SOUTH DAKOTA
DEPT. OF LABOR
& REGULATION

WORKFORCE INNOVATION AND OPPORTUNITY ACT

Program Year 2021
Annual Narrative Report

Federal Guidance: TEGL 5-18

PROGRAM YEAR 2021 IN REVIEW

Throughout Program Year 2021 (PY21), South Dakota has seen strong workforce engagement paired with a low unemployment rate forcing employers to seek creative ways to recruit, train and retain a workforce. To better understand businesses' needs and increase their awareness of DLR's workforce services, DLR increased our engagement with businesses through our Business Engagement and Services Team. This team is comprised of representatives throughout the state, including Local Veterans' Employment Representatives. They meet frequently to learn more about businesses' needs and the workforce services available.

Businesses' interest in Registered Apprenticeships remains strong for our large, rural state to recruit, train and retain their workforce. In PY21, DLR received a modification of an Apprenticeship State Expansion grant allowing DLR to establish contracts for the development of fourteen additional Registered Apprenticeship programs. In addition, assistance was provided to develop a Registered Apprenticeship pathway between a technical college and a student industry association. As a result, three programs were developed for Certified Nursing Assistant, Licensed Practical Nurse and Registered Nurse. DLR established an agreement to develop an Educator Playbook and Student Learnbook with the goal to increase awareness of registered apprenticeships as a post-secondary option for educators and parents of students in the K-12 school system.

Businesses continue to be interested in connecting with youth. As a result, in partnership with the South Dakota Department of Education, DLR launched a Future Workforce Finder web tool allowing interested businesses to highlight their offerings and school personnel to connect students to these opportunities. In addition, DLR increased work-based learning opportunities for youth by hosting a Youth Summer Passport series. This opportunity allowed youth to discover careers in their community, engage with employers through presentations, industry tours, and job shadows, and acquaint themselves with post-secondary education providers across the state. In addition to these hands-on learning options, virtual workshops covered topics such as maintaining professional online identities, interviewing skills, person-centered thinking, communication in the workplace and preparing for post-secondary education.

DLR continues to prioritize partnership development to increase program awareness, usage and opportunities for our customer's success. Two partnerships that flourished in PY21 include a partnership between the WIOA Title I Adult and Youth programs with the WIOA Title II Adult Education and Literacy program and the WIOA Title I Adult program with the South Dakota Department of Corrections (DOC).

The partnership between WIOA Titles I and II is called Participants Reaching Employment Potential (PREP). This service delivery model is available to WIOA Title I participants eligible for financial assistance who are seeking their General Educational Development (GED®). It pairs financial resources through the WIOA Title I program including support services, work-based learning opportunities and incentives for youth to foster financial sustainability while a participant is working toward their GED to support and encourage completion.

The partnership with the DOC began in January 2022 when the Women's Center for Opportunity on the campus of the women's facility received assistance through the Department of Education to establish a precision machining lab. With resources from the Board of Technical Education to cover tuition and fees, Lake Area Technical College hired an instructor. Nine women began classes and earned an 18-credit Precision Machining certificate. By August, all nine women had left prison and returned to their communities with a place to live and job offers. This partnership has expanded to include welding at two other training facilities and a construction technology program at a fourth. These programs will start in August 2022.

As a workforce system, DLR looked internally to improve cohesiveness and leadership for workforce programs. A Workforce Leadership team consisting of program, technology, fiscal, communications, re-employment assistance, labor market and Job Service managers was formed in January 2022. This team meets at least monthly to talk through current and upcoming efforts. These meetings and discussions led to the development of DLR's Guiding Principles (*Diagram 1*) which provide a framework to create a supportive workplace of civility.

Diagram 1: DLR's Guiding Principles

In addition to monthly meetings, this group participates in professional development coursework and shares weekly workforce-related updates. These workforce updates are shared with the South Dakota Governor's Office to increase awareness of efforts taking part throughout the state.

After training opportunities taking place primarily virtually since March 2020, DLR hosted its first DLR Workforce Conference titled *Building a Stronger Workforce Together* in December of 2022. Our Job Service Office doors are closed for these three days allowing all DLR staff to get to know their colleagues from across the state and take part in professional development sessions.

To learn more about the labor market effects of the pandemic, DLR consulted with Drexel University Center for Labor Markets and Policy. As a result of this contract, the report Growth and Change in South Dakota's Labor Market was produced, https://dlr.sd.gov/publications/documents/growth-and-change-in-south-dakota-labor-market-rpt.pdf. In May 2022, DLR hosted its first-ever Workforce Innovation and Opportunity (WIOA) Act Partner Symposium titled *Challenges and Successes of South Dakota's Workforce.* With representatives of all WIOA core and required partners, Paul Harrington with Drexel University shared labor market information from the report, Josh Davies with The Center of Work Ethic Development shared what we can learn from the pandemic as we move ahead and a panel of South Dakota business representatives identified creative workforce solutions. The purpose of this meeting was to provide information to all partners and Workforce Development Council (WDC) members. The WDC will soon be identifying priorities for this group to consider as we develop the WIOA State Plan for submission in 2024.

ECONOMIC AND WORKFORCE INFORMATION ANALYSIS

Please note: *The following section is based on data from the calendar year 2021 unless otherwise noted.*

POPULATION AND POPULATION PROJECTIONS

South Dakota's total population has been steadily increasing since 1990, growing by nearly 200,000 between 1990 and 2021, or 29%. According to estimates published by the U.S. Census Bureau, our population increased by 72,000 (8.7%) over the last decade, exceeding the U.S. population increase of 6.5% over the same period.

Nearly half of South Dakota's population 432,500 (48.0%) resides in either the Sioux Falls or Rapid City Metropolitan Statistical Areas (MSAs). Between 2020 and 2021 growth remained consistent in comparison to previous years with the MSA's growing at a slightly faster pace than the rest of the state.

The 2021 American Community Survey (ACS) data produced by the U.S. Census Bureau shows the largest percentage of the state's population is comprised of White residents (86.6%), followed by American Indians and Alaskans (10.5%). Regarding ethnicity, 4.2% of South Dakota's population is Hispanic or Latino. ACS data on linguistics show a large majority of state residents (93.9%) speak only English. Of those residents who have the ability to speak other languages (50,757), some struggle with language barriers, as an estimated 5,400 (10.7%) speak English 'not well' or 'not well at all'.

Population projections to 2035 (using 2010 decennial population data for the base year) released by the South Dakota State Data Center several years ago show South Dakota's total population will reach 922,748 by the year 2025. This reflects an increase in the core potential workforce (age 16-64) of approximately 16,600 (3.2%).

Although most of the counties in South Dakota are expected to show population declines, the Rapid City (Custer, Meade, and Pennington counties) and Sioux Falls (Lincoln, McCook, Minnehaha, and Turner counties) MSAs will be the fastest-growing areas in the state.

LABOR FORCE

Current Population Survey (CPS) figures from the Bureau of Labor Statistics (BLS) show South Dakota's labor force participation rate was 69.1% in 2021. This means, nearly 70% 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 2021 national average of 61.7%. Historically, South Dakota consistently has higher rates of labor force participation than the nation as a whole. South Dakota's participation rate of 69.1% was the third-highest rate of all states.

Youth in South Dakota were also very active labor force participants. In 2021 67.9% of the state's young population (age 16-24 years) were in the labor force, compared to the national rate of 55.5%. At the other end of the age spectrum, South Dakota's labor force participation rate of 65 and over is 26.7% compared to the national average of 18.9%.

South Dakota's labor force continues to grow, indicating a healthy labor market. The number of unemployed began to increase in March 2016 and continued this movement until October 2017 when it began to decrease for the next eleven months. Another upward trend began in November 2018 and continued until September 2019. In 2020 unemployment had stabilized until the COVID-19 pandemic hit South Dakota's economy in April, sending the number of unemployed to unprecedented levels. South Dakota was quick to recover after the initial shock of COVID-19; by the end of 2020, the number of unemployed was close to pre-pandemic levels. Not only did the number of participants in the labor force increase, but the number of unemployed continued a downward trend.

The unemployed series includes more than those people who have lost a job. It includes those who have quit their jobs to look for other employment, workers whose temporary jobs have ended, individuals looking for their first job and experienced workers looking for jobs after an absence from the labor force (for example, stay-at-home parents who return to the labor force after their children have entered school). The level of employed also took a big hit in April 2020 when the pandemic began but by the end of 2020, the number of employed South Dakotans exceeded 2019 levels and continued increasing throughout 2021.

The 2021 annual unemployment rate was 3.1% in South Dakota, compared to the national rate of 5.3%. After the unemployment rate spiked to 8.8% in April 2020, due to the COVID-19 pandemic, it declined rapidly and was back to 3.5% in December 2020. By the end of 2021, the unemployment rate was 2.9%.

Another helpful metric to consider in workforce development is data on people who are not working but are also not looking for work—so not in the labor force. There are several reasons why South Dakota civilians are not in the labor force. Using special tabulations of unpublished Current Population Survey (CPS) data from BLS, statistics show the reasons why 211,500 South Dakotans were not in the labor force in 2021. The largest group (201,000, or 95%) was those who did not want a job. Of the 10,500 who indicated they wanted a job, 6,100 indicated they had not looked for work in the previous year.

FUTURE WORKFORCE DEMAND

South Dakota employment is projected to increase by 41,121 or 8.5% (0.85% annually) by 2030, reaching 525,014 by 2030. This is faster growth than projected nationally (0.7% annually). By 2030, all baby boomers will be at least 65 years old. The increasing share of people 65 and older contribute to a projected labor force growth rate slower than in recent history. Likewise, the labor force participation rate is expected to continue declining, because older people (at traditional retirement ages) have lower participation rates compared with younger age groups.

Workforce demand projections by occupation, a component of occupational employment projections, indicate the overall demand for workers in South Dakota will be 59,880 each year, on average, to 2030. These demand projections include not only demand created by projected employment growth, but also include demand created when workers exit the labor force (for reasons including retirement and death) or transfer from one occupation to another.

Projected occupational demand data for 2020 to 2030, like that discussed above, is available for 521 detailed occupations from the Labor Market Information Center website by using their menu at https://dlr.sd.gov/lmic/menu_projections_occupation_statewide.aspx.

HOT CAREERS

Labor market data used for WIOA program planning and decision-making includes both occupational demand and wage estimates. This helps ensure an adequate return on investment—with a greater likelihood of a program participant or trainee finding employment in a relevant occupation of interest but also being able to improve his or her earning potential. To that end, and also to help individual career planners and job seekers identify occupations with the most favorable job outlook from a labor market perspective, DLR identifies high demand-high wage occupations, or "Hot Careers."

The current Hot Careers were identified in the fall of 2022 using the latest employment projections (2020-2030) and wage data (2021) available at the time. To be on the Hot Careers list, an occupation has to meet each of the three criteria listed below. 69 occupations were making the Hot Careers list.

1. Be projected to show employment growth by 2030.
2. Have projected annual openings (a measure of demand for workers) greater than the average across all occupations (83) for 2020-2030.
3. Have an average/mean wage greater than the median wage across all occupations in 2021 ($37,708).

Resources for each of the Hot Careers are available from LMIC for planning and decision-making by WIOA staff and program participants, including:

1. Links to Current Job Openings
2. Employment Projections and Current Wage Estimates
3. Occupational Profiles
4. Links to comprehensive information found in the virtual labor market data system

Additionally, the Top 30 Careers were identified. In addition to meeting the criteria for the Hot Careers, South Dakota's Top 30 Careers are those that rank in the top 30 for projected annual openings (a measure of demand for workers). A Top 30 Careers flyer features these occupations. The resources listed above denote which occupations are Top 30 Careers.

The remaining sections review program activity by program year, July 1, 2020, through June 30, 2021, unless noted otherwise.

WORKFORCE DEVELOPMENT COUNCIL

The South Dakota Workforce Development Council (WDC) convenes quarterly with focused meeting agendas comprised of participant testimonials, industry tours, and required items for board approval. Meeting topics for the year included a review of the WIOA Annual Narrative, South Dakota Workforce Report, Title II Adult Education and Literacy (AEL) program alignment, updates on the job service office PY21 Action Plans, and efforts to increase GED® attainment in South Dakota. During the program, the Council also approved the WIOA Unified State Plan and the new One-Stop Operator contract.

In May 2022, the Council had the opportunity to hear from two students from the Women's Prison about their experience attaining a precision machine credential during their incarceration. The students were part of a class of nine as part of a pilot program in partnership with the South Dakota Department of Corrections (DOC). The two students were hired by one of the Council members following their testimony and tour of their classroom.

The following day, members of the Council were invited to the first-ever South Dakota WIOA Partner Symposium to engage with South Dakota's WIOA partners and discuss needs and creative workforce solutions to drive State Plan development.

Job Service Offices continue efforts on Action Plans identifying goals, objectives, and strategies to meet the workforce needs in their service territories. Areas of focus have centered on partnership development, business engagement, and veterans outreach. Managers are frequently reviewing and updating plans with updates provided to the WDC annually.

TITLE III WAGNER-PEYSER

The primary function of the Wagner-Peyser Act is to provide universal access to labor exchange services from South Dakota's businesses to job seekers. Labor exchange services are considered a type of career service under WIOA and are available to all individuals legally authorized to work in the U.S.

VIRTUAL JOB SERVICE

The interest and engagement in virtual services continue to increase as our customer's access to and comfort with virtual resources has improved since the pandemic. Much of PY21 focused on customer choice and ensuring DLR customers have the flexibility to choose between in-person or virtual services to meet their needs. Our virtual services have increased access to services for those living in rural areas of our state or customers who are not able to make an in-person meeting work with their schedule.

ENROLLMENT TEAM

The Virtual Enrollment Team is available to customers allowing a virtual space to engage with DLR services. To request services South Dakota citizens can visit the landing page on the DLR website at dlr.sd.gov/localoffices/virtual.aspx to begin the enrollment process, anywhere and anytime it is convenient. Next, the individual will receive a call from a DLR Specialist to schedule an appointment. This appointment can be completed virtually or in person depending on the customer's desire.

The Enrollment Team roster is comprised of twelve rotating staff from across the state. The team handles enrollments into Title III and Title I, as well as all workforce programs offered by DLR, and is led by two statewide Lead Employment Specialists. The duration of time spent on the team varies based on the need of the staff member. Each Enrollment Team member receives training, repetition of the enrollment process, support and timely feedback on enrollment files. While this model has improved services to our customers, it has also formed a statewide training model and built camaraderie among DLR staff working in various offices throughout the state.

VIRTUAL WORKSHOPS

The Virtual Job Service allows anyone enrolled in Title III Wagner-Peyser to register and attend workshops offered throughout the year. DLR has three rotating workshops offered each month allowing customers to choose what topics most fit their needs:

- Resume, Cover Letter, and Application
- Assessments and Job Search
- Interview and Job Retention

Job Search Workshop is offered by four rotating instructors located in different Job Service Offices throughout the state. Instead of multiple DLR staff offering the same workshop across the state, a smaller team can offer the same curriculum more often. The instructors change twice per calendar year offering staff an opportunity to focus and improve their virtual delivery styles during their time on the workshop team. In addition to capitalizing on the talents of our team statewide, this has served as a meaningful training tool for building the confidence of Job Service staff in their ability to provide virtual presentations. Virtual learning opportunities for our customers were expanded through the summer for a youth passport program. The Family First Initiative offered courses, including soft skills, financial literacy, and digital safety. Regardless of their physical location, individuals and participants can develop these skills to prepare for sustained, gainful employment. Another virtual expansion was the creation of two modules for Post-Secondary Success. This virtual training offered a panel that covered the South Dakota Labor Market Information and Financial Information to prepare participants for post-secondary education.

BUSINESS SERVICES AND ENGAGEMENT

Business services training for job service office staff remains a priority. In PY21, DLR revamped the business services in our SDWORKS management information system to better align with federal reporting. Upon making this change, business services training was developed and is now available to the team through DLR's Learning Management System. This training reviews the definitions of business services per federal reporting, the importance of identifying business services in SDWORKS, and the use of case notes to support these services.

With more job openings than job seekers and one of the lowest unemployment rates in the nation, South Dakota businesses are seeking a reliable and skilled workforce. We have encouraged businesses and our DLR team to help businesses engage populations who generally have higher unemployment rates than others. To do this, we have provided resources to our team that pair services of the One Stop System to support employers and these populations. DLR job service office staff share these resources and encourage businesses to utilize them and be creative when developing their workforce. DLR has service strategies to help populations, such as individuals with disabilities, young adults, individuals who are low income or receiving public assistance, those lacking a high school diploma or learning the English language, justice-involved individuals, veterans and older workers gain the skills and receive the support they need to succeed in the workforce.

The Business Engagement and Services Team (BEST) is comprised of business specialists from each of DLR's Job Service Offices. This team meets monthly as a cohesive unit to gain knowledge, problem-solve hurdles their customers are facing, collaborate on statewide solutions and assist in creating a unified message for DLR to South Dakota employers. This model offers professional development and a team-building opportunity for DLR staff throughout the state.

MIGRANT SEASONAL FARM WORKER

Highlights of PY21 included conducting oversight monitoring of the State Workforce Agencies (SWAs), developing and providing training, maintaining a strong relationship with the National Farmworker Jobs Program (NFJP) and improving Migrant Seasonal Farm Worker (MSFW) outreach.The State Monitor Advocate (SMA) developed a new monitoring process for conducting oversight monitoring of the SWAs. The new process included developing a monitoring tool comprised of desk review questions for SWAs to answer and onsite follow-up questions for the SMA to ask. The SMA conducted MSFW monitoring reviews of the following job service locations: Pierre, Brookings, Watertown and Aberdeen. There were no findings in any of the reports. However, there were areas where opportunities for improvement were identified and training and guidance were developed.
The common Areas of Concern from the reviews conducted in PY21 included data collection and MSFW outreach. The training was created on MSFW data collection and MSFW outreach in DLR's new learning management system (LMS). Job Service Office staff are now able to take these courses at any time. Outreach staff is required to complete the Outreach and Complaint process course in the LMS.

One of DLR's primary focus areas this program year was to improve our MSFW outreach. The first step was for the SMA to coordinate with DLR Job Service Office managers and NFJP partners to discuss joint outreach efforts. Plans were made from this meeting to conduct joint MSFW outreach at both DLR and NFJP events. In the third and fourth quarters, the Rapid City and Aberdeen offices both provided multiple MSFW outreach events while the other offices continue to plan and schedule future outreach for the program year 2022.

JOBS FOR VETERANS STATE GRANT

The Jobs for Veterans State Grant (JVSG) program provides career readiness services to eligible JVSG veterans and eligible non-veterans in preparing, seeking, obtaining and retaining employment. These services are provided by a Disabled Veterans' Outreach Program (DVOP) specialist. JVSG also has Local Veterans' Employment Representatives (LVER) who reach out to employers to promote the hiring of veterans and assist employers with veteran hiring initiatives and employer toolkits, apprenticeship training, job onboarding, job retention assistance and information, and more. In addition, JVSG has a Consolidated Position (CP) which allows this person to provide both DVOP and LVER services to eligible veterans and eligible non-veterans, and to work directly with businesses promoting the hiring and retention of veterans. The CP can provide important services in any situation because of their dual role. All eligible individuals served through JVSG are also enrolled in Wagner-Pesyer and the Title I Adult program.

During PY21, DLR and Volunteers of America-Dakotas (VOAD) began working together to improve the relationship of co-enrolling homeless served through the Homeless Veterans Reintegration Program (HVRP) in the Wagner-Peyser program. By having staff from both DLR and VOAD collaborating on resources and ideas, a start of the new partnership was begun and staff from both agencies were actively involved in working with and assisting the HVRP veteran participants. On July 27, 2021, DLR and VOAD completed a Memorandum of Understanding (MOU), since this time co-enrollment and services to HVRP veteran participants greatly increased. In PY21, 45 HVRP veterans were co-enrolled in the Wagner-Peyser program.

JVSG staff received federal resume training through The Resume Place to become certified coaches to provide eligible veterans with guidance on how to properly apply for federal openings.

The Triage Form for determining the status of veterans was provided to non-JVSG staff. Training on using the Triage Form was also provided to staff in the Job Service Offices statewide. This form is used to identify all veterans, eligible veterans and other persons for DVOP services, and determine Priority of Service and services to transitioning service members.

TITLE I ADULT

DLR enrolls individuals 18 years old and older interested in receiving individualized career services into the Title I Adult program and the Title III Wagner-Peyser program. The Title I Adult program focused on strategic service delivery and partnership development in PY21. Through a comprehensive assessment of strengths, barriers, and goals, an individualized employment plan is developed with each participant. This plan may include training, financial support, and direct linkage with partner agencies or community organizations depending on the participants' short and long-term goals.

As of July 1, 2020, Title I Adult funds are reserved for those who are low-income, on public assistance, are basic skills deficient, have a disability, are ex-offender or are high school dropouts with a priority for those identifying as low-income, receiving public assistance or who are basic skills deficient. During PY21, 64.7% of participants in the Title I Adult program met Priority of Service.
While the goal of 75% was just out of reach, DLR has plans to remedy this discrepancy by altering the procedure for enrolling individuals referred through the Re-employment Services and Eligibility Assessment and Trade Adjustment Assistance. By serving this population through the Title I Dislocated Worker program exclusively, the participant will still have access to the services and supports they need to re-enter the workforce while maintaining the integrity of the Title I Adult program.

In addition, DLR worked in partnership with the Department of Social Services to implement a policy of co-enrolling individuals receiving Temporary Assistance for Needy Families (TANF) into the Title I Adult program. The application of this policy will not only increase access to services and opportunities for families receiving TANF, but it will bolster the Title I Adult Priority of Service rates. The implementation of this policy has assisted DLR in more than doubling its TANF co-enrolled participants from previous program years. In PY21, 188 TANF participants were enrolled in Title I and 327 TANF participants were enrolled in Wagner-Peyser. See *Figure 1: Title I - Adult Participant Co-Enrollment*.

To assist with the ongoing case management of co-enrolled TANF participants, DLR and DSS worked together to create a crosswalk of services between TANF and Title I programs. This crosswalk identifies TANF activities and provides potential coordinating services in Title programs to assist staff as they are providing services under all applicable programs.

The Title I Youth and Adult programs worked in partnership with the adult education and literacy program to develop a service delivery model called Participants Reaching Employment Potential or what is called PREP in South Dakota. With over 40,000 South Dakotans lacking a high school diploma, we saw an opportunity to improve the partnership between the Title I and Title II programs by creating a supportive bubble around GED® seekers. For the Adult program, this includes an employment plan that identifies action steps for both programs, coordinated case management, frequent communication, supportive services and flexible work opportunities. By alleviating their immediate financial needs, adult GED® seekers can work toward their secondary education and look ahead to their long-term career goals. In addition, PREP includes additional support for priority populations seeking a post-secondary credential.

UpSkill, the partnership between DLR and the Board of Technical Education developed in response to Covid-19, continued to evolve. This program year, there were 20 UpSkill programs offered, and 20 individuals earned a certificate in a high-demand field at no cost.

While originally only available to individuals who experienced a Covid-related layoff, eligibility for UpSkill was expanded for the 2021 school year to include those eligible for the Title I Adult, Dislocated Worker and Youth programs or those within 200% of the federal poverty level.

In addition to the 20 UpSkill programs available at three South Dakota Technical Colleges, there was a new program added in the Spring 2022 semester. In partnership with Lake Area Technical College and the Department of Corrections, ten incarcerated women began the precision machining certificate program in January of 2022. Offered on the campus of the South Dakota Women's Prison at the Women's Center for Opportunity the students received classroom and practical instruction five days per week.

Nine women completed the program and attended the graduation ceremony where First Gentleman Bryon Noem offered the commencement address. The nine graduates enjoyed a celebration luncheon with their families prior to donning their caps and gowns. DLR provided ongoing case management as a component of their re-entry planning, assisting all nine women in securing housing, supportive resources and job offers before their release from prison. The established relationship with DLR will provide a stable connection to help these ladies reintegrate into the South Dakota workforce.

SUCCESS STORY

"I love to share my story. I was part of the very first cohort pursuing the Precision Machining certificate from Lake Area Technical College at the South Dakota Women's Prison. As much as I would like to erase that part of my story, it has given me so much strength, courage, and a skill I never thought I would have. We learned from one of the best instructors and had so much support from many, including DLR. I was so worried when I left [prison in] Pierre I would have a hard time finding a career again and providing for my family. But I was hired before I was released as a service administrator for an electrical and power transmission manufacturer. I may not physically work on a mill or a lathe, but this certification gave me confidence, wisdom, and the industrial language and context to be successful in this role.

I will forever be grateful for the Precision Machining program and the support I received throughout. It came at a really dark time in my life, and opened more doors than I could have imagined!"

From Molly

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Services Employment Program (SCSEP) is a federal program authorized by the Older Americans Act and administered through DLR. The program offers services to older adults, providing community service and work-based training opportunities to low-income, unemployed adults over the age of 55 years old. The program is designed to place participants in meaningful part-time subsidized employment at a nonprofit or government agency in their county of residence allowing them to build relevant skills related to their career goals. All SCSEP participants continue to be enrolled in Title I and III to increase their access to a variety of career and support services to help them meet their goals. DLR staff is there to support the older worker and community work site supervisor throughout the experience and assist the older worker in securing unsubsidized employment.

SCSEP operates in three different regions of South Dakota (West River, Central and East River) with six Employment Specialists overseeing these regions. SCSEP is committed to helping minority groups and people with significant barriers to employment. As shown in *Figure 2: SCSEP Participants from Minority Groups or with Significant Barriers*, out of the 57 total participants, 26% were Native Americans, 26% have reported a disability, 25% were veterans (or eligible spouses of a veteran), 28% were either homeless or at risk of homelessness and 12% were individuals formerly incarcerated. These participants completed 21,618 hours of service to their communities and took part in 1,309 hours of training. DLR continues to see success in enrolling SCSEP participants into Title I programs with eight SCSEP participants securing unsubsidized employment in PY21.

With the low unemployment rate, it has been challenging to fill the SCSEP slots available as many who are interested in working are working. In addition, the SCSEP offers minimum wage making recruitment into the program even more of a challenge. As a result, DLR implemented outreach strategies in PY21. One was recognizing National Employer Older Workers Week (NEOWW) in September through social media ads and distributing posters locally. Another outreach strategy included a partnership with Midco to develop a Public Service Announcement (PSA) commercial highlighting SCSEP. The PSA was live from August-October. You can also find the public service announcement on YouTube, Facebook, Twitter and LinkedIn. In PY21, DLR rekindled our partnership with the national grantee for South Dakota, National Indian Council on Aging (NICOA). We look forward to building on this partnership and others in PY22.

TITLE I YOUTH

The demographics of the Title I Youth Program are an indication of DLR's dedication to serving youth in the greatest need. Of the 581 youth served in PY21, 23% are justice-involved, 33% are high school dropouts, 42% report a disability, 57% are basic skills deficient and 83% are low-income.

Holistic case management, strategic service delivery, focused efforts of connecting with high school dropouts and increased presence in secondary schools are a few factors leading to the significant growth of the Title I Youth Program in PY21.

With South Dakota's low (2.8%) unemployment rate and strong demand from employers, DLR has focused energies on engaging and retaining our high school graduates and developing innovative service delivery models that target some of South Dakota's least engaged workers, high school dropouts.

In today's economy, securing a survivor job seems more accessible than GED® obtainment. A high school credential leads to increased earnings and more significant opportunities for employment and post-secondary training. DLR has leaned into creating meaningful service delivery models to support our participants with these efforts. One strategy worth highlighting is the ***Youth Participants Reaching Employment Potential (PREP)*** service delivery model. The PREP model coordinates efforts between adult education service providers and the DLR Job Service Offices into one joint education and employment plan. Structured housing assistance and monthly financial incentive payments help support overall sustainability for high school dropouts seeking to earn a GED® credential. The coordinated case management paired with financial incentives has proven to be a successful model for increasing GED® attainment. This service strategy received statewide recognition from the South Dakota Association for Lifelong Learning (SDALL) Community Partner of the Year award after receiving a nomination from the Career Learning Center of the Black Hills for their work offering PREP with the Rapid City Local Job Service Office.

"*Prep is a great win for the state. It helped to expand our mindset in terms of partnerships and collaboration. It encourages us not to work in silos but to do the very best we can for every individual through collaboration," Stephanie Rittberger, Adult Education Coordinator at the Black Hills Special Services Cooperative.*

One hundred and twenty-nine new Title I Youth participants utilized the PREP service, delivery model. Most of these participants came to DLR as new referrals from Title II Adult Education and Literacy (AEL) partners. Thirty-two participants graduated with their GED® in PY21, and 67 participants are still actively working towards earning their GED® in PY22.

In addition to the partnership with adult education and literacy providers, the Youth program improved our collaboration with the Department of Social Services Temporary Assistance for Needy Families (TANF) program. Knowing those receiving TANF are impacting future generations and typically have short participation periods, we identified a youth incentive to help them see possibilities beyond entry-level employment and help encourage robust engagement with their DLR case managers. The new Starter Kit incentivizes creating a high-quality resume and cover letter, completing career interest assessments, selecting their top three occupations, discussing with their DLR Employment Specialist and researching their top three occupations. These activities help these young adults identify a future career pathway and prepare for a related job search improving the transition to employment or post-secondary education.

A successful outreach event launched in the summer of 2022 called Summer Passport. Summer Passport provided virtual and in-person opportunities for career exploration, job readiness and work-based learning to youth ages 14-24. In PY21, ten Job Service Offices across South Dakota offered three virtual presentations and 33 in-person events. These events covered essential topics such as maintaining a professional online identity, self-advocacy, interviewing skills, financial literacy and renting an apartment. DLR partnered with 22 local businesses, four technical colleges and two universities to offer campus tours, industry tours, job shadows and educational presentations.

DLR is proud to highlight its partnership efforts with the South Dakota Department of Education (DOE) to increase Title I Youth program enrollments, youth engagement in the workforce and work-based learning experiences. DLR has 11 staff engaging with 87 schools serving hundreds of students throughout the state.

To assist in the connection between school personnel and the business community, DLR launched a web tool called Future Workforce Finder. This resource allows businesses to express their interest in hosting work-based learning opportunities and teachers to match their students with opportunities.

The South Dakota Week of Work was held April 11–15, 2022. It served as a vehicle to introduce middle and high school students to career opportunities in their communities across the state through job shadows, industry tours, and other business-classroom connections. Opportunities were offered both in-person and virtually.
In addition, DLR has a staff member who serves on the Job for American's Graduates (JAG) board and works closely with JAG specialists in all seven school districts served by JAG. Connecting these students, who are often eligible for the Title I Youth program, to DLR services helps increase a successful transition from high school to achieving their post-secondary goals.

These concerted efforts have led to high levels of In-School-Youth (ISY) enrollments compared to previous years, as shown in *Figure 3: Title I Youth - In-School Youth Participants*. One hundred seventy-three of these enrollments are high school students in the greatest need with the remaining 16 students being enrolled while seeking a post-secondary credential. The majority of our ISY population is low-income (92%), racially diverse (53% identify as belonging to one or more racial minority groups) and identify as having a disability (60.8%).

Photo 1: Enter details by double clicking

SUCCESS STORY

Lillie was referred to the Huron Job Service Office by our Adult Education and Literacy partner, Cornerstones Career Learning Center (CCLC). Lillie was 18, had dropped out of high school and worked part-time while taking GED® classes at CCLC. Lillie met with DLR's Employment Specialist, John Taylor, and enrolled in Title III Wagner-Peyser and Workforce Innovative Opportunities Act (WIOA) Title I Out-of-School Youth and Adult programs.

While Lillie was getting by, her financial resources were strained while juggling her GED® studies and a part-time job. Through PREP, Lillie received three months of rent and a $200 monthly incentive for attending GED® classes, allowing Lillie to keep up with her bills while progressing toward her goal of obtaining a GED®. Lillie expressed interest in further developing her work history and skills. John helped Lillie prepare for work by completing a Master-application, resume, mock interview, labor market research and Reality Check. Lillie was able to enhance her employability skills and earn youth incentives for completed milestones.

John reached out to the McDonald's Manager about a 250-hour, part-time, paid Title I Youth work experience for Lillie, allowing her to work 25 hours a week at $15.00 per hour while she continued attending GED® classes. While working as a Crew Member, Lillie gained valuable transferable skills: effective communication with customers and co-workers, critical thinking, organizational skills, time management and the lost art of counting change. The additional money allowed Lillie to pay for rent without assistance and purchase a car! At the end of the contract, Lillie was offered a job on McDonald's payroll, which she accepted.

While working at McDonald's, Lillie began passing the GED® Ready tests. Lillie passed three tests and missed her final test by just a few points. She attempted this test two more times, missing it by a few points each time. During the summer, Lillie took a break from her GED® studies and focused on a new full-time, seasonal job at the Salvation Army Tiger's Den Summer Youth Program as a Summer Camp Co-Leader. Although frustrated about not passing her final GED® test, she remained confident and never wavered from her goal. In August, Lillie earned her GED®. Lillie is distinguished as Huron's first PREP enrollee and first PREP completer.

Lillie is currently working at Coborn's Inc. in Huron and has worked with John on updating her resume and cover letter to find full-time employment working with young children.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Temporary Assistance for Needy Families (TANF) is a needs-based public assistance work program for families with children under age 18. This federal program is designed to provide temporary cash assistance and promote economic self-sufficiency for families by providing intensive case management, valuable training opportunities, job search assistance and a variety of meaningful services to assist customers in increasing skills and employment opportunities.

DLR and the Department of Social Services continued collaboration efforts to streamline TANF services, create open communication between agencies, and embrace a coaching model when engaging with participants.

PARTNERSHIP BUILDING

Program leadership staff for DLR and DSS have established a regular meeting schedule for collaboration on TANF efforts. These meetings maintain an open line of communication between agencies to complete program oversight, program development and service coordination between TANF and workforce programs. The DLR program specialist has an open line of communication with job service office managers and job service office staff to assist with program direction, case management methods and troubleshooting.

Job Service Offices have worked to build partnerships with their DSS field office counterparts, businesses, resource agencies and training sites. Many DLR and DSS field offices have scheduled reoccurring meetings to communicate regarding participant cases, make case determinations, brainstorm to assist participants, learn about services offered at each agency and maintain relationships. In addition, DLR and DSS representatives participate in quarterly partner meetings with other service delivery agencies of the One Stop System.

DLR has created a process for DSS Employment Specialists to access DLR services for their TANF participants. These services include access to online learning platforms, assistance in troubleshooting participant-encountered issues and attendance tracking provided by DLR.

PROGRAM FLEXIBILITY

DLR and DSS have worked toward the goal of making TANF more inclusive to Title I participants. Through this effort, duplicative paperwork and requirements have been streamlined and flexibility is given by each program to accept the other programs' forms where applicable. This eliminates the need for participants to provide sensitive documents at multiple agencies.

TANF utilizes a coaching model with participants to assist in identifying goals, taking ownership of identified goals and the steps needed for achieving those goals, and increasing positive outcomes for participants. The coaching approach emphasizes the use of all program services and resources to assist participants in successfully obtaining training and/or employment goals. To facilitate this coaching model, program staff have provided regular, virtually offered training and one-on-one case assistance throughout the state with staff. Additionally, staff have completed a virtual, self-paced 'Coaching for Success' training offered by the Office of Family Assistance.

The TANF program also boasts flexibility in how Employment Specialists meet with participants. DLR has embraced virtual service delivery and meeting participants how they prefer to meet. Employment Specialists have access to TANF-provided cell phones to allow the option for participants to text.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT & TRAINING

Supplemental Nutrition Assistance Program (SNAP) is a food assistance program administered by DSS. The associated work Program, SNAP Employment & Training (SNAP E&T), can assist participants in gaining skills, training, or work experience to increase their ability to obtain gainful employment and accomplish self-sufficiency.

SNAP E&T prioritizes short term training opportunities to assist participants in gaining skills in a high-demand occupation and increase earning power. SNAP E&T focuses on providing intensive case management accomplished by co-enrollment into Title I programs to offer the widest array of services and supports to its participants.

PARTNERSHIP BUILDING

DLR and DSS program staff meet regularly to discuss program needs, priorities and opportunities for growth. DLR and DSS program staff actively monitor cases to offer one-on-one guidance to Employment Specialists and assist in uncovering areas of improvement in current policy and guidance.

DLR and DSS continue to cultivate a meaningful partnership with Regional Technical Education Center (RTEC). RTEC provides training in high-demand occupations, which include welding, Computer Numeric Controlled (CNC) machining and commercial driver's license courses in the Yankton community. Enrollment into SNAP E&T and Title I offers RTEC students intensive case management, support services, tuition assistance and opportunities for work experiences in relation to their program.

POLICY AND GUIDANCE

DLR and DSS program staff focused on revitalizing the SNAP E&T policy and guide to fully incorporate Title I efforts and co-enrollment as the standard. These changes accommodate the implementation of a mandatory referral population in Minnehaha and Pennington counties. To monitor policy implementation and program integrity, DLR has integrated SNAP E&T file reviews into the data validation and active file review process. In addition to these reviews, program staff review SNAP E&T files. A SNAP E&T-specific review form was developed to assist with program oversight, allowing leadership to organize and quantify areas in need of additional training.

SNAP E&T LAPTOP LENDING PROGRAM

The South Dakota SNAP E&T program received one-time funding to assist in building a laptop lending program. DLR spearheaded this program to ensure the best computers, security programs and Smart Spots were obtained. Fourteen computers, Smart Spots and computer bags were purchased and are available to any SNAP E&T participant in Minnehaha, Pennington and Yankton counties who would benefit from their use in obtaining training or reaching employment goals. A SNAP E&T Laptop Lending Program policy, Rights and Responsibilities form and tracking system were developed with this effort. Thus far, all laptops checked out to participants have been returned in good working order.

TITLE II ADULT EDUCATION AND LITERACY

As the pass-through state agency for the WIOA Title II program, DLR has long been committed to serving adults who are most in need of literacy services. These individuals may perform at lower educational levels (below the 9.0-grade level equivalency) and generally demonstrate a need for reading, writing and math skills to obtain or retain employment. Demographics of those served include adults who are low-income or have minimal literacy skills, learners with disabilities, single parents, displaced or dislocated workers, adults with limited English proficiency, unemployed and underemployed persons, young adults, offenders in correctional institutions and ex-offenders.

Improving the literacy, numeracy and oracy skills of our workforce leads directly to a stronger economy. The instruction, activities and services provided by the Adult Education and Literacy (AEL) programs promote family literacy, obtainment of a high school diploma equivalency, employment and self-sufficiency. The local AEL providers also assist South Dakota's immigrants, secondary migrants, former refugees and other adult English language learners with their efforts toward achieving linguistic, economic and civic integration.

In PY21, WIOA Title I again supported AEL's **Distance Education Special Project** as an allowable employment and training activity under WIOA Section 134(a)(3)(A)(viii)(II)(dd). In its sixth year, the statewide Distance Education Program continued to be delivered by Cornerstones Career Learning Center, one of the Agency's longtime Title II sub-recipients. This project served 202 students from six different referring partners, including other AEL providers, a One-Stop Office and a Tribal College. Moreover, South Dakota's WIOA Title II Program is well poised to be an active partner and leader in any future digital literacy, equity, or resilience endeavors.

This past year, AEL made concerted efforts to more deliberately communicate, coordinate and collaborate with WIOA Core Programs—especially WIOA Title I Adult and Youth Programs. Through the Division of Workforce Development's service-delivery model branded as Participants Reaching Employment Potential (PREP), Titles I and II developed explicit guidance and delivered technical assistance to help AEL and One-Stop staff better make direct linkages and appropriate referrals, track co-enrollments, share common-measures and deliver tandem case management.

With the PREP model, program staff across the Agency collaborated to develop secure means to upload and share certain data points from two discrete Management Information Systems into separate dashboards or folders within SharePoint on behalf of both AEL providers and DLR Job Service Offices for data-sharing on common clients. Permission-controlled folders also provided a safer means to share time-sensitive or confidential information between partners (e.g., assessments, contact hours, Measurable Skills Gains, secondary credentials, and program-of-study updates).

During this past year, it became evident to Agency staff that a new Memoranda of Understanding seemed necessary to articulate and formalize protocol related to referrals, services, and case management. These MOUs are planned for early PY2022-23. In PY20, Title II reported **5.57%** Co-Enrollment for WIOA Participants on the *Statewide Performance Report*; however, in PY2021, Title II reported **11.64%** Co-Enrollments, as shown in *Figure 4: Title II – Adult Education & Literacy Participants Co-Enrollment*. The improved tracking and reporting certainly seem noteworthy, but not nearly as rewarding as the revitalized sense of partnership, joint control, trust and shared commitment toward serving South Dakotans most in need of WIOA services!

TITLE I DISLOCATED WORKER

DLR served 1,069 Dislocated Workers during this program year. This demographic often comes to DLR with varying work and educational backgrounds. To match the current needs of the labor market, DLR partners with training providers to offer Registered Apprenticeships and Occupational Skills Training through the Eligible Training Provider List (ETPL). These opportunities allow individuals to re-train and gain sustainable employment.

All participants referred to the One-Stop for Reemployment Services Eligibility and Assessment or Trade Adjustment Assistance are also enrolled in the Dislocated Worker program expanding service opportunities for this population. South Dakota currently has a COVID-19-related National Dislocated Worker grant (NDWG). All Title I Dislocated Workers are also enrolled in the NDWG to ensure we have sufficient resources to serve these individuals.

UpSkill, a partnership between DLR and the Board of Technical Education developed in response to Covid-19, utilized multiple funding streams to assist the first cohort of individuals pursuing a certificate in the fall of 2020. In an effort to reflect credentials earned for these co-enrolled individuals, DLR misinterpreted guidance and entered services for each program where funding was utilized. This created duplicate denominators, negatively impacting the credential attainment rate for the Dislocated Worker, National Dislocated Worker and Adult programs. Upon realizing this, DLR corrected the practice and anticipates that within two program years the credential attainment rate will correct as well.

NATIONAL DISLOCATED WORKER PARTICIPANT GRANT

The National Dislocated Worker Grant provides additional funding to serve individuals who have been terminated or laid off from their job, as well as those who have been unemployed for six months or longer. DLR received this funding in response to the COVID-19 pandemic. At the beginning of the program year, DLR utilized the National Dislocated Worker Grant only for dislocated workers attending an UpSkill program. Because of South Dakota's swift economic recovery from Covid-19, this pool of people was relatively small by August 2021. In response, a policy change and training took place in October of 2021 to 'open' this funding stream to staff across the state as they assisted dislocated workers, whether that individual was attending an UpSkill training or not.

A modification was submitted In January of 2022 to request a no-cost twelve-month extension for the National Dislocated Worker Grant. The modification was approved in March, securing these funds until March 2023. Blending funding streams allows our resources to go further and better serve our participants. In that spirit, DLR recognized an opportunity for increased awareness about the National Dislocated Worker Grant for two customer groups – participants who come to DLR via the TANF program and those who come through the Re-employment Services Eligibility Assessment.
In February training was provided to TANF specialists about the NDWG to provide clarity and increase awareness regarding NDWG eligibility. Unlike RESEA, not all TANF participants meet the eligibility requirement for the NDWG. In February of 2022 training was provided to TANF specialists about the eligibility criteria to provide clarity and increase confidence about utilizing this funding stream. Since that time 14 individuals receiving TANF have been co-enrolled in the Dislocated Worker program and six individuals received support from the National Dislocated Worker Grant.

RAPID RESPONSE

South Dakota has a number of strategies to link Rapid Response with program services provided by the South Dakota Department of Labor for Trade Adjustment Assistance and Dislocated Workers.

DLR is alerted of a layoff or closure by direct or indirect contact with the business, social media, news outlets, partner agencies or by a Worker Adjustment and Retraining Notification (WARN). When this occurs, the local Rapid Response teams respond by offering a variety of services, including, but not limited to, layoff aversion strategies and rapid response events. These events are scheduled meetings with individuals who may be affected by the closure or layoff. Information is provided that may include information on job search workshops, upcoming job fairs, filing for unemployment and workforce services and training opportunities offered through the One-Stop delivery system. These events may occur at businesses, at the DLR office or at a public venue.

Building relationships with businesses are an important feature of Rapid Response. South Dakota has implemented a Business Engagement Service Team to create relationships with businesses in each community and provide resources and services in an effort to avert a layoff or assist if one may occur.

TRADE ADJUSTMENT ASSISTANCE

The Trade Adjustment Assistance (TAA) program is a federal program that assists workers who have lost their jobs as a result of increased imports or production shifts in the United States. This program provides adversely affected workers with opportunities to obtain skills, credentials, resources and support necessary to become re-employed. If a Trade petition is certified by U.S. DOL, each affected worker must apply for individual benefits and services through their local DLR Job Service Office to determine eligibility for services and benefits.

In an effort to improve TAA communication and awareness, and establish relationships statewide, DLR held informational meetings with community economic development leaders and team members from the Governor's Office of Economic Development.

On July 1, 2021, TAA entered Reversion 2021 (*TEGL 24-20*), which is more closely aligned with the 2002 TAA program rather than the 2015 program. In PY21, South Dakota had one TAA petition approved by U.S. DOL, Tops Products, LLC. The effective dates of this petition are from February 2021 through April 2024.

With 11 in-state petitions still in effect in South Dakota, DLR served 194 customers in PY21.

RE-EMPLOYMENT SERVICES

The Re-employment Services and Eligibility Assessment or Re-employment Services (RES) program assists unemployed workers to return to work faster, reskilling if warranted and working in tandem with the Reemployment Assistance division to maintain program integrity. 995 participants completed the RES intake in PY21. Throughout the selection and referral process, job service office teams and the Virtual Job Service team work collaboratively to enroll RES referrals into Title III, Title I, and other workforce programs as appropriate.

Enhancements are continuing to improve and expand upon the automation between the SDWORKS system and the Reemployment Assistance Division system. The first of a two-step process to share case note documentation between the systems has been implemented. This first step included exporting case notes from the RA system into SDWORKS which was implemented in the fall of 2021. Development is underway to automate the process for Workforce staff to notify RA staff of RA eligibility issues and to initiate task lists and hold processes within the RA system. This work is slated to be completed by the end of calendar year 2022. The final project is for automatic monitoring and notification of non-compliance from the SDWORKS system to the RA system. This project is in the early specification-defining phase and is anticipated to be completed by June 2023.

DLR continues to work with Government Research Bureau (GRB) at the University of South Dakota to evaluate the effectiveness of the RESEA program. The group has wrapped up phase I of the evaluation which included determining whom we serve through the RESEA program, what types of services and the outcomes of those services. We have begun phase II, which includes utilizing analytics to predict outcomes to assist with directing individuals to services that can best assist them based on their current situation and employment goals.

REGISTERED APPRENTICESHIP PROGRAM

The value of Registered Apprenticeship Programs as a component of the effort to build a stronger workforce in South Dakota continues to grow. Businesses and educators are finding success and seeking DLR's assistance in building programs. In addition, structured on-the-job training combined with a related instruction model is increasingly regarded as a viable post-secondary option by educators, parents and young adults. This effort can be seen in the numbers. In the U.S. DOL Office of Apprenticeship Registered Apprenticeship Sponsor Information Database (RAPIDS), South Dakota increased the number of apprentices taking advantage of Registered Apprenticeship Programs by 58% from Program Year 2020 to Program Year 2021.

DLR launched a **Workplace Mentor Training Program** offering four comprehensive online training modules and a toolkit to assist businesses in developing their own mentoring program. This resource can be found on the Start Today SD website. Mentor programs in the workplace lead to improved career outcomes, engagement, retention, and job satisfaction for the mentee and mentor. Since launching in May 2021, 56 business representatives, DLR staff and sponsors have downloaded resources or used the online training modules.

DLR assisted Associated General Contractors in Workplace Mentoring Training during their annual Safety Summit and the information was well received according to Margaret Pennock, Director of Workforce Development, AGC of SD.

"DLR presented to AGC of SD's Summit regarding the Mentoring Toolkit and not only did it garner multiple positive comments about the value of mentoring in general, but also this awesome new resource that the SD DLR has given companies to take advantage of. After a quick survey of the room, we had only two of nearly thirty participants share that they have an active mentoring program in place! The Mentoring Toolkit is an exceptional turnkey resource that I know our members will be taking advantage of in the future. Thanks, DLR for sharing excellent information in a very powerful and meaningful way. Thank you!"

Through a partnership with the Board of Technical Education (BoTE) and the South Dakota Department of Education (DOE), DLR awarded $95,000 of Governor's Emergency Education Relief (GEER) funding for the development of two ***bridge programs*** to assist individuals in preparing for and succeeding in entry-level healthcare and truck driving occupations. The goal of these programs is to offer a basic foundation of skills to engage individuals with a lower skill set and less likely to be part of the workforce. While still in their infancy, we look forward to making these programs available to businesses and workforce systems as avenues for skills development. In addition, GEER funding was paired with State Apprenticeship Expansion funding to engage industry associations in Science, Technology, Engineering and Math (STEM) fields. With this funding, LATC developed three healthcare Registered Apprenticeship programs offering a career pathway for students that include Certified Nursing Assistance (CNA), Licensed Practical Nurse (LPN) and Registered Nurse (RN).

Following a previously successful model for employer engagement, DLR released a competitive application process in May 2022 seeking new Registered Apprenticeship Program development. Through this process, 14 programs were selected and have begun the program development process. These programs will be developed and begin registering apprentices before the end of the next program year.

NATIONAL DISLOCATED WORKER CAREERS GRANT

South Dakota was awarded the National Dislocated Worker CAREERS grant in September of 2021 with a goal to increase access to the rural areas of our state where traveling to a Job Service Office limits access to workforce services for those in need.
As a result, the grant will focus on increasing digital service delivery allowing our customers the power of choice in the timing and manner services are provided and requested, and decreasing language barriers, allowing more South Dakotans to take advantage of DLR's workforce services.

To empower our customers and improve access to rural areas DLR has three key efforts:

- **Big Interview** launched in January 2022 and is available in SDWORKS, DLR's management information system, allowing easy access for our customers. This module includes an online system that combines training and feedback through artificial intelligence to help improve interview skills and build confidence. The Big Interview training tool allows users to prepare for nearly any type of job interview through a library of hundreds of practice sets for different experience levels, industries, job roles, and competency areas. Through artificial intelligence, students received immediate feedback and coaching on how to improve. Since its inception in January 2022 through June 2022, 451 individuals have utilized this platform.
- **MyDLR Explorer** is a service that will inform and connect potential clients on DLR and partner program services and programs that can help them accomplish their goals.
- **Online registration** for virtual or in-person workshops. This is tentatively scheduled to launch in the calendar year 2023.

To improve access to the increasing English Language Learner population in South Dakota, DLR has been working with Language Link to translate **forms and resources.**

FOREIGN LABOR CERTIFICATION

The Foreign Labor Certification (FLC) program processes H-2A visas for temporary, agricultural work, and H-2B visas for temporary, seasonal, and nonagricultural jobs. DLR reviews applications for program compliance, posts SDWORKS job orders for both H-2A and H-2B applications, inspects housing for H-2A employers and communicates changes and information between the National Office and the employer or employer's agent. DLR refers potential U.S. applicants to employers who are resolving their labor shortage with temporary, foreign workers. From PY20 to PY21, DLR saw a 26.26% increase in H-2A applications and a 52.63% increase in H-2B applications from the previous year as shown in *Figure 5: H-2A Application* Comparison and *Figure 6: H-2B Application* Comparison.

WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) is a federal income tax credit savings that encourage employers to hire job seekers in demographics with high unemployment rates due to specified employment barriers. DLR experienced a record-breaking number of applications totaling 13,398 in Program Year 2021.

The WOTC program runs on Federal Fiscal Years (FFY). The PY21 included FFY21 Quarter 4 through FFY22 Quarter 3. During PY21, the WOTC program received a record-breaking number of applications totaling 13,398. The DLR processed a total of 9,492 applications producing 3,469 certifications with a 36.6% Certification Rate. The WOTC program saved South Dakota employers an estimated $10,058,000.00 in federal income tax savings *(see Figure 7: WOTC Application Comparisons)*.

DLR began the process in the spring of 2022 to set up and implement functionality for administration of the Work Opportunity Tax Credit (WOTC) program within SDWORKS. This module within SDWORKS will allow DLR to move from paper WOTC applications to a fully automated system, which will allow for electronic submission of applications; document storage/retrieval; integration with other state agencies for eligibility verification; the capability for automatic determinations to be made; retrieval of determinations; and reporting. This will provide DLR with an effective solution designed specifically to improve South Dakota's WOTC service provision.

DAKOTA ROOTS

Dakota Roots assists in recruiting out-of-state job seekers by providing local job market insight and personalized job search assistance through DakotaRoots.com and SDWORKS (*see Figure 9: Out of State Recruitment*). The State of South Dakota funds this worker recruitment initiative which continued its 15th year of connecting out-of-state job seekers with in-state career opportunities. In addition to grassroots efforts encouraging current South Dakotans to refer family and friends, digital media outreach has assisted with traffic to the website.

During calendar year 2021, job search assistance was offered to 516 out-of-state job seekers through direct contact from DLR Job Advisors. South Dakota saw a seven percent increase in inbound workforce migration over the previous year's numbers. The most significant number of individuals came from bordering states, with Minnesota, Iowa and Nebraska being the top three. Large concentrations from Sioux City, Iowa, Rock Rapids, Iowa, Luverne, Minnesota and the small bordering towns scattered across the river from Yankton and Vermillion may indicate daily commuters. Other large migration concentrations came from Minneapolis/Saint Paul, Denver, Omaha, Los Angeles and Phoenix metro areas.

Comparing calendar year 2020 to 2021, South Dakota saw the following changes:

- The manufacturing industry surpassed health care as the number one industry for hiring out-of-state individuals.
- The educational services industry saw a twenty-eight percent increase in hiring an inbound workforce.
- The professional, scientific and technical services industry overtook the retail trade industry as a top five industry in the top five relocation cities.

NATIONAL CAREER READINESS CERTIFICATE

DLR offers both employers and job seekers the ACT National Career Readiness Certificate (NCRC®), a key employment tool for WIOA program participants, high school students, incarcerated individuals and others. As of June 2022, over 48,000 South Dakotans have earned an NCRC, as shown in *Figure 8: NCRC Total Tests & Scores*.

Through WIOA Title I statewide funding, any job seeker registered in SDWORKS can prepare for and complete the three WorkKeys Assessments required for certification: Applied Math, Graphic Literacy and Workplace Documents. South Dakota's NCRC scores consistently rank above the national average.

DLR also offers ACT WorkKeys® Curriculum (a skill development curriculum) at no cost to all program participants and job seekers interested in earning an NCRC. The use of this curriculum provides a framework to capitalize on skill strengths and to define potential skill training needs during the employment process.

The NCRC program has grown significantly since its 2009 inception. In addition to serving job seekers across the state through the DLR job service offices, developing partnerships has been a key component in expanding the program.

- Nearly 6,000 high school students earned an NCRC using a streamlined application process that saves staff time. Earning a certificate helps students demonstrate current workplace skills. Additionally, the certificate is utilized for the advanced career endorsement graduation requirement and the Build Dakota scholarship.
- Completing the WorkKeys assessments is a requirement for graduating from the Women's Opportunity and Resource Development (WORD) program at the Women's Prison in Pierre, South Dakota. From July 2021 through June 2022, 88 women took the WorkKeys assessments, with 73 of them (83%) earning a certificate.
- Lake Area Technical College continues to use the WorkKeys assessments as one measure of progress for their students.
- Currently, approximately 1,270 employers in South Dakota recognize the NCRC in their hiring practices

FAMILY FIRST INITIATIVE + BRING YOUR 'A' GAME

The South Dakota State Legislature appropriated general funds for the Family-First Initiative to help individuals gain meaningful and sustainable employment, retain employment and further develop a work and life balance. DLR partnered with five providers to deliver virtual and in-person family-oriented courses to individuals with diverse economic and educational backgrounds to build positive relationships and receive guidance in a neutral learning environment. In PY21, providers facilitated 91 courses to 486 individuals who reside or are employed in South Dakota.

DLR initiated a Summer Passport program focused on engaging youth in work-based learning activities including college tours, job shadows and job skills workshops. During June 2022, through the efforts of DLR job service staff, 673 youth participated in Summer Passport activities.

During the 2021-2022 school year, DLR job service staff offered Bring Your 'A' Game to Work curriculum in-person and Bring Your 'A' Game Anywhere e-learning modules to school districts across South Dakota, elevating work ethic and soft skills. 539 students in 28 school districts attended in person or completed the e-learning modules.

FEDERAL BONDING

The DLR was awarded a federal grant in the amount of $100,000 to expand the fidelity bonding program, which supports employers that hire workers considered "at-risk" due to prior involvement in the criminal justice system, as well as those in recovery for substance abuse. These workers often face barriers in their attempts to return to the workforce. During PY21, DLR purchased 152 bonds and issued 116 bonds to employers as shown in *Figure 10: South Dakota Federal Bonding* and *Figure 11: Federal Bonds by Industry*.

GENERAL EDUCATIONAL DEVELOPMENT

In PY21, 598 South Dakotans earned a General Educational Development (GED®) credential. While the national pass rate during the program year was 76%, South Dakotans had a pass rate of 85%. *Figure 12: GED Credentials Earned Rate* provides a summary of testers and outcomes in South Dakota, including those who might not have yet earned a credential.

The Online Proctored (OP) version of the GED® test allows eligible testers to complete their test outside of the official testing centers, offering flexibility and greater opportunity for testing. In PY21, 189 testers took at least one test using the online system.

According to the U.S. Bureau of Labor Statistics 2021 Current Population Survey, possessing a GED® credential remains a viable path to advancing education, expanding job opportunities and increasing earning potential by over $180 a week compared to those without high school education. In addition, the 2020 Current Population Survey identifies a 2.7% decrease in unemployment for those with a high school education compared to those lacking a high school education. Knowing this, DLR enhanced outreach to South Dakotans lacking their high school education. One area of focus was on those who have passed three of the four GED® tests. This outreach has resulted in 56 testers taking their last test and earning a credential, one of whom had not tested since 2015. Outreach has also included those who have passed their first test, those who have created an account and have not yet tested and those who have started testing but have not tested for more than three months.

As shown in *Figure 13: GED Testers Age 16-17*, South Dakota has experienced an increase of 16- and 17-year-old testers over the past three program years. In fact, currently, South Dakota's largest testing group is white males ages 16-17 who have completed their sophomore year.

SDWORKS

SDWORKS completed a fifth full program year as DLR's Management Information System. It continues to grow and expand in response to the needs of South Dakota job seekers, employers, and DLR staff and programs. SDWORKS serves as the state's premier and most complete job listing board, employer posting site, and case management system. Enhancements are ongoing to improve data entry, reporting integrity and program data.

For compatibility with the South Dakota Citizen Portal, SDWORKS access processes were updated to transition to the mySD Single Sign-On protocol. mySD is the State of South Dakota's secure and centralized identity service used by citizens to access State of South Dakota services. mySD allows users to access State of South Dakota services using a single username and password. Since implementation, individual and employer users have been individually creating mySD profiles and linking those profiles to their existing SDWORKS account registrations.

PERFORMANCE AND REPORTING

EFFECTIVENESS IN SERVING EMPLOYERS

The two measures selected by South Dakota for the Effectiveness in Serving Employers are Retention with the Same Employer in the 2nd and 4th Quarters After Exit and Repeat Business Customers Rate. As shown in *Figure 14: Effectiveness in Serving Employers* the Retention Rate decreased from 61.6% in PY20 to 48.2% in PY21. However, the decrease is not reflected in the Repeat Business Customer Rate from PY20 to PY21. The decrease in retention is likely the result of the COVID-19 pandemic.

ELIGIBLE TRAINING PROVIDER LIST

In PY21, DLR no longer had a waiver for the mandatory reporting information required of all students served by a program on the Eligible Training Provider List (ETPL). Since this was the first year this information was required, several providers needed technical assistance, clarification and additional time, but were able to submit the required information. DLR has increased outreach, which has resulted in an increase in interest for programs to be included on the ETPL. In addition to in-state programs, DLR has submitted reciprocity agreements to the states of Minnesota and Iowa which would allow WIOA Title I participants additional choices to achieve their educational goals.

COMMON EXIT POLICY

The Title III Wagner-Peyser and the Title I Adult, Dislocated Worker and Youth, NDWG, and TAA programs have a common Exit. Following TEGL 10-16, Change 1, Exit occurs when 90 days have elapsed since the participant received a staff-assisted service. Self-service, information-only or follow-up services do not apply to common Exit. SDWORKS automatically records the Exit retroactively to the date of the last staff-assisted service, once 90 days have passed. While a common Exit is not established in the SDWORKS system for other workforce programs operated by DLR, we have integrated these programs into the Title III Wagner-Peyser and Title I programs whenever possible through a policy of enrollment to the greatest extent possible. For this reason, the Exit of many other workforce programs including SCSEP, TANF, SNAP E&T and RES would align with those programs identified in the Common Exit policy (see *Appendix D: Common Exit Policy*).

RESEARCH AND EVALUATION

With the current job market and great resignation, DLR saw an opportunity to review retention with the same employer performance indicator. DLR utilized the retention with the same employer indicator during the pilot phase. DLR is evaluating the most current program's data because of the confidence level in the accuracy of the data.

DLR is particularly interested in retention with the same employer for individuals served with employment barriers such as Long-Term Unemployed, Ex-Offender, Single Parent, Low Income and Basic Skills Deficient. DLR first compared the retention rate for individuals who had employment barriers and those who did not. The retention rate between the two groups is similar, with 67.7% of individuals who did not have any employment barrier and 61.2% of the individuals with at least one employment barrier retaining employment with the same employer, *Figure 15: Retention with the Same Employer with or without Employment Barrier*.

DLR then further broke down retention with the same employer by each individual employment barrier. Here DLR was able to see that some employment barriers had lower retention rates than others. DLR reviewed several services to see if retention rates would improve if services were provided. One service that provided better retention rates was support services. Overall, when individuals with employment barriers received at least one supportive service during their program participation, they did better, with a retention rate of 67.0%. DLR also saw particular groups of employment barriers doing better if they received a support service; Low Income, Older Individuals, Single Parents and Ex-Offenders as shown in *Figure 16: Retention with the Same Employer by Employment Barrier* and *Figure 17: Retention with the Same Employer by Employment Barrier and Received a Support Service*.

While there are a lot of positives from the evaluation, DLR will continue to review retention rates with the same employer and consider other factors, such as training services that may improve retention rates for those with barriers to employment.

CUSTOMER SATISFACTION

Customer satisfaction electronic survey forms are emailed quarterly to both businesses and individuals who have participated in DLR programs. In PY21, DLR adjusted the questions on the Customer Satisfaction Survey. DLR realized the questions we were asking did not provide us with adequate data to determine customer satisfaction, and we were not able to extract the previous data points in a meaningful way. These changes allowed DLR to better capture and quantify the data we were receiving from the Customer Satisfaction Survey. Survey responses continue to be automatically uploaded to a SharePoint dashboard so staff can see the results of the survey instantly.

One-hundred and forty or 2.2% of job seekers responded to the survey and reported an overall satisfaction score of 3.9 out of 5. Of the total job seekers' responses, 133 disclosed they worked directly with an Employment Specialist. 75.2% of those Employment Specialists displayed a high level of professionalism and knowledge, with 64.7% of job seekers reporting all or most of their needs were met. 9.9% of responses indicated their contact with DLR was virtual.

One-hundred and forty or 3.2% of employers responded to the survey and reported an overall satisfaction score of 3.9 out of 5. Businesses identified 85.2% of Employment Specialists had a high level of professionalism and knowledge, with 60.2% reporting all or most of their needs were met. Additionally, 33.3% of employers reported their contact with DLR was virtual.

ONE-STOP CAREER CENTER CERTIFICATION

In September of 2021, the Huron, Madison, Mitchell and Sioux Falls Job Service Offices were recertified as One-Stop Centers by the Workforce Development Council. Throughout 2021, the Aberdeen, Brookings, Pierre/Winner and Watertown Job Service Offices were reviewed. This review includes a questionnaire regarding the one-stop operations, program delivery of workforce programs offered by DLR, data validation and compliance with both the Americans with Disability Act and Equal Opportunity. Findings, Areas of Concern and Promising Practices are identified and reported to the One-Stop Operator and Job Service Office Manager. Once required action has been successfully met for each of the Findings, certification is sought by the Workforce Development Council.

In 2019, DLR established a rotating review crew to involve Job Service Office staff in the file review process allowing all offices to have files reviewed rather than just those being certified and providing a training model for case managers. This has evolved since this time to a virtual platform and a quarterly review. Since including Job Service Office staff in the review process and implementing the quarterly comprehensive review, improvements have been noted. This review process is about continuous improvement and learning, not perfection. In a changing world, regulations, policies, and technology are evolving. As a result, file expectations and service delivery are iso evolving.

Upon completion of the program year, training summarizing common findings is provided to all DLR Job Service staff. The common finding identified from the Equal Opportunity review was the Complaint Processing and Procedures. While offices had a written policy and process in place, it was determined some were not following it. Policy required the manager or designee to process, refer, and log complaints. However, some of the offices reviewed indicated multiple people, not designated or trained, were processing complaints.

The Equal Opportunity Officer developed two complaint process training in DLR’s Learning Management System. The first training was developed for all job service staff and provides a general introduction to the complaint process, including outlining everyone’s role. The second training was developed for managers and designees, responsible for processing complaints, and goes in-depth into the complaint process, including referral guidance. Additional training was provided on the Language Assistance Plan and the Babel Notice based on some areas of concerns identified.

DATA VALIDATION

The DLR Review Crew reviewed 1,039 files for data validation purposes as outlined in the DLR Oversight and Monitoring Policy (See Appendix B). Descriptive statistics by program are provided in *Figure 18: Data Validation*.

DLR is in the process of reviewing the results of the audit process by data element to identify areas of interest to program staff and job service offices. Presentations have been provided to DLR staff that cover some of the common areas of concern and best practices identified during data validation. Items have also been identified that provided an opportunity to update and clarify policy.

FEDERAL WAIVERS

The DLR Title I Youth Program has benefited from two approved waivers.

WIOA SECTION 129(A)(4)(A) AND 20 CFR 681.410 – OUT-OF-SCHOOL YOUTH EXPENDITURE WAIVER

This waiver allows DLR to expend up to 50% of youth funding on In-School Youth. With this waiver in place, DLR has enhanced its partnership with the South Dakota Department of Education and individual school districts throughout South Dakota. This waiver is crucial to our efforts to expose students to local employment and education opportunities in their communities.

Increase Career Exploration services to youth regardless of their educational status.
Career Exploration services include Job Shadows, Provision of Labor Market Information, and Leadership Development Services. With the approval of this waiver in PY18, there have been significant gains in the number of Career Exploration Services provided to youth in South Dakota except for PY20 (due to the reassignment of job service staff to assist with unemployment insurance from March through November of 2020, as a response to the COVID-19 Pandemic). The number of career explorations offered in PY21 dwarfs all previous years and is a positive indicator of DLR's commitment to serving the youth of South Dakota (*see Figure 19: Title I Youth Career Exploration Services*).

Increase Work-Based Learning services to youth despite their education status. This includes work experiences, internships, pre-apprenticeships, on-the-job training, and job shadows.
South Dakota's low employment numbers make businesses increasingly interested in building student relationships. This waiver allows DLR to offer services to all youth participants equally, resulting in a sizable increase in the number of Work-Based Learning services offered to youth in South Dakota Communities.

As shown in *Figure 20: Title I Youth Work Based Learning Services*, DLR provided 218 opportunities in PY18, then saw a decrease in PY19 and PY20, a result of the COVID-19 pandemic. However, in PY21, DLR provided 237 work-based learning services to youth in our state.

Enhance partnerships with schools and businesses to increase youth apprenticeship opportunities.
Apprentices are generally between the ages of 16 and 34. Figure 4 illustrates new apprentices by age in South Dakota. With the launch of the Pathway Partnership initiative, there has been a steady increase in the number of youth entering apprenticeships. This past program year saw an increase of 95% in participation of the 16–24-year-old age group from the previous year (*see Figure 21: Registered Apprentices by Age*).

20 CFR 681.550 – INDIVIDUAL TRAINING ACCOUNT USAGE FOR IN-SCHOOL YOUTH WAIVER

This waiver allows DLR to operate our in-school youth program in alignment with our out-of-school youth program. This eases implementation in a small state where staff works multiple programs. It reduces confusion for our partners and increases participation.

Increase enrollment in South Dakota's WIOA Title I Youth program

This waiver was first approved in PY18. DLR Job Service offices responded quickly to the opportunities provided by the waiver and raised enrollments by 43% in the first program year of waiver approval. From PY18 to PY19, our youth program participation increased by another 44%. COVID-19 contributed to a slight decrease in PY20, but PY21 roared back, outpacing previous years of enrollment (*see Figure 22: Title I Youth Enrollments*).

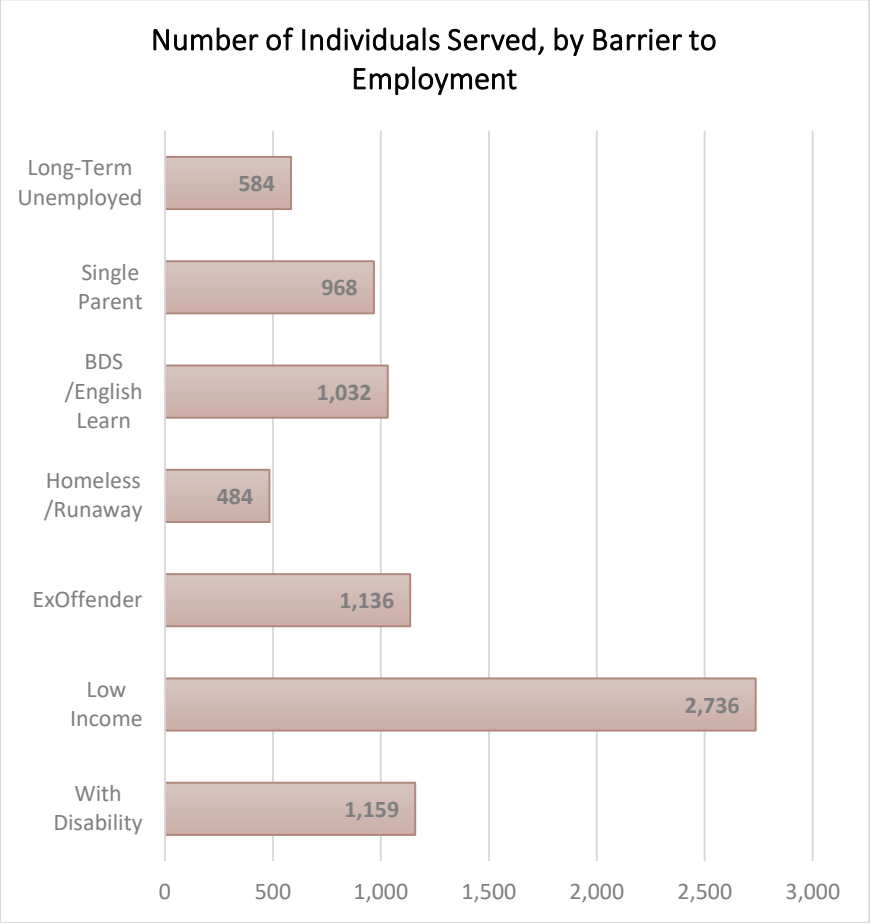
Increase post-secondary options for disadvantaged In-School Youth

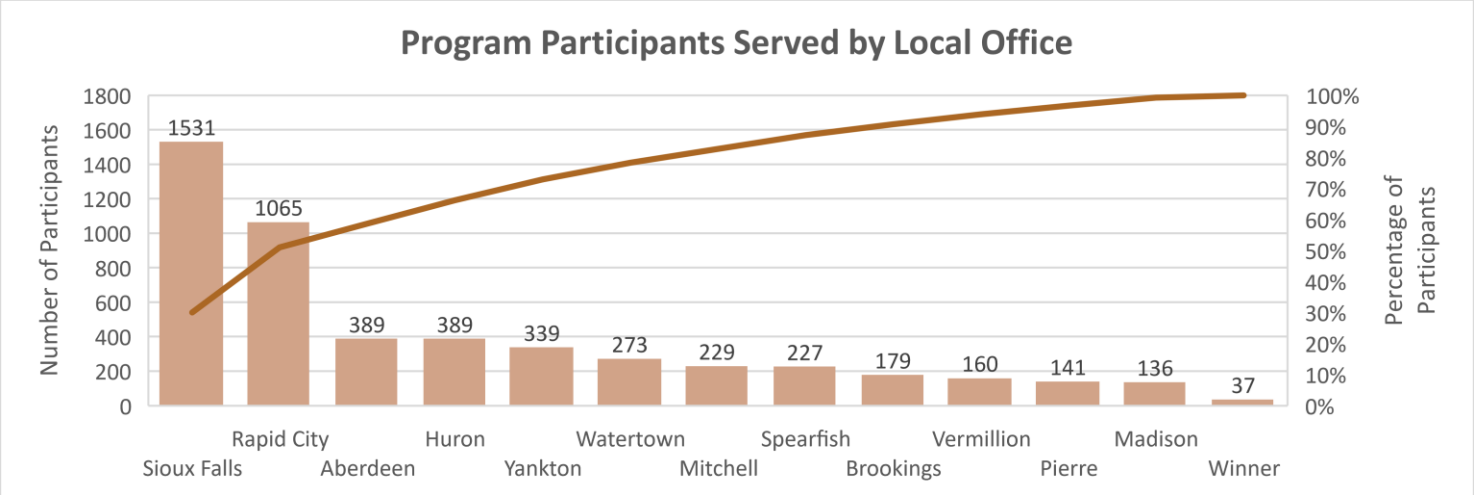
Since the implementation of this waiver, DLR has worked to increase post-secondary options for disadvantaged In-School Youth. In PY21, DLR assisted ten in-school youth with an occupational skills training service. While there have been marked increases in occupational skills training services since implementation of this waiver, there was a dip in PY20, most likely due to the pandemic. With the increase in participation, DLR anticipates continued growth in occupational skills training services in the coming years (*see Figure 23: In-School Youth in Occupational Skills Training Services*.

APPENDIX A: PY21 JOB SERVICE INFOGRAPHIC

DESCRIPTIVE STATISTICS OF WHO DLR SERVED

5,095 SOUTH DAKOTANS SERVED	FEMALE 2,573 **51%**	MALE 2,516 **49%**





SERVICES PROVIDED

2,349
Individuals Served with **Basic** Career Services

2,488
Individuals Served with **Individualized** Career Services

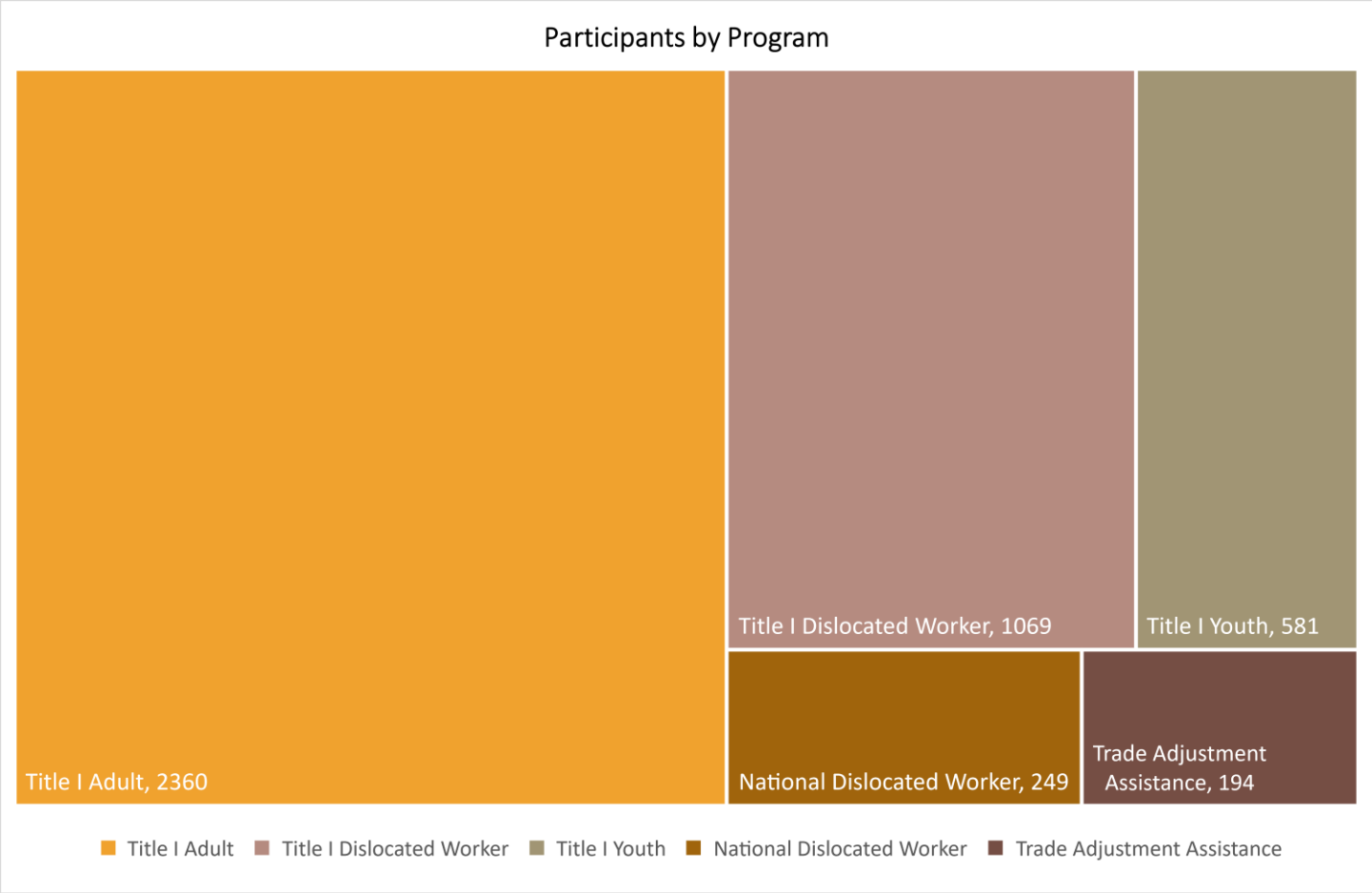
251
Individuals Served with **Training** Services

284
Individuals Served with **Virtual** Services

Basic Career Services – Staff-assisted services that provide general information and assistance. Examples include resume assistance, job search workshop, referrals to economic assistance, and Labor Market Information (Title III Wagner-Peyser).

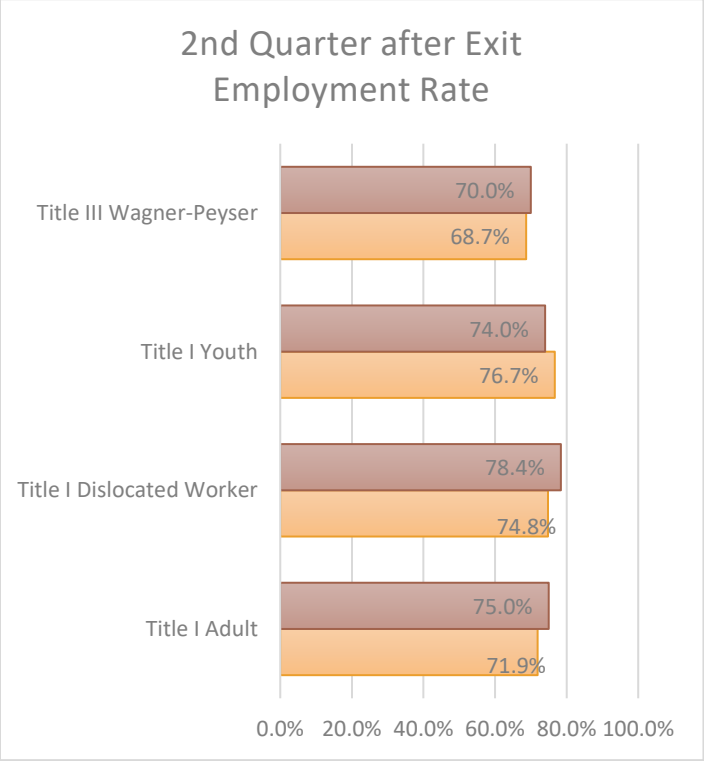
Individualized Career Services – More intensive services that help progress towards employment goals. Examples include Employment Plans, Work Experience opportunities, and assessments to identify skills, aptitude, and barriers (Title I).

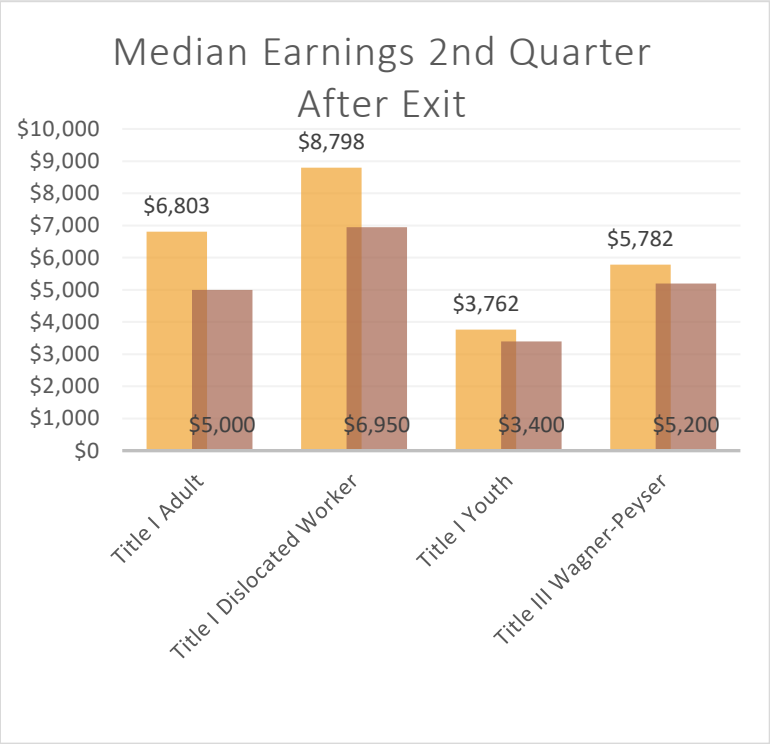
Training Services – Provide an opportunity for the individual to gain knowledge and skills. Examples include post-secondary education, On-the-Job Training, and Registered Apprenticeships (Title I)

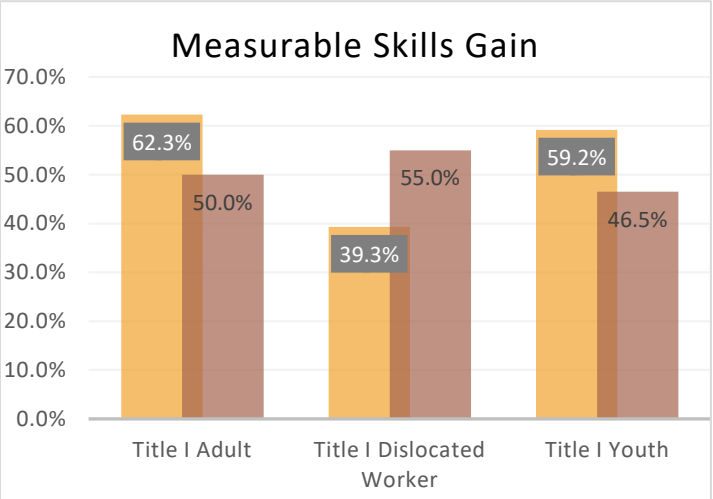


OUTCOMES

Negotiated	Actual







APPENDIX B: NARRATIVE CHARTS

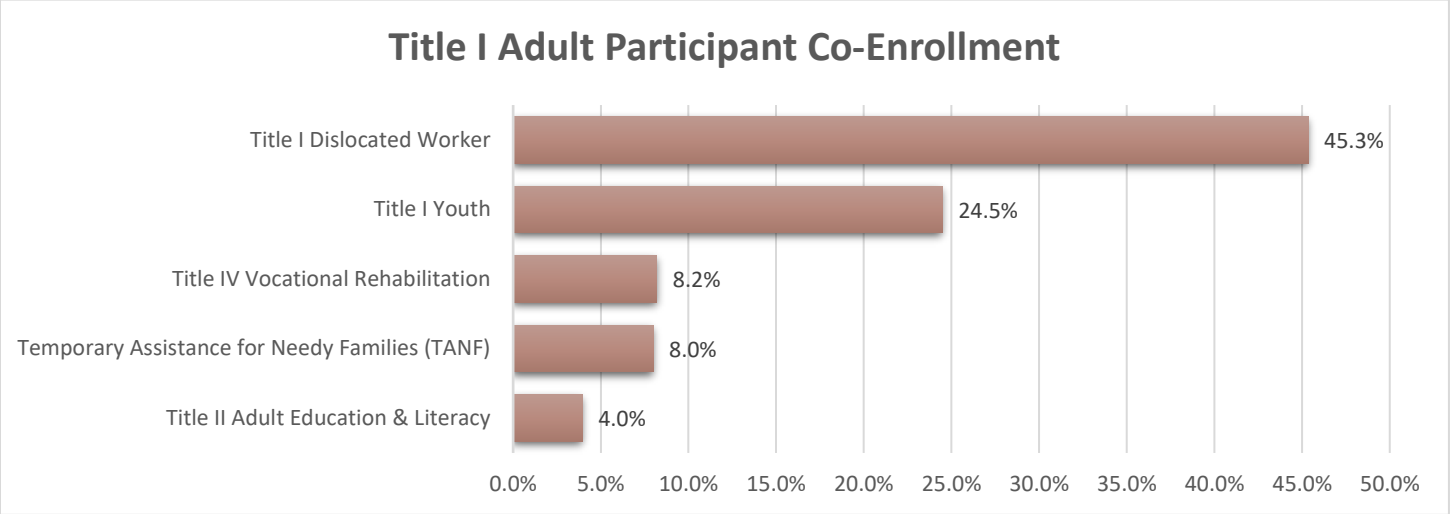


Figure 1: Title I - Adult Participant Co-Enrollment

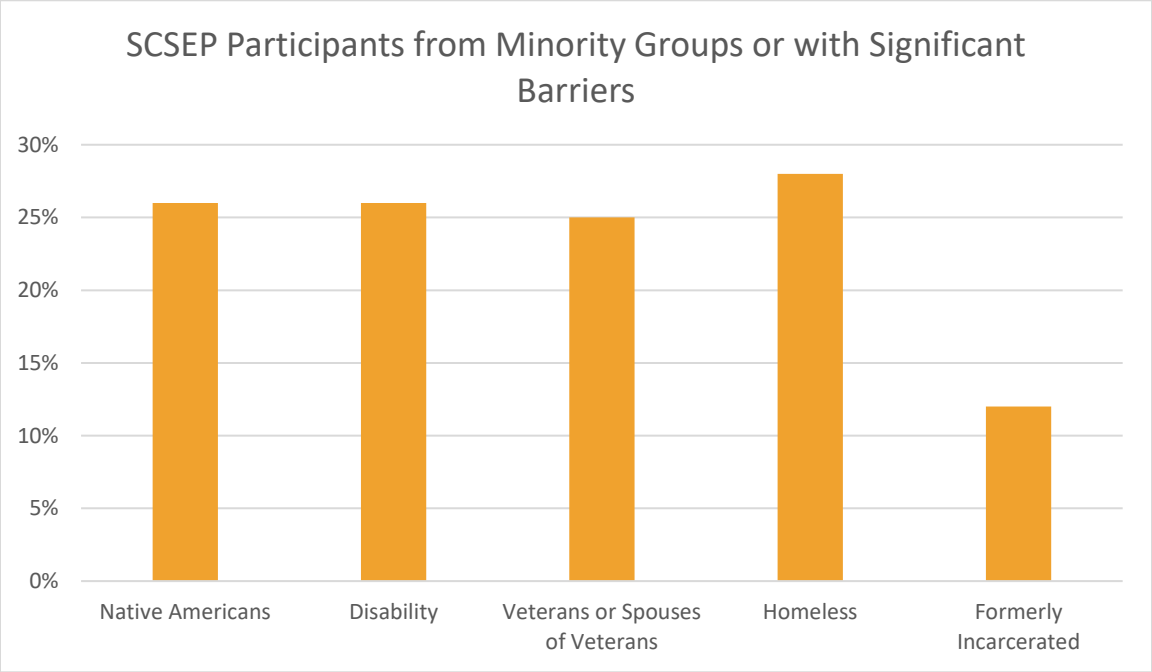


Figure 2: SCSEP Participants from Minority Groups or with Significant Barriers

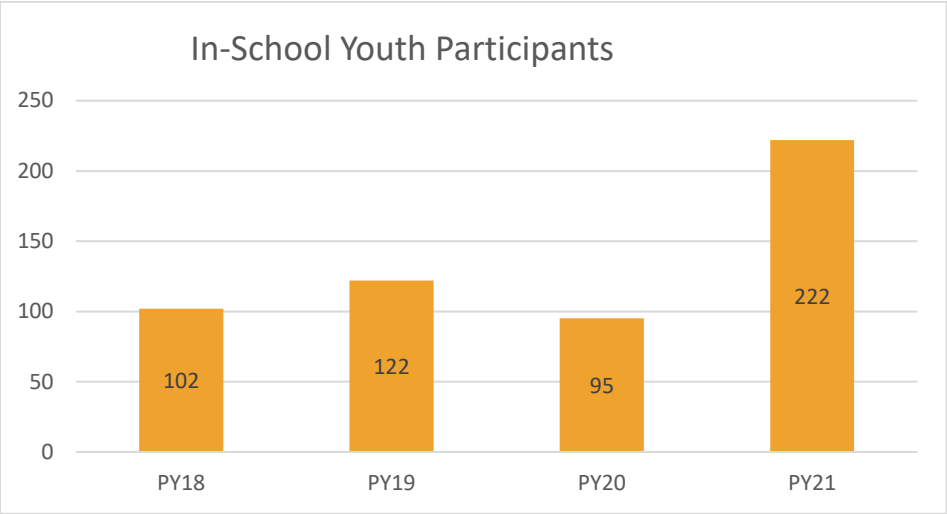


Figure 3: Title I Youth - In-School Youth Participants

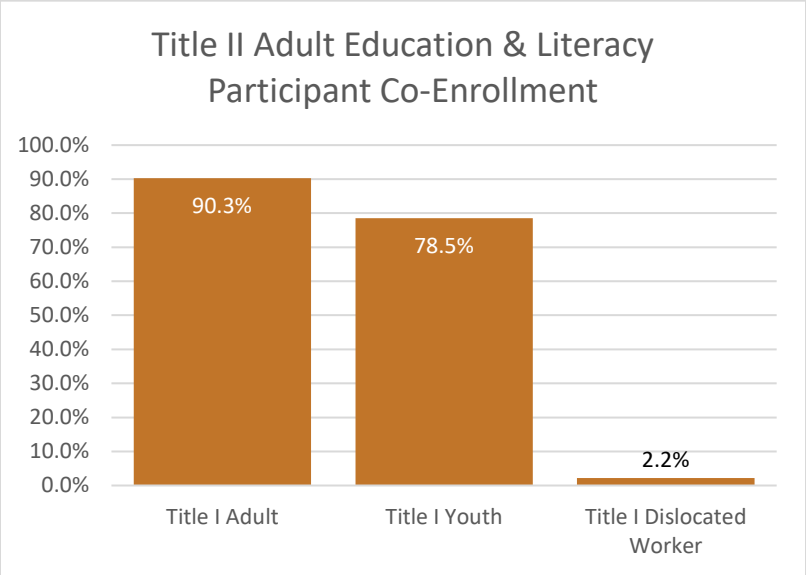


Figure 4: Title II – Adult Education & Literacy Participants Co-Enrollment

H-2A Application Comparison				
Performance Timeframes	**Job Orders**		**Housing Inspections**	
	FFY21	**FFY22**	**FFY21**	**FFY22**
Quarter 1	136	158	99	66
Quarter 2	105	140	188	171
Quarter 3	37	44	16	32
Quarter 4	50	66	21	27
Totals	*328*	*428*	*324*	*296*

Figure 5: H-2A Application Comparison

H-2B Application Comparison		
Performance Timeframes	**Job Orders**	
	FFY21	**FFY22**
Quarter 1	53	68
Quarter 2	110	188
Quarter 3	52	83
Quarter 4	45	39
Totals	*260*	*378*

Figure 6: H-2B Application Comparison

WOTC Application Comparisons		
Status	**PY20**	**PY21**
Certifications	2,659	3,469
Conditional Certifications	60	69
Denied Applications	4,001	4,983
Pending Applications	855	971
Total Applications Processed	7,575	9,492
Certification Rate	35.1%	36.6%
Tax Dollar Savings	$7,719,000	$10,058,000

Figure 7: WOTC Application Comparisons

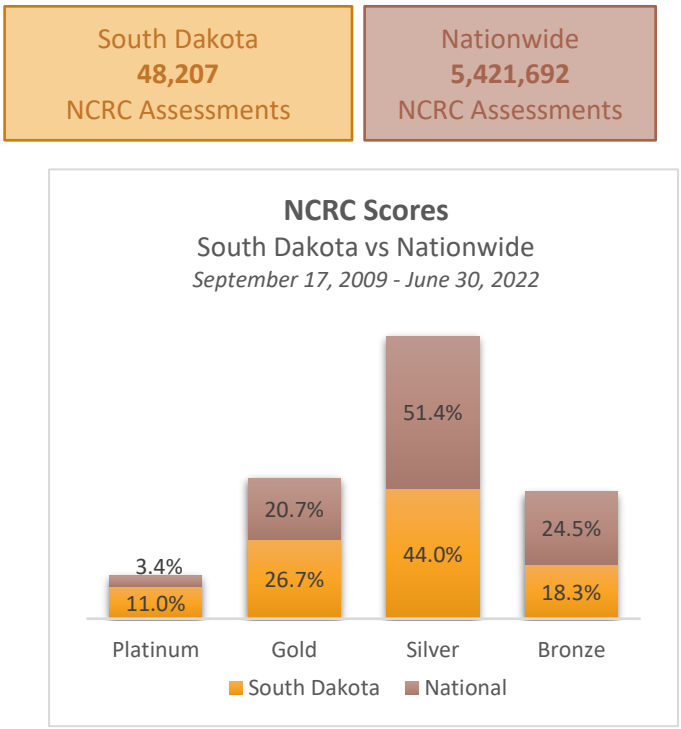


Figure 8: NCRC Total Tests & Scores

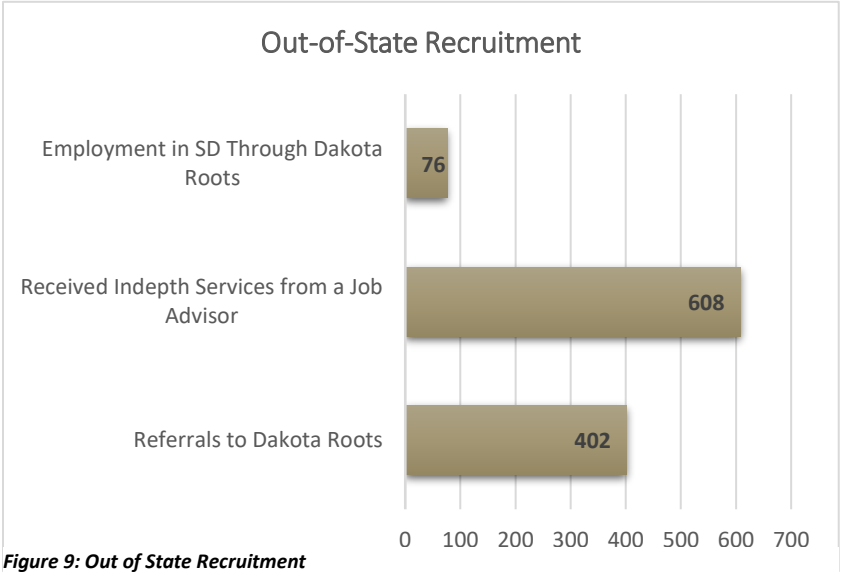


Figure 9: Out of State Recruitment

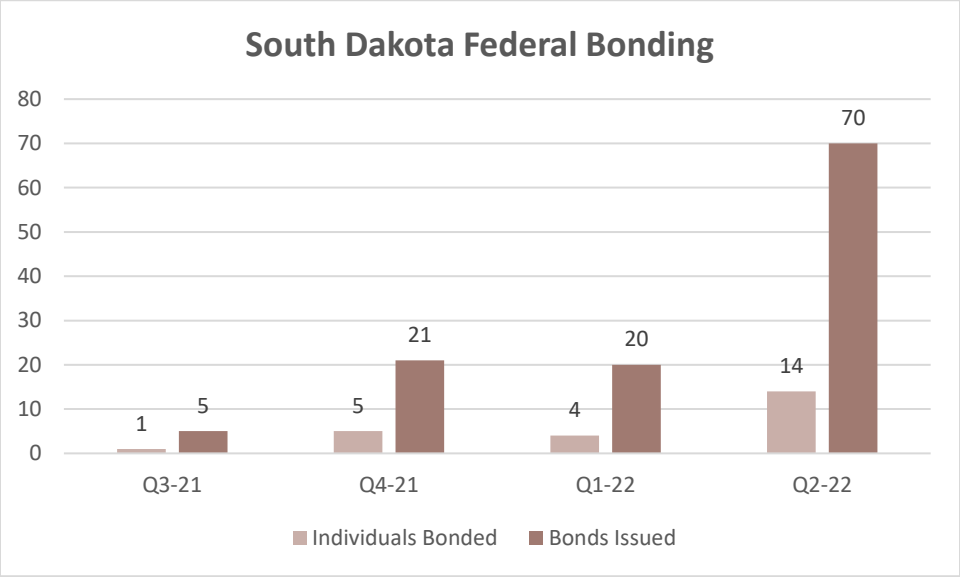


Figure 10: South Dakota Federal Bonding

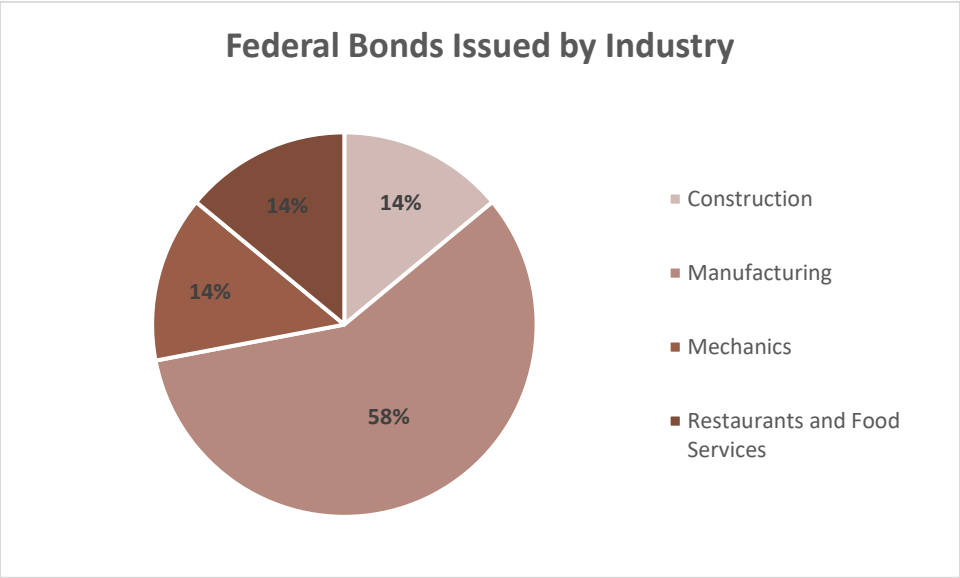


Figure 11: Federal Bonds by Industry

General Educational Development (GED®) Credential Earned Rate	Math	RLA	Science	Social Studies
State pass rate	85%	90%	93%	87%
National pass rate	75%	84%	90%	85%
College ready*	7%	10%	13%	14%
College ready + credit**	2%	1%	2%	4%

Figure 12: GED Credentials Earned Rate

*Scores reflect tester has demonstrated skills to start college-level classes and may be exempt from placement tests or remedial (non-credit) courses in college.

**Scores reflect tester has demonstrated skills being taught in college-level courses and could earn credit/bypass certain required classes.

	PY19	PY20	PY21
Testers ages 16-17	132	193	307
Pass rate	88%	88%	93%

Figure 13: GED Testers Age 16-17

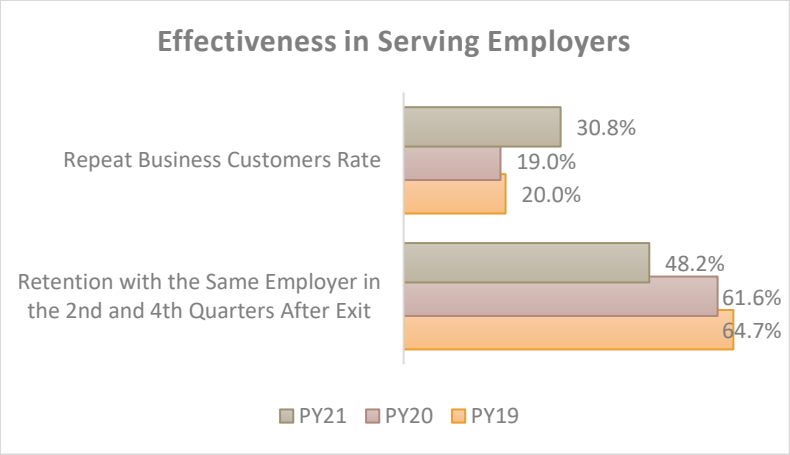


Figure 14: Effectiveness in Serving Employers

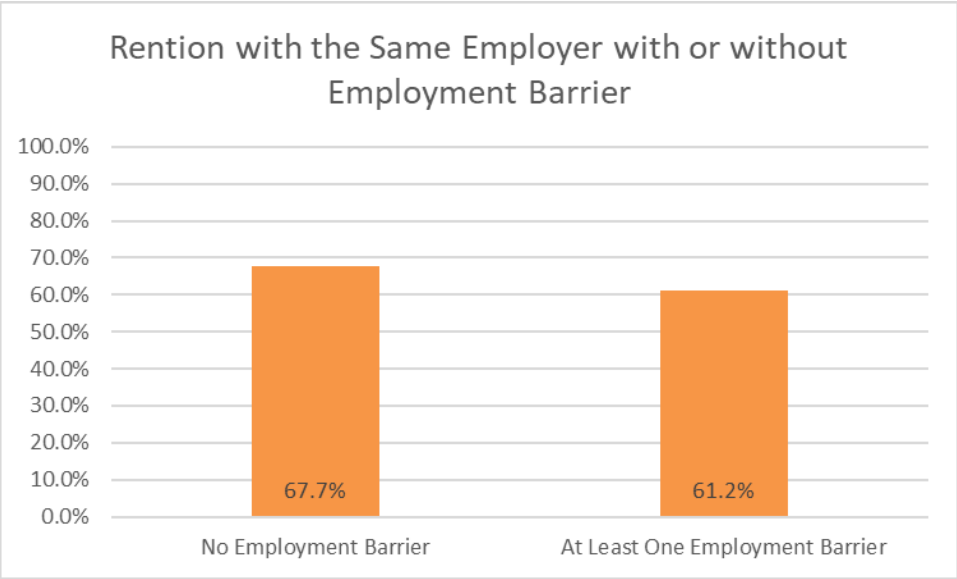


Figure 15: Retention with the Same Employer with or without Employment Barrier

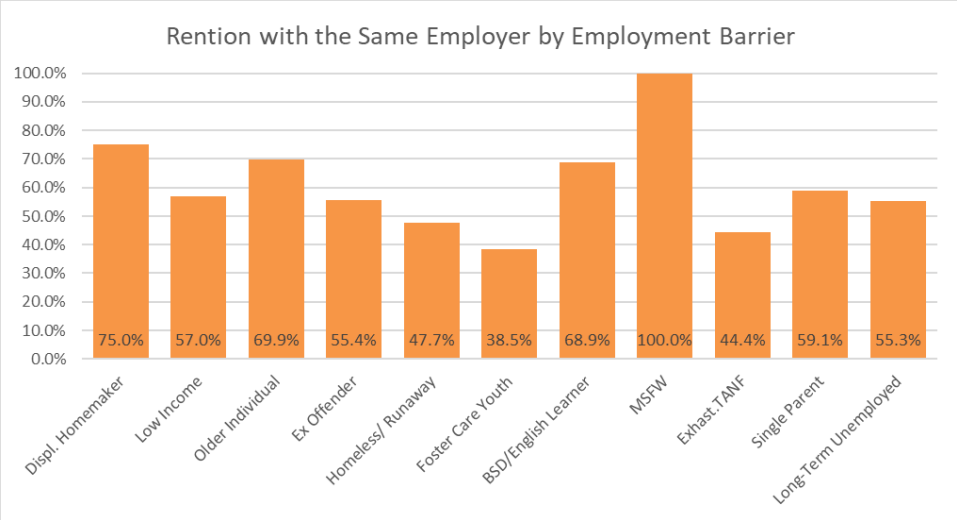


Figure 16: Retention with the Same Employer by Employment Barrier

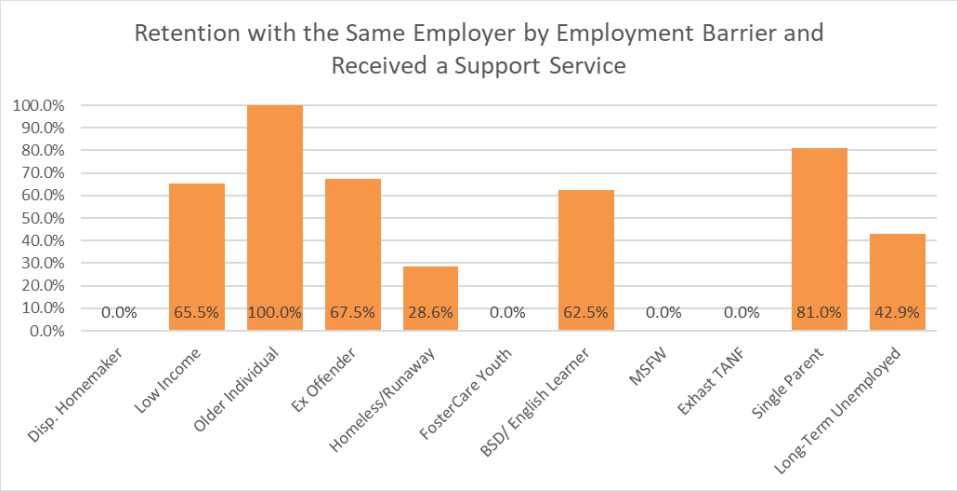


Figure 17: Retention with the Same Employer by Employment Barrier and Received a Support Service

Program	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Adult				
Total Files	69	66	100	63
Pass Rate	90.91%	89.20%	93.30%	93.85%
Dislocated Worker				
Total Files	34	34	80	31
Pass Rate	93.41%	93.29%	91.76%	93.54%
NDWG				
Total Files	5	10	6	21
Pass Rate	92.48%	87.97%	85.99%	93.98%
TAA				
Total Files	7	3	9	20
Pass Rate	52.54%	69.84%	69.88%	81.66%
Wagner-Peyser				
Total Files	100	100	100	100
Pass Rate	89.22%	90.11%	92.70%	92.98%
Youth				
Total Files	14	12	27	28
Pass Rate	85.28%	79.69%	75.41%	89.45%

Figure 18: Data Validation

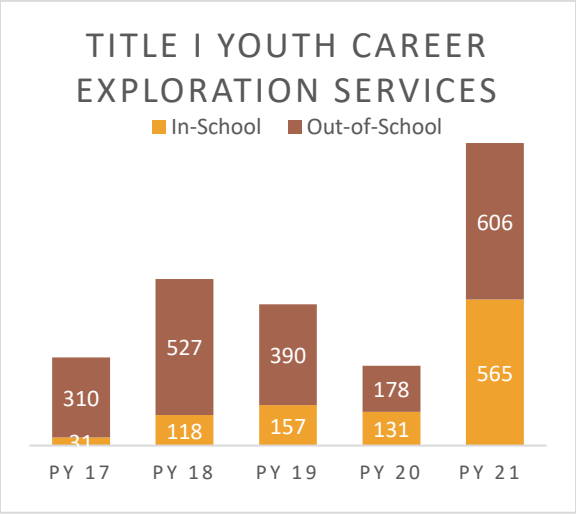


Figure 19: Title I Youth Career Exploration Services

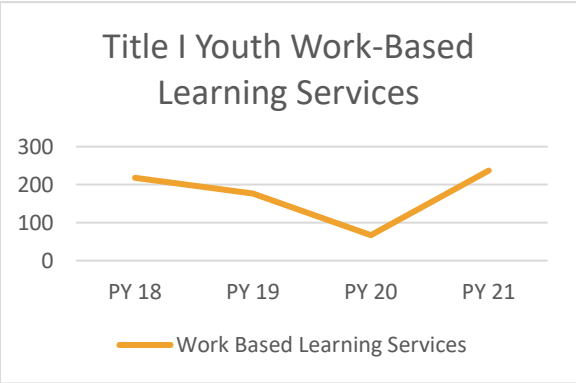


Figure 20: Title I Youth Work Based Learning Services

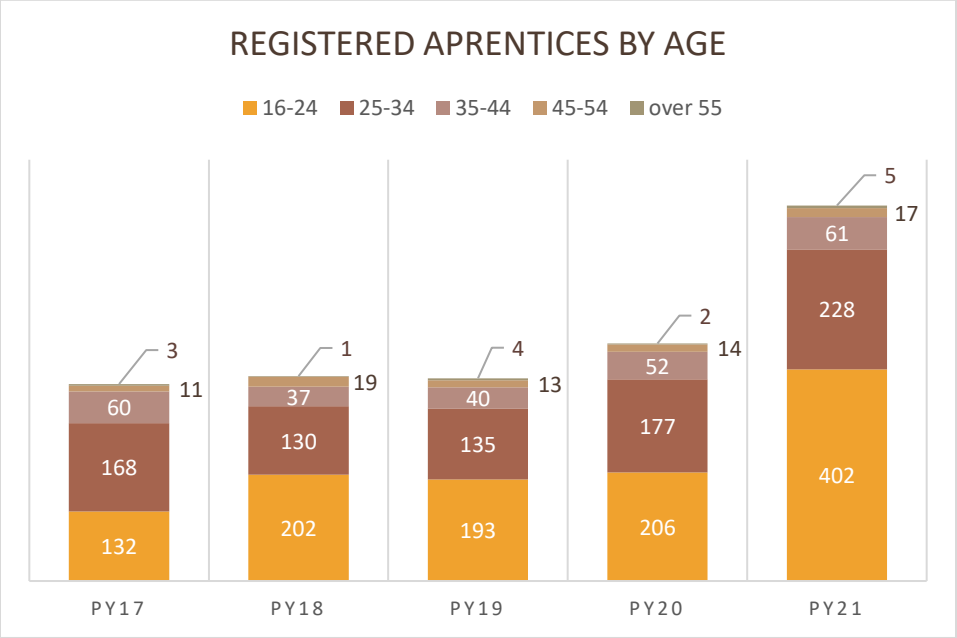


Figure 21: Registered Apprentices by Age

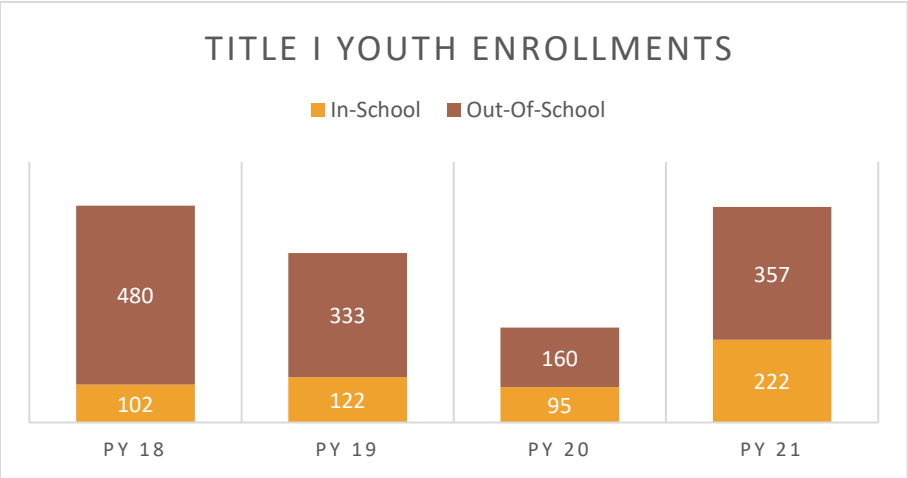


Figure 22: Title I Youth Enrollments

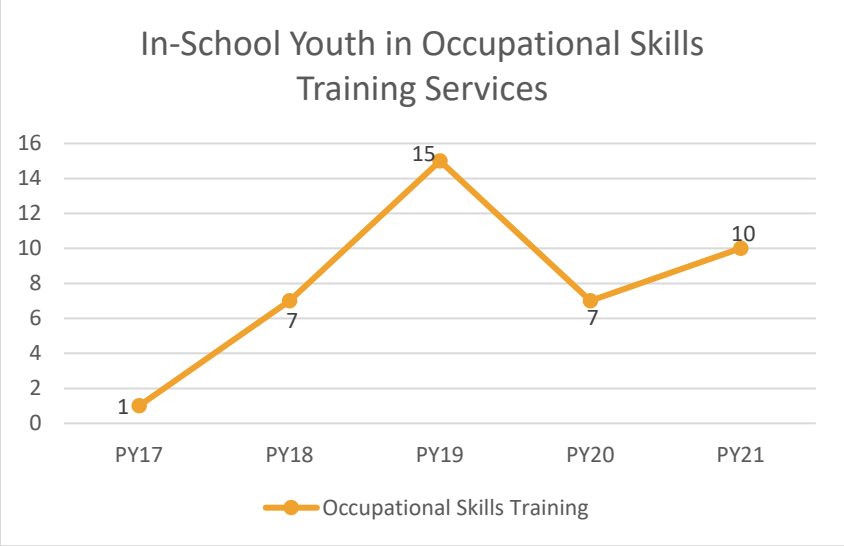


Figure 23: In-School Youth in Occupational Skills Training Services

APPENDIX C: OVERSIGHT AND MONITORING POLICY

OVERSIGHT AND MONITORING

The DLR One-Stop Operator and One-Stop Career Center, or job service office, managers are responsible for ensuring compliance with federal laws, regulation, and guidance as well as state policies and procedures. The Workforce Development, and Administrative Services Divisions are responsible for oversight and monitoring of the One-Stop Career Centers to ensure compliance with federal laws, regulation, and guidance, and state policies and procedures. Monitors ensure:

- DLR programs achieve intended results.
- Resources are utilized efficiently and effectively for authorized purposes and are protected from waste, fraud, and abuse.
- Accurate and timely information is reported to serve as the basis for improved decision-making and required reporting.

Selected employment specialists from the One-Stop Career Centers will assist labor program specialists with reviewing active files and data validation. This process will allow employment specialists to better understand the process and requirements to improve accuracy. Labor program specialists will provide training for employment specialists prior to conducting the review. An employment specialist will not validate files from their own One-Stop Center. Labor Program Specialists will work alongside the Employment Specialists at all times during the review.

ACTIVE FILE REVIEW

This policy establishes file review guidance for Wagner-Peyser Title II, Title l Adult, Dislocated Worker, and Youth, Senior Community Service Employment Program (SCSEP), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Temporary Assistance for Needy Families (TANF), and Trade Adjustment Assistance (TAA) programs.

Timeline

File review of active files will be completed quarterly. Files subject to review include participants active in the program during the year of review. Files will be randomly selected to ensure a variety of case managers and offices are represented.

Process

Labor program specialists will develop a review sheet for each program. This review sheet will analyze eligibility, provision of services, quality of case management, documentation, fiscal accountability, and inclusion of data validation elements. An Active File Review Report containing the results of the file review will be provided to the One-Stop Career Centers. These results shall identify the names of the files reviewed, errors, and promising practices identified.

SCSEP

One file per SCSEP case manager every quarter will be completed with the above timeline and process.

SNAP E&T

One file review per SNAP case manager will be completed every quarter with the above timeline and process.

TANF

Three file reviews per TANF case manager will be completed every quarter with the above timeline and process.

DATA VALIDATION

This policy establishes data validation guidance for Wagner-Peyser, Title I Adult, Dislocated Worker, and Youth, SCSEP, and TAA programs.

Data validation is a series of internal controls and quality assurance techniques established to verify the accuracy, validity, and reliability of data. The purpose of validation procedures for required performance data are to:

1. Verify the performance data reported is valid, accurate, reliable, and comparable across programs;
2. Identify irregularities in the data and resolve issues that may cause inaccurate reporting;
3. Outline source documentation required for common data elements; and
4. Improve program performance accountability through the results of data validation efforts.

Labor program specialists will review the data validation process, requirements, and plan for completion with the Workforce Development Division Directors annually to ensure staff are prepared for performing data validation of selected files.

Timeline

Data validation will be completed on a quarterly bases for the active program year. Data Validation information will be pulled from South Dakota's management information system, SDWORKS, no earlier than 45 days after the end of a quarter.

Sample Size

Files that are subject to data validation include participants who exited and are subject to reporting during the given program year. At least .5 % of Title III Wagner-Peyser files and 2% of each of the WIOA Title I Adult and Dislocated Worker, TAA, Title I Youth, National Dislocated Worker Grant (NDWG), and Apprenticeship files will be randomly selected for data validation.

Process

The file review team will validate the Authorization to Work and Selective Service registration requirements for Title I program participants, the common data elements outlined in TEGL 7-18, and the data elements outlined in TEGL 23-19. For each validated individual data element, a pass or fail grade will be assessed.

The random sampling tool within SDWORKS will be utilized to generate a sufficient representation of records from each program. A Data Validation Report containing the results of the data validation shall be provided to the One-Stop Career Centers. These results shall identify the names of the files reviewed, missing and/or erroneous data.

Source Documentation for Common Data Elements

For most data elements, the validation guidelines provide multiple forms of acceptable source documentation. If the State collects multiple sources for the same data element and the sources conflict, the most objective source should be used to determine if the data element is valid and accurate.

These source documentation types include:

- ***Cross-Match:*** a cross-match requires validators to find detailed supporting evidence for the data element in a database. An indicator or presence of a Social Security Number (SSN) in an administrative non-WIOA database, i.e., a database not maintained by a WIOA core program such as data from the State's Department of Motor Vehicles, is not sufficient evidence for a cross-match. State validators must also confirm supporting information, such as dates of participation (i.e. date of last SNAP/TANF payment, date of last RA benefit, etc..) and services rendered. DLR will have data sharing agreements in place as appropriate. The use of computer screenshots from a database system for documentation of cross-match is prohibited. Rather, a case note must be used to document the cross-match and must include an explanation of the source database utilized

- ***Self-Attestation:*** Self-attestation (also referred to as a participant statement) occurs when a participant states his or her status for a particular data element, such as pregnant or parenting youth, and then signs and dates a form acknowledging this status. The key elements for self-attestation are: (a) the participant identifying his or her status for permitted elements, and (b) signing and dating a form attesting to this self-identification. The form and signature can be on paper and uploaded electronically into SDWORKS or in SDWORKS with an electronic signature.

- ***Case notes:*** Case notes refer to electronic statements by the case manager that identify, at a minimum, the following: (a) a participant's status for a specific data element, (b) the date on which the information was obtained, and (c) the case manager who obtained the information.

- ***Electronic Records:*** Electronic records are participant records created, stored or transferred in a form that only a computer can process and maintained in the DLR's management information system. Records can be numeric, graphic, or text. They can also include magnetic storage media such as tapes or disks.

Source documentation for data validation items must be uploaded into SDWORKS. Hard copies are not acceptable as outlined in policy and will not be considered for data validation purposes.

CORRECTIVE ACTION

Results of the annual active file review and data validation review will be incorporated into the One-Stop Career Center Certification Policy 3.3 process. Findings, areas of concern, and promising practices that remain consistent through the annual reviews will be included in the One-Stop Career Center Certification monitoring report.

WIOA §107, §116, §129, §134
20 CFR §677.150, §679.370, §683.400-440
WIOA Participant Individual Record Layout

APPENDIX D: COMMON EXIT POLICY

EXIT

Exit is the point after which a participant who has received services through any program meets the following criteria:

- For WIOA the Exit date is the last date of service.
- The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services; services do not include self-service, information-only services, activities, or follow-up services.

COORDINATED SERVICE DOCUMENTATION

Services provided to participants by programs utilizing the SDWORKS Management Information System will have a direct impact on WIOA Title I and Title III program participation period. Coordinated enrollment and service delivery is provided for the following Federal programs through SDWORKS: WIOA Title I Adult, Dislocated Worker, and Youth, Title III Wagner-Peyser, Jobs for Veterans State Grant, Senior Community Service Employment Program (SCSEP), Trade Adjustment Act (TAA), Re-employment Services (RES), Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), and Temporary Assistance for Needy Families (TANF).

Services provided by programs authorized under WIOA including Job Corps, Native American Programs, National Farmworker Jobs Program (NFJP), and Youth Build must be documented in SDWORKS.

If the Title I Adult, Dislocated Worker, or Youth, Wagner-Peyser, or TAA participant is working with a partner agency for a service recognized under the respective program and is included in the Employment Plan, the service must be recorded. The service impacts the participation period.

If one of the following applies, the service no longer needs to be documented in SDWORKS:

- the partner program continues to provide services that are not included in the participant's formal or informal Employment Plan.
- the partner service is not recognized as a service by the Adult, Dislocated Worker, Youth, Wagner-Peyser or Trade Adjustment Act
- a participant no longer wishes to work with the Adult, Dislocated Worker, Youth, Wagner-Peyser or Trade Adjustment Act programs

Informational Services, Self-Service, and Facilitated Self-Service without Significant Staff Involvement will not impact an Adult, Dislocated Worker, Youth, Wagner-Peyser or Trade Adjustment Act participation period.

Once a program participant has not had a staff-assisted service in SDWORKS for 90 consecutive days it impacts the participation period. The exit date will be retroactive to the last date of service.

EXCLUSION FROM EXIT

Exclusion reasons for Exit that exclude someone from performance and future follow up includes:

- ***Institutionalized:*** the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant.
- ***Heath/Medical:*** the participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- The participant is ***deceased.***
- Reserve forces called to ***active duty***: the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.

- ***Foster care:*** the participant is in the foster care system as defined in 45 CFR1355.20(a), and exits the program because the participant has moved from the area as part of such a program or system (Title I Youth Participants ONLY).
- ***Ineligible:*** the participant, who was determined to be eligible, is later determined not to have met eligibility criteria. VR Only.
- The participant is a ***criminal offender*** in a correctional institution under section 225 of WIOA.

20 CFR §677.150
WIOA Participant Individual Record Layout