint Health and Wellness because these staff members are

trained to provide referrals to supportive human services programming available at the NorthPoint Campus and with partner agencies.

WDA #10 will also listen to feedback from participants and members of the community and work to modify our existing support service policies to supplement other community resources and expand to fill in gaps, as needed. We will encourage co-enrollment with other programs (when allowed in state policy) to fully leverage support services across programs and funding sources.

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

The MWDB, in coordination with staff from Minneapolis Employment and Training, will develop a MOU, drawing from guidance by DEED. The MWDB and staff will engage required service provider partners to negotiation roles, responsibilities, and commitments of resources. All partners will review and execute the MOU, which will include an Infrastructure Funding Agreement (IFA). The IFA will identify the financial resources, if any, each partner will contribute to support the provision of services at the comprehensive One-Stop Center.

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

In accordance with federal requirements and under guidance of DEED, the Minneapolis Workforce Development Board, with support of City staff, will train contracted partners on infrastructure funding requirements and protocol for addressing discrepancies. Service alignment issues will be addressed, as noted above, in our contracting process and in regular communications with partners during implementation. As appropriate, the Minneapolis Workforce Development Board will rely on existing, modified, or new agreements, such as Memoranda of Understanding, and internal audit processes and DEED policy guidance to address any compliance issues regarding infrastructure funding requirement.

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

Staff from Minneapolis Employment and Training will develop a template MOU for review with service partners, drawing on a template to be developed by the Workforce Development Boards of the Twin Cities, in partnership with the MN Workforce Council Association and DEED. Partners will engage in negotiation regarding commitments of resources and cost allocations. Leaders of all organizations will review final MOUs prior

to signing. The MOU will include an Infrastructure Funding Agreement, listing the financial resources, if any, each partner will contribute to support the provision of services at the one-stop center.

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

The Minneapolis Workforce Development Board adopted the following vision: *Committed to Growing a Competitive Workforce*, which closely aligns with the state's vision and goals to build a healthy 21st century economy with all Minnesotans being able to earn a family-sustaining wage. Our core programmatic values are:

1. Design career pathway programs and create partnerships that work to eliminate race-based and gender-based employment disparities
2. Assure access to quality community-based and culturally appropriate employment programming and resources, with strategic focus on BIPOC communities.
3. Be innovative and use community-knowledge, business guidance, and community feedback to continually adjust our programming to meet the dynamics of the labor market.

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

Mirroring the state and regional goals, Minneapolis Employment & Training's goal is to ensure our system meets the needs of youth and adults (including disconnected youth, underrepresented communities of color, and those with disabilities and/or barriers to employment) by adapting our policies and procedures guided in part by community and customer feedback. We will continue to strive to provide the most appropriate services, training and other tools to assist our diverse participants so that no matter their starting point, our customers are prepared to fill the in demand jobs provided by our local employers.

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

The Minneapolis Workforce Development Board, in partnership with other Workforce Boards of the Twin Cities, will use the GreaterMSP Regional Dashboard indicators to assess progress toward regional economic growth and economic self-sufficiency. The metro Boards will target two specific indicators to impact over a multi-year period: the employment gap between persons of color and whites and talent availability – particularly the number of individuals who receive credentials that contribute to associates degree awards in the region.

When individuals find their path to self-sufficiency and success, our region and state also prosper. Through targeted training opportunities that allow our customers to update or learn new skills based on real, in-demand jobs in the local area it produces a win-win situation for both the program participant and our business customers. As these workers find new jobs, our area employers benefit from hiring workers with up-to-date skills that are now in demand. Our programming helps to serve a critical need for Minneapolis jobseekers and also aids employers by providing pool of experienced workers to meet future labor needs.

Performance goals are closely aligned with federal performance accountability measures, are clearly specified in all contracts with the community-based organizations that make up our service delivery system. The success of their clients is directly tied to that agency's success and continuation as an employment service provider. The ability of our community-based service delivery providers to achieve their goals provides the foundation for the overall performance success of our local area.

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

Since the comprehensive North Minneapolis CareerForce Center location opened in September 2016, the vision of "opening doors to employment, education and healthy living for thriving communities" has dovetailed nicely with the vision and the goals of the Minneapolis Workforce Development Board. Members of the Board and staff from Minneapolis Employment & Training have been closely involved with the collaborative planning team and the community engagement process that will govern the operational charter at the new North Minneapolis location.

WDA #10 works to strategically align programming resources across a variety of funding sources, including local funding sources, to ensure that the vision of a robust and integrated system of career pathways, capable of assisting clients at various life intersections, is fully realized. Training is available for occupations in demand for participants from GED completion, short-term certificates and AA degrees to assistance with completing final coursework in order to obtain a BA/MA degree, if needed.

The one-stop operator coordinates service delivery among the required core partners including coordination of services at the comprehensive Minneapolis one-stop location and any affiliate location. These services are executed through a Memorandum of Understanding (MOU) with the required one-stop partners.

WDA #10 staff will continue to work to fully align and coordinate amongst the larger workforce delivery system that includes our WIOA core partners and others in our WDA and our region.

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

City of Minneapolis Employment and Training encourages collaboration among all partners to advance career and technical education options that lead to employment. We work to ensure that education or technical skills training programs administered by providers offer either bridge coursework that can prepare participants for more advanced coursework or preparatory training and hands-on opportunities that align with current career and technical education offerings in high-demand industries.

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

WDA #10 continuously works to examine our practices and procedures, listen to community/customer feedback, and strive to continuously improve our employment service delivery system. As the roles of all required core partners become better aligned under WIOA, our one-stop system will learn how to work cooperatively with common customers capitalizing on shared resources where the opportunity exists and providing discrete services where they do not. The goal will be to ensure that our policies and procedures are maximized for the benefit of all customers and that policies do not inadvertently create any disincentives for optimal service delivery to all customers, especially disconnected youth and those with extra challenges or barriers to employment.

Our work will focus on removing barriers to employment (referenced in the regional plan section) by providing education and training. This will include assisting customers to finish a GED or high school diploma, upgrade their computer knowledge, learn skills to succeed in a professional work environment, and helping them located and pay for technical education that increases their access to a much larger, and more lucrative set of career opportunities.

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

NorthPoint Health and Wellness Center has been expanding and addressing access to supportive services from the customer's first encounter at the North Minneapolis CareerForce Center location. This location provides an opportunity to connect health care with successful employment and education. NorthPoint provides medical,

behavioral health and chemical health services along with dental services and human services such as their food shelf and housing assistance. The operational charter specifies that staff is encouraged to make exceptions when agency practices interfere with providing common sense response to community and individual customer needs.

Additionally, the security services at this site will be focused on providing better support for crisis situations and providing de-escalation support.

WDA #10 will explore how adjustments to our support service policies might better serve the specific needs of communities of color and individuals with disabilities by providing adequate support services to help client's overcome barriers to employment such as assistance with the cost of public transportation and help obtaining a driver's license. Minneapolis Employment & Training will consider increasing our support service budget to better meet participant's needs.

In addition, we will keep our service delivery system informed about new or expanded support services that are available in the community.

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

The local Minneapolis Workforce Development Board will advise on and support the development of career pathways by helping to align employment and training providers to the needs of business, creating trainings and programming focused on high-demand industries, and accessible to low income and unemployed participants. Trainings will be credentialed and developed with input from employers. Credits earned will be industry recognized, stackable and transferrable to encourage opportunities for career laddering and promotional opportunities.

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

As part of Minneapolis Employment & Training's mission to connect job seekers to employment opportunities, we work closely with area business to address their hiring needs. That commitment includes a full time Industry Relations Manager to help align job seeker services in our one-stop delivery system with real time employer demand with business assistance that can include a 1:1 consultation. Minneapolis Employment and Training and its provider network across the one-stop delivery system assists with screening and referral of qualified, recently trained, diverse applicants; pre-screening of qualified candidates and broadcasting job openings quickly for no cost through a [Minneapolis Job Bulletin](#).

The Minneapolis Job Seeker Bulletin is a bi-monthly e-newsletter provided to Minneapolis jobseekers, career counselors, and workforce development professionals with information on:

- the latest job and career fairs,
- hiring and training events,
- job training programs,
- links to job listings, and
- tips for jobseekers in today's ever changing job marketplace.

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

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

The Minneapolis Workforce Development Board is comprised of private sector leaders from growing, local industries. These Board Members may form advisory committees to provide leadership and guidance for programs and services in-demand. One key business-driven strategy endorsed by the local Board involves the creation of local, dedicated funding to promote Career Pathways that respond to employer demand. City of Minneapolis Employment and Training adopts the core elements of the CLASP's definition of a career pathway as a *well-articulated sequence of quality education and training offerings and supportive services that enable educationally underprepared youth and adults to advance over time to successively higher levels of education and employment in a given high-demand industry sector or occupation.*

The City of Minneapolis builds its career pathways strategy on models that intentionally and clearly map career entry points. From there, our strategy combines education, training, support services and employment experiences leading to career advancement.

This work is done in coordination with:

- Industry and Employer partners
- Government partners including Hennepin County and the State of Minnesota
- Community-based organizations
- Education partners

The TechHire initiative is an excellent example of a career pathway initially developed through a sector partnership model. TechHire was created in response to the rapid growth in tech jobs in the Minneapolis region. The City of Minneapolis, three high-quality accelerated learning programs, and 60 regional employers came together with the purpose of training and placing nontraditional, diverse IT workers into software engineering and support roles. The innovative work of this collaborative continues to gain momentum and in March of 2015 received national recognition when the President of the United States named the Minneapolis area one of 20 TechHire regions

in the nation. Today, the Minneapolis TechHire initiative continues to grow as more nonprofit partners provide wrap-around support services, and employers continue to join the movement.

Our Career Pathways delivery model supports a delivery system in the City of Minneapolis which focuses on the following areas:

- Supporting women and minorities to remove/reduce barriers to access high-impact, alternative education and training opportunities;
- Increasing the visibility and raising public awareness of fast-growing, sustainable job opportunities in Minneapolis sectors by outreaching to area residents who are traditionally underrepresented (such as disconnected youth, women, communities of color, and people with disabilities);
- Connecting employers, training partners, and skilled job candidates to fill the in-demand jobs of today and to collaboratively develop talent for the future.

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

City of Minneapolis Employment and Training is a division of the City's Community Planning and Economic Development Department (CPED). CPED combines employment, training, planning, economic development, housing and some regulatory services into one City department. City of Minneapolis Employment and Training administers employment and training programs under the direction of the Mayor, City Council, and the Minneapolis Workforce Development Board. Employment and Training is the administrative entity/staff to the Workforce Development Board. City programs under the oversight of the Workforce Development Board include services for low-income adults, dislocated workers, welfare recipients, and youth. In Minneapolis, these services are delivered to job seekers and employers by about 20 community-based organizations which have been competitively evaluated and selected based on their ability to effectively serve target groups and achieve employment-related outcomes, including both placement and support for retention in employment.

The City of Minneapolis participates in the regional Business Services committee to the MN Association of Workforce Boards: this committee coordinates regional services with economic development associations and statewide business associations. The MN Department of Employment and Economic Development is represented on this Committee.

City of Minneapolis participates in coordination and development of workforce initiatives, in alignment with economic development programs and services, through regional Sector Academies. Region-wide economic development groups, such as Greater MSP, provide overall regional-scale information as well as business and market research, informing short-and-long-term workforce and economic development strategies.

- D. Describe how the local area board will strengthen linkages between the one-stop delivery system and unemployment insurance programs by offering services to laid-off workers and possible lay-off preventative services for businesses, such as incumbent worker training that up-

skills the workers and meets the needs of employers (can include but not be limited to, on-the-job training, apprenticeships, etc.).

The local area board will support the State's strategy to provide linkages between one-stop and unemployment insurance (UI) staff including the following steps:

- Reemployment Services and Eligibility Assessment (RESEA) and Job Service staff conduct assessment of RESEA participants to identify who might need other services.
- Continuing the practice of CareerForce Center orientations that provide information about the programs offered throughout the one-stop system (including the Dislocated Worker program) and instructions for registering in [MinnesotaWorks.net](https://www.minnesotaworks.net)
- Job Service staff providing assistance to RESEA customers to enroll them in the comprehensive suite of job search training sessions offered through the Creative Job Search curriculum.
- Job Service following up with RESEA participants who do not enroll in a program to make sure that they have registered and entered their resume in [MinnesotaWorks.net](https://www.minnesotaworks.net) and further assist them with connecting to job placement services.

WDA #10 will also continue to innovate and connect our one-stop customers with industry/sector strategies and career pathways that meet the both needs of laid-off workers and employers in our local area/region. Opportunities will extend beyond the WIOA required core partners to also include programming that expands the universe of opportunities to best serve the needs of our customers through grant and foundation funded programs such as the TechHire program. This program offers businesses and jobseekers a dynamic, highly effective employment and training solution. The Minneapolis-St. Paul (MSP) TechHire initiative builds, supports, and expands accelerated learning opportunities to empower job seekers with demand-driven IT skills and credentials. MSP TechHire utilizes community-based Employment Service Providers and a Workforce Intermediary to promote qualified, nontraditional IT candidates to business partners, based on occupation-specific skills and competencies.

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

WDA #10 fully supports dislocated worker clients who express an interest in self-employment through Converting Layoffs into Minnesota Businesses (CLIMB). Dislocated Worker clients who are interested in entrepreneurship discuss their goals with their career planner; they complete a self-assessment tool and watch several online training classes from the US Small Business Administration (SBA). If CLIMB seems like a good choice, the service provider helps them identify organizations in the community that can help them develop an effective business plan and obtain funding to start their business.

CLIMB cannot provide either direct grants or loans to participants, but the state-funded Dislocated Worker program can pay for business consulting and training for the CLIMB participant to help them establish their business. Business consulting and training services are available through the Small Business Development Network (SBDC), and a number of organizations that serve entrepreneurs and business owners such as Women Venture, Initiative Foundations. The cost of entrepreneurial training (and support services, if needed) for the CLIMB participants is provided through dislocated worker program funds. CLIMB participants are advised about the benefits that are built into the program participation: since they are considered to be in re-employment assistance training, they are not required to complete work search activities to be eligible for Unemployment Insurance (UI) benefits, earnings generated by the business are not deducted from their UI benefit, and they may work in excess of 32 hours per weeks on their new businesses and still be eligible for UI.

The City of Minneapolis maintains the [Minneapolis Business Portal](#). The Minneapolis Business Portal is the City of Minneapolis' online tool for providing entrepreneurs and small businesses with information and resources to plan, launch and grow a business. The online portal features valuable roadmaps, tools, and resources to help both startup and existing businesses, such as a comprehensive checklist of all the steps required to start a business and a library of business support resources. Whether the client is looking for financing or information on applying for a business license, this centralized platform will equip him or her to be as prepared as possible when starting or growing their business in Minneapolis. This portal offers "Starter Guides" or customized checklists for starting the most common types of Minneapolis businesses including Restaurants, Day Care Centers, Catering, Contracting, Food Truck and Barber/Hair/Nail Salons.

WDA#10 promotes City of Minneapolis Business Technical Assistance Programs (called B-TAP) providing consulting support to prospective businesses. Through B-TAP, the City of Minneapolis Department of Community Planning and Economic Development contracts with local non-profit organizations. Direct services to new and existing businesses target the creation and expansion of small and mid-sized business entities. B-TAP entrepreneur training and microenterprise services are positioned in the local market to support women and minority residents seeking to supplement their income through entrepreneurship, to grow a new business, to explore co-operative ownership structures, to become certified as a small developer, and more. The City has recently supported workforce investment activities, along with entrepreneurship resources at workforce service delivery hubs, with the goal of providing access to information in a centralized, convenient community location.

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

WDA #10 employs numerous strategies to ensure continuous improvement of service delivery in our local area. We start by requiring that all Individual Employment Plans

(IEPs) for a participant in a City of Minneapolis Employment and Training funded program be reviewed and signed by an agency staff who possesses either an active Global Career Development Facilitator (GCDF) certification or a counseling-related Bachelor's or Master's degree (including but not limited to a degree in social work, counseling, psychology, or other related field) which are subject to annual audit. The GCDF requires 75 continuing education clock hours every five years. The hours must meet Center for Credentialing and Education requirements regarding competency area and activity type.

Minneapolis Employment & Training staff continually provides technical assistance via email, phone and in-person. Policy and procedure updates are shared with service provider staff on an on-going basis. Service providers are encouraged to consult with Minneapolis Employment & Training staff for limit-testing to ensure consistent service delivery across all providers.

Minneapolis Employment & Training staff also creates written program manuals for employment service providers. These manuals are updated yearly and changes in policy and procedures are covered in face-to-face annual half-day training. Minneapolis Employment & Training and service provider staff also typically meet quarterly to discuss topical issues, resolve challenges and share best practices.

On August 13, 2020, Minneapolis Employment and Training hosted a Grants Management Financial Training webinar for executive directors, key finance staff and Minneapolis Employment & Training program managers to go over grant administrative requirements. Topics of the training included: the new process for virtual subrecipient monitoring by City finance in 2020; common monitoring findings; Uniform Guidance (UG) and Grant Regulation Hierarchy; changes to 2 CFR 200 Appendix XI, Compliance Supplement; and UG proposed changes. The training was provided by the Manager of Accounting at the City of Minneapolis.

WDA #10 also provides on-going training opportunities to better connect our extensive service delivery system; to learn from and about each other. Minneapolis Employment and Training hosts its annual conference for its large network of employment and training service providers who work with adults (including young adults ages 18-24). The daylong event, held at the Minneapolis Central Library, brought together staff from the programs funded by Minneapolis Works, Minneapolis Youth Works, MFIP, Dislocated Worker and WIOA Adult. The 100+ participants also included those from organizations that don't have current contracts with Minneapolis Employment and Training but have applied to become future providers. The conference offered the participants an opportunity to network and to learn through an inspiring keynote address and workshops on current and emerging issues, best practices and the challenges facing employment and training professionals. Exhibitors from Housing, Health, Training, Financial, Digital, Re-Entry, and other sectors shared resources that conference goers could use to assist their clients in many aspects of their lives.

Continuous improvement of eligible providers is also ensured by regular evaluations. Specific performance measures are built into each contract for our sub-recipients which they are evaluated on quarterly. Due to the challenges of service provision due to the COVID-19 pandemic, quarterly evaluations were suspended in 2020. It is expected that

these evaluations will resume in the near future. Information about each agency's performance is shared with them and a summary report is provided to the Mayor and members of the Minneapolis City Council and the Minneapolis Workforce Development Board. The amount of funding each sub-recipient is awarded in a contract with Minneapolis Employment & Training may be related to the grade the agency receives at the end of a funding cycle. This method of linking the level of funding to actual performance encourages sub-recipients to implement job placement and retention services to the best of their abilities.

In addition, Minneapolis Employment & Training staff monitors all service providers on-site at least annually, except when prohibited due to public health requirements, such as the COVID-19 pandemic in 2020. The visit includes a review of sample files to determine that each contracted service provider is delivering their services according to the policies and regulations set forth by City, State, and Federal guidelines. After the file review, Minneapolis Employment & Training staff notifies the provider of any file corrections that are needed and sets a deadline for completion. This is followed by a formal written report and an interview to go over the results with agency program staff. If corrective action is required, Minneapolis Employment & Training staff requests a plan in writing with a timetable to address any serious deficiencies.

WDA #10 sends client surveys after exit to all WIOA Adult and Dislocated Worker program participants to inform our customer-centered design efforts. Information provided by our actual customers will help us identify best practices and improve processes as we strive for continuous improvement.

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

Minneapolis Employment & Training continues to develop robust career pathways that are based on real-time employer demand. These pathways offer program participants the right blend of services and support that will effectively address challenges and remove barriers to employment, with a focus on our communities of highest poverty and unemployment, while creating a pipeline for businesses of qualified workers and career opportunities for job seekers that lead to a middle-class lifestyle.

The Minneapolis Workforce Development Board provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service delivery system for area jobseekers and employers. The goal is to build a competitive workforce with the skills employers seek, in order to help strengthen and build the area's economy. Employers benefit by hiring workers with the skills they need for business success; workers benefit by achieving and maintaining economic self-sufficiency for themselves and their families.

A primary responsibility of the Minneapolis Workforce Development Board is guidance and oversight of employment and training programs administered by the City of

Minneapolis. These programs are supported by a variety of funding sources including the Workforce Innovation and Opportunity Act (WIOA).

The Minneapolis Workforce Development Board is made up of 21 individuals appointed by the Mayor. Members serve three-year terms that are staggered to provide continuity. Board members are leaders and key decision-makers within their organizations and/or the community. They include business owners and executives as well as agency and program directors. They are people with the knowledge, influence, and interest to envision, guide, and support positive action and outcomes.

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

The City of Minneapolis and MWDB have worked with our partners to support and promote job seekers' and employers' technological connection and access to employment and training services. These connections have gained in importance as a result of the COVID-19 pandemic. The digital, online CareerForce platform is a statewide resource to meet the needs of job seekers and employers.

As a non-rural area, Minneapolis WDA #10 focuses less on access due to remoteness of locations, but more on promoting equitable access.

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

WDA #10 coordinates with DEED to train and support WIOA grantees regarding disability and ADA issues. DEED's Vocational Rehabilitation Services provides disability awareness business outreach information to partners throughout WDA #10. Minneapolis Employment and Training regularly convenes service providers, including providers of WIOA Adult and Dislocated Worker programs, to share best practices information. These opportunities enable providers to build capacity and enhance services for disabled job seekers. WDA #10 Equal Opportunity Officer attends available DEED WIOA EEO Training opportunities and then shares this information in focused outreach and training to providers throughout the WDA #10 system.

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

The one-stop partners include entities that operate the following programs: Adult, Dislocated Worker, Youth, Job Corps, YouthBuild, Native American, Employment Services authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq.*), Adult education and literacy activities authorized under title II of WIOA, the Vocational Rehabilitation program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 *et seq.*), Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*), Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*), Trade Adjustment Assistance activities under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*), Jobs for Veterans State Grants programs authorized under Chapter 41 of title 38, U.S.C, Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 *et seq.*), Employment and training activities carried out by the Department of Housing and Urban Development, Programs authorize under State unemployment compensation laws (in accordance with applicable Federal law), Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532), and Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*) unless exempted by the Governor under § 678.405(b).

Each partner must:

- a. Provide access to its programs or activities through the one-stop delivery system, in addition to any other appropriate locations;
- b. Use a portion of funds made available to the partners program, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 1. Provide applicable career services; and
 2. Work collaboratively with the State and Local Boards to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure through partner contributions that are based upon:
 - i. A reasonable cost allocation methodology by which infrastructure costs are charged to each partner in proportion to the relative benefits;
 - ii. Federal cost principles; and
 - iii. Any local administrative cost requirements in the Federal law authorizing the partner's program.
- c. Enter into a Memorandum of Understanding (MOU) with the Local Board relating to the operation of the one-stop system that meets the requirements of § 678.500(d);
- d. Participate in the operation of the one-stop system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; (WIOA sec. 121(b)(1)(A)(iv)); and
- e. Provide representation on the State and Local Workforce Development Boards as required and participate in Board committees as needed (WIOA secs. 101(b)(iii) and 107(b)(2)(C) and (D))

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

City of Minneapolis Employment and Training is the workforce development division of Economic Development, assisting Minneapolis residents, both youth and adult, prepare to enter the labor force. Yearly, we deliver employment and training services to over 5,000 Minneapolis residents through various targeted programs that focus attention on the core issues of joblessness and employment disparities, particularly racial and gender disparities. The Minneapolis Workforce Development Board (WDB) provides strategic guidance to our local workforce development system. The WDB's goal is to build a workforce with the skills employers seek, in order to help strengthen and maintain the area's economy. Employers benefit by hiring workers with the skills they need for business success; workers benefit by achieving and maintaining economic self-sufficiency for themselves and their families.

The City of Minneapolis/WDA #10, Adult Workforce Development consists of four distinct programs areas: Minneapolis Works, a work-first program serving low-income Minneapolis job seekers; WIOA Adult, a program that provides individualized training and support services for in demand occupations for low-income Minneapolis residents; Career Pathways, an employer driven strategy that prepares job seekers with skills needed for high demand positions; and the Dislocated Worker (DW) Program, assisting recently laid off adults with a quick return to the workforce at comparable pay. The services to job seekers are provided, both at the one-stop centers, and at the community-based agencies. One-on-one career counseling services - the core function of our partners - are provided to all job seekers. Other services include career and aptitude assessment, interview coaching, resume assistance, job placement and retention services. The counseling services continue for one year from the date the job seeker becomes employed.

The operating principle of the Minneapolis Workforce Development Board and City of Minneapolis Employment and Training is partnership. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers to offer employment services to Minneapolis adults and dislocated workers. We contract with community-based employment service providers that offer high quality job training services in the neighborhoods where job seekers are located. This diverse network of partners included 17 organizations in 2021, with broad geographic reach, cultural and language expertise, and community rootedness, offering the best access and services to residents looking for training and employment counseling. Over three decades ago, Minneapolis Employment and Training began this innovative strategy of contracting with small neighborhood-based employment services providers as the delivery mechanism for federal and state investments in jobs training. While this model of service delivery has changed little in the last thirty years the innovative strategy to meet the needs of Minneapolis job seekers and our metropolitan jobs market has changed greatly.

Community-based partners contracted for services in 2020 included:

- AccessAbility, Inc.
- American Indian OIC
- Avivo
- Center for Asians and Pacific Islanders (CAPI)
- Comunidades Latinas Unidas En Servicio (CLUES)

- Department of Employment and Economic Development
- East Side Neighborhood Services
- Emerge Community Development
- Goodwill Easter Seals
- HIRED
- Jewish Family and Children’s Services of Minneapolis
- Pillsbury United Communities
- Project for Pride in Living
- South East Asian Refugee Community Home
- Summit Academy OIC
- Twin Cities RISE
- Urban League of the Twin Cities

Many clients can also access training dollars to pursue post-secondary vocational/technical training prior to job placement. Through our various programs, we work closely with a number of training partners, including non-profit and state educational providers. Partnerships with educational institutions include, but is not limited to:

- Minneapolis Community and Technical College
- St. Paul College
- Hennepin Technical College
- Summit Academy OIC
- IT Futures Foundation – IT Ready
- PRIME Digital Academy
- Concordia University – Software Guild

WDA #10 also encourages program providers, interested training providers, and their partners be listed on the State’s Eligible Training Provider List and to become Workforce Innovation and Opportunity Act (WIOA) certified, if applicable. WIOA requires that a training program or course whose completion results in a recognized credential must be WIOA-certified in order to get credit for that credential in performance measures. The WIOA certification process ensures that customers in WIOA programs can find quality training programs that provide credentials upon completion. The Eligible Training Provider List (ETPL) is accessed via the [Career and Education Explorer](#) (CEE) which is a public-facing web tool providing information relating to Minnesota training opportunities and occupational information. Jobseekers, counselors, and the general public may use this tool to search, view, and compare trainings. The CEE also identifies trainings that are WIOA-certified.

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

The Minneapolis Youth Council acts as the multijurisdictional advisory policy group that focuses on the local youth workforce system. The Youth Council supports the design, development, and provision of services to help Minneapolis youth achieve successful transitions to further education and employment. An important focus has been to serve disconnected and homeless youth.

The Minneapolis Youth Council *Vision*: The Minneapolis Youth Council provides leadership to grow tomorrow's workforce and build competitive advantage for Minneapolis youth, employers and the economy.

Minneapolis Youth Council *Mission*: To help youth and young adults learn academic, life and work skills, identify career paths and achieve meaningful employment opportunities.

Due to leadership change on the board, coinciding with the pandemic, meetings have not taken place since late 2019. Out of the pandemic, we will be exploring the need for and role of any future Youth Council.

Minneapolis Youth Works: This program helps Minneapolis youth and young adults learn academic, life, and work skills, identify career paths, and achieve meaningful employment. Funded via WIOA, the program serves out-of-school youth ages 16-24 and in-school youth ages 14-21, with an emphasis on serving out-of-school youth, homeless, offenders, and participants with disabilities.

In 2020, Minneapolis Youth Works has provided comprehensive, case managed employment and training services to 833 youth-87% youth of color, 35% homeless, 13% offenders and 8% youth with disabilities.

TANF Youth Program: DEED's Office of Youth Development and the Minnesota Department of Human Services have an interagency agreement to provide structured work experiences and career pathways to youth receiving Minnesota Family Investment Program (MFIP) benefits. The TANF Youth program serves both younger youth (age 14-18) who are in MFIP households along with teen parents (age 16-24) who are receiving cash MFIP benefits.

Minneapolis Employment and Training prioritizes TANF Youth funding to serve the MFIP Teen Parents ages 16-24. This group of participants has little opportunity for supported internships and this work experience directly impacts employability. If additional TANF Youth funding is available, services may be provided to eligible Step Up youth ages 14-18 who are on the cash grant in MFIP households.

MFIP teen parents who are age 16-24 will be served in TANF Youth program. Minneapolis Employment and Training has coordinated with Hennepin County to open up TANF Youth to eligible Hennepin County youth in addition to eligible Minneapolis youth. Minneapolis Employment and Training will be partnering with Minnesota Visiting Nurses Agency (MVNA) to provide youth employment services and work experience wages for eligible MFIP youth. MVNA is responsible to serve Hennepin County MFIP teens under age 20 without GED or High School completion. MVNA staff will work closely to determine which students would benefit from the work experience program. MVNA staff will provide on-site orientation sessions and career coaching services at the Minneapolis College outreach site where MVNA already provides services to youth.

The TANF Youth program has the unique opportunity to focus on the high wage, high demand area of health care. MVNA is connected with Hennepin County Medical Center (HCMC) and can

provide health care internships in the hospital and affiliated care center. Orientation to internship includes introduction to health care, required immunizations and background check. Training will also be offered which can result in credentialing such as Certified Nursing Assistant (CNA). Also, since many youth are in an exploratory career stage, opportunities for internships in other occupations will be considered to ensure that the youth are exposed to a variety of career options. With the assistance of the career counselor, the teens will be introduced to the idea of career pathways as a means of understanding how they can gain valuable skills through internships and credentialing programs that will eventually lead to postsecondary training and/or employment within a field of interest. MVNA may sub-contract with another organization to provide this service.

STEP-UP: This program is one of the City of Minneapolis' primary strategies to address employment disparities for youth ages 14-21. STEP-UP is a nationally-recognized employment program that recruits, trains, and places youth with barriers to employment in jobs with a wide range of Twin Cities businesses, nonprofits and public agencies. The program helps interns explore diverse career interests, gain vital skills, make professional connections and prepare for meaningful careers. Whether it is a first job experience or a more skilled position, a STEP-UP internship helps young people explore careers and climb the ladder of professional development, ultimately resulting in a young person prepared to succeed in the workforce.

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

The Workforce Development Boards of the Twin Cities, following the focus on specific occupational clusters and career pathways (outlined in the regional plan), will engage Carl Perkins consortium partners who often represent our closest relationship with secondary and post-secondary partners. Local efforts to support students will be developed, in conjunction with metro-wide efforts focused on identified career pathways, and efforts will be made at the local and regional levels to ensure that services are not duplicated.

The Minneapolis Workforce Development Board will do a periodical review of services to ensure that education and trainings provided to participants match with employer and industry demand and align with current requirements in secondary and post-secondary standards. In addition, representatives from secondary and post-secondary institutions will sit on the board to advise on trainings at their institutions to prevent unnecessary duplication.

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

The local Workforce Development Boards of the Twin Cities are working cooperatively to strengthen relationships with the Met Council at multiple levels. One such effort will be to ensure that a stronger line of communication is maintained with transit planners to facilitate closer coordination with public transit in areas where transportation challenges represent a primary barrier to employment. The Minneapolis Workforce Development Board will make

particular effort to ensure that suburban jobseekers have better access to public transit (and/or other forms of transportation assistance) and that suburban employers can better receive workers from urban centers.

The wide-ranging service delivery system in Minneapolis includes, in addition to the one-stop centers, many neighborhood-based locations that provide easy access via public transportation. Minneapolis Employment and Training uses a community-based service delivery model; partnering with both non-profit and state government employment service providers. Our network of community-based employment service providers offers many high quality employment services in the neighborhoods where job seekers are located.

The Minneapolis/St. Paul metro area is fortunate to have a plethora of public and private training institutions represented on the State's Eligible Provider Training list. Most of these training institutions are located right on or very near public transportation. WDA #10's clients, who participate in a variety of employment programs, have access to support service funds to assist with transportation needs.

Beyond transportation, in a unique partnership, the North Minneapolis CareerForce Center at 800 West Broadway brings together employment services, education, health care, and community services under one roof to increase employment, educational opportunities, and access to an array of health care services. NorthPoint Health & Wellness provides services to improve the health and well-being of members of the North Minneapolis community. Those services include Medical, Dental, Behavioral Health and Human services.

In addition, Minneapolis Employment & Training provides coordination with other supportive services that are necessary to help clients participate in training and work search activities. On an ongoing basis, we deliver updated links to information for service providers about available comprehensive community resources such as [UI Help & Support](#), [MN HelpInfo](#), and [United Way's 211](#).

We refer clients to a number of existing local providers of specific types of support:

- Information about Child/dependent care assistance is provided at [Bridge to Benefits](#).
- Assistance with housing resources can be found at [CommonBond Communities](#), [Housing Link](#), and the [MN Home Ownership Center](#).
- Reasonable accommodations and other resources for clients with disabilities can be found at the [Job Accommodation Network](#).
- [LawHelpMN.org](#) offers links to various walk-in and other legal help clinics.
- [Ready for Success](#) provides low-income women and men with gently-used and new professional clothing, accessories, and new personal care items suitable for job interviews and the workplace.

Minneapolis Employment & Training has written policies for each program/funding source that ensure that a wide variety of appropriate support services including assistance with transportation are available to clients who are participating in career and training services.

These funds are reserved for services that are not otherwise available from other sources. Supportive service requests originate at the counselor/case manager level as individual service needs are perceived. Requests may be subject to peer and/or supervisory review and approval. Decisions about providing supportive services are made in accordance with applicable federal, state, and local policy. If, after supervisory review, there are any questions about the provision of a particular request, the employment service provider staff consults with Minneapolis Employment & Training staff. The written policies list the types of support services that are available with maximum dollar amounts and/or frequency limits. A participant financial need statement must be completed for most types of assistance. If a financial need statement was completed as part of a training proposal, the same one may be used for this purpose.

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

Minnesota's WIOA State Plan describes the state's strategy for providing reemployment assistance to Wagner Peyser's targeted population of UI claimants. The strategy will be as follows:

- A Wagner-Peyser staff person will follow up with participants of Reemployment Services and Eligibility Assessment (REA) session that the UI program offers across the state. The UI program typically offers REA sessions to those who are at risk of exhausting their benefits.
- The REA will conduct a quick assessment of every participant to determine who will most need additional services from the CareerForce Center. Wagner Peyser staff may also do other assessments when coaching customers with their job search activities.
- The Wagner Peyser staff person will conduct an orientation to CareerForce Center services either 1:1 or in a group setting (depending on the size of the group) that includes information on how to register for the state's labor exchange system, i.e. [MinnesotaWorks](#), and information about programs such as the Dislocated Worker program that they may be eligible for.
- The Wagner Peyser staff person will offer the REA customer with creating an initial registration and enrolling in the [Creative Job Search](#) workshop. Creative Job Search is typically the first job finding/job placement service that is offered to UI applicants. The workshop consists of training on how to find a job that includes career planning, preparing for the job hunt, skills identification, resumes and cover letters, applications and references, social media, interviewing skills, and more.

The Wagner Peyser program also provides services to businesses with one Workforce Strategy Consultant assigned to the metropolitan area. The objectives of this consultant include contacting businesses in the key industry sectors identified in state and local plans, helping the business solve their workforce issues, and promoting job openings to job seeking customers in the CareerForce Centers.

WAGNER-PEYSER ASSURANCES

The State assures the following:

1. The Wagner-Peyser Employment Service is co-located with one-stop centers or a plan and timeline has been developed to comply with this requirement within a reasonable amount of time.
2. The State agency is complying with the requirements under 20 CFR 653.111 (State agency staffing requirements) if the State has significant Migrant Seasonal Farm Worker one-stop centers;
3. If a State Workforce Development Board, department or agency administers State laws for vocational rehabilitation of individuals with disabilities, that board, department, or agency cooperates with the agency that administers Wagner-Peyser services, Adult and Dislocated Worker programs and Youth Programs under Title I; and

State agency merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with Department of Labor regulations.

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

The local Workforce Development Board of WDA#10 engages Adult Education partners in the development of this plan, and expect to continue doing so through the implementation period. Adult Education partners will continue to be engaged in at least three ways: a) Development of career pathways in the identified sectors and clusters, with clear integration opportunities for literacy and adult education to be woven into existing and emerging training; b) Clarification or strengthening of protocol for assessing adult education needs at CareerForce Centers (and other points of service) and making appropriate referrals for services; and, c) Provision of career awareness materials and/or workshops prepared by workforce development staff, that can be shared with adult education partners to expose students to opportunities and facilitate referral from adult education programs to CareerForce Centers and other workforce development programs.

English Language Learning programs provide crucial bridging services to prepare job seekers to enter the Minneapolis workforce or to seek education and training for higher-skilled jobs.

The Minneapolis Workforce Development Board has a local adult education and literacy program representative, and that representative works to coordinate, among other things, career pathway partnerships requiring adult basic education curriculum and instruction. This adult education manager has also been a lead partner in the collaborative planning for the North Minneapolis CareerForce Center location. Minneapolis Adult Education will be offering foundational activities at this location including: Diploma/GED services (Super Seniors, At Risk, Recent Dropouts); Diploma to Degree services (Dual Credit – High School and college credit with MCTC); and Language-specific programming or services.

Minneapolis Employment and Training staff sits on the Minneapolis Adult Education consortium board to ensure continued alignment of services.

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

The local Workforce Development Board and Vocational Rehabilitation Services collaborate to enhance services to individuals with disabilities, individuals with other barriers to employment, and individuals living in poverty. To the extent possible, services are co-located in CareerForce Centers to provide access to a wide variety of services. Each CareerForce Center provides an orientation to services available to assist job-seekers make an informed decision on choice of service provider. Direct service staff participate in cross-training to ensure they understand the services offered by the various partners, and the eligibility criteria for each program.

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

The Workforce Development Boards consult with Vocational Rehabilitation Services as they are developing initiatives, customized training programs, career pathways initiatives, youth services, and other business services.

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

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

As administrative entity for the Minneapolis Workforce Development Board, the City of Minneapolis is responsible for the disbursement of grant funds.

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

Minneapolis Employment and Training uses a decentralized approach where services are delivered by community-based Provider Agencies at the neighborhood level. These community-based providers typically employ culturally diverse staff who speaks a variety of languages. This community-based form of service delivery facilitates better accessibility to services for all. The neighborhood-based Provider Agencies are typically skilled at providing culturally-competent counseling that is flexible and adaptable to changing economic, cultural, and social dynamics of our community.

Every five years, City of Minneapolis Employment and Training issues Requests For Proposals (RFP) under a competitive solicitation to select organizations that are qualified to deliver employment and training services. Organizations that are selected are placed on a Minneapolis Employment and Training Eligible Providers List that defines the universe of potential providers for a specific time period. During 2020, the Eligible Providers List was updated using the process described below. The 2021-2025 Minneapolis Employment and Training Eligible Providers List became effective January 1, 2021 and remains in force until December 31, 2025.

The open competition for the RFP was advertised on the Minneapolis Employment and Training website; former Master Contract holders were alerted; and any agency that had inquired about or requested to be included in the Master Contract process (since the previous process ended) was alerted.

The Minneapolis Workforce Development Board, which is staffed by Minneapolis Employment & Training, provides strategic guidance for the broad partnerships that make up the local workforce development system – a “one-stop” service delivery system for area jobseekers and employers. Historically, the Minneapolis Workforce Development Board has been very interested in issues such as living wages, benefits, and long term retention for clients served in our programs. In creating a new Eligible Providers list for 2021-2025, the Minneapolis Workforce Development Board recognized that the future will present workforce development with continued challenges and new opportunities. In their message to applicants they noted, “As we look out to the next five years, we must collectively work towards reducing and ending racial and ethnic employment disparities; we must work to reduce the skills gaps between what employers tell us they need and the applicant pool currently applying for those positions; we must prepare for the coming years of labor shortage as more and more baby-boomers leave the workforce; we must engage more youth by connecting them with opportunities for meaningful career exposure; and we must continue to offer innovative services for all job seekers”.

Based on the priorities set by the Minneapolis Workforce Development Board, the RFP directed applicants to respond to the following questions:

Executive Summary:

1. *Describe how your agency's mission and work in youth and/or adult workforce development align with the mission of Minneapolis Employment and Training*
2. *Does your agency provide workforce development services?*
 - A. *If yes, provide a brief summary of your agency's history in workforce development, how long in business, and experience in moving individuals and families through workforce development strategies out of poverty and/or into family-sustaining employment.*
 - B. *If no, provide a description of related services that your agency provides and/or has experience in moving individuals and families through workforce development strategies out of poverty and/or into family-sustaining employment.*
3. *Describe any special expertise your leadership and staff have in expanding economic opportunities and eliminating workforce barriers for youth, people of color, women, transgender individuals, people with disabilities, veterans, and/or people experiencing homelessness or at-risk of homelessness.*

Employment Services Experience and Capacity (no more than 8 pages)

4. *Describe your agency's capacity and experience in delivering the following employment and training career-counseling services to youth and/or adults:*
 - A. *Outreach to job seekers, particularly those who face barriers in the labor market.*
 - B. *Determination of program eligibility; assessment of job seekers' interests, knowledge, abilities, skills, and/or training needs; and providing case management and access to wrap-around services.*
 - C. *Employer engagement leading to targeted job placement opportunities. What, if any, industry sectors does your Agency focus on?*
 - D. *Internships and/or job placement for job seekers and follow-up/retention services.*
 - E. *Financial management, particularly grant management and subcontracting, if needed.*
5. *Describe the target population(s) served by your organization in terms of income level, gender, race/ethnicity, culture or language. Provide relevant statistics.*
6. *Describe career pathways and talent pipelines that your agency has established. Describe innovative strategies your Agency has developed/implemented to serve underrepresented job seekers in the metropolitan area's competitive labor market.*
7. *Describe, in specific details, how you measure the success of your services. Please include related and relevant performance outcomes since 2014.*

The criteria used to evaluate the proposals included:

- Quality, thoroughness, and clarity of proposal.
- How well the experience and capacity of agency met the Scope of Services
- Financial accountability and capacity of Provider

The responses to the RFP were systematically reviewed by neutral parties and ranked. Staff then made recommendations to the Minneapolis Workforce Development Board and the Minneapolis City Council about which organizations should be placed on the Minneapolis Employment and Training's Eligible Providers List.

No funds were awarded as a direct result of a successful proposal. When WIOA and other funding opportunities become available, a funding-specific Call for Proposals (CFP) is issued to organizations who have met the requirements to be placed on Minneapolis Employment & Training's Eligible Providers List. Those agencies selected to deliver services from the program-specific CFP are issued a Master Contract.

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

Accountability measures are built into each contract as each contract contains very specific outcome measures. All agencies who are awarded master contracts are required to collect data in the Management Information System (MIS) so that Minneapolis Employment & Training staff can evaluate their performance against the desired outcomes. The information is then used to test compliance with the contract outcome measures.

Minneapolis Employment & Training also takes action on performance data. Sub-recipients are formally reviewed against outcome measures on a quarterly basis. Performance is then graded on an "A" through "F" scale with individual contract assessments provided to the service providers; a quarterly summary report is published on the Minneapolis Employment and Training website, and it is provided directly to the Minneapolis Workforce Development Board and Minneapolis City Council. Service providers that receive substandard grades are required to complete a corrective action plan, and failure to bring up their grade to an acceptable level may result in contract termination. This sound evaluation system has been in effect in the City of Minneapolis since 1990. It provides clear incentives for service providers to maintain and improve performance. On an annual basis contract amounts are adjusted based on the amount of funding that is available and each service provider's past performance. This evaluation system has been temporarily suspended due to the Covid-19 pandemic.

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

WDA #10 evaluates the effectiveness and performance of the local board with guidance from the Governor's Workforce Development Board (GWDB). WDA #10 follows the GWDB guidance that high-performing boards must carry out the following: implement coordinated a strategy that aligns with state, regional, and local area plans; use a results-based accountability lens to evaluate and analyze outcomes; report outcomes in a dashboard or scorecard; utilize performance tools; and coordinate system-wide funding and planning.

Statewide, the MN Association of Workforce Boards has always been committed to supporting local Workforce Development Boards' growth and strong performance. The local Workforce Boards of the Twin Cities will explore a refreshed and strengthened information –sharing and 'training' approach (through the shared convenings described in the regional plan) that will

advance understanding for local Board members; and, attract additional talent and skill to serve on local Workforce Development Boards going forward.

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

Training is available to those individuals in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Training priority is for programs that lead to recognized post-secondary credentials aligned with in-demand industry sectors/occupations in the local area.

Training can be approved if:

- The client would benefit from training (e.g., LMI data provided shows training is a requirement for occupational goal or the client has some prior experience in the field or shows an aptitude as discerned by assessments),
- There is a reasonable expectation of employment following completion of training, and
- The client has the skills and qualifications to undertake and successfully complete the training.

Training services will be available to dislocated worker and adult participants (in accordance with the priority of services for adult clients) who have been determined in need of training services through an assessment or evaluation and the delivery of career planning services. Clients will be provided with the State's Eligible Training Provider's List (ETPL) and will be given guidance about the quality and performance data of the providers to help them make an informed decision about an appropriate training provider. After the client reviews the information and makes his/her selection of a specific training provider, the client will be provided with a referral to the training provider that has been chosen.

Clients are informed that, to ensure adequate training resources for all WIOA adult and dislocated worker clients, the City of Minneapolis/WDA #10 establishes some policy limits on the funding for training. Funding for training plans (adult and dislocated worker) that span multiple terms will be authorized one term at a time contingent on available funding. If training funding becomes exhausted, training plans in process will receive priority when funding again becomes available. WDA #10 has also established policies that state:

- For dislocated worker clients, completed Training Proposals are required for all credential/certificate training and for any non-credentialed training that proposes to exceed \$1,000+ in cost. Training plans are limited to a "soft ceiling" (per client per program year) of \$6,000. Requests to exceed that amount may be considered by the contract manager, on a case-by-case basis, with adequate justification by counselor and client. Costs in excess of \$6,000 may be paid by other sources.
- For WIOA adult clients who receive training services, the program will pay for up to \$6,000 per program year for training.

Prior to receiving funding from our programs, clients are required to apply for financial aid, if available. Clients are reminded to check with their selected training provider about available scholarships, grants, discounts and financial aid packages. Grants and/or scholarships are utilized before program funds are provided for training. Training services are paid for through third party payment process using an Authorization of Funding for Training form for the client's Individual Training Account (ITA). ITAs specify that funds must be coordinated with other funding and only cover the amount of training costs that are not available from other grant sources including Pell Grants.

The City of Minneapolis/WDA #10 is currently exploring the possibility of contracting with an institution of higher education or other local provider of training services to facilitate the training of multiple individuals as a cohort in in-demand occupations. We have requested technical assistance from DOL and DEED to ensure that a contracting model, if utilized, does not limit consumer choice.

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

Prior to submission, the full Minneapolis Workforce Development Board previewed and discussed the local plan at its March 16, 2021 meeting.

Additionally, the Minneapolis Workforce Development Board provides opportunity for public comment through a 30-day posting of the WDA #10 Local Unified Plan on the City of Minneapolis website (<https://www2.minneapolismn.gov/government/departments/cped/items-for-public-review/>).

A hard copy of the plan is also available for the public at the City of Minneapolis Public Service Building (505 Fourth Avenue South) customer service desk, located on the second floor.

Written comments can be sent via e-mail to Board staff at: MET@minneapolismn.gov.

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

The State's web-based data system, WorkForce One, connects and integrates case management and services with the required WIOA one-stop partners as well as with numerous programs funded by foundations and local governments. WDA #10 enters case management notes and all other relevant information into WorkForce One. This shared data system allows other staff who might come into contact with a shared customer to see the range of services a particular client is accessing and enables a case manager to supplement, rather than duplicate services for those clients who are co-enrolled. The shared data system also allows managers and administrators to see and run real-time reports on multiple aspects of program operations for better efficiency.

To augment services that will be provided in-person through the one-stop system partners, WDA #10 will explore and expand various technologies to better serve our customers. To enhance service delivery, fillable online applications and forms will continue to be developed. All one-stop and affiliated sites will offer access to free computers for completing online intake and other forms. Staff will remain available to assist with completion of the forms at all one-stop and partner sites. WDA #10 will fully support any efforts to evaluate the potential for common/shared application or intake forms to streamline the intake process and better serve our common customers.

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

One way to understand the disparate impacts of COVID is to compare the difference between the composition of the pre-COVID workforce and Unemployment Insurance (UI) claims. While some groups were clearly impacted more severely, the differences between groups is striking.

- Race – 25.6% difference between Black and White residents
- Education – 48% difference between those with a Bachelors or higher and those with less than a Bachelors degree.
- Gender – 1.5% difference between Female and Male.

Education and race have seen the most disparate impacts of the COVID-19 pandemic in Minneapolis. Workers with a high school diploma or GED filed UI claims 16% higher than their pre-COVID employment rate. Those with some college or an Associate's degree filed 8% higher. Black residents filed 11.6% higher than their pre-COVID employment rate while white residents filed 14.1% below their pre-COVID employment rate.

While UI claims are lower than the peak in early 2020, the average monthly claims have not decreased since August of 2020. Claims hit a monthly low of 5,147 in October but rose again over the winter to 7,987 in January of 2021.

The occupations that have been most affected by COVID-related layoffs are some of the lowest median income by occupation. Food preparation and serving related occupations (which earn 56% of the median Minneapolis income) make up 8% of the total workforce but filed almost 16% of UI claims.

Many of the lower-wage occupations are effected by seasonal fluctuations, layoffs in the food industry rose in December when outdoor dining closed and retail layoffs increased after the holiday shopping season.

Younger workers have been disproportionately affected, especially the 35-44 age group and the 20-34 age groups.

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

1. Work closely with our community partners to stabilize families and individuals in greatest need, in neighborhoods hardest hit by the economic fallout from Covid 19. This stability includes connecting families to food, health care, heat assistance, unemployment assistance, etc.
2. Continue to outreach to impacted communities by working to close the digital divide. Work with community-based partners to provide laptops, WiFi hotspots, and digital training, specifically for youth and young adults as school continues to be virtual, at least in the near future.
3. Continue our focus on young people in Minneapolis. In 2021, Step Up is offering paid in-person and virtual internships, and a new paid summer online career exploration program. Our interns complete work readiness training and are carefully matched with employers based on their skills, interests and abilities, and can earn academic credit for their training and work experience.
4. Deliver regional, virtual job fairs via interactive platforms to job seekers and businesses needing to hire. Continue to focus on in-demand occupations including health care with a focus on long-term care facilities, for example.
5. Invest in a mix of online and in-person career pathways training in demand occupations including Health Care, Manufacturing, Transportation and Logistics, IT, and Construction.
6. Continued attention to outreach and provide services to laid off workers (Dislocated Worker Program) and intentional work with at-risk youth and young adults, especially around the issues of violence prevention (Minneapolis YouthWorks/Journey Forward Program).

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

The City of Minneapolis' Human Resources Department added Cultural Agility as a success factor for performance reviews in 2018. Cultural agility can refer to a variety of attitudes, knowledge, and skills. In order to exceed the minimum 2022 performance review requirements (for activities in 2021), the Department of Community Planning and Economic Development (CPED), including Employment and Training, has set an all-staff training goal of meeting cultural agility standards. This goal was informed by strategic planning and staff engagement by CPED's Racial equity, Inclusion, Diversity, and Equity (RIDE) Committee.

Additionally, responding to board member input and priorities, the board's bi-monthly agendas are centered around considering and addressing issues of race equity.

Each year, the City evaluates the demographics of the participants we serve, and our strategies, programming, and funding priorities are calibrated accordingly to deliver services that address employment and training needs within our communities, with the highest priority of reducing racial disparities.

A top priority of the Board is to identify, build, promote, and generate equitable opportunities and economic inclusion for all Minneapolis residents through workforce development services.

Minneapolis Employment and Training (MET) and the Minneapolis Workforce Development Board (MWDB) have a long history of geographic and programmatic strategies that prioritizes equity and targets disparities among people of color and people with disabilities in areas of high poverty and unemployment. In 2020:

- Minneapolis Employment and Training served nearly 9,438 youth and adults, the majority of whom were low-income and BIPOC.
- 2,457 people were assisted in finding jobs.
- 1,452 youth gained work skills and explored careers through paid internships with Step up and Minneapolis Youth Works
- Nearly 4,000 people visited a CareerForce Center to access a computer or attend a hiring event
- 1,178 people enrolled in a short or long term training and entered the job market with an average wage increase of \$6.30 per hour.

All benefitted from the support of a workforce system that could meet their employment needs with a spectrum of services and skilled professionals.

The 21-member MWDB, which oversees the work of MET, is comprised of 57% people of color and is one of the most diverse boards in the state. MET staff is 56% women and 44% persons of color. Both percentages exceed white/nonwhite population dynamics in the Minneapolis, and we continue to recruit additional diverse candidates to our board and staff. The Minneapolis City Council is currently one of the most diverse councils in the City's history. Additionally, citywide hiring goals have been set to increase the workforce's overall diversity. By 2022, officials want the City's workforce to be made up of about 41% people of color and 45% women. MET is constantly engaging communities of color and people with disabilities through our network of non-profit providers and community outreach. Our partners have equally deep connections with communities of color which informed the design of this proposal and will continue to assist in planning and implementation. Beyond councils and boards, target populations are engaged to assist with the design and evaluation of programs through the Minneapolis Youth Congress and a number of program advisory boards that guide our work.

LOCAL PLAN- PROGRAM OPERATIONS

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

WDA #10 follows the policies set forth in [DEED's Rapid Response policy](#) that places the responsibility for Rapid Response activity with the State - effective at the time of notice for a dislocation event.

When the State determines a project is appropriate for providing Dislocated Worker services, WDA #10 abides by the competitive process prescribed in [DEED's Rapid Response policy](#).

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

Staff from WDA #10 contacts the State Rapid Response Team, typically via email or phone call, as soon as they become aware of a potential large dislocation that hasn't already been prominently reported in the local media.

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

As a local partner that also includes Local Elected Officials, WDA #10 accedes authority to the State in matters of Rapid Response but remains committed to providing assistance with information gathering or other tasks that might be better accomplished using local contacts. When a WARN notice is received at the City, WDA staff forward the notice to the State Rapid Response staff when received. WDA #10 also shares company-specific layoff information received from our service provider partner staff if it appears that there is a possibility of an unreported mass dislocation event in the area. In situations where the actual size of the dislocation is uncertain, WDA staff will pass on locally-received information to allow the State Rapid Response Team to investigate and make their own determination as to the size and scope of the layoff event. If information about a dislocation is received by WDA #10 staff in confidence, staff will alert the State Rapid Response Team no later than when the potential layoff turns into an actual dislocation event. In these "confidential" layoffs, the City of Minneapolis will encourage the employer to contact State staff, i.e. the DEED Commissioner, DWP/TAA Director, Rapid Response Team Coordinator.

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

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

As soon as WDA #10 staff become aware of a layoff that might potentially be TAA certifiable, this information will be immediately shared with State TAA staff via phone or email.

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

WDA #10 ensures that Dislocated Worker counseling staff is kept up-to-date on TAA related policies and procedures. TAA customers are co-enrolled in the Dislocated Worker program and counselors are expected to coordinate with and communicate about the TAA client, as needed, with the assigned TAA Specialist. DW staff are encouraged to attend training sessions regarding TAA/TRA at annual job seeker counselor conferences and at ad hoc training sessions offered throughout the year. Counselors follow the case management model that has been created and developed by State TAA staff; the model clearly defines the roles and responsibilities of each party - the TAA customer, DW counselor and TAA Specialist - to ensure that services are delivered and recorded in sequential fashion whether the customer is in training or in work search.

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

Yes X

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

Yes X

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

WDA #10 has long-established written policies that govern the delivery of Support Services for participants. The policies are reviewed/updated annually, hard copies are distributed in a program manual to each counselor/manager, and they are discussed at an annual training provided for all WDA contracted provider staff. The written policies cover types of Support Services allowed, how to determine and document need, guidance about providing the services, limitations on the cost for higher expense items, and who to contact with questions.

Beginning January 1, 2016, our policies were updated to require the need for and use of Support Services to be included on the *signed* Individual Employment Plan and entered into Workforce One. Documentation for the delivery of Support Services, including a completed

Financial Needs Analysis form (when required in policy) is to be maintained in the participant's file.

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

WDA#10 adopts a Priority of Service policy that provides individualized career services and training services to prioritized populations at all times. Each potential program participant is screened to determine if they meet the priority of service criteria outlined by the Department of Labor and MN Department of Employment and Economic Development and staff will monitor the participants that meet the criteria in order to maintain TEGL 7-20 guidelines. WDA#10 local Priority of Service policy states that WIOA Adult funds must be provided to program eligible individuals who meet the criteria of a veteran or spouse of a veteran, a low-income individual (as defined in TEGL 19-16), or an individual who is basic skills deficient.

SECTION D: SYSTEM OPERATIONS AND ATTACHMENTS

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

The Minnesota Veterans Questionnaire is used to identify Veterans. We ask all customers that come to the CareerForce Center if they ever served in the US Military. If the answer is yes, we ask them to complete the Veterans Questionnaire. Non-JVSG staff do the initial assessment/review of the questionnaire, and make appropriate referrals based on the responses on the questionnaire.

On-site signage helps the customers to self-identify themselves as U.S. Military members.

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

Signage in the CareerForce Center advises Veterans and other eligible persons of Veterans Priority of Service (POS). Information on Priority of Service is also provided during various program orientations, from staff, and during workshops. LVER staff train and update local staff and management on the provisions of POS and PL 107-288.

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

All websites associated with the CareerForce Centers provide information on and notice of Veterans Priority of Service.

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

The Minnesota Veterans Questionnaire, a DOL approved standard process, is used to identify Veterans with a significant barrier to employment (SBE). The questionnaire identifies DOL designated SBE's per VPL 03-14, including change 2.

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

This local area has identified partner staff (in each CareerForce Center) to provide services (including intensive services) to SBE Veterans in the absence of a DVOP. These staff have had training on serving Veterans via the NVTI Webinar "Helping Veterans to Meaningful Careers", and from LVER staff one on one, and during staff and partner meetings.

CareerForce Center staff conducts an initial assessment with current or former Military Service Member with a significant barrier to employment and then refers them to the designated intensive service provider when the DVOP is not available.

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

Local DVOP and/or LVER staff attends staff and partner meetings and orientations, participate on CareerForce work teams, collaborate with CareerForce partners on various events and LVER staff provide training to partner staff and management regarding the JVSG program.

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

Yes X

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

All customers at both Minneapolis' CareerForce Centers are automatically registered in MinnesotaWorks.net (MNW) when registering to use the computers in any Resource Room using the Customer Registration System (CRS). MNW/CRS registration is required in order to receive employment coaching and to be given credit for attendance at workshops, job clubs or any other CareerForce event at which attendance is recorded. Attendance prior to the switch from CRS to MNW as the primary attendance tracking program and computer use information is held and available in the CRS system. Other information, such as resume uploading and updating, is held in the MNW system. Attendance information for workshops held after the program switch is no longer available at the CareerForce Center level. Each customer's unique CRS number is written on the universal application during CareerForce Center orientation.

Registration on MinnesotaWorks.net is encouraged through posters and other advertisement materials in the resource room. Resource room staff who assist computer users encourage use of MinnesotaWorks.net. Participants in any of the job search training series offered at the Minneapolis CareerForce Center sites are required to register on MinnesotaWorks.net in order to successfully complete the series. Facilitators of relevant workshops offered as part of any venue discuss and encourage accessing the benefits of registration and active use of MinnesotaWorks.net.

UI requires registration in MNW for RESEA program participants. Wagner-Peyser staff will attend RESEA workshops and provide follow-up services with the intent of having participants create a viewable resume in MNW.

WDA #10's program staff will continue to inform our entire service provider network about the value of MinnesotaWorks.net as part of a comprehensive job search strategy for job seekers. We strongly encourage all clients to register on MNW and make their resume viewable.

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

Yes X

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

The Minneapolis Workforce Development Board follows the City of Minneapolis open appointments process (City of Minneapolis Ordinance Title II, Chapter 14.180) to fill board positions.

Board members are appointed to three-year terms. Applications for terms beginning on the first day of July can be filed in the City of Minneapolis Clerk's Office during the spring application period, which is open for a minimum of three (3) weeks. If there are vacancies within the twelve (12) months after closing the original application, then the Mayor and City Council may fill vacancies from among the original applicants without re-opening the process. More information about the city's boards and commissions may be accessed online at:

<https://www.minneapolismn.gov/government/boards-and-commissions/>

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

Yes X No

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

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

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

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

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

CERTIFICATIONS

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

- A. That this ***Regional and Local Workforce Development Area Plan*** was prepared and is in accordance with all applicable titles of the WIOA Act of 2014, Title V of the Older Americans Act, applicable Minnesota state statutes and that it is consistent with Minnesota's current and future state plans;
- B. that it has provided at least a thirty day period for public comment and input into the development of plan by members of the local area board and the public (including persons with disabilities) and has provided information regarding the plan and the planning process, including the plan and supporting documentation, in alternative formats when requested and that any comments representing disagreement with the plan are included with the local plan forwarded to DEED (as the Governor's representative) Section 118(c); Section 108 (d);
- C. that the public (including individuals with disabilities) have access to all of the local area board's and its components' meetings and information regarding the local area board's and its components' activities;
- D. that fiscal control and fund accounting procedures necessary to ensure the proper disbursement of, and accounting for, funds paid through the allotments funded through the contract/master agreement issued by DEED have been established;
- E. that it is, and will maintain a certifiable local area board;
- F. that it will comply with the confidentiality requirements of WIA Section 136 (f)(3) and WIOA Section 116 (i)(3);
- G. that it will ensure that no funds under its discretion are used to assist, promote, or deter union organizing;
- H. that this plan was developed in consultation with the local area board;
- I. that it acknowledges the specific performance standards for each of its programs and will strive to meet them;
- J. that the local area board members will not act in a manner that would create a conflict of interest as identified in 20 CFR 667.200(a)(4), including voting on any matter regarding the provision of service by that member or the entity that s/he represents and any matter that would provide a financial benefit to that member or to his or her immediate family;
- K. that local area board and staff are aware of local CareerForce Center services, and are working with and referring to the CareerForce Center services as appropriate;
- L. that all staff are provided the opportunity to participate in appropriate staff training;
- M. that, if applicable, the local area board must maintain the currency of its information in the System Award Management until submission of the final financial report or receive the final payment, whichever is later;
- N. that sponsored (in whole or in part) conferences are charged to the grantee as appropriate and allowable; and
- O. that funds are not used for the purpose of defraying costs of a conference unless it is directly and programmatically related to the purpose of the award;
- P. that the local area board and its sub-grantees must also adhere to the same certifications and assurances that DEED must assure.

SIGNATURE PAGE

Local Workforce Development Area
Name

City of Minneapolis Workforce Development Area #10

Local Area Board Name

Minneapolis Workforce Development Board

Name and Contact Information for the Local Area Board Chair:

Name Laura Beeth

Title Chair, Minneapolis Workforce Development Board

Organization c/o Minneapolis Employment and Training

Address 1 505 Fourth Avenue South – #320

Address 2

City, State, ZIP Code Minneapolis, MN 55415

Phone 612-673-6226

E-mail MWDB@minneapolismn.gov

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

Name Jacob Frey

Title Mayor

Organization City of Minneapolis

Address 1 350 South 5th Street

Address 2 Room 331

City, State, ZIP Code Minneapolis, MN 55415

Phone 612-673-2100

E-mail

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

Local Area Board Chair

Local Elected Official

Name Laura Beeth

Name Jacob Frey

Title Chair

Title Mayor

Signature 

Signature 

Date April 29, 2021

Date April 29, 2021

REGIONAL OVERSIGHT COMMITTEE

Regional Workforce Development Area

Metropolitan Region WDA #4

Local Workforce Development Area

City of Minneapolis WDA 10

MEMBER	LOCAL AREA
Jacob Frey	City of Minneapolis WDA 10
Laura Beeth	City of Minneapolis WDA 10
Deb Bahr-Helgen	City of Minneapolis WDA 10
Scott Schulte	Anoka County
Shirley Barnes	Anoka County
Mary Hamann	Dakota-Scott Counties
Catherin Weik	Dakota-Scott Counties
Mark Jacobs	Dakota-Scott Counties
Irene Fernando	Hennepin-Carver Counties
Nicole Mattson	Hennepin-Carver Counties
Anne Kilzer	Hennepin-Carver Counties
Jim McDonough	Ramsey County
Chad Kulas	Ramsey County
Ling Becker	Ramsey County
Stan Karwoski	Washington County
Chris Dressel	Washington County
Rick Roy	Washington County

Attachment C**LOCAL WORKFORCE DEVELOPMENT AREA CONTACTS**

ROLE	Contact Name	Phone	Email	Reports to (name only)
Rapid Response Liaison for Mass Layoffs	Tim Beaver Alt. Mark Brinda Alt. Deb Bahr-Helgen	612-673-5001	Timothy.Beaver@minneapolismn.gov	Deb Bahr-Helgen
Equal Opportunity Officer	Linda DeHaven	612-673-5294	Linda.Dehaven@minneapolismn.gov	Deb Bahr-Helgen
Program Complaint Officer	Linda DeHaven	612-673-5294	Linda.Dehaven@minneapolismn.gov	Deb Bahr-Helgen
Records Management/Records Retention Coordinator	Matthew Courtney	612-673-6236	Matthew.courtney@minneapolismn.gov	Deb Bahr-Helgen
ADA Coordinator	Linda DeHaven	612-673-5294	Linda.Dehaven@minneapolismn.gov	Deb Bahr-Helgen
Data Practices Coordinator	Matthew Courtney	612-673-6236	Matthew.courtney@minneapolismn.gov	Deb Bahr-Helgen
English as Second Language (ESL) Coordinator	David Rubedor	612-673-3129	David.rubedor@minneapolismn.gov	Mark Ruff

CareerForce Center in North Minneapolis – 800 West Broadway Avenue

ROLE	Contact Name	Phone	Email	Reports to (name only)
Site Representative	Ibrahim Noor	612-821-4411	Ibrahim.Noor@state.mn.us	Lorrie Janatopoulos
Job Service Manager	Ibrahim Noor	612-821-4411	Ibrahim.Noor@state.mn.us	Lorrie Janatopoulos
Vocational Rehabilitation Services Manager	Thant Pearson	612.821.4060	Thant.Pearson@state.mn.us	Lorrie Janatopoulos
State Services for the Blind Manager	Natasha Jerde	651-642-0843	Natasha.Jerde@state.mn.us	Lorrie Janatopoulos

Local Workforce Development Area Director	Deb Bahr-Helgen	612-673-6226	Deb.Bahr-Helgen@minneapolismn.gov	Andrea Brennan
Adult Education (AE)	Anthony Williams	612-668-3802	Anthony.Williams@mpls.k12.mn.us	Dr. Aimee Fearing
Carl Perkins Post-Secondary Manager	Gail O'Kane	612-659-6299	Gail.Okane@minneapolis.edu	Dr. Sharon Pierce
Adult	Tim Beaver	612-673-5001	Timothy.Beaver@minneapolismn.gov	Deb Bahr-Helgen
Dislocated Worker	Tim Beaver	612-673-5001	Timothy.Beaver@minneapolismn.gov	Deb Bahr-Helgen
Youth	ShaVonda Allen	612-673-5119	ShaVonda.Allen@minneapolismng.ov	Deb Bahr-Helgen

LOCAL AREA BOARD MEMBERSHIP LIST

Regional Workforce Development Area

Metropolitan Region WDA #4

Local Workforce Development Area

City of Minneapolis WDA #10

MEMBER	POSITION and ORGANIZATION	TERM ENDS
REPRESENTATIVES OF BUSINESS IN LOCAL WORKFORCE DEVELOPMENT AREA		
Laura Beeth	VP, Talent Acquisition/M Health – Fairview	6/30/2021
Andrea Bredow	Director Employee Engagement/Untied Health Group	6/30/2021
John Pacheco	Executive Director/Latino Chamber of Commerce MN	6/30/2023
Jasan Eison	President-CEO/H & B Elevators	6/30/2023
Dr. Tara Watson	Chiropractor-Owner/Watson Chiropractic & Anytime Fitness	6/30/2023
Ken McCraley	Owner/KMS Duct Cleaning	6/30/2021
Tony Goze	Owner/MAG Mechanical	6/30/2021
Hilary Marden-Resnik	Sr VP, CAO/UCare	6/30/2021
Jordan Brusberg	COE Lead, Global Supply Chain Sourcing Operations/General Mills	6/30/2023
Kirk Keeney	Sr Recruiting Manager, Wells Fargo	6/30/2023
Jonathan Weinhausen	President-CEO/Minneapolis Regional Chamber of Commerce	6/30/2023
LABOR & COMMUNITY-BASED ORGANIZATIONS		
Dan McConnell	Business Manager/Mpls Building & Construction Trades Council	6/30/2023
Aaron Hill	Business Representative/N Central States Reg. Council of Carpenters	6/30/2023

Doug Flateau	Executive Director/Working Partnerships	6/30/2021
Tanessa Greene	Executive Director/Sabathani Community Center	6/30/2023
Tashitaa Tufaa	CEO/Metropolitan Transportation Network	6/30/2021
Dr. Clarence Hightower	Executive Director/Hennepin County Community Action Partnership	6/30/2021
EDUCATION & TRAINING		
Dr. Sharon Pierce	President/Minneapolis College	6/30/2023
Anthony Williams	Executive Director/Minneapolis Community Education	6/30/2023
GOVERNMENT		
Ibrahim Noor	Field Operations Area Manager	6/30/2021
Thant Pearson	Rehabilitation Area Manager	6/30/2023

CONTACT INFORMATION

NAME	ADDRESS/PHONE/EMAIL
CHAIR Laura Beeth	c/o Minneapolis Employment and Training 505 Fourth Ave So #320 Minneapolis, MN 55415 612-673-6226
VICE CHAIR	
SECRETARY	



LOCAL AREA BOARD SUBCOMMITTEE LIST

Regional Workforce Development Area

Metropolitan Region #4

Local Workforce Development Area

City of Minneapolis WDA #10

Committee Name	Objective/Purpose

LOCAL WORKFORCE DEVELOPMENT AREA SUB-GRANTEE LIST

Regional Workforce Development Area

Metropolitan Region WDA #4

Local Workforce Development Area

City of Minneapolis – WDA #10

Name of Sub-Grantee	Services Provided	Funding Source	Sub-Grantee located in which CFC?	If not in CFC, provide Address, City, State, ZIP Code
Department of Employment & Economic Development (DEED)	WIOA Dislocated Worker career, support and training services	WIOA Dislocated Worker	South & North Minneapolis	
Project for Pride in Living (PPL)	WIOA Adult individualized career, support and training services	WIOA Adult	South & North Minneapolis	
Avivo	WIOA Youth individualized career, support and training services	WIOA Youth		1900 Chicago Ave Minneapolis, MN 55404
American Indian OIC	WIOA Youth individualized career, support and training services	WIOA Youth		1845 E Franklin Ave Minneapolis, MN 55404
East Side Neighborhood Services	WIOA Youth individualized career, support and training services	WIOA Youth		1700 NE 2 nd St Minneapolis, MN 55413
EMERGE	WIOA Youth individualized career, support and training services	WIOA Youth		1834 Emerson Ave N Minneapolis, MN 55411
HIRED	WIOA Youth individualized career, support and training services	WIOA Youth	North Minneapolis	217 Fifth Ave N, 3 rd Flr Minneapolis, MN 55401
Pillsbury United Communities	WIOA Youth individualized career, support and training services	WIOA Youth		3650 Fremont Ave N Minneapolis, MN 55412

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

Regional Workforce Development Area

Metropolitan Region WDA #4

Local Workforce Development Area

City of Minneapolis WDA #10

Name and Location (City)	Program Service Delivered
Jewish Family & Children’s Services (Minneapolis)	Career, support and training services
Project for Pride in Living (Minneapolis)	Career, support and training services

LOCAL WORKFORCE DEVELOPMENT AREA KEY INDUSTRIES IN REGIONAL ECONOMY

Based on your most recent analysis of regional economies, provide a list of the key industries in your regional economy.

In no particular order, the key industries of the metropolitan regional economy are:

- Construction
- Health Care
- Manufacturing
- Information Technology
- Public Sector
- Business and Professional Services