



Dear Stakeholders:

Ramsey County Workforce Solutions is pleased to present its annual business report for 2015. It was a year of equal challenge and reward for us. While our primary focus is always our resident and business customers,

> we have also been working toward deeper improvements in processes we know will provide increased access to economic success. To that end, we are continuously improving our own practices so that services cross programs and funding streams seamlessly.

We are heartened by the growing economy in Minnesota and the opportunities made available for those who benefited; we also understand the challenge before us based on current economic disparities. Our evidence-based approach recognizes that individuals we serve are part of families and communities and serving the individual means we embrace the community.

In Ramsey County, people of color are the fastest growing segment of our community. The advantage this presents is the diversity of ideas, job development, and the potential for new businesses. Our investment in these populations means fewer people will live in poverty, more

will graduate to technical and professional occupations, and communities will be healthier. This empowers us.

As you review the client success stories, you will be impressed with how support from a caring community can make a difference to families.

Thanks to our community-based organizations, staff, and boards for supporting our joint efforts on behalf of families and businesses.

Regards,

Patricia Brady, Executive Director, Workforce Innovation Board of Ramsey County

Director, Ramsey County Workforce Solutions

Dear Stakeholders:

The Workforce Innovation Board of Ramsey County (WIB) is pleased to present our 2015 business report to highlight major outcomes and workforce development innovations. Ramsey County's average unemployment rate was 3.6% in 2015. Overall, Ramsey County's economy showed upward progress. The paradox is that

businesses face challenges filling positions with skilled workers. Local strategies, such as removing systemic barriers that limit access and opportunity for workers of color and increasing incumbent worker skills to match evolving business needs must be sustained. The WIB will continue to tackle these opportunities to strengthen the economy and business environment.

In 2015, the WIB began implementation of the Workforce Innovation and Opportunity Act (WIOA.) WIOA sets a new vision for workforce programs across the nation, seeking to increase innovation, local flexibility, and accountability. Our initial efforts focused on realigning internal structures to support the implementation of the new law. Key activities included:



- Realigning WIB structure to include policy, integration, business services and youth committees
- Identifying industries to develop career pathways and partnerships
- Rebranding our website and communication tools to reach businesses
- Realigning youth programs to serve out of school and disengaged youth

The synergy of the new law and improved WIB structures will provide the opportunity to more deeply impact the community with ever increasing innovations.

Regards,

James McClean, Chair

Workforce Innovation Board of Ramsey County

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Workforce Innovation Board of Ramsey County



The WIB ensures that businesses have access to a well-educated and skilled workforce. It is comprised of business experts, elected officials and workforce professionals who provide leadership, set policy and deliver oversight of public workforce programs and efforts.

A major WIB function is to evaluate current and emerging workforce

needs of our local economy. Our 2015 labor market analysis identified four growing industry sectors to target workforce development efforts. The industries of healthcare, manufacturing, information technology and



Workforce Innovation Board of Ramsey County

construction are all expected to grow rapidly in the coming years.

This sectoral approach allows us to support the economic prosperity of our businesses and help families track to viable career pathways that lead to family sustaining wages. Career pathways weave education, training and work experience to prepare workers for skilled positions. This report highlights these industries as well as our approach to acquiring a skilled workforce.

CONSTRUCTION

The need for construction workers is expected to grow by 19.7 percent over the next eight years. As such, future talent availability is one of the most pressing concerns in the construction industry. Without advanced training, the average construction laborer earns \$24.50 an hour. Workers can stack educational credentials that lead to skilled craftsmen, engineers, journeymen, iron workers and more.

MANUFACTURING

With one of every seven jobs tied to manufacturing, this sector is the second largest employer in Minnesota. There are a number of career pathways for workers in careers such as production, quality assurance, logistics and inventory control. The average annual salary for a manufacturing job is \$59,656. Manufacturing has changed over the years and the need for skilled trades like welders, machinists, and mechatronics are in high demand.

echatronics a

HEALTHCARE

Personal care is the largest growing occupation in Minnesota, with a projected growth of 45 percent, totalling 22,600 more positions needed over the next six years. Starting as a personal care aide or certified nursing assistant allows workers to stack credentials to become a registered nurse, health unit coordinator, or administrator. In 2015, the median wage for healthcare support jobs was \$13.36, while healthcare practitioners and technical occupations earned \$31.54.

INFORMATION TECHNOLOGY

Every business depends on computers and technology for success. A worker inclined to enter this field can find a job related to almost any interest area. The median wage in the metro is \$38.84 and job openings are expected to grow 9.6 percent over the next six years. IT workers are currently in great demand. Forbes magazine reported Minnesota as the fastest growing state in the nation for tech jobs due to our well established headquarters for national corporations and our large biomedical device industry.



Be the catalyst for comprehensive workforce development strategies that address both employer and job seeker needs.



FEATURED EMPLOYER AND WIB MEMBER

Bob de la Vega, Executive Vice President and Senior Director, Government and Community Relations, Wells Fargo & Company

Bob de la Vega is a 25 year veteran of the Wells Fargo Government Relations Department and a 10 year veteran of the Workforce Innovation Board. Prior to joining Wells Fargo, he was deputy commissioner at the Minnesota Department of Trade and Economic Development. Both Bob and Wells Fargo are committed to workforce opportunities and development; not only because Wells Fargo employs 20,000 people in Minnesota, but because a strong economy and healthy community are at the core of the banking business. In 2015, Wells Fargo hired 19 Workforce Solutions' job seekers.

"The banking pathway is an excellent option for people looking to build careers," Bob says. "Banking is still an old-fashioned industry in that you can start as a teller and work your way up to CEO. Many of our top leaders started as tellers." Another pathway is through call centers where workers can quickly move on to other positions within Wells Fargo. Workforce Solutions has been proud to partner with Wells Fargo on staffing projects, and through Bob's ongoing commitment to the work of the WIB.

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Our comprehensive employment approaches are based on four must embrace principles:

- 1. Offer a full family approach
- 2. Eliminate racial disparities
- 3. Foster system-wide collaboration and integration
- 4. Build career pathways with lifelong learning opportunities

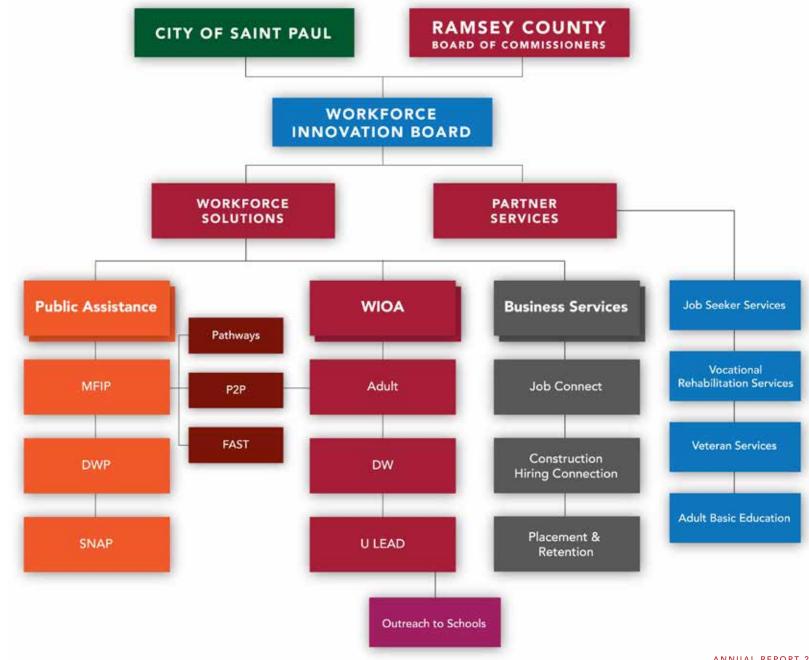
Through these dynamic principles, we can support the economic prosperity in the region while providing workers with the skills they need to thrive in the local job market. Career development and coaching services include assessments, basic skill development, job search support, occupational skills training, support services and job placement. Whether an individual is an emerging worker or a worker exploring mid-level career changes, Workforce Solutions is on the job.





The Ramsey County Board of Commissioners wishes to take this opportunity to thank the Workforce Innovation Board of Ramsey County for elevating the quality and effectiveness of workforce development in the community. Your voluntarism and committed efforts strengthen our work.

RAMSEY COUNTY WORKFORCE DEVELOPMENT



DW – Dislocated Worker Program

DWP – Diversionary Work Program

FAST – Families Achieving Success Today Program

MFIP – Minnesota Family Investment Program

P2P - Pipeline to Prosperity

SNAP – Supplemental Nutrition Assistance Program

U LEAD – Learn, Educate, Attain, Develop Young Adult Program

WIOA – Workforce Innovation and Opportunity Act

RAMSEY COUNTY WORKFORCE DEVELOPMENT



12,167

residents served (of these 9,883 are St. Paul residents)

3,162

received training (of these 2,602 are St. Paul residents) 4,816

placed in employment (of these 3,936 are St. Paul residents)

1,634

residents placed in Ramsey County businesses



37,187

Ramsey County WorkForce Centers' Visits

FINANCIALS

Total Funding \$18,991,023 Dislocated Worker Program \$1,976,344 Adult Program \$627,303 Young Adult Program \$1,328,120 \$13,820,169 \$1,239,087 DWP

Vocational Rehabilitation Services

705

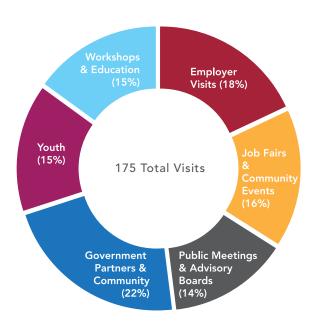
enrolled

337

successful employment outcomes

YES, the numbers are rich

2015 Business Service & Community Outreach Visits



BUSINESS SERVICES

Business Services helps regional businesses prosper through workforce development consultation, employee recruitment and retention services, and sector specific programming. Two products, Job Connect and Construction Hiring Connection, play a key role in connecting employers, job seekers and workforce professionals from across the metro area.

Construction Hiring Connection (chcconstruction.net)

Construction Hiring Connection (CHC) helps construction companies find qualified workers and meet their diversity goals. CHC shares construction jobs with our database of 1,200 job seekers. Over half of CHC job seekers are minorities and a quarter are women.

In 2015, CHC worked with Hamline Station Apartments and the Minnesota State Capitol construction project. CHC also hosted three construction hiring and career events: The Minnesota Construction Crew Fall and Spring Hiring Event, the Entrepreneurial Expo, and the annual CHC hiring event at the Minneapolis Convention Center. CHC also partners with Construct Tomorrow, which provides information about apprenticeship opportunities to young adults. Overall, 35 high schools and 1,200 students attended Construct Tomorrow's 2015 events.

Job Connect (jobconnectmn.com)

In 2015, Job Connect served the Ramsey County community through weekly power emails, job postings,



and workforce professional learning engagements. The Job Connect network included over 10,000 job seekers, 486 workforce professionals and over 200 agencies. Job Connect also hosted seven industry specific career panels and hiring events. Over 300 job seekers attended these events.

Placement and Retention Unit

The Placement and Retention Unit provides intensive job placement services to job seekers receiving public assistance. Services include recruitment events, employer pre-screening, assessments, mock interviewing, individualized job development, employer outreach and retention services. Services are offered through our community-based partnership with Lifetrack. In 2015, 120 employer contacts were made and 78 job seekers placed in employment.







FEATURED EMPLOYER

JE DUNN

JE Dunn and Construction Hiring Connection have worked together on many construction community outreach events through the years, and are formal partners on the Minnesota State Capitol project and Construct Tomorrow. The strength of this partnership has led to a solid understanding of JE Dunn's employment needs. "The CHC staff are aware of the job seekers who are truly the best fit for JE Dunn," says Christa Seaberg, Diversity Manager at JE Dunn. That was evident at a CHC construction-hiring event in 2015, when JE Dunn was introduced to Dah, an impressive job seeker with excellent recommendations. "Dah is a significant hire. Not only did he come to us with significant skills, he was the first person we hired from the Karen Community. That provided a great introduction for us to learn more about our local Karen population," states Seaberg.

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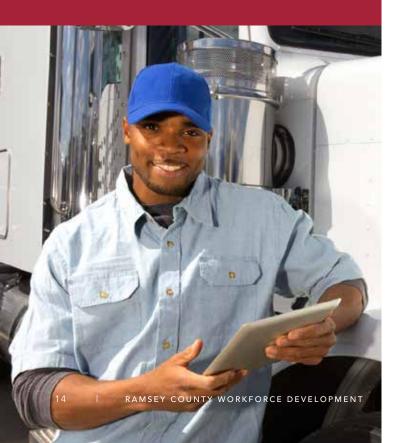
YES it can be done

With his employment counselor, Dah identified a career path in the trades. While continuing to work full time, Dah attended school to finish his high school diploma. During that period he was hired by Ramsey County Public Works on their seasonal crew. After enrolling at Merrick Community Service and earning five credentials, he was more than ready for the construction trades. While attending a Construction Hiring Connection job fair, he made an impressive connection with JE Dunn and was hired for the Minnesota State Capitol Restoration Project. From August to December, his wages grew by nearly five times. Dah's experience shows that yes, it really can be done.

Jah Skills: Flagger, Forklift, Scissor Lift, Boom, OSHA 10



Young Adults



THE FUTURE BEGINS TODAY

U LEAD (Learn, Earn, Attain, Develop) works with young adults, ages 14-24, to prepare them for future careers. This unique program helps young adults gain skills, confidence and real-world experience to reach their education and employment goals. Support may include:

- Exploring career options
- Assistance attaining high school diploma, a GED or college degree
- Applying for college and financial aide
- Learning how to search for and secure a job
- Getting placed in a paid work experience for the summer
- Addressing life challenges that obstruct their goals

In 2015, U LEAD exceeded all performance goals.

Outreach to Schools

Minnesota ranks 48th in high school counselor to student ratio with a statewide average of one counselor for every 782 students. The U LEAD Outreach to Schools program was much needed. We placed college interns in high schools to help with college tours, job applications, financial aid and scholarships. Through Outreach to Schools, interns supported over 2,000 students with career planning information. In 2015, two additional interns were added to serve four local high schools: Como, Humboldt, Roseville and North Saint Paul. One intern was even hired permanently at the high school's career readiness office.





20 Young Adults Get Summer Work

Our suburban youth employment program hired 20 young adults over the summer. We engaged local businesses to supervise and mentor students as this was, for most participants, their first job. Counselors were on hand to help build employment skills and create a strong foundation for their career paths. We're happy to report that many of these students obtained permanent or unsubsidized employment.

U LEAD PROGRAM **OUTCOMES**

680

youth served

190

earned a HS diploma, GED, or their certificate

180

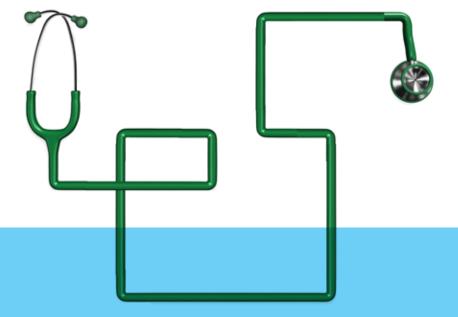
employed

\$10.21 average hourly wage

YES, the path ahead can be healthy RAMSEY COUNTY WORKFORCE DEVELOPMENT

A LETTER FROM TAKARA

My name is Takara and I am writing to share how I changed my life for the better. Three years ago, I made a decision that had the potential to negatively affect my future. I knew an offense on my background check would impact future opportunities for my family. During this time, I met my family's basic needs through MFIP. I did not have a job and was really struggling to find employment. My employment counselor referred me to The Pathways Project. This class taught me how to gain and maintain employment with a criminal background. With increased self-confidence, I learned how to present my situation to potential employers. I was ready to begin looking for employment. I am





Families



A HOLISTIC VIEW

Employment counselors partner with families who receive food and cash assistance to support their career goals. Programs include:

MINNESOTA FAMILY INVESTMENT PROGRAM — supports families with children

DIVISIONARY WORK PROGRAM — supports families with children within the first four months of assistance

SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM supports adults without children

With the recovered economy, caseloads are down 22 percent in the past three years. However, families remaining on cash assistance programs face systemic barriers to obtaining family-sustaining work. In addition, many families face challenging situations to balance family responsibilities and work. For example, 44 percent of residents who receive MFIP extension services have a disability themselves or care for a dependent with a disability. Ramsey County's innovative cash assistance approaches are designed to help families address these barriers.

Families Achieving Success Today

Families Achieving Success Today (FAST) integrates mental health and employment services to families where the parent or child has a disability that may make employment prohibitive. This approach, evaluated by a national social policy firm, MDRC, shows that FAST families earn greater income, participate in meaningful services more, and are more likely to leave MFIP employed than families who do not receive an integrated approach. FAST is being noticed by the Federal Department of Health and Human Services as a best practice and being replicated by San Diego County, California.

Health and Human Services National Academy

Workforce Solutions was selected as one of eight national teams to participate in the Systems to Family Stability National Academy. The Academy is working to redesign and reenergize TANF programs to support families' successful transition to employment and economic stability.

The Pathways Project

The Pathways Project helps ex-offenders secure employment in order to support their families, and also contribute to reduced recidivism and safer communities. Participants work on achieving their employment and life goals with the support of their peers and facilitators who are certified Offender Workforce Development Specialists. Participants identify career pathways, develop critical thinking and life skills, and learn how to talk effectively about their record. They also receive legal support and job placement services. Pathways graduated 26 individuals in 2015, of which 14 obtained employment and 6 are pursuing further education.



2015 Pathways Graduates

FAMILIES ON PUBLIC ASSISTANCE

Diversionary Work Program \$11.87 average hourly wage

1.858

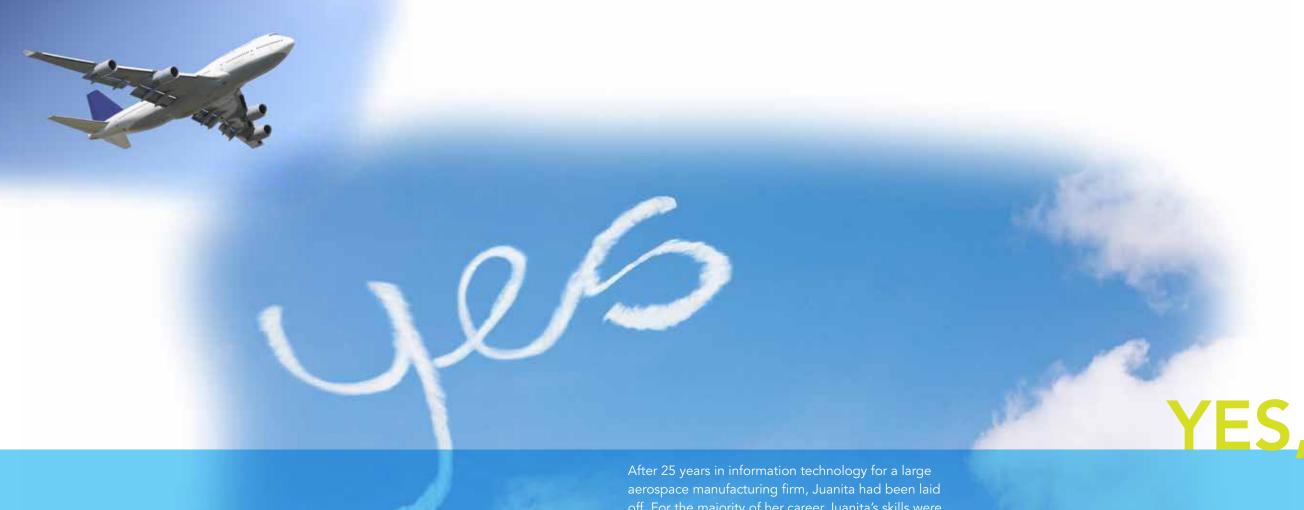
766

Minnesota Family Investment Program

\$10.96 average hourly wage

9.035

3,685



off. For the majority of her career Juanita's skills were a master's degree in business, with many years of





Adult and Dislocated Workers



BELIEVE IN SECOND CHANCES

Workforce Solutions works with eligible adults and individuals who have been recently affected by a company lay off. Program participants receive employment coaching, retraining and job placement assistance.

DISLOCATED WORKER PROGRAM — individuals who have been recently affected by a company lay off

ADULT PROGRAM — eligible adults

During 2015, adult and dislocated worker programs exceeded all performance standards. Funding for these programs is provided through federal (WIOA), state and competitive grants. Workforce teams focus in four strategic areas to enhance job seeker services: getting a job, keeping a job, earning a credential and making a living wage.

Pipeline to Prosperity Pilot

The Pipeline to Prosperity (P2P) pilot originated to provide Ramsey County families in areas of concentrated poverty with coordinated and intensive services. The ultimate goal is to help them gain employment and to increase incomes above the poverty line. In P2P, resources from the Minnesota Family Investment Program and Adult Program are integrated to serve the entire family. Integrated services help to improve the alignment of employment services, education resources and employer network connections, making for a more coordinated and seamless experience for the family.

Pipeline to Prosperity Pilot (P2P) Outcomes

44 job seekers enrolled	
18	25
achieving employment work experiences opp	

Adult Program

\$16.43 average hourly wage

221

placed in employment

Dislocated Worker Program

\$27.00 average hourly wage

1,356

placed in employment



Skills: Over 15 years of managerial experience, field service technician, problem solving, teamwork

Despite tapping into what he learned years ago from the book, What Color is Your Parachute?, George was not having much success in his career search. He needed help finding a career that truly mattered to him. After spending most of his working years in technical positions, he accepted a management position in the bowling industry. After 12 years, he was laid off. George wanted to spend his final working years back where he began in manufacturing, but he found that his previous technical skills had gotten stale in his time absent from the industry.

When he came to Workforce Solutions, he dejectedly felt like the only person in his situation. George received coaching and resume assistance through the Dislocated Worker Program. He also took Minnesota Ready, a two-week job seeker intensive. That class was vital in getting him past his frustration of filling out many applications without getting any responses. The course proved it was possible to change careers and go after the type of job he really wanted. Soon, he was able to secure a full-time position back in manufacturing. "The most important benefit to me was being assigned to an amazing counselor who provided constant encouragement, even after I was able to secure employment," says a grateful George. "It's better to enjoy what you do than to spend time not feeling fulfilled."

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ALL WIB MEMBERS

James McClean – Regions Hospital (Chair)

Michael Belaen – Capella Education Company

Amy Brendmoen - Saint Paul City Council

Kari Canfield – Midway Chamber of Commerce

Toni Carter – Ramsey County Board of Commissioners

Michael Chanaka – CHS, Inc.

Carrie Cisek – GovDelivery, Inc.

Rassoul Dastmozd – Saint Paul College

Robert de la Vega – Wells Fargo & Co.

Judy Donohue – Lutheran Social Services

Amy Filice - Planning and Economic Development, City of Saint Paul

Michael Fondungallah - Fondungallah & Kigham, LLC.

Larry Gilbertson – Twin Cities Ironworkers Apprenticeship and Training Center

Trixie Golberg – Lifetrack Resources

Clarence Hightower – Community Action Partnership of Ramsey and

Washington Counties

Butch Howard – HMSHost

Louis Jambois – Saint Paul Port Authority

Chris Kondo – 3M

Chad Kulas – Midway Chamber of Commerce

David MacKenzie – Hubert H. Humphrey Job Corps

David Martinez – Wells Fargo & Co.

Karin McCabe – McGough Construction

Harry Melander – Saint Paul Building & Construction Trades Council

Donald Mullin – Saint Paul Building & Construction Trades Council

Sean Mullan – Gerdau

Tim O'Brien – ISD #623 Adult Basic Education

Sheila Olson – Goodwill – Easter Seals Minnesota

Kate Probert – Workforce Solutions

Joe Richburg – Keystone Computer Solutions

Mary Russell – HealthPartners

Danielle Taylor – YWCA 180 degrees

Dee Torgerson – DEED Vocational Rehabilitation Services

Ramona Wilson – Knutson Construction

Tracy Wilson – Saint Paul College

Jim Wrobleski – MN Dept. of Employment and

Economic Development

Mike Zipko – Zipko Strategy

RAMSEY COUNTY COMMISSIONERS

Victoria Reinhardt (Board Chair)

Toni Carter

Blake Huffman

Jim McDonough

Mary Jo McGuire

Rafael Ortega

Janice Rettman

CITY OF SAINT PAUL COUNCIL MEMBERS

Russ Stark (Council President)

Dan Bostrom

Amy Brendmoen

Rebecca Noecker

Jane L. Prince Dai Thao

Chris Tolbert

CITY OF SAINT PAUL LEADERSHIP

Chris Coleman, Mayor

Kristin Beckmann, Deputy Mayor

STATE AND FEDERAL PARTNERS

Governor Mark Dayton

Governor's Workforce Development Council

Minnesota Department of Employment and Economic Development

Minnesota Department of Human Services

Juvenile Justice Advisory Council

US Department of Labor, Employment and Training Adminstration

US Department of Health and Human Services

RAMSEY COUNTY LEADERSHIP

Julie Kleinschmidt, County Manager
Heather Worthington, Deputy County

Manager of Economic Growth and Community
Investment Service Team

WORKFORCE SOLUTIONS LEADERSHIP TEAM

Patricia Brady, Director

Michelle Belitz

Angela Cardella

Nerita Hughes

Talli Jordon

Lisa Laabs

Jessica Paquin

Kate Probert Kris Wehlage

Wayne Young

SERVICE PROVIDERS LIST

American Indian Family Center

CLUES

Employment Action Center

Goodwill-Easter Seals Minnesota

HIRED

Hmong American Partnership

Lifetrack

Network for the Development of Children of African

Descent

Ramsey County Department of Human Services

Saint Paul & Ramsey County Domestic Abuse

Intervention Project

Saint Paul Public Schools

Saint Paul & Ramsey County Public Health

YWCA Saint Paul



WIB Executive Committee, Mary Russell, James McClean, Commissioner Toni Carter, Karin McCabe, Patricia Brady, Mike Zipko, Nerita Hughes, Butch Howard, Rebecca Milbrandt Missing: Sean Mullan, Bob de la Vega

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