

A Message from the Cabinet Secretary

During PY 2015, the South Dakota Department of Labor and Regulation (DLR) has taken many progressive steps to advance technology in the way we do business. Even as a state government agency, we need to be competitive in the technology we offer users to provide the best customer service experience. The greatest undertaking has been the rewrite and enhancement of our management information system, SDWORKS.

The SDWORKS jobs database is being enhanced by adding common language elements to improve matches based on actual skills and experiences, competencies, and preferences. Adopting this new language between jobs and job seekers requires a common understanding of what a job requires and what is expected in order for a job seeker to be successful. It offers meaningful insight into the needs of employers. Skills based data can be used as a gauge of employer demand that enables both job seekers and education and training institutions to understand and respond to the specific occupation and skill needs of employers.

DLR contracted with Geographic Solutions Incorporated. Modules replacing SDWORKS fall into four basic categories: labor exchange/self-service, labor exchange/case management, fiscal operations, and performance and reporting. The new system will:

- Enable employers to directly search and match potential employees based on skills and competencies.
- Provide tools for job seekers to build or translate their resume into the same language used by employers.
- Help job seekers make clear decisions based on market demand.
- Specify all education and training programs in terms of the skills, proficiencies, and competencies they develop.
- Align education programs with employer needs and skills gaps.

Once launched in early 2017, all workforce stakeholders using SDWORKS will have more relevant tools and enhanced user experiences that will result in continued economic development and growth.



Marcia Hultman
Cabinet Secretary

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*All data, unless noted otherwise, taken from SDWORKS information management system.

The South Dakota Workforce Development Council (WDC) began under the Job Training Partnership Act and has since guided workforce development in our state. Under executive order, the WDC is the alternative entity in place of the state Workforce Investment Board.

The WDC is comprised of private-sector members, five state agencies including the secretaries of the South Dakota Department of Labor and Regulation (DLR), Education (DOE), Human Services (DHS), the Governor's Office of Economic Development (GOED), and the executive director of the Board of Regents (BOR). This group has established a close working relationship and high level of cooperation.

The DLR is designated administrative and fiscal agent for the WDC. This allows multiple employment and training services to be integrated under a single agency. These services include: WIOA, Wagner-Peyser, Trade Act, Unemployment Insurance, Temporary Assistance for Needy Families, Supplemental Nutrition Assistance, Adult Education and Literacy and Veterans' Employment, and Training programs. This arrangement ensures a fully integrated approach to our partners and to the public we serve.

The strength of this partnership provides planning, coordination, monitoring, and policy analysis for the state training system, and advice to the governor on policies, goals, and standards for the development and implementation of effective programs. Key policy decisions are made at the state level by the WDC consistent with the Governor's workforce development initiatives. Local efforts of the WIOA program have been implemented in partnership with the local communities, service providers, and employers.

Training Services

OCCUPATIONAL SKILLS TRAINING

Occupation Skills Training are programs with one or more courses or classes, or structured regimen that lead to one or more of the following:

- An industry recognized certificate, a certificate of completion of a registered apprenticeship, or a license recognized by the state or degree.
- A secondary school diploma or its equivalent
- Employment or measurable skill gains toward a credential

Training providers must be approved by the Workforce Development Council (WDC) prior to any of its programs being selected.

ON-THE-JOB TRAINING

On-the-Job Training OJT is provided under contract with an employer or registered apprenticeship program sponsor in the public, private non-profit, or private sector. This type of training:

- Provides knowledge or skills essential to the performance of the duties of the job.
- Can reimburse the employer up to 50% of the wage rate of the participant for extra ordinary costs of providing training and supervision related to training.
- Is limited in duration, as appropriate to the occupation.

The OJT curriculum relates to the introduction of new technology, production or service procedures, upgrading to new jobs that require additional skills and workplace literacy. Contracts for OJT programs may be entered into with a registered apprenticeship sponsor or a participating employer using registered apprenticeship programs for the OJT portion. Depending on the length of the registered apprenticeship and OJT policies, funds may help to cover some of the costs of the registered apprenticeship training.

The employer, participant and DLR Employment Specialist work closely together to ensure that the participant is well matched to the training. The participant is monitored throughout the training period to ensure that the OJT is successful.

INCUMBENT WORKER TRAINING

Incumbent Worker Training is designed to meet the special requirements of an employer or a group of employers to retain a skilled workforce or avert the need to lay-off employees by assisting the workers in obtaining the skills necessary to retain employment. This type of training program must have the following:

- A commitment by the employer to retain or avert the layoffs of the incumbent worker(s) trained.
- An established employment history of the participant with employer for at least 6 months or more.
- Training to satisfy and increase the competitiveness of the employee or employer.

A participant in this program does not have to meet the eligibility requirements for career and training services for Adult and Dislocated worker under this Act.

CAREY'S STORY



Incumbent Working Training is funded through statewide funds, Rapid Response funds, and up to 20% of funds from Adult and Dislocated workers. Employers are required to pay the non-federal share of the cost of providing training to their incumbent workers. The amount of the non-federal funds depends upon limits established in the contract.

CUSTOMIZED TRAINING

Customized Training is designed to meet the special requirements of an employer or group of employers. Because the training is so specialized, the employer will absorb a significant amount of the cost of the training. Customized Training programs require:

- A commitment from the employer offer the individual a job upon successful completion of the training.
- Training that relates to the introduction of new technology, production or service procedures.
- Advancing the participant with additional skills or an increase in workplace literacy required for to a new job.

Carey initially contacted the DLR for help with her resume. She had received notice from her employer, Trussbilt, that her position was being eliminated due to economic conditions. She had been employed there for over 23 years as an Inventory/Office Clerk. After visiting with Carey it was determined she was a dislocated worker.

Carey completed the Career Insite Interest Inventory and KeyTrain pre-testing. Together Carey and the Employment Specialist reviewed the assessments and worked together to develop an employment plan. It was discovered Carey possessed excellent computer skills, but lacked computer experience in the area of bookkeeping and several of the positions she was interested in required QuickBooks knowledge.

The Employment Specialist looked into QuickBooks training and the next available class was scheduled through The Training Place in Aberdeen. The Employment Specialist coordinated the dates and times with Carey for the course and completed the initial paperwork to get her enrolled into the class. The workforce training program assisted Carey with class tuition, motel expenses and mileage to attend the QuickBooks course in Aberdeen.

In the meantime Carey heard AA Motorsports was looking for an office manager, so she went to their offices and completed an application and left her resume. Carey communicated to her Employment Specialist at DLR that Ray Glanzer, Owner of AA Motorsports had asked for an interview. The Employment Specialist offered to conduct a mock interview, however Carey felt comfortable without it after reviewing the "How to Survive After a Layoff" brochure. After the interview with Ray, Carey stopped out to visit with the Employment Specialist and let her know the interview went very well.

The Employment Specialist met with AA Motorsports and an OJT contract was written with AA Motorsports for Carey. She successfully completed her training course in QuickBooks.

Carey loves her job! The business is thriving and was recently awarded the Polaris dealership.

RELATED PROGRAMS

Trade Adjustment Assistance

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program that assists U.S. workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources and support necessary to become reemployed. Since 1975, the TAA program has served more than 2 million U.S. workers.

The first step to receiving TAA benefits and services is to file a petition on-line or by mail with the U.S. Department of Labor (DOL). Petitions are available on-line and may also be obtained at American Job Centers. The petition may be filed by:

- Three or more workers in the same firm or subdivision;
- The workers' employer;
- A union official or other duly authorized representative of such workers; or
- American Job Center operators or partners (including state workforce agencies and dislocated worker units).

Upon receiving a petition, DOL initiates an investigation to determine whether the circumstances of the layoff meet the group eligibility criteria established by the Trade Act of 1974, as amended.

DLR has been working with several TAA approved certifications. In program year 2015, there were two large layoffs were certified for TAA, impacting approximately 1000 people.

“I LOVE MY JOB.”

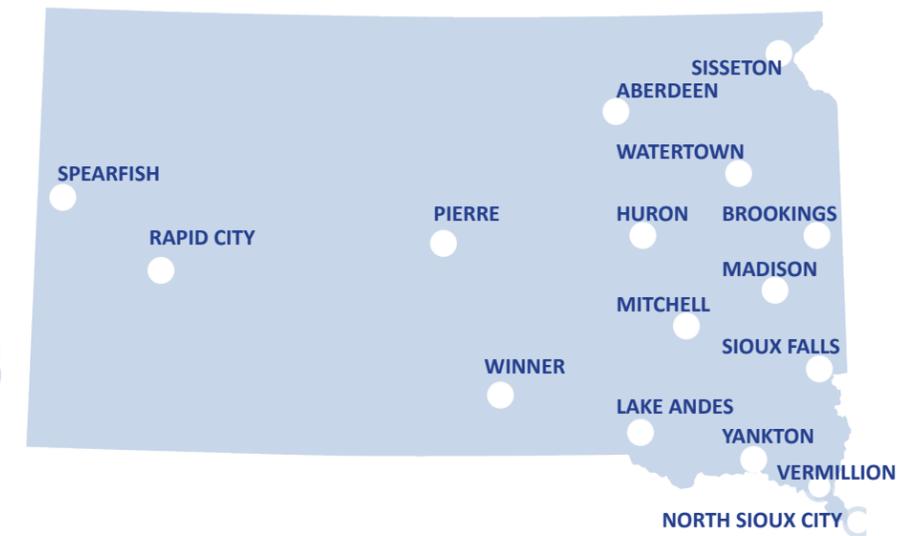
Adult Program

The adult program is designed to provide job seekers with specific barriers with access to employment, education, training and support services to succeed in the labor market. Under the WIOA law that took effect July 2015, adult participants have seamless access to more programs and resources than ever before. An Integrated Resource Team (IRT) approach is used to assist these adults with blending and braiding resources to achieve their goals.

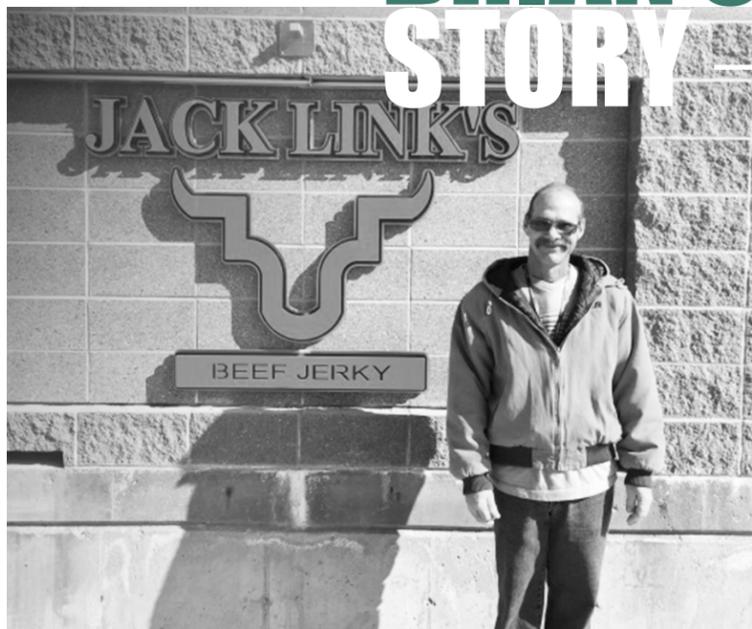
To determine Adult eligibility for Title 1 services, adults are encouraged to access services by meeting with our local offices across the state.

Adult Performance	Goal	Actual
Entered Employment Rate	78.5%	81.8%
Retention Rate	88.0%	89.2%
6 mo. Average Earnings	\$11,861.98	\$12,642.93

DLR
Local
Offices



BRIAN'S STORY



In February, Brian came into the DLR Mitchell Local Office after a shoulder injury rendered him unable to return to the construction work he had been doing for the past four years. Brian was looking for a job where he would not have to continuously extend his arm above his shoulder.

Brian was unsure of his next career move, so staff helped him take an assessment called “My Next Move,” to help him determine other employment options. His profile summary indicated hand grinding/polishing, welding, cutting and fitting would fit his aptitude. Brian thought about the outcomes and selected welding as a possible next job. He had some welding experience in the past but recognized he needed to

raise his welding level to be competitive in obtaining a job.

An Employment Specialist gave Brian information to contact Mitchell Technical Institute to look at their welding program. To alleviate any anxiety about taking college level courses, Brian took a test of Adult Basic Equivalency at the Career Learning Center, conveniently co-located in the DLR office. Brian's test scores revealed that college level course would not be difficult. In the meantime, the Employment Specialist and Brian discovered that Brian could increase his welding skills in a 2 week period. A start date was coordinated with MTI and money was obligated. After nine days of training, Brian was ready to take the Trail King welding test. While

Brian was working to complete his welding training, Trail King closed all welding positions, but he continued to pursue other welding opportunities at businesses in Huron and Mitchell.

Brian's hard work paid off and he was hired in Alpena as a welder/fabricator. During his training period, he learned machine operations and maintenance. He stated, “I need to know how the machines operate before I can repair them. I love my job and I'm inside during the inclement days.” Brian is also bilingual and speaks Spanish, which proves to be a valuable asset in communicating with his Spanish speaking co-workers.

Dislocated Worker

The purpose of WIOA Title IB Dislocated Worker Program is to provide services to individuals who have lost employment through no fault of their own.

In order to be considered a dislocated worker; one of the following categories must be met:

1. Individuals who have been laid off or terminated and determined eligible for unemployment benefits;
2. Individuals who have been terminated or laid off or received notice of termination or layoff from employment due to a permanent business closure or downsizing;
3. Individuals who were self-employed and now unemployed due to the general economic conditions in the community in which they reside or because of a natural disaster.
4. Individuals who meet the WIOA definition of a displaced homemaker.
5. Individuals married to a member of the Armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or is the spouse of a member of the Armed Forces on active duty and who meets the criteria of a displaced homemaker.

WIOA defines a displaced homemaker, for dislocated worker eligibility purposes, is an individual who has been providing unpaid services to family members in the home, has been dependent on the income of another family member and is no longer supported by that income and is unemployed or underemployed and experiencing difficulty in obtaining or upgrading employment.

Dislocated Worker	Goal	Actual
Entered Employment Rate	88.5%	90.9%
Retention Rate	89.5%	92.9%
6 mo. Average Earnings	\$15,566.08	\$17,766.18

WIOA Youth

The Workforce Innovation and Opportunity Act (WIOA) Youth Program provides a systematic and coordinated approach to career services for individuals ages 14 through 24, with an emphasis on disconnected youth who are out of school. The program assists youth who may have hardships to overcome in order to be self-sufficient adults. Employment specialists in the DLR local offices work one-on-one to assist individuals in developing employment goals. Services are then determined based on the employment goal, needs, and abilities of each individual. In program year 2015, employment specialists across South Dakota provided assistance to 344 young adults through the WIOA Youth Program.

The WIOA Youth Program in South Dakota offers participants 14 services:

1. Tutoring, study skills training, instruction and dropout prevention and recovery strategies leading to a secondary school credential
2. Alternative secondary school services
3. Paid and unpaid work experiences with an academic and occupational component

4. Occupational skill training leading to a recognized post-secondary credential aligned with in-demand sectors
5. Education offered with workforce preparation activities and training for a specific occupation
6. Leadership development opportunities
7. Supportive services
8. Mentor programs
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial literacy education
12. Entrepreneurial skills training
13. Labor market information with career exploration and counseling
14. Activities to help youth prepare for, and transition to, post-secondary education and training

DLR local offices also offers group activities for young adults including a Job Search Assistance Program (JSAP), covering everything from the first impression to job retention, and Financial Literacy courses.

Many times, an employment goal is a long-term goal. To recognize participants for their achievements along the way and encourage them to continue, financial incentives have been established.

The Workforce Training Youth Program partners with various agencies in each community to meet the needs of young adults. DLR has increased partnerships with the WIOA Core Partners through monthly meetings to learn about services and identify opportunities for collaboration. Various outreach has been done to educate Vocational Rehabilitation, Adult Education and Literacy, Department of Social Services economic assistance and foster care, Unified Judicial System, Department of Education, Department of Corrections, Job Corps and more, about the programs and services available to young adults.

The Youth Council, established under WIA, continues to convene. Representatives included on this are Vocational Rehabilitation, Adult Education and Literacy, Department of Education, Department of Corrections, Foster Care, private business owner, Job Corps, Housing, DLR Local Office Youth Leads, and area youth and parents when



SLAH'S STORY

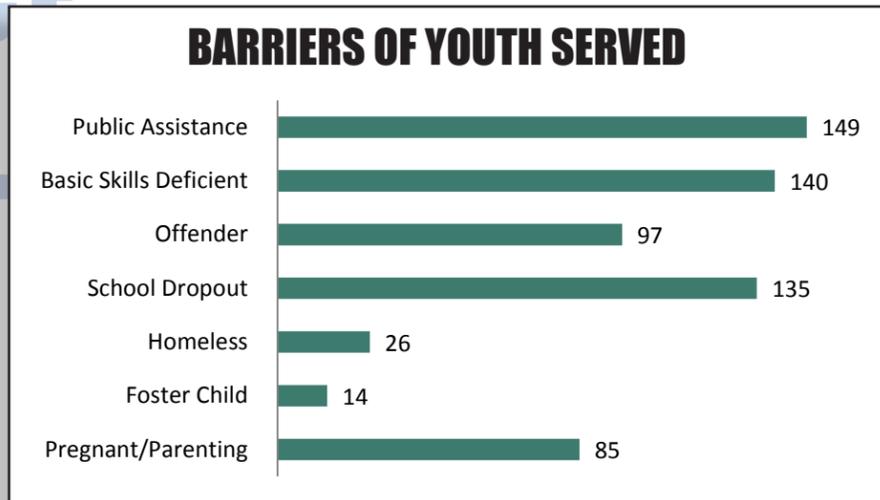
Slah Po was referred to the Department of Labor and Regulation from Job Corps upon his transition to the community of Huron. Slah spent two years at Job Corps where he earned his high school diploma and 1000 hours of on-the-job training as a painter pre-apprentice. Slah was a low income English Language Learner with a limited work history consisting of meat production.

While on the Workforce Training Youth Program, Slah earned financial incentives as he worked on his job search skills. This included completing a master application, mock interview and attending the Job Search Assistance Program. Based off Slah's career exploration results and prior experience, his employment specialist worked with Trussbilt, a local employer, to consider Slah as a Metal Fabricator / Painter in their organization. A work experience was developed with Trussbilt that allowed Slah to further develop his painting skills. The Workforce Training program assisted Slah in his transition to employment by assisting with a required physical for the job, work attire and transportation until Slah was able to establish a car pool. Based on Slah's painting skills, dependability and ability to work with a team throughout his work experience, Slah was offered full-time employment at \$11.00 an hour with paid time off, health insurance and other benefits available to him.

available. The council has been able to learn about changes impacting the youth program as we transition to WIOA. They provide updates to the team regarding their programs and offer guidance to the WIOA youth program.

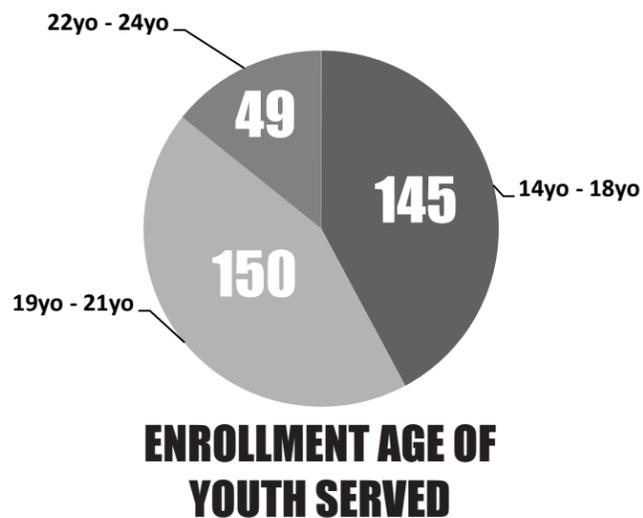
IN PROGRAM YEAR 2015, THE WIOA YOUTH PROGRAM PROVIDED ASSISTANCE TO 344 YOUNG ADULTS

With the implementation of WIOA and the focus on Out-of-School Youth (OSY), the number of OSY enrolled in the program increased from 59% in PY14 to 80% in PY15 (275 OSY / 69 In-School Youth (ISY)). New requirements under WIOA require 75% of youth expenditures on OSY and 20% of youth expenditures on work experiences. Although progress has been made, the program is currently at 72% of expenditures on OSY and 16% of expenditures on work experiences. This remains a focus for the Youth Program as we move into program year 2016.



With an average unemployment rate of 2.8% percent over program year 2015 (Source: SD LMIC), it remains a challenge to keep youth engaged in their long-term employment goals when they are able to find employment with their current skills set and meet their immediate needs.

Many young adults begin the program engaged, then find employment or become disengaged for a period of 90 days or greater, exit from the program and later re-engage. As a result, the Youth Follow Up services have become an important piece of the youth program, which can be highlighted in Suanne's story on the following page.

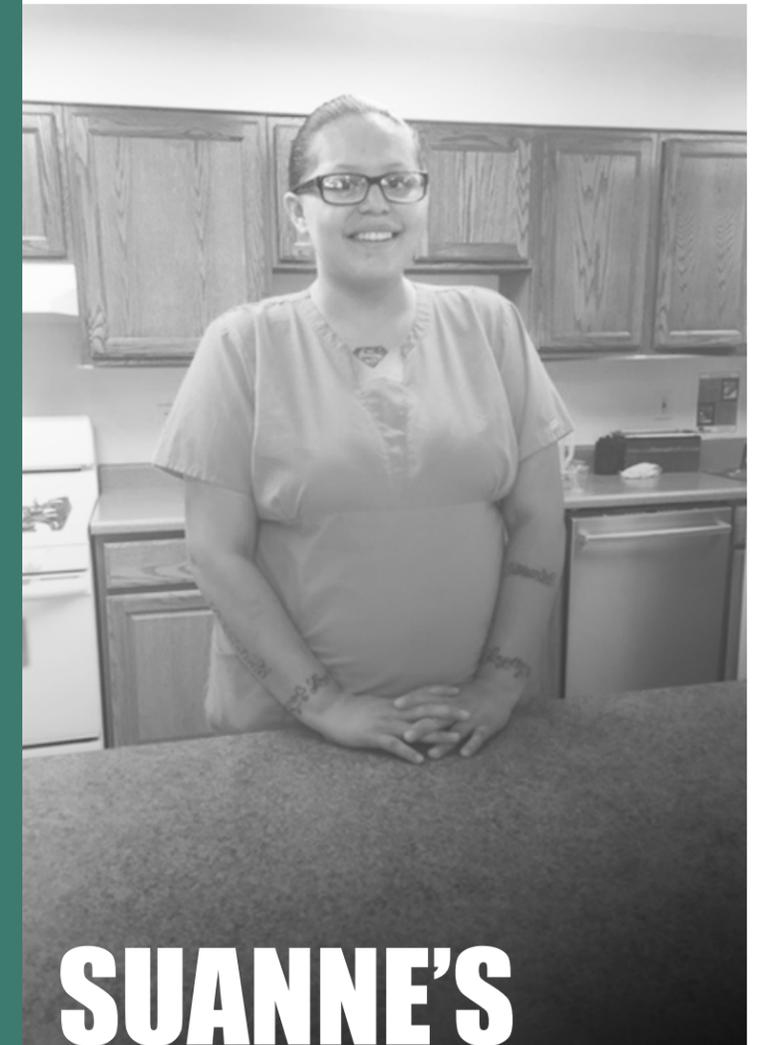


When Suanne entered the Workforce Training Youth Program, she had dropped out of school, was working towards her GED® credential and expecting a baby. To make the most of her time, Suanne was on a work experience until she began to experience complications with her pregnancy. After the birth of her baby, Suanne struggled to consistently work on her educational and employment goals. As a result, she was exited from the Workforce Training program.

A few months later, Suanne returned to GED® classes and re-engaged with her employment specialist. After an assessment of her interests and abilities, Suanne was referred to a work experience with Westhills Village as a Resident Aide. Suanne worked with her Employment Specialist to prepare for the interview, which landed her the work experience opportunity. Suanne loved her job, and her co-workers and residents loved her. Knowing this, Suanne's Employment Specialist offered Westhills Village an On-the-Job Training (OJT) contract upon Suanne's attainment of the GED® credential with the expectation Suanne would become a Certified Medication Aide (CMA) during the OJT and then Certified Nursing Assistant (CNA) as openings became available. While on the job, Suanne developed a strong mentor relationship with a nursing supervisor at Westhills Village that offered guidance to Suanne as needed and has assisted in her progress/success.

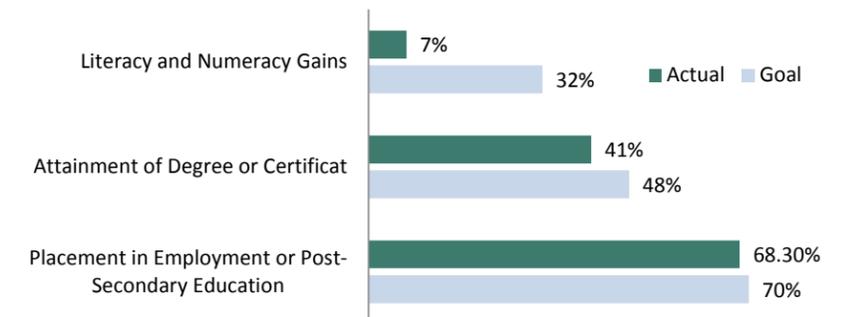
A short period later, Suanne earned her GED® and began the full-time OJT with Westhills Village. She started at \$10.09 per hour with benefits and raises given upon completing her CMA and CNA. There has been discussion of a tuition assistance program through Westhills that Suanne can take advantage of should she decide to go on the get her LPN or RN.

With the help of her team, Suanne overcame several obstacles. Her hard work and dedication is paying off.



SUANNE'S STORY

YOUTH PERFORMANCE

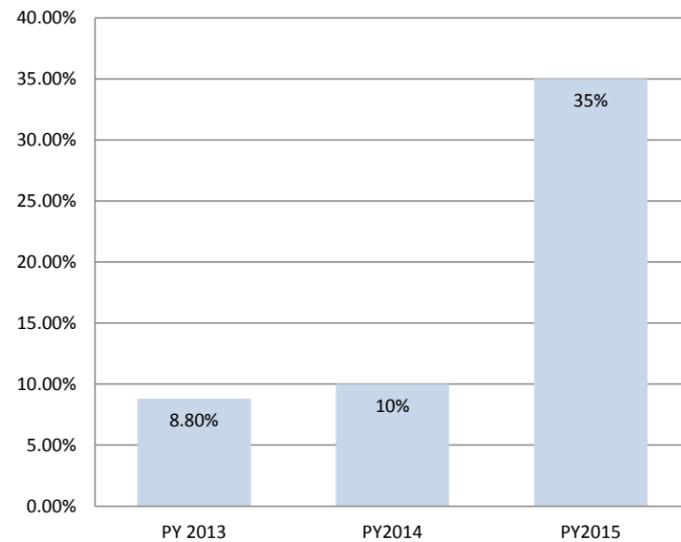


WIOA DEI Adult Grant

South Dakota is a Round 5 grantee of the Disability Employment Initiative (DEI). Grant services began in April 2015. The DEI grant allows the Department of Labor and Regulation to improve our system and services to individuals with disabilities. The grant focuses on job seekers disclosing a disability ages 18 and older. Below include a few highlights from the DEI grant since implementation.

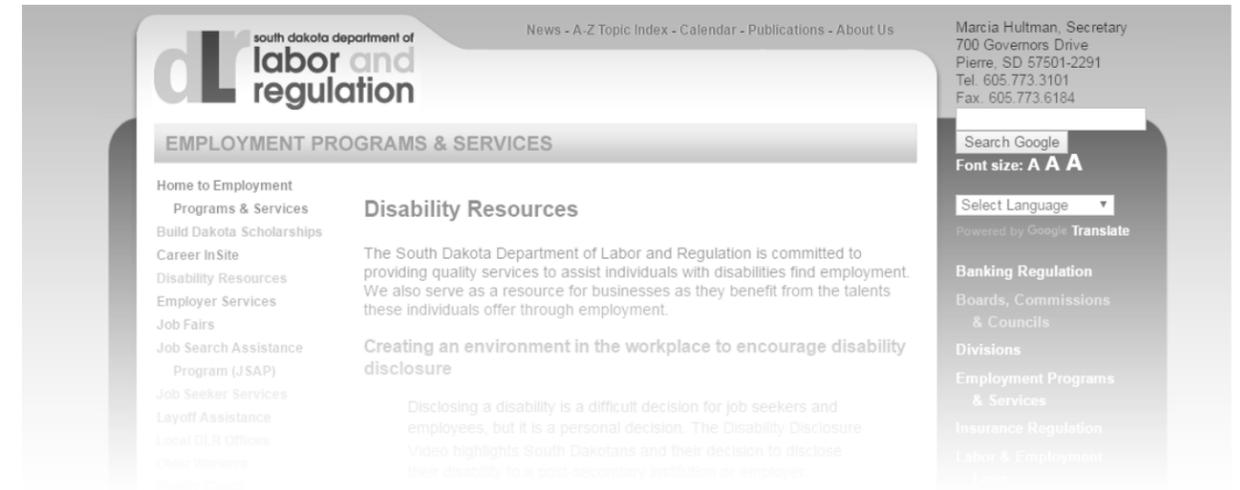
- The South Dakota DEI grant has assisted 64 job seekers from April 1, 2015 through June 30, 2016.
- The DEI implementation area has seen an increase in the enrollment of individuals disclosing a disability into the WIOA Title I Adult program since the implementation of the DEI grant as shown in the chart below.

WIOA Title I Adult Participants Disclosing a Disability



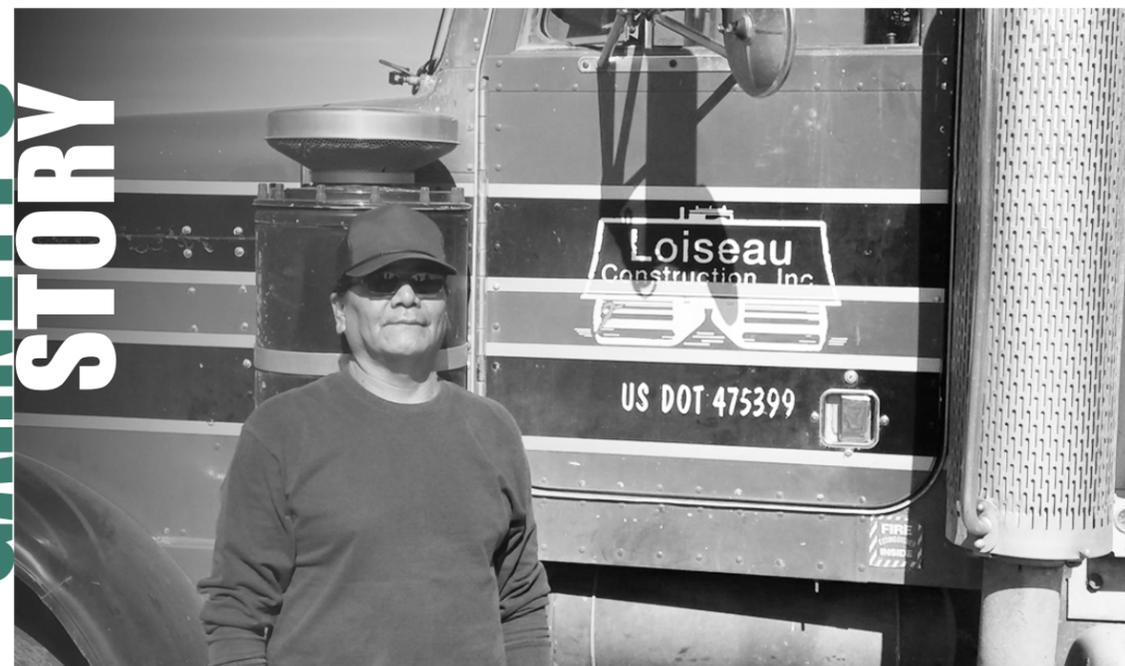
- Through the DEI grant, technology assessments, job shadows and the sharing of MyFreeTaxes information has been implemented into the DEI service area.
- The DLR website houses a Disability Resources page for Businesses at www.dlr.sd.gov/employmentprograms/disability_resources.aspx. This information is being shared through the DLR Employer Newsletter. Various materials from this site have also

been promoted through South Dakota Retailers Association, which increase the awareness of this information to employers.



- The DEI team presented at regional meetings with all WIOA Core Partners represented. They shared methods of career pathway implementation that they learned through the DEI grant. This included: the Integrated Resource Team service approach and monthly partner agency meetings to Build Cross-Agency Partnerships and Clarify Roles. A business tour model was shared in order to engage employers and design education and training programs.
- National Disability Employment Awareness Month was recognized in South Dakota through the release of the ADA and the Workplace Video, www.youtube.com/watch?v=xG0tmdWhZKM, email blasts of disability related training materials to WIOA Title I staff and joint community events with Vocational Rehabilitation, community partners and businesses.
- A Partnership Committee consisting of WIOA core partners, Career & Technical Education, businesses, various community providers and individuals with disabilities meet two to three times a year to share progress towards disability inclusion in the workplace, as well as, areas for improvement and potential action steps.

GARNETT'S STORY



Garnett Black Bear, a Native American Veteran with a back injury, came to the Department of Labor and Regulation in search of employment. Through the intake process, it was discovered that Garnett suffered a back injury, in his younger years, through saddle bronc riding. For years, he was able to manage his back pain despite lifting patients in a medical setting. Over time, his back could no longer take this repetitive lifting and left him unemployed. When he reached out to DLR, he had been unemployed for a year and a half and was receiving food stamps. He worked short-term labor jobs during this time, but had no steady employment or income. By working with his employment specialist, it was determined truck driving would be an employment option Garnett would enjoy, be capable of doing and offered skills required for a high demand occupation in South Dakota. Garnett successfully completed this short-term training and

earned his Commercial Driver's License. Now possessing this specific skill set, Garnett worked with his employment specialist to improve his financial literacy, develop a resume and cover letter, and master his interview skills. With several applications, an interview and phone call from his employment specialist to Loiseau Construction, Garnett was offered a truck driving position making \$19 an hour and a \$25 per diem payment each day. He also has health, vision, dental and life insurance. He will be receiving training through his employer soon to be able to get his double and tanker endorsements, which will increase his hourly wage. To assist Garnett in his transition to employment, the DEI grant assisted with transportation support services so he could get to and from his new job that was 30 miles from where he lived and short-term housing assistance until he received his first paycheck.



South Dakota values its veterans. They have served our country and we are proud to serve them, their families and those who hire them. Every DLR local office is staffed with trained representatives who can provide job-seeking veterans with:

- Intensive services and employment assistance.
- In-person orientation sessions.
- Job search assistance.
- Referral to training, including WIOA.
- Information on how to apply for federal, state, county, and city employment.
- Employment information for veterans and transitioning service members.
- Assistance with cross-matching military skills to civilian employment.
- Direct referrals to job openings.
- Computer and keyboard training.
- Proficiency testing, other testing.

DLR has three full-time and five half-time Jobs for Veterans State Grants (JVSG) funded representatives providing service to targeted veteran job seekers across South Dakota. Six of our 19 local offices do not have JVSG representatives due to funding limitations, however, all of these offices have staff trained by the National Veterans' Training Institute. Additionally, all local offices have received guidance and training on veteran services by the JVSG Program Coordinator. This knowledge allows representatives and specialist in each local office to assess the employment needs of the veteran and assist provide information and resources to career plan for long-term employment. Referrals to appropriate support programs, including WIOA, are made available to veteran job seekers as appropriate.

The role of WIOA in veterans services, helps them acquire skills to work with new technology, assists those who have lost their jobs because of shifts in the economy or changing consumer demands, and works with social service agencies to help families support themselves. Veterans needing employment or training may be eligible for WIOA training program. Services included work readiness skills, interviewing tips, resume preparation and employment counseling to educate about the career opportunities available with the right education and training. Help with basic skills education, preparation work for a high school equivalent or completion of the high school diploma is also available.

The Gold Card provides post 9/11 era veterans with the intensive and follow-up services they need to succeed in today's job market. Training was previously provided on the Gold Card Initiative for all veterans' representatives who, in turn, trained the other respective office staff. Once enrolled in this Initiative, follow-up meetings are conducted with the veteran, with no more than 30 days between each visit, for up to six months.

PRIORITY OF SERVICE

The Veterans' Employment and Training Service (VETS) provides Jobs for Veterans State Grants (JVSG) to the States to support program activities and services provided by the One-Stop Careers Centers for veterans. The JVSG funds support the appointment and assignment of Disabled Veterans' Outreach Program (DVOP)

Specialists and Local Veterans' Employment Representatives (LVERs). The definitions of veterans and "other eligible persons" applicable to services provided by DVOP staff are narrower than those which are applicable within the priority of service "covered person" definition. For example, for veterans other than those who:

- Had service time was limited by discharge due to service-connected disability.
- Served at least 181 days of active duty in the armed forces.
- Served at least one day of active duty under Title 10 during a period of war.
- Served at least one day of active duty in a campaign for which a campaign badge is authorized.
- Received a discharge by reason of sole survivorship.

Therefore, individuals eligible for services by the DVOP staff is a subset of the broader group of individuals entitled to priority of service. DVOP staff members perform case management services for veterans and other eligible persons who require intensive employability development services, and also focus on employer relations activities to develop jobs for veterans and other eligible persons.

PRIORITY OF SERVICE IMPLEMENTATION

Veterans and eligible spouses (covered persons) are given priority over non-covered persons for the receipt of employment, training and placement services in all programs funded by DOL and are entitled to precedence and access over non-covered persons for services. Implementation of identifying priority of service eligibility will include signs and brochures in the local offices, early identification and notification of priority, screening assessments by local office non-JVSG staff, website information defining priority or service eligibility and entitlement of services. Some examples of priority of service implementation include: placing covered persons first in line to obtain employment services, resource room services, first notification on job openings, and priority in WIOA funding for training programs. As previously stated, these are just a few examples of implementing priority of service.

DEFINITION OF A VETERAN FOR PRIORITY OF SERVICE

Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of services, the final rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2).

- Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time federal service in the National Guard or a Reserve component. This definition of "active service" does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as "weekend" or "annual training"), nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities. (State mobilizations usually occur in response to events such as natural disasters.)
- "Eligible spouse" as defined at section 2(a) of the JVA (38 U.S.C. 4215 (a)) means the spouse of any of the following:
- Any veteran who died of a service-connected disability,

- Any member of the Armed Forces serving on active duty who, at the time of application for the priority is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action.
 - Captured in the line of duty by a hostile force.
 - Forcibly detained or interned in line of duty by a foreign government or power.
- Any veteran who has total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs.
- Any veteran who died while total disability listed above was in existence.

A spouse whose eligibility is derived from a living veteran or service member would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g., if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, eligibility would be lost upon divorce from the veteran or service member.

Veterans Program Letter (VPL) 07-09 and Training and Employment Guidance Letter (TEGL) 10-09 provides further information about Priority of Service.

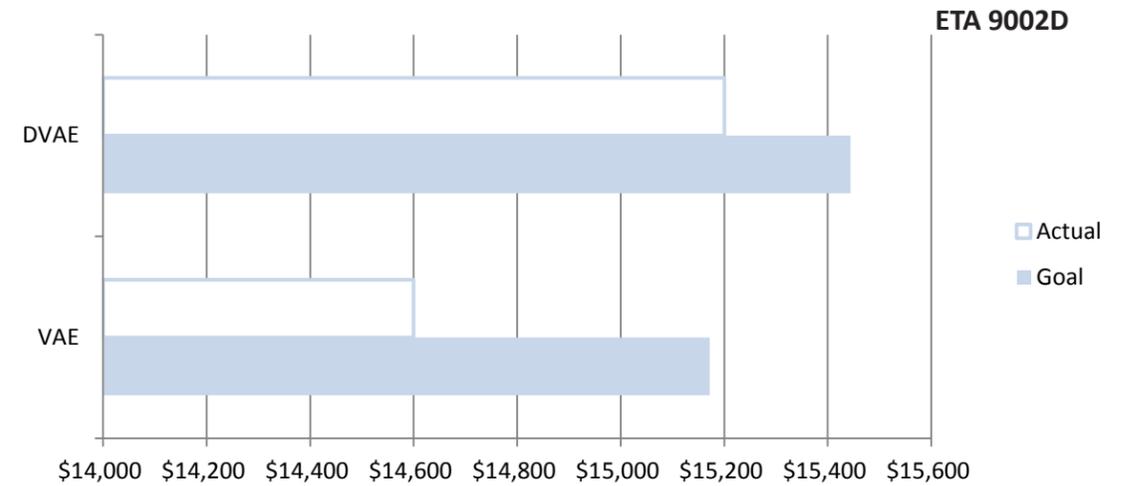
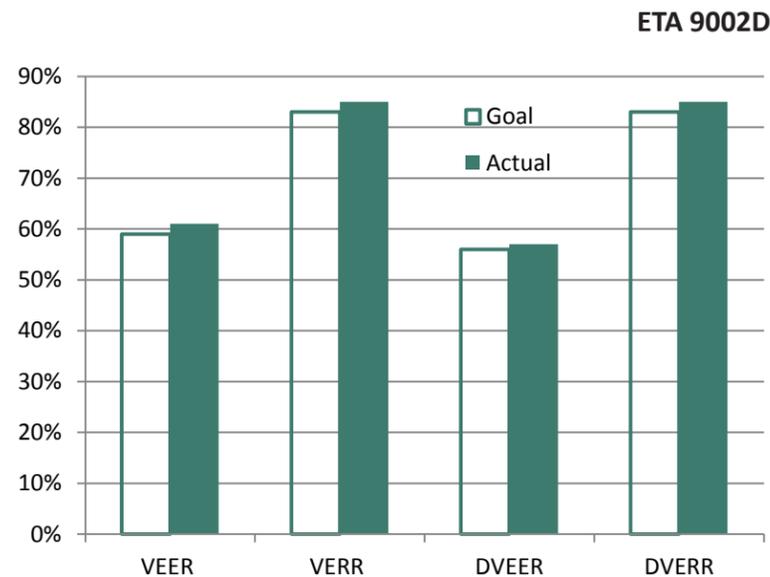
PRIORITY OF SERVICE ON JOB ORDERS

Selection and referral procedures will expose veteran job seekers to the most job orders possible before such orders are placed in the mainstream of the selection and referral process. Veterans receive preference on all posted job orders. If suitable veteran job seekers cannot be found through file selection or walk-traffic, then non-veteran seekers will be considered. If a suitable veteran or non-veteran job seeker cannot be referred within the specific time, the employer will be contacted to review the job order. "Same Day" selection and referral of veteran job seekers to job openings must be accomplished in the following priority sequence:

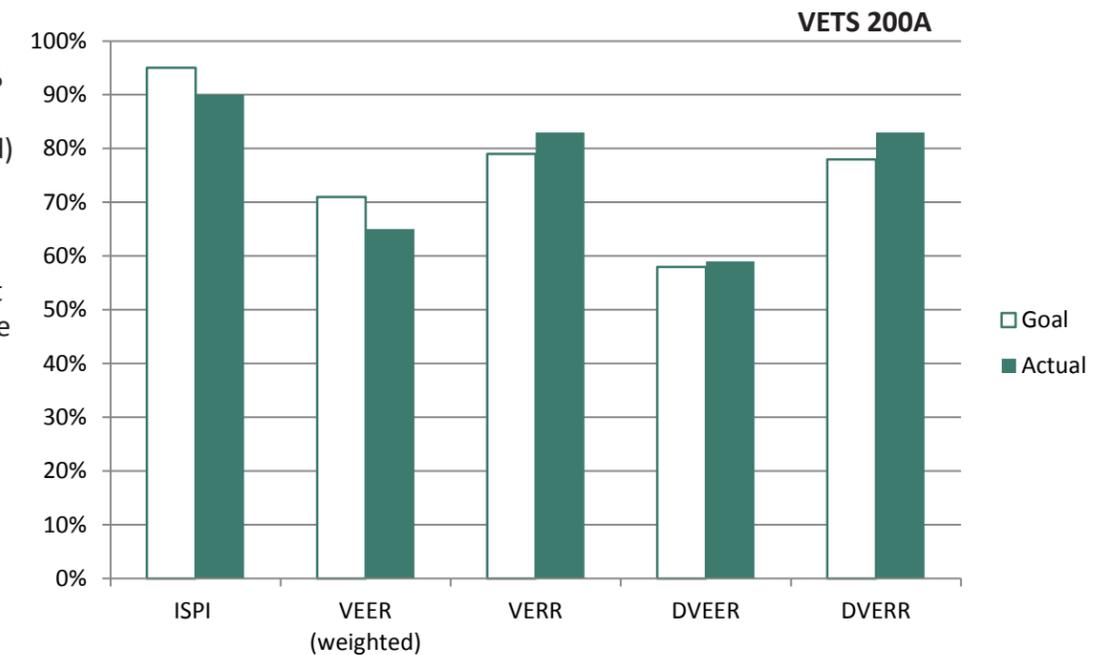
- Qualified Special Disabled Veteran.
- Qualified Disabled Veterans other than Special Disabled Veterans.
- All other qualified veterans and eligible persons.
- Qualified non-veterans.

PERFORMANCE

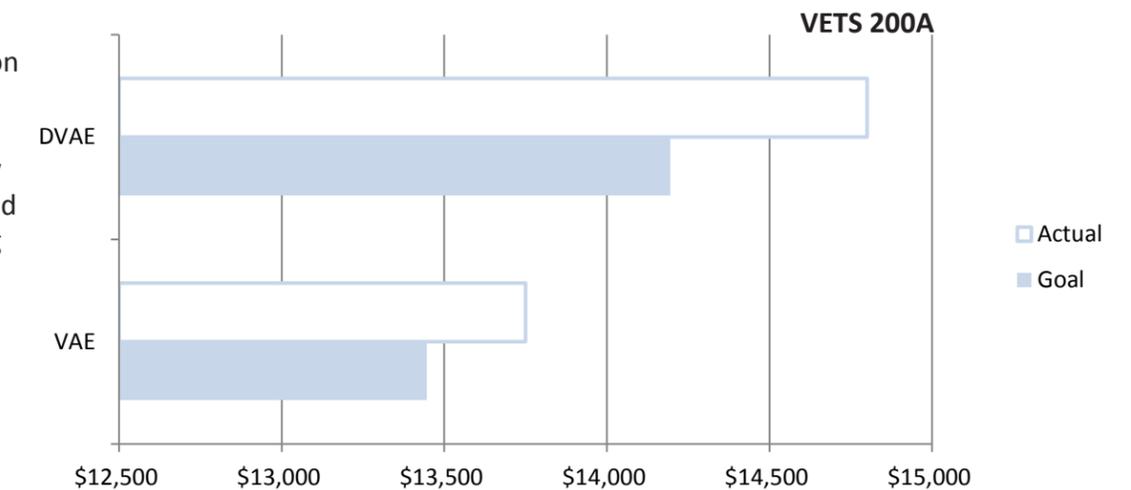
For Federal Fiscal Year quarter ending June 30, 2016, Federal reporting from the ETA 9002D shows the VEER at 61% (performance goal 59%) for veterans, VERR at 83% (performance goal 85%), and VAE at \$15,172 (performance goal \$14,600); DVEER at 56% (performance goal 57%), DVERR at 83% (performance goal 85%), and DVAE at \$15,444 (performance goal \$15,200).



The VETS 200A shows the ISPI at 95% (performance goal 90%), VEER (weighted) at 71% (performance goal 65%), VERR at 79% (performance goal 83%), and VAE at \$13,446 (performance goal \$13,750); DVEER at 58% (performance goal 59%), DVERR at 78% (performance goal 83%), and DVAE at \$14,195 (performance goal \$14,800).



South Dakota will continue on its mission to improve meeting our negotiated performance goals by implementing updated guidance and training for both JVSG staff and Wagner Peyser staff, and will then be able to better serve and provide more appropriate intensive services to assist veterans reach their ultimate goal of obtaining and retaining long term gainful employment. The JVSG Program Coordinator will continue to monitor the local offices for potential areas of concern.



National Career Readiness Certificate

The National Career Readiness Certificate (NCRC) remains a viable element for workforce training and development for all registered job seekers looking for assistance from DLR. Available to all working and non-working citizens of the state, the NCRC can be a key component for all WIOA adult, dislocated worker and youth training program participants.

The use of NCRC skill development and certification provides participants, case managers and employers a framework to capitalize on skill strengths and to define potential skill training needs during any part of the employment process. Whether it is in the application, the interview, or the probationary training phase, the NCRC provides a concrete tool all parties can reference in making appropriate workforce decisions.

DLR continues to financially support the NCRC program. This allows any job seeker registered in the DLR data management system to prepare and complete, at no cost to the job seeker, the three ACT WorkKeys® Assessments required for the certification: Applied Mathematics, Locating Information, and Reading for Information.

SOUTH DAKOTA 2015 CERTIFICATE TOTALS

Certificate Level	Bronze	Silver	Gold	Platinum	TOTAL
WIOA Adult	8	51	27	0	86
WIOA Dislocated	1	13	7	0	21
WIOA Youth	1	17	9	1	28
Totals	10	81	43	1	135

In addition to the assessment and certification process, DLR continues to offer the KeyTrain® Skill Development curriculum to all program participants and job seekers. All KeyTrain account holders in South Dakota can verify their current skills and learn additional skills beyond those required to be eligible for the NCRC. DLR continues to search for new and innovative ways to use these resources while expanding the skill level of South Dakota's workforce.

PARTNERSHIPS

While leading the overall NCRC program, efforts to seek partnerships with other government agencies or public organizations are ongoing, with the goal to extend the reach of available opportunities. The Department of Education (DOE) has proved to be a successful partnership, allowing high schools to include NCRC scores as part of their district performance assessment. High school juniors and seniors across South Dakota are offered the assessments and certification. The process begins with an invitation to school counselors and administrators to participate in the program. Once registered, DLR NCRC Program Specialists coordinate an NCRC Assessment Day, administer the assessments, and provide results to the individual district, DOE, and DLR.

This partnership has fostered a team approach to the concept of school-to-work, providing high school juniors and seniors with information about their workplace skills while strengthening DLR relationships with individual school administration teams. DLR is able to share information about other workforce training and opportunities available for past, present, and future students.



Certificate



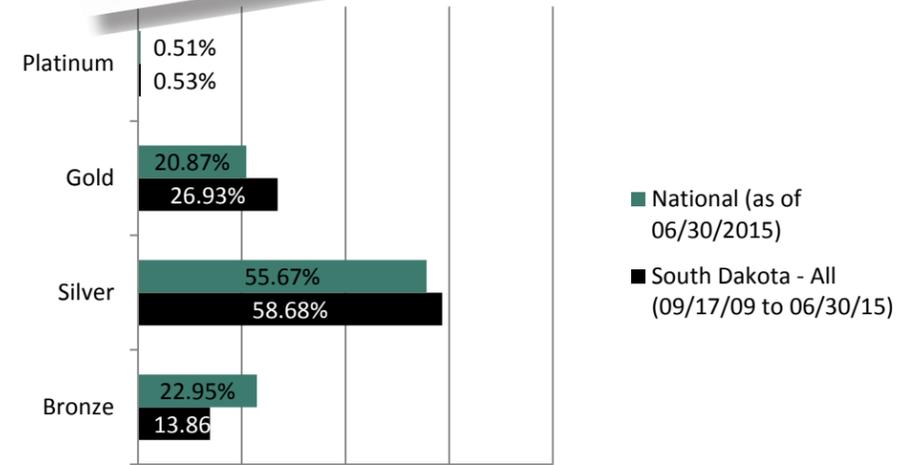
DLR and the Department of Corrections (DOC) continue to partner in the NCRC Program. Specifically, the education staff at the South Dakota Women's Prison work with their transition population by utilizing KeyTrain skill development. Once the women have attained specific levels, DLR administers the WorkKeys Assessments. Because technical restrictions limit Internet access, this population completes the assessments using off-line resources. DOC and DLR continue to explore options of using standard online tools. This dual-agency relationship has provided the women who are participating with a positive skill-building exercise, a pathway to better employment possibilities, a reduced risk of recidivism, and a smoother transition to life after incarceration. DLR has also partnered with FBOP to bring the NCRC assessment to the Yankton facility once each quarter.

An ongoing partnership with the Bureau of Human Resources includes most state agencies in South Dakota listing open positions with a reference to the NCRC. This state government job listing helps provide a model for other hiring personnel in South Dakota to follow when integrating the NCRC tool into their application consideration process.

DLR local office staff have been instrumental in obtaining letters of endorsement from businesses within their communities, and schools have also begun to reference the NCRC in accordance with open positions.

In addition to the DLR activities, the NCRC has been a key component of South Dakota Governor Dennis Daugaard's South Dakota Workforce Initiative (SDWINS) effort. The initial scope of the NCRC involvement in SDWINS was to support delivering the certification to high school students to promote career readiness. The effort has expanded by increasing the number of job seekers attempting the NCRC and educating businesses on the value this certification holds.

DLR is committed to providing the resources in maintaining the NCRC program, while fulfilling its mission. This obligation provides an effective



tool for job seekers, high school students, employers, education, and government leaders to identify and improve the foundational workplace skills found across all employment sectors.

Certificate Level	Bronze	Silver	Gold	Platinum	Total
DOE	505	2157	824	11	3497
Job seeker	35	116	69	1	221
Other	3	16	14	0	33
RES/REA/RIS	3	42	25	0	70
SNAP	0	1	0	0	1
TANF	2	6	2	0	10
Technical Institute	45	157	31	0	233
Veteran	0	3	5	1	9
VR	1	0	0	0	1
	594	2498	970	13	4075
South Dakota	14.58%	61.3%	23.8%	.32%	100.00%

OTHER NCRC ACTIVITIES

During the 2015 WIOA Program Year, the NCRC program, including the KeyTrain skill development and WorkKeys Assessment System, have both been used as an additional tool to support other workforce services.

RE-EMPLOYMENT SERVICES (RES)

In response to a more intensively managed unemployment insurance (UI) program, individuals who have been referred to UI also participate in any number of workforce improvement activities. These activities are tracked by individuals and reported to DLR staff as intensive monitoring of their work search activities. In addition to the standard work search contacts RES program participants are required to perform, both the KeyTrain Skill Development and WorkKeys Assessments portions of the NCRC program have been common activities for RES participants.

KEYTRAIN IN LOCAL OFFICES

DLR NCRC program specialists are available to conduct training statewide in the local offices to educate staff on KeyTrain administration. Having staff in each local office designated to create accounts and review results with job seekers (and other program participants) allows staff to have a better rate of engagement with individuals regarding their workforce needs. This more responsive service allows individuals to participate in pre-assessments and skill development opportunities without additional referral steps to outside partner agencies. Connections are maintained and can be accessed to address other more intensive services, including more intensive instruction for KeyTrain skill development, GED® prep, or other basic adult education and literacy needs.

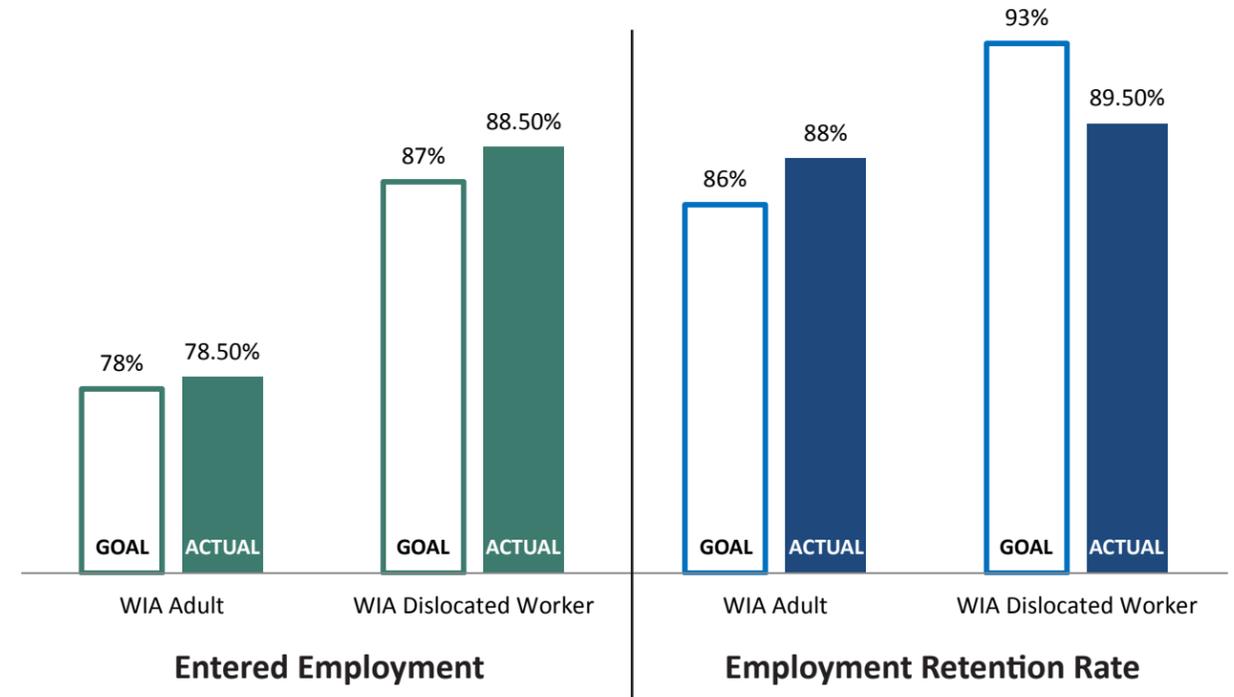
Performance Outcomes

For the fifth year, South Dakota is reporting performance under the Common Measures waiver.

The DLR local offices continue to work diligently, providing individualized services for the three programs (adult, dislocated worker, and youth). Considering the economy of the nation and the state over the past few years, the participants have demonstrated the success of the services through the performance measures.

Overall, South Dakota did an excellent job in meeting the state performance goals. For program year 2015, DLR exceeded five and met three of the nine performance goals. Such outcomes demonstrate the value of WIA services to the participant and the benefit to the state. Combine the performance achievement with a respectable cost associated with the service, the return on the investment is considerable.

Adult and Dislocated Worker Performance Measures



UNIFORM REPORTING

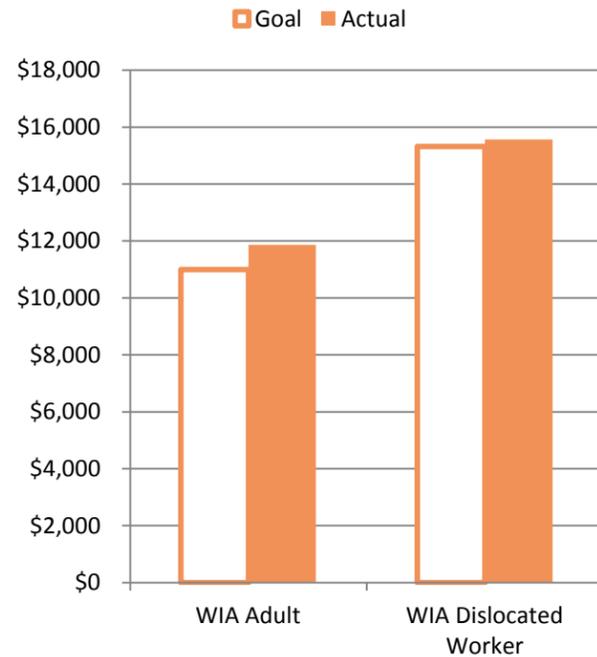
Under WIA, states are working toward coordinated and uniform performance and reporting for all programs funded by the Workforce Development System. South Dakota, a single area state for ETA programs, already works very closely with many of partner programs funded under WIA. Veterans, Wagner-Peyser, SCSEP, TAA, Apprenticeship and Title 1B, Youth, Adult and Dislocated Worker programs already share a common data collection system called SDWORKS. Because of this integrated system, participants are served with greater efficiency based on the program and services that best fit their need. South Dakota has a history of consistent reporting among programs which will benefit the State as we transition into WIA.

Reporting instructions and updates are closely reviewed and discussed among the program staff as reporting changes are enacted. The DLR program staff and Bureau of Information and Technology (BIT) staff also work closely together. Dependent on the reporting needs, the staff can get together via phone or in person as needed.

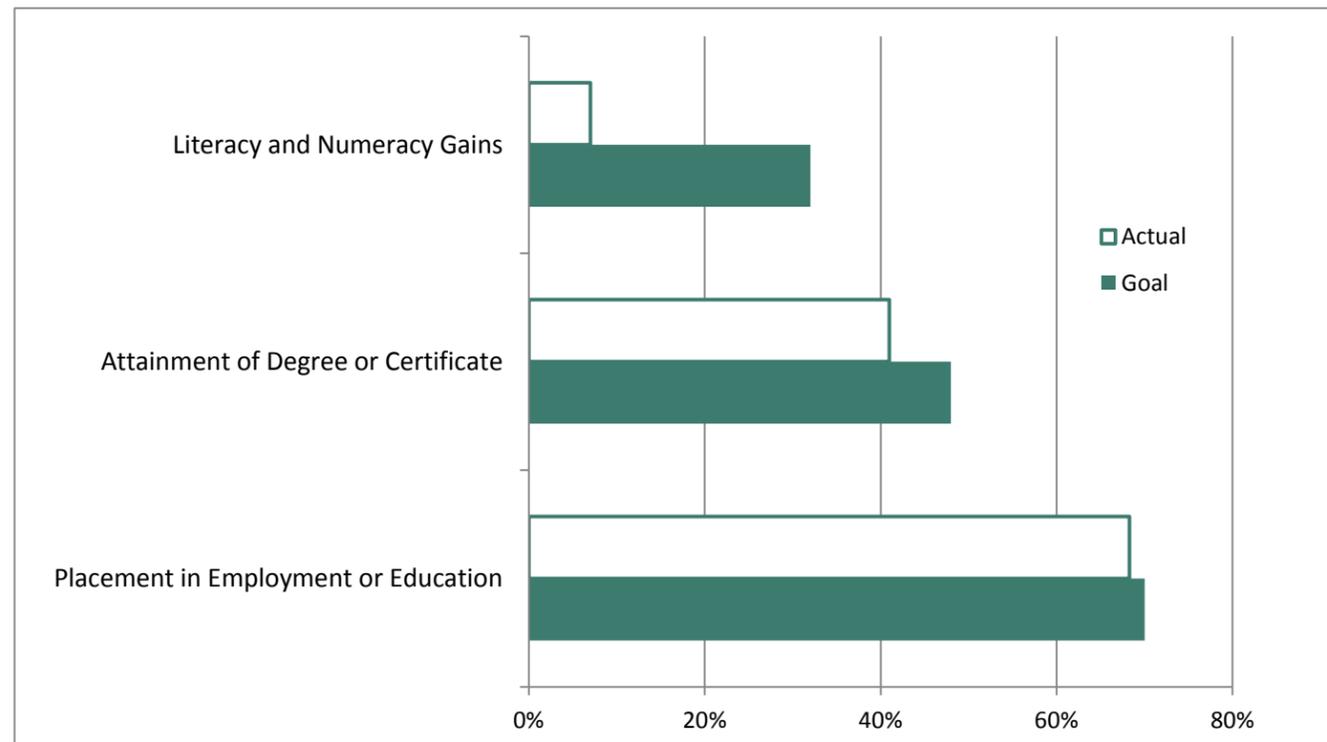
SDWORKS provides program specific data for central office program staff and the local office staff. The SDWORKS reports local office staff to better track their case load and ensure data collection and reporting accurately reflect the services and outcomes. The use of Electronic Data Reporting and Validation System (eDRVS) for quarterly error reports then provides a base for determining if field staff are having difficulty with a particular type of data entry or documentation. Between the reports of SDWORKS and the error reports of DRVS, many staff training issues can be identified and resolved.

South Dakota assures all required elements are reported uniformly.

Adult and Dislocated Worker Average Six Month Earnings (Dollars)



Youth Performance Measures



Economic and Workforce Information Analysis

South Dakota's population has been increasing steadily for many years, a trend which continued in 2015. According to estimates published by the U.S. Census Bureau, our population increased by 83,000 or 11 percent over the last 10 years. From 2014 to 2015, South Dakota's population gained 5,200 people, a growth of 0.6 percent.

The largest growth rates of population within the state are of course related to the two Metropolitan Statistical Areas (MSAs), in the state. The populations for the Rapid City and Sioux Falls MSAs both increased by 22 percent over the last 10 years.

From 2014 to 2015, the Rapid City MSA grew by 0.4 percent, while the Sioux Falls MSA grew by 1.5 percent. According to the most recent population estimates (2015), out of the 858,500 South Dakota residents, 396,000 (46 percent, or almost one out of two people) live in either the Rapid City or Sioux Falls MSA.

South Dakota Population Estimates 2014-2015



The 2014 American Community Survey (ACS) data available for the linguistics of our state population show that a high majority of state residents (94.3 percent) speak only English. Of those residents which have the ability to speak in other languages (45,350), very few struggle with language barriers as an estimated 5,700 (0.7 percent) speak English 'not well' or 'not well at all'.

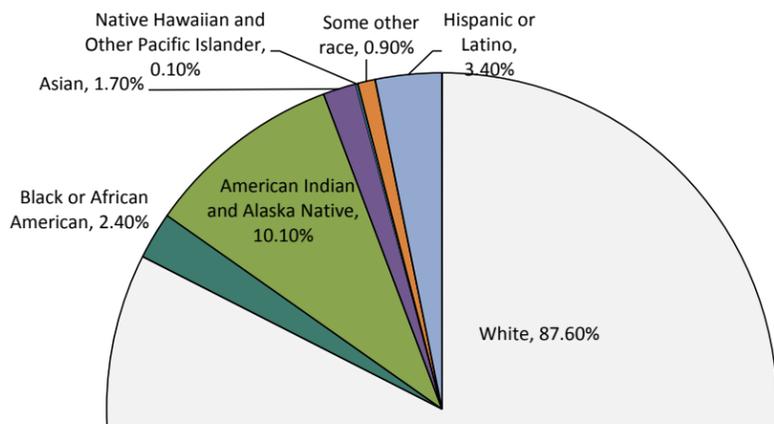
Age by Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over

Language Spoken	5 to 17 years	18 to 64 years	65+ years	Total	Percent of total
Total	150,538	512,928	129,354	792,820	100.00%
Speak only English	142,230	481,292	123,947	747,469	94.30%
Speak Spanish:	2,977	9,846	853	13,676	1.70%
Speak English "very well"	2,511	6,416	736	9,663	1.20%
Speak English "well"	220	1,567	57	1,844	0.20%
Speak English "not well"	189	1,530	0	1,719	0.20%
Speak English "not at all"	57	333	60	450	0.10%
Speak other Indo-European languages:	2,002	7,236	2,467	11,705	1.50%
Speak English "very well"	1,559	5,209	1,696	8,464	1.10%
Speak English "well"	400	1,401	448	2,249	0.30%
Speak English "not well"	43	356	238	637	0.10%
Speak English "not at all"	0	270	85	355	0.00%
Speak Asian and Pacific Island languages:	1,260	4,957	397	6,614	0.80%
Speak English "very well"	404	1,842	252	2,498	0.30%
Speak English "well"	734	1,233	0	1,967	0.20%
Speak English "not well"	75	1,758	145	1,978	0.20%
Speak English "not at all"	47	124	0	171	0.00%
Speak other languages:	2,069	9,597	1,690	13,356	1.70%
Speak English "very well"	1,925	8,109	1,538	11,572	1.50%
Speak English "well"	144	1,135	112	1,391	0.20%
Speak English "not well"	0	161	40	201	0.00%
Speak English "not at all"	0	192	0	192	0.00%

Source: 2014 ACS, U.S. Census Bureau

SOUTH DAKOTA POPULATION BY RACE AND ETHNICITY

The 2014 American Community Survey (ACS) data produced by the U.S. Census Bureau shows the greatest percent of the state population by race is comprised of White residents (87.6 percent), followed by American Indian and Alaskan (10.1 percent). Regarding ethnicity, 3.4 percent of South Dakota's population is Hispanic or Latino.



Total population	853,175
White	747,070
Black or African American	20,603
American Indian and Alaska Native	86,570
Asian	14,278
Native Hawaiian and Other Pacific Islander	1,056
Some other race	8,059
Hispanic or Latino	28,719

Source: U.S. Census Bureau, 2014 American Community Survey

SOUTH DAKOTA POPULATION WITH DISABILITIES

The South Dakota Department of Labor and Regulation holds one of the USDOL Disability Employment Initiative (DEI) grants. These funds provide an opportunity for the state to develop and implement a plan for improving effective and meaningful participation of youth with disabilities in the workforce.

According to 2014 American Community Survey (ACS) data produced by the U.S. Census Bureau, the percent of South Dakota's population with a disability is 12.1 percent. For the age group 18-64 years, it is 10.3 percent. The highest percent is within the age group 65 years and older at 34.5 percent, which correlates with disabilities often occurring as people age, including hearing, vision and self-care disabilities.

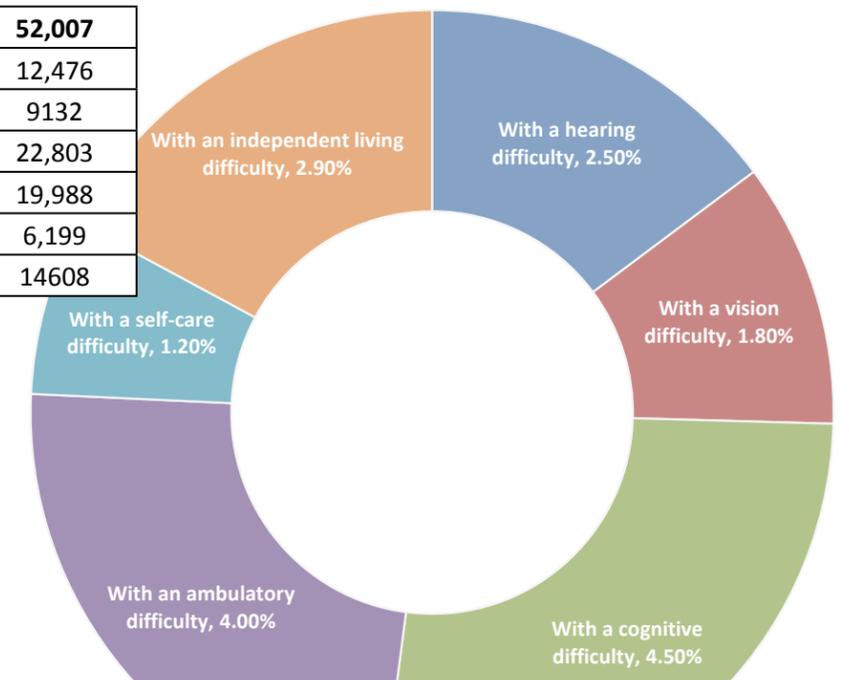
The rate of disabilities by race reflects higher percentages for the White and Native American and Alaskan Natives race groups compared to the other race aggregations. Disabilities among ethnic groups in South Dakota are much lower at 8.9 percent.

White alone: 12.5 percent | Native American and Alaskan Native: 12.8 percent | Hispanic or Latino (of any race): 8.9 percent

For the core of the labor force (ages 18 to 64 years), the highest percent of disabilities for all races lies within the cognitive disability, defined by the ACS as 'existing when a person has a condition lasting six months or more that results in difficulty learning, remembering, or concentrating. Individuals with such limitations are often defined as having mild traumatic brain injury (TBI). Persons with mild TBI often retain the ability to work competitively. Such individuals, however, typically earn less when employed year-round, full-time than do persons without disability and have lower levels of employment. The next highest level is for those with an ambulatory disability, which is having difficulty walking or climbing stairs.

South Dakota Residents with Disabilities, 18 to 64 years	Number of Residents
Total	52,007
With a hearing difficulty	12,476
With a vision difficulty	9,132
With a cognitive difficulty	22,803
With an ambulatory difficulty	19,988
With a self-care difficulty	6,199
With an independent living difficulty	14,608

Source: U.S. Census Bureau, 2014 American Community Survey



Unpublished tabulations for the Current Population Survey (CPS), which is conducted by the U.S. Census Bureau, provide details regarding specific barriers to employment, including discouragement over available job prospects as detailed in the table below.

Table b. Civilians not in the labor force by sex and age, July 2014 - June 2015 (based on CPS)

South Dakota Civilians not in the labor force, by age
(Number in thousands)

	Total	Age		
		16 to 24	25 to 54	55 years
Total not in the labor force	200.3	35.3	40	125
Do not want a job now	185.4	29.5	34.1	121.9
Want a job	14.9	5.9	5.8	3.2
Did not search for work in previous year	8.4	3.2	3.1	2.2
Searched for work in previous year	6.5	2.7	2.8	1
Not available to work now	1.7	0.7	0.5	0.5
Available to work now	4.8	2	2.2	0.6
Reason not currently looking:				
Discouragement over job prospects	1.4	0.2	1	0.2
Reasons other than discouragement	3.4	1.8	1.3	0.4

Note: Subject to high rates of variability; July 2014-June 2015 reference period.

Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

SOUTH DAKOTA'S WORKFORCE

There has been an increase in the supply of workers entering our state labor market for the past few years. According to wage record research (using administrative records) conducted in the state, there were 67,073 new workers appearing on company payrolls in 2015 who were not on payrolls in 2014. Those workers come from many different sources, new workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to work, and new entrants and reentrants to the workforce. The new entrants would include high school students, college students, recent graduates, etc. Workers returning to the workforce after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

South Dakota also experienced a loss of 60,305 workers who were on payrolls during 2014 but no longer found in 2015. This loss reflects the workers who migrate to other states, retire or are no longer employed by an employer covered by unemployment insurance. Overall, there was a net gain of 6,768 covered workers in South Dakota during 2015, reflective of steadily climbing worker level.

South Dakota has a significant number of self-employed and unpaid family workers because of the large number of farmers, ranchers and small nonfarm businesses in the state. The table below shows South Dakota employed persons by class of worker.

The Current Population Survey (CPS) classifies the employment status of residents based on a household survey. This survey measures employment by place of residence. The agricultural workers category includes both self-employed and unpaid family workers, and wage and salary workers.

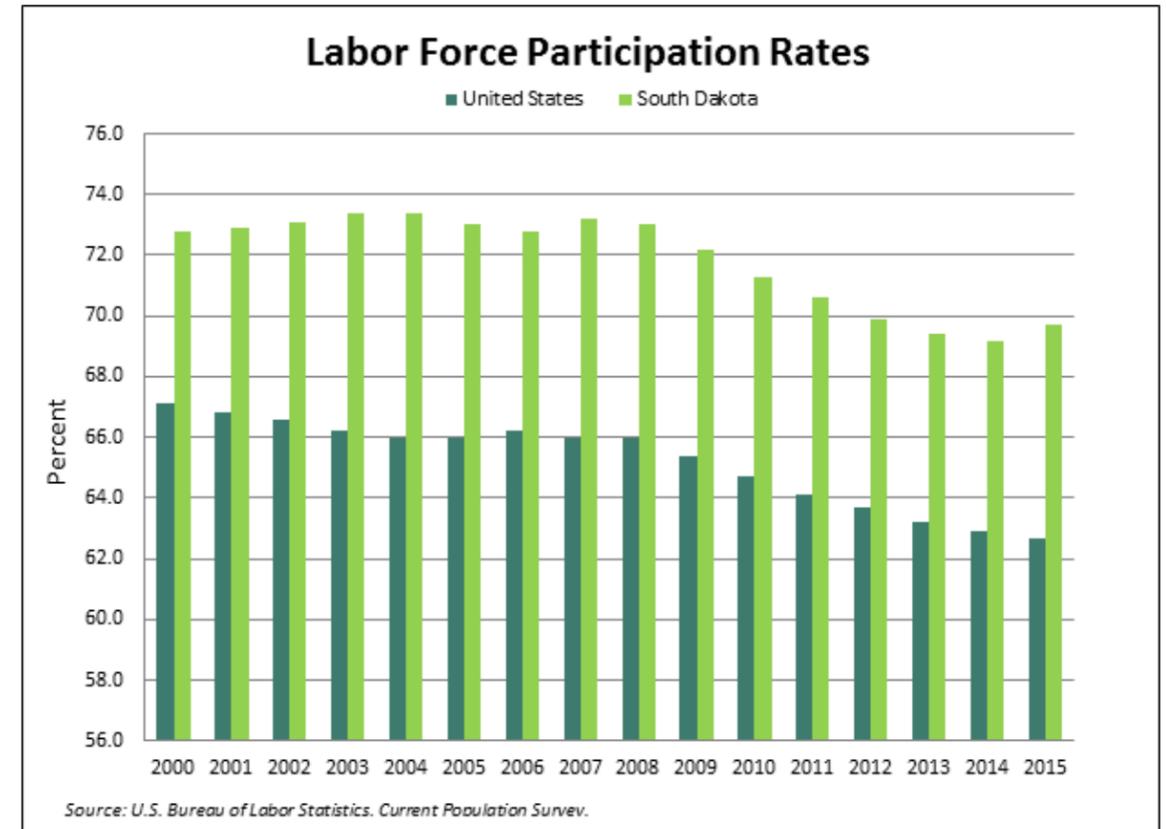
2015 South Dakota Employed Persons by Class of Worker

Class of Worker	Number of Workers
Agricultural Workers	29,600
Nonagricultural Wage & Salary Workers	383,500
Nonagricultural Self-employed & Unpaid Family Workers	25,500
Total Employed	438,600

Source: 2015 Current Population Survey; US Bureau of Labor Statistics

LABOR FORCE

The most recent annual Current Population Survey (CPS) figures show South Dakota's labor force participation rate was 69.7 percent in 2015. In other words, nearly 70 percent of all (non-institutionalized) residents age 16 years and older were in the labor force, either working or looking for work. This compares to a 2015 national average of 62.7 percent. Historically, South Dakota consistently had higher rates of labor force participation compared to the nation.



South Dakota's participation rate of 69.7 percent was tied with Iowa for the fourth-highest rate of all states and the District of Columbia. North Dakota had the highest rate at 70.9 percent, followed by Minnesota at 70.5 percent and the District of Columbia at 70.1 percent.

South Dakota youth are active in the labor force. In 2015, 50.2 percent of the state's youth (age 16 to 19 years) were in the labor force, compared to the national rate of 34.3 percent. Iowa had the highest rate at 56.3 percent, followed by Wisconsin at 51.4 percent and Minnesota and Utah at 50.4 percent. The lowest youth participation rate (19.7 percent) was in the District of Columbia. South Dakota ranked second in the percentage of residents 65 years and older (24.9 percent) which is much higher than the national average of 18.9 percent.

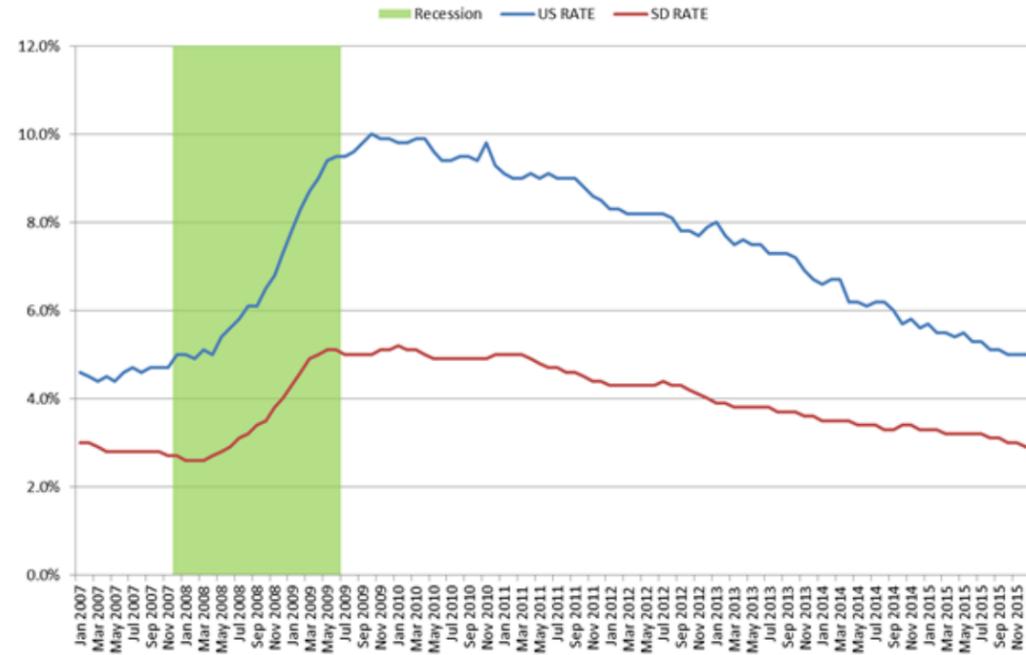
2015 Annual Average Labor Force Participation Rates

	Total	16-19	20-24	25-34	35-44	45-54	55-64	65+
United States	62.7	34.3	70.7	81	82.1	79.5	63.9	18.9
South Dakota	69.7	50.2	80.3	87.3	89.6	85.8	75.8	24.9

SEASONALLY ADJUSTED LABOR FORCE

South Dakota's seasonally adjusted labor force has been steadily increasing since 2011, indicating more people are entering the labor force. The increase in the labor force is typically related to several variables, including new entrants, reentrants or people relocating to South Dakota. The 2015 annual average unemployment rate was 3.1 percent in South Dakota, compared to the national rate of 5.3 percent.

**Seasonally Adjusted Unemployment Rates
U.S. and South Dakota
January 2007 to December 2015**



Source: U.S. Bureau of Labor Statistics.

EMPLOYMENT BY EDUCATIONAL ATTAINMENT LEVEL

The table below shows the unemployment rate by level of educational attainment. The highest unemployment rates in South Dakota correlate with residents who have an educational attainment level of 'less than a high school diploma'.

**South Dakota Employment Status of the Civilian Population
25 Years and Over by Educational Attainment
(Numbers in thousands)**

Educational Attainment Level	Civilian Population*	Civilian Labor Force		Employment		Unemployment	
		Total	Rate	Total	Rate	Total	Rate
Less than a High school diploma	43	19	44.2	17.7	41.2	1.3	6.8
High school graduates, no college ¹	166	106.3	64	103.2	62.2	3.1	2.9
Some college or associate degree	184.4	135	73.2	132.8	72	2.2	1.6
Bachelor's degree and higher ²	163.9	128.5	78.4	127.5	77.8	1	0.8

¹ Includes persons with a high school diploma or equivalent

² Includes person with bachelor's, master's, professional and doctoral degrees

*Non-institutionalized population.

Note: Subject to high rates of variability; July 2015 - June 2016 reference period.

Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

Research has consistently shown that unemployment rates are significantly lower for those with higher levels of education. The higher levels of educational attainment also correlate with higher earnings levels.

NONFARM WORKERS

The most current over-the-year trends for South Dakota total show nonfarm employment increased by 4,400 workers (or 1.0 percent) from 2014 to 2015. Most sectors showed positive gains over the year. Nationally, the nonfarm employment percentage gain over the year was 2.0 percent (2.9 million workers).

The South Dakota nonfarm worker level was 428,100 in 2015, reflecting an increase of 4,400 workers (1.0%). Private industries gained 4,400 workers (1.3 percent) over the year. Goods producing industries (which include mining, logging and construction plus manufacturing) in South Dakota had a gain of 1,100 workers (1.7 percent) during 2015. Service providing industries (which include all other sectors except government) had a gain of 3,300 workers (0.9 percent).

South Dakota Statewide Nonfarm Wage & Salaried Workers by Industry

Industry	2014 Annual Average	2015 Annual Average	Net Change	Percent Change
Total Nonfarm	423,700	428,100	4,400	1.00%
Total Private	345,900	350,300	4,400	1.30%
Goods Producing	64,500	65,600	1,100	1.70%
Service Providing	359,200	362,500	3,300	0.90%
Mining, Logging & Construction	22,200	23,100	900	4.10%
Manufacturing	42,300	42,500	200	0.50%
Wholesale Trade	20,800	21,200	400	1.90%
Retail Trade	51,900	52,900	1,000	1.90%
Transportation, Warehousing & Utilities	13,100	13,500	400	3.10%
Information	6,000	5,900	-100	-1.70%
Financial Activities	29,700	29,600	-100	-0.30%
Professional & Business Services	30,300	30,600	300	1.00%
Educational & Health Services	68,300	69,100	800	1.20%
Leisure & Hospitality	45,400	46,000	600	1.30%
Other Services (except Public Administration)	15,800	15,900	100	0.60%
Government	77,800	77,800	0	0.00%

Note: Numbers may not add due to rounding.

Source: Labor Market Information Center, SD Department of Labor and Regulation

RAPID CITY METROPOLITAN STATISTICAL AREA (RCMSA) NONFARM WORKERS

The Rapid City MSA's total nonfarm worker level increased 300 (0.5 percent) from 2014 to 2015. Most sectors had a gain or were unchanged. The highest gains were found in retail trade (200 workers or 2.1 percent), education and health services (100 workers or 9.2 percent) and transportation, warehousing and utilities (100 workers or 5.6 percent). The sectors that were unchanged were information (900 workers), other services (3,000 workers) and government (10,900 workers).

Rapid City MSA Nonfarm Wage & Salaried Workers by Industry

Industry	2014 Annual Average	2015 Annual Average	Absolute Change	Percent Change
Total Nonfarm	66,000	66,300	300	0.50%
Total Private	55,100	55,400	300	0.50%
Goods Producing	7,600	7,700	100	1.30%
Service Providing	58,400	58,600	200	0.30%
Mining, Logging & Construction	4,700	4,800	100	2.10%
Manufacturing	3,000	2,900	-100	-3.40%
Wholesale Trade	2,300	2,400	100	4.20%
Retail Trade	9,400	9,600	200	2.10%
Transportation, Warehousing & Utilities	1,700	1,800	100	5.60%
Information	900	900	0	0.00%
Financial Activities	4,200	4,000	-200	-5.00%
Professional & Business Services	5,200	5,100	-100	-2.00%
Educational & Health Services	10,800	10,900	100	9.20%
Leisure & Hospitality	9,900	10,000	100	1.00%
Other Services (except Public Administration)	3,000	3,000	0	0.00%
Government	10,900	10,900	0	0.00%

Note: Numbers may not add due to rounding.

The Rapid City MSA includes Meade, Custer, and Pennington counties.

Source: Labor Market Information Center, SD Department of Labor and Regulation

SIoux FALLS METROPOLITAN STATISTICAL AREA (SFMSA) NONFARM WORKERS

The Sioux Falls MSA total nonfarm worker level increased by 3,100 workers (2.1 percent) from 2014 to 2015. Most industry sectors added workers or remained stable. The highest gains were found in educational and health services (800 workers or 2.6 percent). The information, manufacturing and financial activities sectors were unchanged over-the-year.

Sioux Falls MSA Nonfarm Wage & Salaried Workers by Industry

Industry	2014 Annual Average	2015 Annual Average	Absolute Change	Percent Change
Total Nonfarm	147,200	150,300	3,100	2.10%
Total Private	133,900	136,700	2,800	2.00%
Goods Producing	21,100	21,500	400	1.90%
Service Providing	126,100	128,700	2,600	2.00%
Mining, Logging & Construction	7,500	8,000	500	6.30%
Manufacturing	13,600	13,600	0	0.00%
Wholesale Trade	8,000	8,100	100	1.20%
Retail Trade	18,100	18,400	300	1.60%
Transportation, Warehousing & Utilities	5,400	5,600	200	3.60%
Information	2,700	2,700	0	0.00%
Financial Activities	16,100	16,100	0	0.00%
Professional & Business Services	14,000	14,400	400	2.80%
Educational & Health Services	29,600	30,400	800	2.60%
Leisure & Hospitality	14,200	14,600	400	2.70%
Other Services (except Public Administration)	4,800	4,900	100	2.00%
Government	13,300	13,500	200	1.50%

Note: Numbers may not add due to rounding.

The Sioux Falls MSA includes Lincoln, Minnehaha, and McCook & Turner counties.

Source: Labor Market Information Center, SD Department of Labor and Regulation

BALANCE OF STATE NONFARM WORKERS

The balance of state area represents the more rural counties, excluding counties not defined as part of an MSA (Pennington, Meade, Custer, Lincoln, Minnehaha, McCook and Turner).

Total nonfarm employment in this area increased by 1,000 workers (0.5 percent). Gains were included in retail trade (500 workers or 2.0 percent), manufacturing (300 workers or 1.2 percent), and wholesale trade (200 workers or 1.9 percent). Losses occurred in government (200 workers or 0.4 percent), educational and health services (100 workers or 0.4 percent), information (100 workers or 4.3 percent) sectors. Sectors that were unchanged included professional and business services (11,100 workers), and other services (8,000 workers).

Balance of State Nonfarm Wage & Salaried Workers by Industry

Industry	2014 Annual Average	2015 Annual Average	Absolute Change	Percent Change
Total Nonfarm	210,500	211,500	1,000	0.50%
Total Private	156,900	158,200	1,300	0.80%
Goods Producing	35,800	36,400	600	1.60%
Service Providing	174,700	175,200	500	0.30%
Mining, Logging & Construction	10,000	10,300	300	2.90%
Manufacturing	25,700	26,000	300	1.20%
Wholesale Trade	10,500	10,700	200	1.90%
Retail Trade	24,400	24,900	500	2.00%
Transportation, Warehousing & Utilities	6,000	6,100	100	1.60%
Information	2,400	2,300	-100	-4.30%
Financial Activities	9,400	9,500	100	1.10%
Professional & Business Services	11,100	11,100	0	0.00%
Educational & Health Services	27,900	27,800	-100	-0.40%
Leisure & Hospitality	21,300	21,400	100	0.50%
Other Services (except Public Administration)	8,000	8,000	0	0.00%
Government	53,600	53,400	-200	-0.40%

Note: Numbers may not add due to rounding.

Balance of State includes all counties of South Dakota except those included in the Metropolitan Statistical Areas (Pennington, Meade, Custer, Lincoln, Minnehaha, McCook and Turner counties).

Source: Labor Market Information Center, SD Department of Labor and Regulation

As nonfarm wage and salaried workers are counted by their place of work, workers employed at multiple establishments are counted more than once. As of 2015, South Dakota had the highest rate in the nation for multiple job holders at 9.1 percent. Many of the upper Plains States with high multiple jobholding rates also have high shares of agricultural and part-time employment. In addition, multiple job holding generally seems to be highest in States that have low average commuting times.

South Dakota has a significant number of self-employed and unpaid family workers because of its large number of farmers and ranchers who work in the state, thus our state typically has a higher multiple jobholder rate than the national average rate of 4.9 percent in 2015.

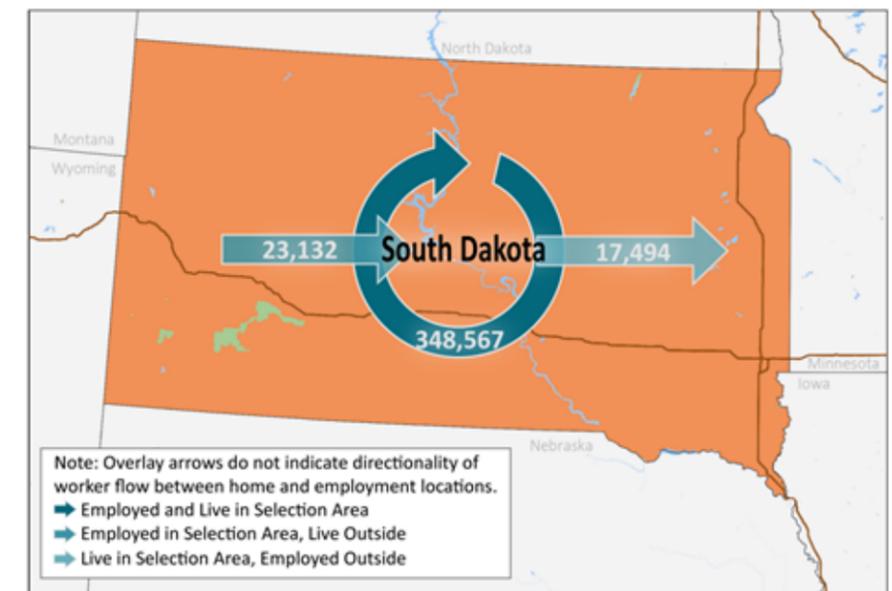
SOUTH DAKOTA WORKER COMMUTING

As the labor force data measures the levels of employed and unemployed, it is important to note the South Dakota labor force data includes residents who are employed and working in other states. The U.S. Census Bureau's OnTheMap application provides information regarding where South Dakota workers are employed. The map and table reference 2014 annual data (most current available) to reflect the commuting patterns of workers. Almost 94 percent of those who work in South Dakota live in South Dakota.

The inflow and outflow of South Dakota workers can be measured using the U.S. Census Bureau OnTheMap

online application. At the beginning of the second quarter 2014 (most current data available), 371,699 people were employed in South Dakota. Of this total, 348,567 (94 percent) lived and worked in the state while 23,132 (6 percent) worked in the state but lived outside its borders. During the same time frame, 366,061 workers lived in the state, but not all of them worked there. Five percent, or 17,494 workers, lived in South Dakota, but worked outside the state.

These figures count only primary jobs. Primary jobs are public and private sector jobs, one job per worker. A primary job is the highest paying job for an individual worker. Workers who have more than one job in the selected area are counted only once.



Primary Jobs: Public- and private-sector jobs, one job per worker. A primary job is the highest paying job for an individual worker.

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014)

Prepared by the Labor Market Information Center, South Dakota Department of Labor and Regulation, July 2016.

Home Destination Report

Home Destination Report
Home Location of Workers Employed in South Dakota

Job Counts by State
Second Quarter 2014

States	Count	Share
South Dakota	348,567	93.80%
Iowa	6,528	1.80%
Minnesota	6,492	1.70%
Nebraska	4,028	1.10%
North Dakota	1,293	0.30%
Wyoming	1,206	0.30%
Colorado	366	0.10%
California	328	0.10%
Texas	288	0.10%
Illinois	251	0.10%
All Other Locations	2,352	0.60%
Total Primary Jobs	371,699	100.00%

Note: Numbers may not add due to rounding.

*Work destination data for Wyoming not available for 2014. In previous years it has been one of the top 10 work destination states. **Primary Jobs:** Public- and private-sector jobs, one job per worker. A primary job is the highest paying job for an individual worker.

Source: U.S. Census Bureau, OnTheMap Application and LEHD Origin-Destination Employment Statistics (Beginning of Quarter Employment, 2nd Quarter of 2002-2014); data generated 7/26/2016. Prepared by the Labor Market Information Center, South Dakota Department of Labor and Regulation, July 2016.

Work Destination Report

Work Destination Report
Work Location of Workers Living in South Dakota

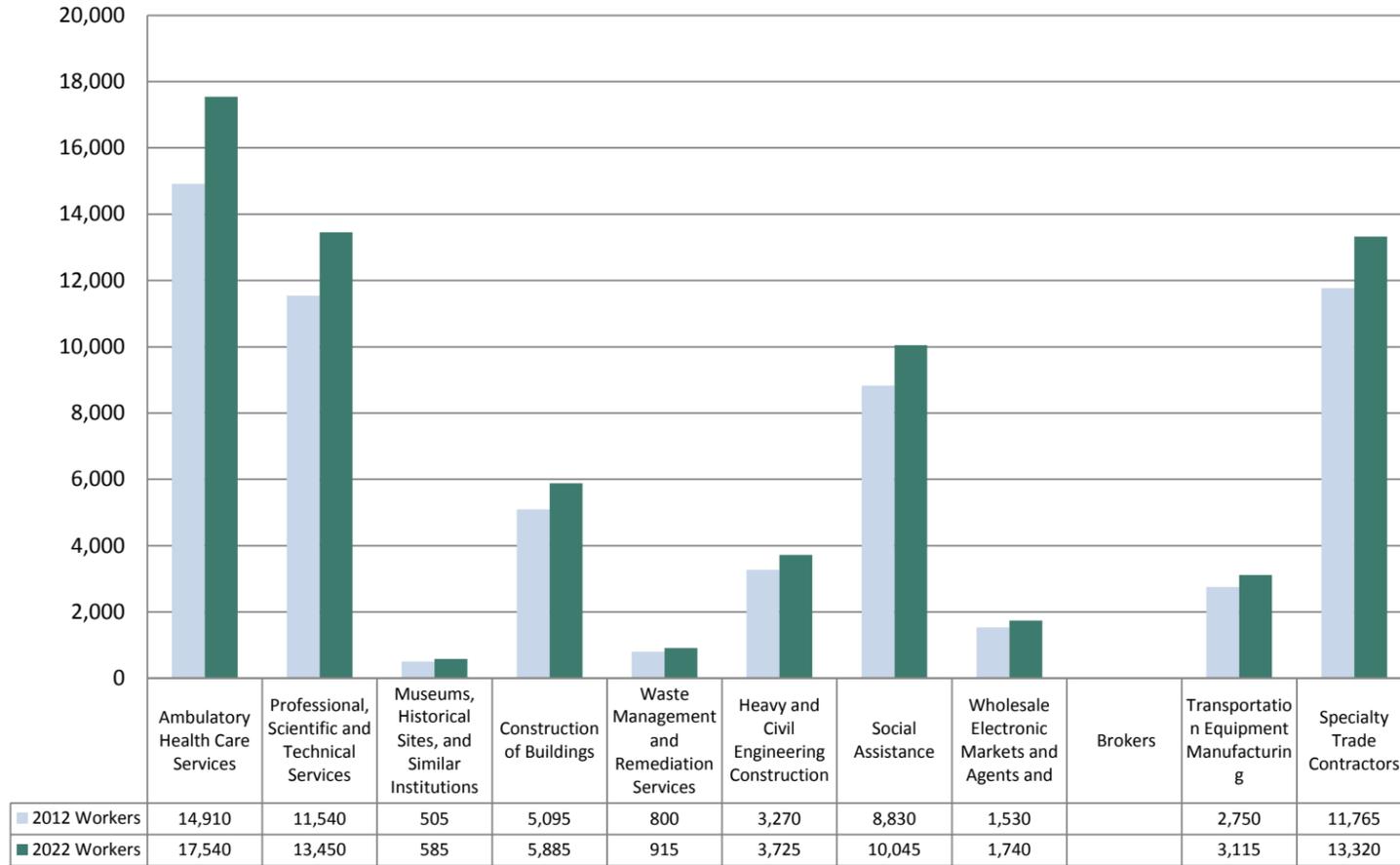
Job Counts by State
Second Quarter 2014

States*	Count	Share
South Dakota	348,567	95.20%
Iowa	5,008	1.40%
North Dakota	4,153	1.10%
Minnesota	3,588	1.00%
Nebraska	2,638	0.70%
Colorado	373	0.10%
California	159	0.00%
Kansas	136	0.00%
Texas	132	0.00%
Montana	124	0.00%
All Other Locations	1,183	0.30%
Total Primary Jobs	366,061	100.00%

PROJECTED GROWTH AND DECLINE OF SOUTH DAKOTA'S INDUSTRIES

Based on the three-digit North American Industrial Classification System (NAICS) codes, the industry projected to be the fastest growing will be ambulatory healthcare care services, which will require the largest number of workers from 2012 through 2022, with an expected need of an additional 2,630 workers.

South Dakota Projected Fastest Growing Industries



Notes: Data is preliminary and subject to revision. Number of jobs data for 2012 and 2022 rounded to nearest five. Data for industries with 2012 employment less than 200 not included.

Source: Labor Market Information Center, SD Department of Labor and Regulation, September 2015.

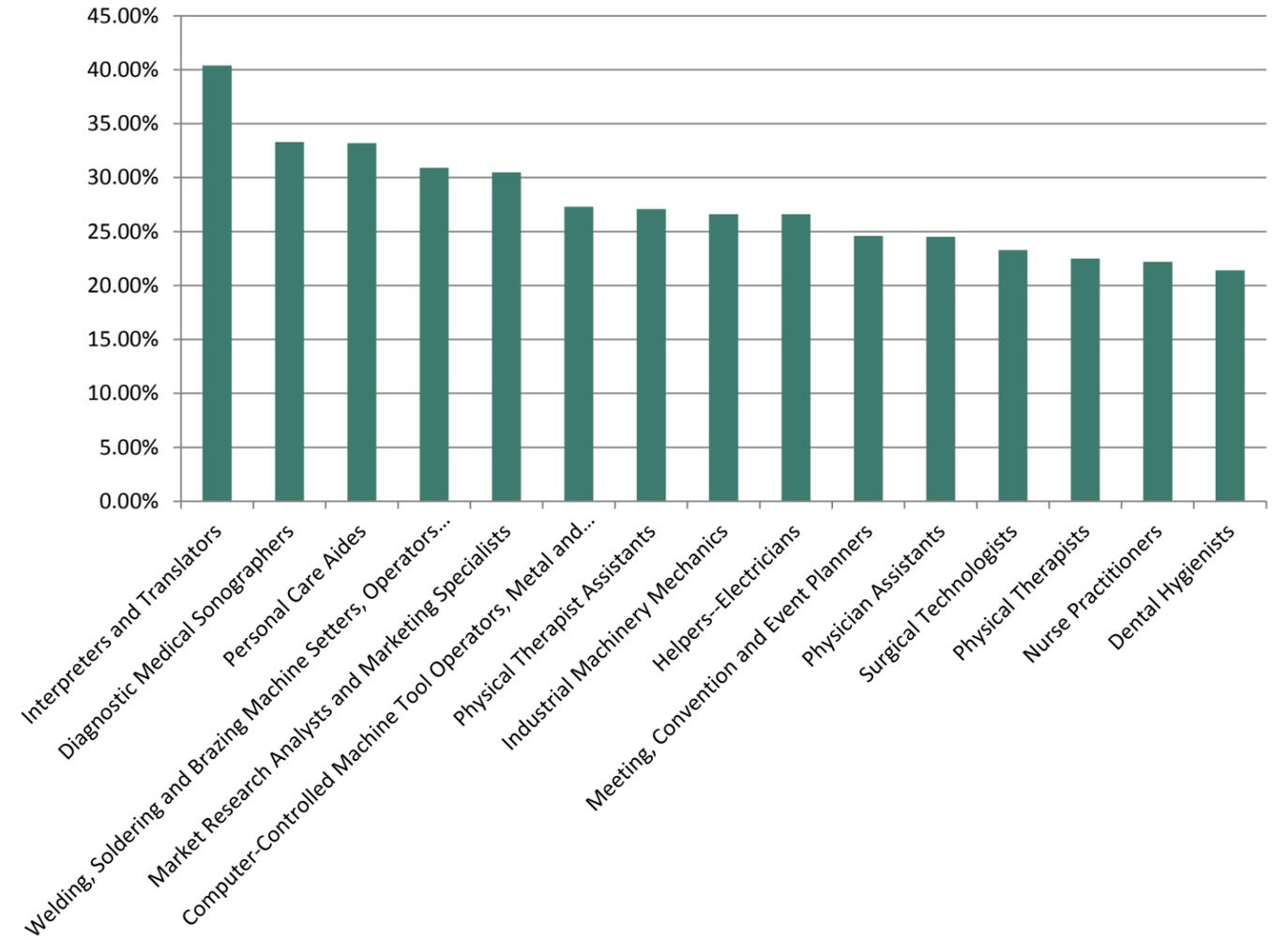
Other industries expected to experience a high rate of worker growth include professional, scientific and technical services, specialty trade contractors, social assistance, and the construction of buildings industry. There are only a few industries which are expected to have a declining rate of workers, including air transportation, broadcasting (except internet) and the textile product mills industry.

PROJECTED IN DEMAND OCCUPATIONS

Industry trends have a large impact on the future demand for workers in both the agricultural and nonagricultural industries. The short-term occupational projections for 2013-2015 indicate the majority of job growth will be within food preparation and serving, life, physical, and social science, healthcare practitioners, and education and training occupational groups.

The long-term demand for workers is captured through 2012-2022 occupational projections, including an estimate of the demand for new workers needed to fill jobs due growth or replacement of workers exiting the workforce.

South Dakota Projected Fastest Growing Occupations
Percent Growth



Notes: Data is preliminary and subject to revision. Worker data for 2012 and 2022 rounded to nearest five. Data for industries with 2012 employment less than 200 not included.

Source: Labor Market Information Center, SD Department of Labor and Regulation, September 2015.

WORKFORCE SKILLS FOR CURRENT AND FUTURE EMPLOYMENT NEEDS

There are 34 occupations expected to need more than 100 workers each year, on average, through 2022 based on occupational projections data. Of these occupations, the ones which require postsecondary education include:

- Registered Nurses
- Nursing Assistants
- Accountants and Auditors
- Elementary School Teachers, except Special Education
- Teacher Assistants
- General and Operations Managers
- Residential Advisors
- Secondary School Teachers, except Special and Career/Technical Education

Other projected critical occupations will include additional healthcare occupations, including licensed practical and vocational nurses and nursing assistants, both which will need approximately 75 workers per year. Other occupations, including middle school teachers and management analysts, will need more than 65 workers per year. Additional occupations needing more than 40 workers per year include computer, teaching, engineering and social work skills.

The following table shows the projected occupational growth by the level of education typically needed for entry level positions. Occupations that require no postsecondary education are projected to be slower growing than those that require postsecondary education. The combined categories of less than high school and high school diploma or equivalent are expected to grow at 8.7 percent and need over 10,000 workers per year through the year 2022. Occupations requiring some postsecondary education (with no award) will be growing at 5.4 percent, generating about 800 jobs annually from 2012-2022. Occupations requiring a bachelor's degree are expected to have a growth of 11.7 percent, requiring over 1,700 workers per year. Even though many of the fastest-growing occupations require college degrees, the greatest demand for jobs will be for occupations that require basically no postsecondary education.

Comparison of the average annual occupational openings for both areas shows the South Dakota's labor market has a higher percentage of projected job openings centered within the 'less than high school' educational attainment level at 33.5 percent compared to the national rate of 31.5 percent. The rates for the 'high school diploma or equivalent' category are a bit higher for the nation.

South Dakota Occupational Employment Projections by Level of Educational Typically Needed for Entry

Level	2012 Workers	2022 Workers	Change	Percent Change	Average Annual Openings	Percent of Total
Less than high school	128,240	138,750	10,510	8.20%	5,059	34.50%
High school diploma or equivalent	182,710	199,130	16,420	9.00%	5,822	39.70%
Some postsecondary education, no degree	24,745	27,340	2,595	10.50%	789	5.40%
Associate's degree	23,720	27,025	3,305	13.90%	791	5.40%
Bachelor's degree	51,865	57,395	5,530	10.70%	1,722	11.70%
Master's degree	4,965	5,550	585	11.80%	175	1.20%
Doctoral or professional degree	8,955	10,250	1,295	14.50%	309	2.10%
Total	425,200	465,440	40,240	9.50%	14,665	100.00%

Data is preliminary and subject to revision.

Source: Labor Market Information Center, SD Department of Labor and Regulation, September 2015.

EMPLOYMENT BY EDUCATIONAL ATTAINMENT LEVEL

The table on the next page shows the unemployment rate by level of educational attainment. The highest unemployment rates in South Dakota correlate with residents who have an educational attainment level of 'less than a high school diploma'.

Research has consistently shown that unemployment rates are significantly lower for those with higher levels of education. The higher levels of educational attainment also correlate with higher earnings levels, as noted by the U.S. Bureau of Statistics (BLS).

South Dakota Employment Status of the Civilian Population 25 Years and Over by Educational Attainment (Numbers in thousands)

Educational Attainment Level	Civilian Population*	Civilian Labor Force		Employment		Unemployment	
		Total	Rate	Total	Rate	Total	Rate
Less than a High school diploma	44.4	16.9	38.1	15	33.7	1.9	11.4
High school graduates, no college ¹	172.6	113.9	66	110.2	63.8	3.7	3.3
Some college or associate degree	177.5	133.2	75	129.9	73.1	3.4	2.5
Bachelor's degree and higher ²	160.2	125.7	78.5	123.9	77.4	1.8	1.4

¹ Includes persons with a high school diploma or equivalent

² Includes person with bachelor's, master's, professional and doctoral degrees

*Non-institutionalized population.

Note: Subject to high rates of variability; July 2014-June 2015 reference period.

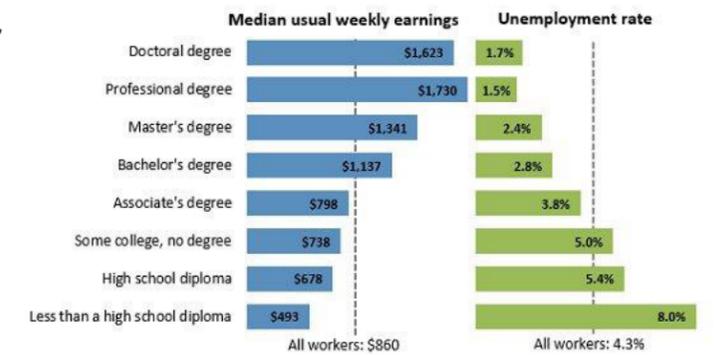
Source: Special tabulations of unpublished Current Population Survey (CPS), U.S. Census Bureau.

SKILLS AND EDUCATION GAPS OF SOUTH DAKOTA'S POPULATION

A review of educational attainment levels achieved over time shows a steady increase in the percent of persons age 25 years and older pursuing high school diplomas, as well as bachelor and advanced degrees. This is true for the United States as well as South Dakota, although the U.S. has a greater rate of persons attaining Bachelor's and advanced degrees. However, this variance between South Dakota and the nation seems to be a function of differing labor markets

Comparison of the average annual occupational openings for both areas shows the South Dakota's labor market has a higher percentage of projected job openings centered within the 'less than high school' educational attainment level at 33.5 percent compared to the national rate of 31.5 percent. The rates for the 'high school diploma or equivalent' category are a bit higher for the nation.

Earnings and unemployment rates by educational attainment, 2015



Note: Data are for persons age 25 and over. Earnings are for full-time wage and salary workers.
Source: U.S. Bureau of Labor Statistics, Current Population Survey

CHALLENGES OF WORKERS ATTAINING THE SKILLS NEEDED TO OBTAIN EMPLOYMENT

There are two great challenges with respect to preparing workers for future jobs and meeting the business demand for new workers. One is to provide trained, skilled workers for occupations that require postsecondary education. The second challenge is to ensure an adequate supply of workers available to fill jobs that require no postsecondary education, but tend to be entry-level, lower paying and have higher turnover.

There are certain factors that will determine whether or not an adequate number of workers are available for available jobs, especially for jobs requiring postsecondary education. Making sure there are enough workers prepared for these higher-skilled occupations jobs is important, since some of these jobs are critical to the state's economy.

To address this issue, there has to be enough students enrolled and graduating from postsecondary programs. Second, it is important graduates who have to be licensed or certified for their chosen occupations can pass the required licensing test or meet the certification requirements. Third, enough graduates have to remain in the state and take jobs related to their education.

As mentioned previously, occupations that require no postsecondary education are expected to grow by 8.7 percent, generating about 10,000 jobs per year through the year 2022. Jobs in these occupations tend to be lower paying and experience high turnover because workers think of these jobs as stepping stones to better paying jobs. Many of these jobs are taken by younger workers or workers who want part-time jobs.

Some occupations face problems with job turnover. Job turnover represents the labor flows into the labor market and also between businesses. The job turnover picture has two perspectives-job entries and job exits. Research data on South Dakota job turnover shows a fairly high level of job turnover in certain business sectors. Job turnover has both a seasonal pattern and a cyclical pattern. Exits rise during the fall and winter quarters as many businesses staff down for the winter and students return to their classes. Also, entries increase in the spring and early summer as seasonal businesses ramp up for their busy time of the year. As with other types of demand, job turnover tends to drop during business slow-downs because the opportunity for a better job has decreased.

Although some turnover is explained by the seasonal nature of some industry sectors in the state, other concerns are related to job mismatches. Therefore, it is important students and other career decision-makers have access to career information. Users can then research occupations they are interested in and have the aptitude for.

South Dakota’s workforce continues to grow at a steady pace. Workers come from many different sources, including workers moving to the state, residents previously unemployed, residents of other states commuting to South Dakota to work, and new entrants and reentrants to the workforce. The new entrants would include high school students, college students, recent graduates, etc. Workers returning to the workforce after absences because of long-term illness, family responsibilities, etc. would make up the reentrant category.

Based on occupational projections, the worker level is expected to continue to grow. However, the South Dakota population projections for the 2010-2035 time period released by the South Dakota State Data Center in the fall of 2012 shows continued worker growth could be a challenge. This data forecasts the South Dakota total population will reach 889,447 by the year 2020, reflecting an increase in the core workforce (age 16-64) of approximately 14,000 or a mere 2.7 percent.

Although most of the counties in South Dakota are expected to show population declines through 2020, the Rapid City (Custer, Meade and Pennington counties) and Sioux Falls (Lincoln, McCook, Minnehaha and Turner counties) Metropolitan Statistical Areas (MSAs) will be the fastest growing areas in the state, with Lincoln County leading with an expected growth rate of 38.7 percent.

For the 2015-2025 period for the 16-64 age group estimates, there is a projected net gain of 5,300 residents. With occupational projections data forecasting an estimated 14,000 jobs (new and/or replacement needs) per year for the 2012-2022 time period, our state will likely experience significant workforce challenges.

South Dakota Population Projections - Medium Series						
Age	2010	2015	2020	2025	2030	2035
0-4	59,621	57,567	60,089	60,941	61,413	62,656
5-10	55,531	60,094	58,068	60,533	61,386	61,846
11-14	53,960	56,098	60,651	58,650	61,067	61,925
15-19	57,628	54,556	56,625	61,169	59,196	61,570
16-19	46,102	43,645	45,300	48,935	47,357	49,256
20-24	57,596	58,030	54,948	56,947	61,468	59,533
25-29	55,570	57,993	58,423	55,332	57,268	61,771
30-34	49,859	55,883	58,336	58,765	55,672	57,548
35-39	45,766	50,101	56,111	58,593	59,024	55,935
40-44	47,346	45,997	50,260	56,250	58,759	59,194
45-49	57,519	47,587	46,109	50,294	56,253	58,785
50-54	59,399	57,326	47,491	45,904	49,988	55,879
55-59	54,231	58,790	56,783	47,102	45,429	49,393
60-64	43,573	52,854	57,344	55,432	46,037	44,314
65-69	31,944	41,677	50,577	54,920	53,134	44,182
70-74	25,683	29,666	38,624	46,897	50,971	49,357
75-79	21,724	22,873	26,368	34,250	41,616	45,283
80-84	18,004	18,084	18,985	21,837	28,282	34,401
85+	19,226	27,449	33,655	38,932	44,922	54,002
Total	814,180	852,624	889,447	922,748	951,885	977,574

Source: South Dakota State Data Center, South Dakota State University, in cooperation with the Labor Market Information Center, Department of Labor and Regulation.

Services for Businesses

Working together to resolve issues is the normal course of business in South Dakota. The partnerships we have developed and strengthened, and the leveraged resources among the stakeholders creates a common commitment to succeed. This is a model that works in our state.

Businesses know they can count on DLR to be available and responsive to their workforce needs. The wide array of services available under one agency reduces duplication of effort among various programs as UI, W-P, WIOA, VETS, TAA, TANF, SNAP, and LMI. The partnership with other state agencies, post-secondary education and local providers is an active collaboration that brings results for businesses.

DLR continues to partner with schools to bring the NCRC to students. Preparing young people for work is a major responsibility. Using the NCRC as a companion to their academic preparation, students are better situated to make well-informed decisions on employment and post-secondary education options. Businesses are seeking students to move into their entry positions and to grow with their company. The NCRC assists both students and employers in making their respective decisions.

DLR has been responsive to the needs of businesses. In addition to the co-location of employment programs, the labor exchange and WIOA occupational training, WIOA brings great value to the business community. The Governor’s top priority has been creating jobs and growing the economy. South Dakota WIOA has a successful history of using the WIOA programs to help business address their workforce development issues.

DLR provides services to individuals consistent with the Governor’s vision and U.S. DOL’s emphasis. As much as possible, services are coordinated across programs to lower the cost and increase the effectiveness. Businesses and job seekers receive quality services under this plan. Business services range from applicant screening, job description assistance for on-the-job training, and rapid response services. Job seeker services are only successful if they align with employer demand. Such individual services may include adult education, job training, post-

secondary education, registered apprenticeship, certificate, credential attainment, and supportive services.

The South Dakota State Plan is predicated on a strong connection with business. A dual purpose role requires the plan to meet the workforce development needs of businesses, while addressing the individual needs of the job seeker. Governor Dugaard’s top priority has been creating jobs and growing the economy. He has listened to businesses and taken action. This leadership has influenced the delivery of WIOA services.

Dakota Roots continues to be an effective tool in serving employers. This is designed to help businesses find qualified, skilled workers for hard to fill positions, and connect out-of-state job seekers with businesses. This program has grown immensely since its inception, and will continue to be a valuable resource for the business community.

Local office managers are directly involved with local businesses, community leaders, educators, and economic development authorities. Workforce development professionals are at the table when discussing the needs of employers. Direct access to the community makes it easy to promote and implement services in collaboration.

WIOA Costs

After the funds for administration and statewide activities were reserved, all available funds were distributed to the local area. As a single area state we provide participant services through the DLR network of local offices.

During the program year we provided more staff intensive services with staff time and administrative overhead as the only cost. DLR has placed an emphasis on the value of core and intensive services for eligible individuals. This was not at a disregard to the value of training, but rather to a well-developed plan of service for the individual participant.

Data from ETA WIOA Annual Report (Tables M and N) demonstrates the numbers served and cost factors. In program year 2015, 11,215 individuals utilized WIOA services to some level. Funds dedicated to serving adults and dislocated workers through DLR services as well as youth direct service totaled \$3,887,332. This indicates an average cost per individual receiving any level of service was \$347. Historically, South Dakota has a respectably low cost per participant.

We recognize the effectiveness of WIOA programs is much greater than what can be measured by performance data and cost per participant alone. Individuals and the state both benefit from unsubsidized employment, increase in earnings, reductions in the public assistance, and increased local, state, and federal tax revenues. As our WIOA program participants experience success, we have helped our citizens with their career goals and helped strengthen our economy. WIOA is a program with a significant positive return on the investment.

Statewide Activities

Statewide funds provided the required activities including rapid response activities, operation of the fiscal and management accountability information system, providing technical assistance to local areas, and conducting monitoring and oversight activities.

Statewide funds were used to continue serving incarcerated individuals preparing for release from the state's correction system. A significant barrier to employment for many inmates is the lack of a high school diploma. Again, in partnership with WIOA Title II Adult Education and Literacy program and corrections, the project was able to assist inmates in earning their GED® certificate.

The use of these set-aside funds was also directed to help administer the National Career Readiness Certificate (described on pages 16 to 18). Funds were used to help individuals prepare for and take the assessment. This provides a valuable tool demonstrating the holder of the certificate has the work-readiness skills for the occupation. It shows the employer the job seeker or trainee is ready to go to work for the job at hand.

Minimal funding was used to provide the basic skills assessment, Tests of Adult Basic Education (TABE), for youth to determine whether or not they are basic skills deficient.

A small amount of funds were utilized to provide website enhancements regarding the services provided by our local offices.

Augie Access is a post-secondary education pilot program for young adults with intellectual and developmental disabilities.

The project is located at Augustana University and provides young adults with intellectual and developmental disabilities the opportunity to participate in post-secondary educational experiences, thereby improving employment. Augustana will create appropriate supports for students in classroom settings; assist students in locating appropriate residential options; develop peer support networks (peer navigators); produce on/off-campus work opportunities and internships including job coaching services; and Collaborate with Vocational Rehabilitation Services, the Department of Labor and Regulation, the Department of Education, and the Division of Developmental Disabilities.

Funds were also used in disseminating workforce and labor market information to individuals that may be living out of state. Local office staff were able to provide services to individuals wanting to return or move to South Dakota. This strategy was designed to assist in meeting the needs of businesses in the state.

Evaluation Activities

The DLR strives to establish and implement methods of continued improvement in the efficiency and effectiveness of the statewide workforce system. The intent is to improve employability for job seekers and competitiveness for employers.

We have relied on DLR professional staff to review and conduct analysis of the services, performance and cost data, and to make appropriate recommendations. To ensure the integrity of the employment and training programs, DLR conducts desk reviews and on-site monitors. These reviews are not simply compliance reviews but identify the need for technical assistance and recognize promising practices. Information gathered from these local evaluations is considered by state staff and reported to the WIOA administrator and Secretary Hultman.

DLR staff has utilized resources from the USDOL, such as Workforce 3 One, to follow the community of practice from other states. This shows how other states may have been successful in improving their systems. When possible, we adapt these methods in South Dakota. Combining this research with our local monitors and with an analysis of performance and progress reports, we have been able to implement appropriate technical assistance and professional development activities.

DLR continued to work closely with the USDOL staff to consider how services were provided, and what we could do to improve. This collaboration provided an opportunity to develop and improve processes. This technical assistance resulted in an examination of our policies and procedures, development of staff training sessions, and continued development of a guide to the delivery of effective employment and training services.

Going forward, DLR will continue evaluations doing on-site visits, desk audits, and formal monitors to determine best practices and need for technical assistance. We will continue to rely on the USDOL regional office for advice and expertise to provide suggestions for improvements. Available funding will determine the extent of additional evaluations conducted. We will utilize the analysis of participant data on services and outcomes, customer satisfaction surveys, and information gleaned from the Workforce Data Quality Initiative (WDQI) grant received by the DLR Labor Market Information Center. This includes a longitudinal study of WIOA participants. The reach of the WDQI project includes all DLR employment and training programs, and state

agency programs including the Departments of Education, Social Services, Human Services, Board of Regents, and the Governor’s Office of Economic Development.

DLR began to utilize a methodology to review each local office. The measures include: Participant Caseload, WIOA Services Provided, WIOA Allocated Full-Time Equivalency’s (FTE’s), WIOA Allocated Dollars, Services Per Participant, Utilized FTE’s, Utilized Allocated Dollars, Participant Caseload Per FTE, Services Per FTE, and Cost Per Participant. This methodology will be reviewed and utilized in future decisions for local office allocations for funding and FTEs.

DLR expects the evaluations during program year 2015 to help identify the effectiveness of the WIOA services, and shed light on the eventual long-term outcomes for our participants and the role played by the use of WIOA services. The evaluations will capture information on attainment of recognized credentials, earnings, employment, and retention in employment. This information will be utilized by DLR for improvement of services for a better return on investment.

Customer Satisfaction WIOA

DLR has worked to build an effective customer satisfaction process, train staff on how to survey participants and create the method for evaluating the results. The process obtains a list of contacts through a computer generated program using data from the WIASRD reports in SDWORKS. The contact lists are provided to the respective local office to contact the individual to conduct the survey.

With the flexibility provided by USDOL TEGL 6-13, South Dakota has established guidance for local staff on the collection of data. Staff make at least three telephone attempts to contact the participant. If telephone contacts are not successful, staff may use email for two additional contacts. If we are unable to make contact the attempt is recorded as a “no contact.”

Results for program year 2015 show the participant survey had a response rate of 48.5 percent, with 34 completions and an aggregate index score of 87.6.

Three questions are asked of the participant, and responses are entered in a data base. The process captures anecdotal comments if provided. Reports with index scores are given to local office managers and state administrative staff for evaluation and consideration. The information is analyzed to identify best practices and areas for technical assistance. This allows DLR to build better services and conduct local staff training based on the needs identified. Local office staff use the information to better connect with participants.

WIA PARTICIPANT TELEPHONE SURVEY

Exit Date _____
 Participant SS # _____ Participant Name _____

- Completed Unable to Contact Refused to Answer
 Other (explain) _____

DLR Office: _____

May I speak with _____(name of participant)?

Hello. My name is _____. I am with the _____ SDDLRL office.

I am calling to ask for your assistance in helping us evaluate our programs and services. Our records show that you recently received services and I would like to ask you about the quality of the services. This will only take a couple of minutes, and your response will be confidential.

QUESTION ONE

Using a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied” what is your overall satisfaction with the services at the Department of Labor and Regulation.

Very Dissatisfied											Very Satisfied	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION TWO

Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls Short of Your Expectations” and “10” means “Exceeds Your Expectations.”

Falls Short of Expectations											Exceeds Expectations	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

QUESTION THREE

Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? “1” now means “Not Very Close” and “10” means “Very Close to the Ideal.”

Not Very Close to Ideal											Very Close to Ideal	Don't Know	Refused to Answer
1	2	3	4	5	6	7	8	9	10	11	12		

Participant Telephone Survey

QUESTION FOUR

Do you have comments about the staff, services, or information received? Do you have suggestions for improvement?

Notes to surveyor:

Past Surveyors have suggested reviewing the file prior to calling the participant; possible items to check:

- Notes: Indicate the last service or attempts with no success (left 3 voice mails, visited with boyfriend and encouraged them to have participant call me, etc.)
- Services Provided tab: was there consistent and timely contact with the WIA rep, did they see different reps, was there lots of self service and no contact with LO, etc.

ASSESSMENTS

Career InSite - Online career exploration tool that helps job seekers and career planners find occupations of interest.

Key Train - An interactive training system for career readiness skills.

Mavis Beacon – Computer software to guide one to better typing skills.

National Career Readiness Certificate - A national standard in certifying workplace skills.

Reality Check – Allows one to explore whether or not an occupation matches their lifestyle.

Teknimedia – Teaches essential computer and Internet skills at a pace that is set by the user.

Test of Adult Basic Education - Assesses the skills and knowledge of adult learners in reading, mathematics and language; this assessment instrument can provide diagnostics, inform instruction, and document educational gain.

WorkKeys - An assessment system measuring common skills in the workplace.

ACRONYMS

AEL – Adult Education & Literacy

BIT – Bureau of Information & Technology

DLR – Department of Labor and Regulation

DRVS – Data Reporting and Validation System

DVAE – Disabled Veterans Average Earnings

DVEER – Disabled Veterans Entered Employment Rate

DVERR – Disabled Veterans Employment Retention Rate

ETA – Employment and Training Administration

GED – General Educational Development

ISPI – Intensive Services Provided to Individuals

JSAP – Job Search Assistance Program

NCRC – National Career Readiness Certificate

NEG – National Emergency Grant

OJT – On-the-Job Training

SNAP – Supplemental Nutrition Assistance Program

SPR – Social Policy Research

TAA – Trade Adjustment Assistance

TABE – Test of Adult Basic Education

UI – Unemployment Insurance

VAE – Veterans Average Earnings

VEER – Veterans Entered Employment Rate

VERR – Veterans Employment Retention Rate

WARN – Worker Adjustment and Retraining Notification

WDC – Workforce Development Council