

# South Dakota One-Stop Operator

PY18-PY21 Contract Review

## *Develop a business outreach plan to engage businesses in each community*

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- PY21 Action plans – include SWOT analysis
- Business Services and Engagement Team (BEST): Members from each office to serve on rotation
- Two LVER + 1 consolidated position
- **Challenge:** multiple programs and customers, thus typically go to the need so business engagement takes a back seat.

## *Increase remote access opportunities for rural areas*

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- Purchase of headsets and webcams for all staff
- Statewide MS Teams training through HR (November 2020)
- Virtual Job Service (Est. December 2020)
  - Enrollment Team
  - Job Search Workshops
  - Youth Summer Passport (Launching June 2022)
  - More in development

## *Improve direct linkage to partner programs*

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Direct linkage established with the following One-Stop programs not under DLR Job Service:

- Senior Community Service Employment Program (SCSEP) through NICOA
- Department of Social Services (DSS) – TANF and SNAP E&T
- Reemployment Assistance Division to Re-Employment Services (RES)
- Volunteers of America – Dakotas
- Department of Corrections (DOC) – *in development*

Initial discussions with Adult Education and Literacy (AEL) Title II at a local level (not statewide).

## *Develop additional trainings for staff and a plan for continuation*

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### **Trainings:**

- 2021 Calendar Year: 47 statewide trainings (virtual and in-person) + All-staff Conference
- Business Engagement through U.S. DOL Maher and Maher

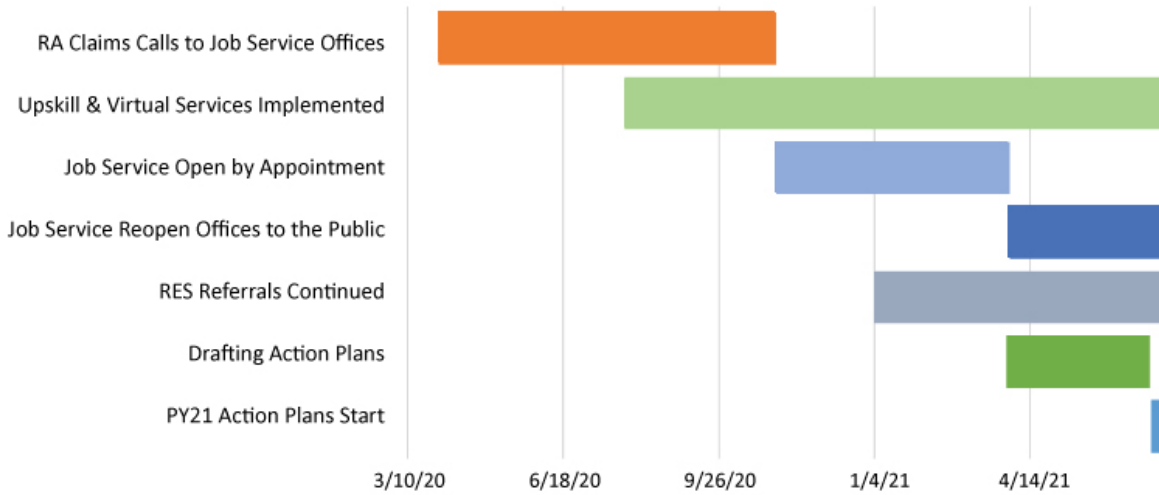
### **Cross-Functional Teams for Hands-on Training:**

- The Enrollment Team within the Virtual Job Service
- BEST

### **Resources:**

- SharePoint: Training library continues to grow and will be migrated to agency Learning Management System (LMS)
- Onboarding checklist

# PY20 Timeline of Job Service Activity

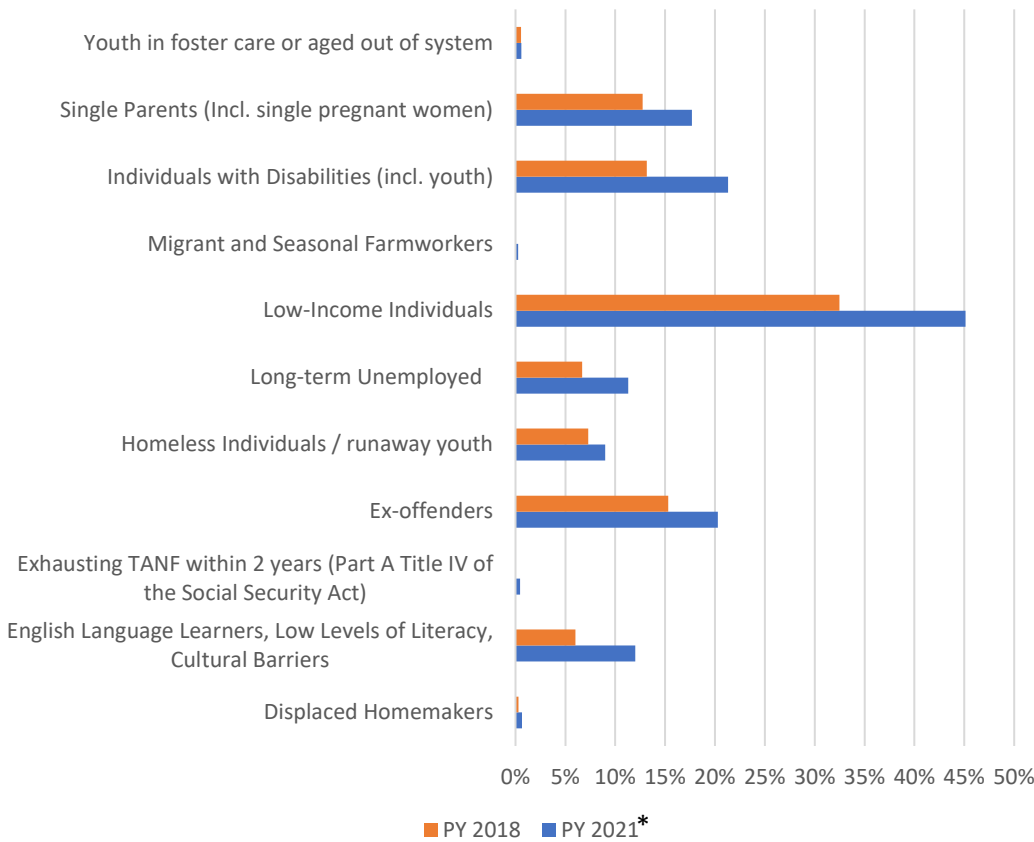


## Comparing PY18 and PY 21 Data

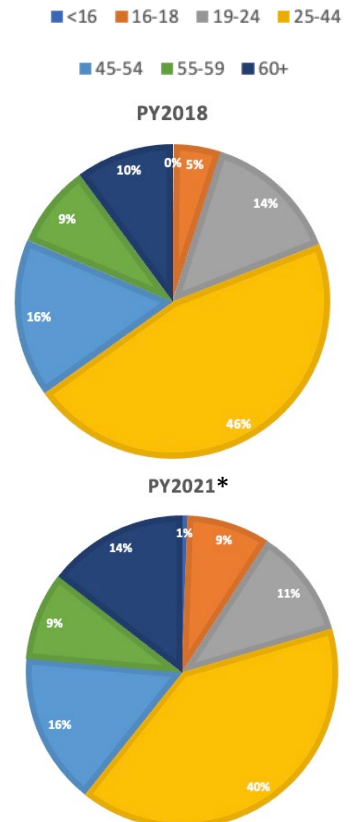
**Total Wagner-Peyser Participants**

Program Year (PY) 2018	Program Year (PY) 2021*
10,923	7,299

### Wagner-Peyser Participants by Employment Barriers



### Wagner-Peyser Participant Distribution by Age



\* Due to federal reporting year being July 1 - June 30, Program Year 2021 only includes Quarter 1 - 3 (July 1 2021 - March 30 2022) data.

### *Title I Program Participants*

