Develop a business outreach plan to engage businesses in each community

- 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

- 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

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

**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
**Comparing PY18 and PY 21 Data**

<table>
<thead>
<tr>
<th>Total Wagner-Peyser Participants</th>
<th>Program Year (PY) 2018</th>
<th>Program Year (PY) 2021*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10,923</td>
<td>7,299</td>
</tr>
</tbody>
</table>

**Wagner-Peyser Participants by Employment Barriers**

- Youth in foster care or aged out of system
- Single Parents (incl. single pregnant women)
- Individuals with Disabilities (incl. youth)
- Migrant and Seasonal Farmworkers
- Low-Income Individuals
- Long-term Unemployed
- Homeless Individuals / runaway youth
- Ex-offenders
- Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)
- English Language Learners, Low Levels of Literacy, Cultural Barriers
- Displaced Homemakers

**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.*