



Minneapolis Workforce Council 2015 Annual Summary



2015 saw the lowest Minneapolis unemployment rate in over a decade dropping to near 3% and the labor force expanded, with nearly 2,000 more Minneapolis residents working or looking for work than the year prior. Many economic indicators point to an increasingly healthy labor market.

Despite this growth, pockets of untapped potential remain in our community, as evidenced by a variety of employment indicators. While rates of unemployment statewide are improving, as shown in DEED's new Alternative Measures of Unemployment, unemployment gaps remain, particularly for people of color. More work needs to be done to create a truly inclusive and robust economy for all.

Finding solutions to this uneven economic and social landscape is at the heart of the work of the Minneapolis Workforce Council, Minneapolis Employment and Training, and our many workforce and education partners. 2015 was a year that we launched two new initiatives aimed at creating new pathways into the labor market, in careers that are in-demand.

In March of 2015, Minneapolis was named a TechHire city by the White House, an public-private sector initiative to build innovative, accelerated training in IT careers. As the economy grows, the need for newly trained, non-bachelor's degree holders is increasing. Through the Minneapolis Saint Paul TechHire initiative, job seekers – particularly women and people of color - now have an avenue to quick and in-demand training that provides skills that employers need. Also in 2015, the City of Minneapolis created new pathways into city employment. Working with the City's Human Resource department, we supported departments in eliminating artificial barriers to employment and reaching out to new communities. This work, with the assistance of our training partners, prepared cohorts of candidates to become competitive applicants for employment at the City of Minneapolis.

The great work accomplished in 2015, would not be possible without the partnerships we have with our many community-based non-profits, the State of Minnesota, countless education and training partners, and the financial support for workforce development from the Mayor and City Council, the State of Minnesota, and the federal government. In 2016, stay tuned for the exciting new initiatives including the launch of the Build Leaders Program and the grand opening of the North Minneapolis Workforce Center at 800 West Broadway. Also, keep an eye out for the Minneapolis Workforce Council News in your in-box. Each month, we will highlight the work of one of our partners or stakeholders, showing how we are partnering to support a thriving economy and grow a competitive workforce in Minneapolis.

Carolyn Roby, Chair, Minneapolis Workforce Council

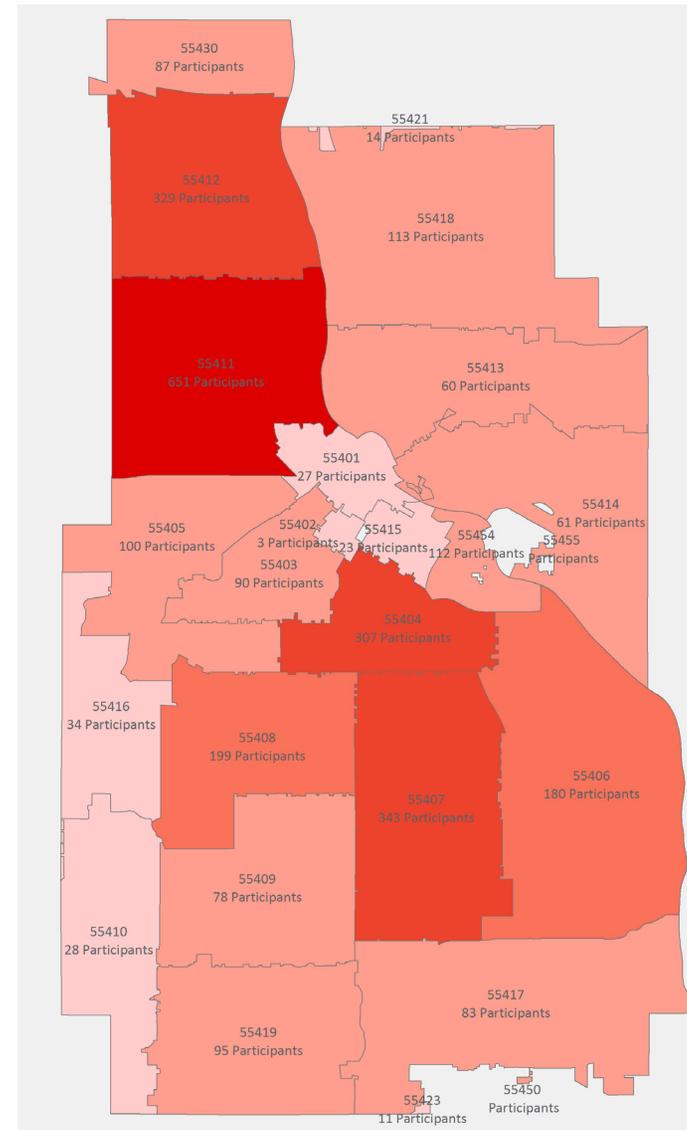
Deb Bahr-Helgen, Director, Minneapolis Employment and Training

2015 Employment and Training Participant Demographics

City of Minneapolis Employment and Training offers services to youth and adults in need of training or education to find a first job, re-engage in the workforce after a layoff or build skills to advance in a job or career field.

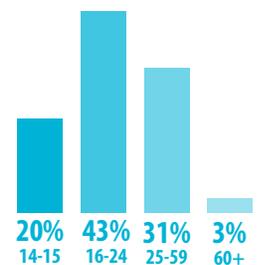
Males and females are represented nearly equally within our program participants. Approximately 64% of participants are youth or young adults, 31% are ages 25 – 59, and 3% are over age 60. African Americans (including recent African immigrants) make up 59% of participants, Caucasians represent 23%, and Asians, Native Americans, Latinos are equally represented at 8% each. Many participants were born in other countries, with 18% having a first language other than English. Education levels vary among programs, with 13% having not yet earned a high school diploma, 29% with a high school diploma or equivalent, 25% with some college education, and 33% having already earned an Associates, Bachelors or Master's degree.

Minneapolis Residents Served by Zip Code

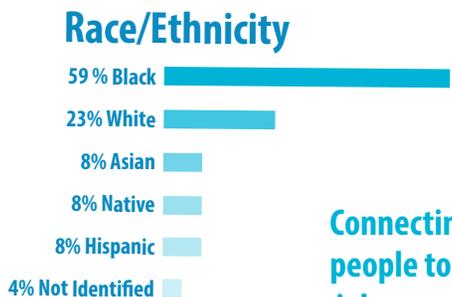


4,246 People Served in 2015

2,434 Placed in Jobs



Average Age at Enrollment



Language

18% primary home language not English

Gender

51% female
49% male

Wage Gained

Program	Wage at Enrollment	Wage at Exit	Percent Change
WIOA Adult	\$11.61	\$20.04	72.6%
MW	\$10.21	\$11.26	10.2%
T2C	\$13.01	\$15.33	17.80%

Minneapolis Employment & Training

Supporting community partners

19 community partners

\$5,959,459 total funding provided to community partners

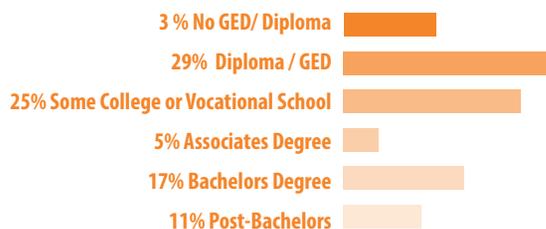
Connecting businesses to talent

Employer Outcomes



Connecting people to training

Education at Time of Enrollment



259 obtained credentials

\$2.5M in tuition funding

2131 completed training

Adult Training by Credential Industry	Percentage
Business & Professional Services	19%
Computer & Informational Technology	11%
Education & Counseling	3%
Trades	13%
Healthcare	23%
Transportation	31%

Adult Services

City of Minneapolis Employment and Training offers four programs that provide support and resources for adults to find employment, re-engage in the workforce after a layoff, or seek training that can help them advance along a career pathway. The Dislocated Worker Program assists recently laid-off adults with training, counseling and support to quickly return to the workforce at a comparable rate of pay.

Train to Career and the Career Training Assistance Programs focus on low-income or underemployed Minneapolis adults, providing training first, followed by job placement services. Minneapolis Works focuses on job placement. Each program includes personalized case management, and assistance with job placement in living wage jobs and high demand careers.

Adult program services are provided by a network of 13 community based organizations with locations around the city. All participants are provided with one-on-one career counseling services, a core service that has shown to lead to successful job placement and retention. The City of Minneapolis combines local, state and federal funds to invest nearly \$6M in our community partners that provide quality counseling, training and support services for adult program participants in 2015.

Many participants in adult programs are motivated to learn new skills and often are looking to enter a new career field. In 2015, adult programs supported nearly 260 adult participants with \$1.2M in tuition support to help them complete training lead to a credential or degree in a high-demand industry.

In 2015, 781 adults were placed in jobs. Adult participants typically show a wage gain upon program completion/exit. Though it varies by program, the percent of wage gain by participants ranges from 18% to an impressive 72% (see wage gain table).

Wage Gained

Program	Wage at Enrollment	Wage at Exit	Percent Change
WIOA Adult	\$11.61	\$20.04	72.6%
MW	\$10.21	\$11.26	10.2%
T2C	\$13.01	\$15.33	17.80%

\$6,448,802
 expenditures in services
 to adults

Adult Services

The Adult Services Program is designed to give participants the guidance, support and resources it takes to get them on a pathway to employment or ladder them into higher skilled and higher paying jobs.

"My counselor was very helpful in listening, offering advice, and providing helpful information going through the process of finding a job."

Minneapolis Works participant

"The Train to Career program helped me tremendously and I am now financially stable and can provide better for my kids."

Train to Career Participant

"The classes and the training were very helpful, the people were friendly and very knowledgeable about the process for reemployment."

Dislocated Worker Participant



Christian Juarez Calderon

Christian Juarez Calderson, age 18, is a great example of a young person that was motivated to gain skills and enter a high demand career field. When Christian graduated from South High School in 2014, he had a goal of working in healthcare. He attended a job fair in the fall of 2014 and

met Lee Truer, a job counselor from Jewish Family and Children's Services. Lee helped Christian enroll in the Career Training Assistance program and they worked together to develop a plan in which Christian could take a Certified Nursing Assistant (CNA) course still support himself by working during his training.

Christian breezed through his classes, getting his CPR and Basic Life Skills (BLS) certification at the end of December and completing CNA class in January. With Lee's assistance, he created a resume, highlighting his fluency in Spanish as this could be a key asset to employers. They also worked on interviewing skills. In February, Christian passed the national licensing exam to become a registered nursing assistant.

Christian researched jobs and found that he could make more money working the night shift and that employers found it harder to fill night shift positions. He completed several applications and landed a full-time job paying \$13.50 per hour just four days after passing his test.

After three months on the job, Lee encouraged Christian to consider looking for a position at a hospital. She sent him job leads and helped him update his resume. In August, Christian secured a full-time, benefitted position at Fairview Hospital, increasing his hourly wage to \$15.21 He loves his job and is continuing course work to advance his skills.

Youth Services

Offering meaningful training and work experience is a cornerstone of youth programs at the City of Minneapolis Employment and Training. In 2015, more than 2,000 young people ages 14 – 21 completed training intended to prepare them for success in the workforce. Of those, 1,653 worked in a paid internship where they could learn 21st Century skills, gain real experience to add to their resume, network with business professionals and earn money.

Work readiness training and internships are primarily offered through the City of Minneapolis **STEP-UP** summer program. STEP-UP serves Minneapolis youth – primarily those most disconnected from the workforce - ages 14-21 that are not yet enrolled in college and are seeking a work opportunity. Youth in STEP-UP get far more than the usual summer work experience, with many working at private businesses, making invaluable connections with professionals, and some earning academic credit. More than 150 businesses participate in STEP-UP and contribute over \$1M in wages to youth each summer. For more detailed information on STEP-UP, visit www.minneapolismn.gov/cped/step-up.

Longer term training and supportive services are offered for youth in the **Minneapolis Youth Works** program. Minneapolis Youth Works partners with a network of seven youth providers offering a variety of services including career exposure opportunities, credentialed training, work experiences, job search and placement, tutoring, college preparation and leadership development. For more detailed information on Minneapolis Youth Works, visit <http://www.minneapolismn.gov>.

STEP-UP
youth employed in
2015: **1563**



Chris Henry

Chris Henry, a sophomore studying computer engineering at the University of Nebraska – Lincoln, is a young man that first learned of the STEP-UP summer internship program from a connection at the Urban League. During his time with STEP-UP, he was able to experience three very different types of work – working at Allianz as an office assistant, at Reve Academy as a website development intern, and at Asian Media Access as marketing and communication intern. He credits these experiences with not only helping him learn skills in Excel, graphic design and HTML coding – but in helping him sample a variety of career tracks and network with business professionals. Ultimately, each of these experiences helped Chris to decide to study computer engineering in college.

Once enrolled in college, students are no longer eligible for STEP-UP, but can participate in Urban Scholars. Urban Scholars complete higher level projects and participate in Toastmasters as well as other leadership training experiences. Chris learned of the opportunity of Urban Scholars from STEP-UP and his family and friends. In 2015, his Urban Scholars internship was with the City of Minneapolis Coordinator’s office, working to help the office create an archival record of historical photos, documents and ordinances that can be preserved and referenced in the future.

Chris comments, “STEP-UP helped me understand that in business you have to work in teams to get the job done. It also helped me to learn that you have to be willing to fail and willing to learn from those failures.” He notes that Urban Scholars was the next step for his development and states, “In Urban Scholars, I learned how speak publicly and have used that skill over and over in college.”

Chris will be working with Urban Scholars in the City Coordinator’s office again in summer 2016 and though he may not ultimately choose a career at the City of Minneapolis, the skills and experiences he’s had through the two pipeline programs will make him a great candidate for our Minneapolis business community.



STEP-UP 2015 Youth Demographics

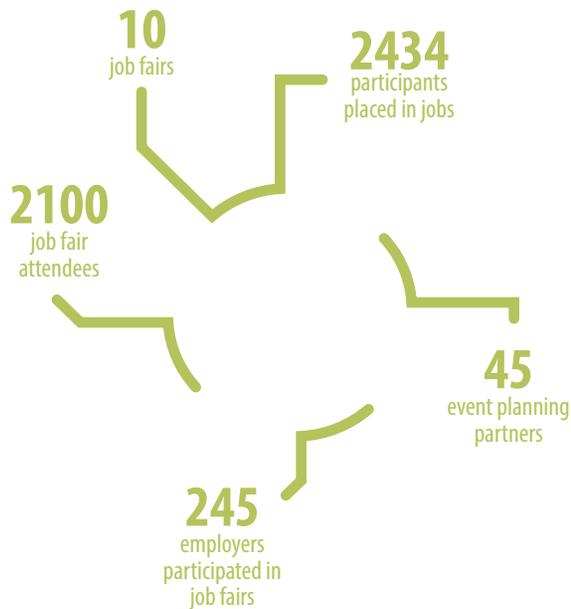


\$3,979,442
expenditures in services
to youth

Connecting Employers to Talent

In 2015, City of Minneapolis Employment and Training planned and delivered seven career fairs. Each event was designed to serve employers with workforce needs in the City of Minneapolis and surrounding suburbs. All events were made possible through funding from Hennepin County.

To foster community collaboration, support innovation in job fair design, and to reach core communities facing racial employment inequities, Minneapolis Employment and Training invited partners to apply for career fair planning funds. As a result, City of Minneapolis successfully leveraged the contributions of 45 governmental, nonprofit, education and community partners throughout the year.



Victor Chege MSP TechHire

The MSP TechHire Program is a new offering for Minneapolis Employment and Training, and one that focuses on closing the workforce skills gap in the high tech economy by building a path for diverse workers to access training, support and tech jobs across the region. MSP TechHire is already making an impact and helped to train nearly 300 adults in 2015. In



March of 2015, Minneapolis was named a TechHire city by the White House, one of 20 regions working together to create public-private partnerships that prepare workers for a growing number of technology jobs. For more information on TechHire, visit www.msptechhire.org.

Victor Chege is a recent immigrant to the United States that had a background in IT. Upon arrival, he had a tough time getting into the IT industry, and resorted to cleaning jobs to make ends meet. At one point, he enrolled in an IT training institute that went bankrupt mid-way through his training. The funds he paid to the institute were lost and his training ended.

A short time later, Victor learned about the Creating IT Futures Foundation's IT Ready program an eight-week training program that offers the technical and professional skills that prepares individuals for a CompTIA A+ certification and a successful on ramp into the IT industry. Successful graduates are connected to employers for a 6-month paid work experience opportunity or full time employment. The program is offered free to people that meet eligibility criteria and is supported in part by funding from Minneapolis Employment and Training.

Victor thought it sounded too good to be true, but decided to apply. He was accepted into the program and graduated at the top of his class. Upon completion, he was hired as an IT Service Desk Agent job with the City of Minneapolis. He is thrilled to have a full-time job in IT again and be on the City of Minneapolis team. Victor is already pursuing additional IT training and certifications that are offered free to IT Ready alumni.



Retiring from the Minneapolis Workforce Council on April 15, 2016, we look back on a career of dedication to community:

Carolyn Roby began her career at Northwestern National Bank of Minneapolis in 1980 and transitioned to Wells Fargo via the many twists and turns of banking mergers during the 1990s and 2000s. During her 30+ years in the banking sector, Carolyn has been leader in community relations in the Twin Cities and nationally. She has served on numerous Wells Fargo initiatives and task forces over the years, most recently leading the Wells Fargo's Market Priorities Workgroup as part of the Strategic Philanthropy Steering Committee. This initiative will provide a critical roadmap and tools for market leaders and team members to do more focused giving in their communities.

In addition to her leadership at Wells Fargo, Carolyn has served and continues to serve on multiple boards, including as a member of the Opus Foundation, the Minnesota Council on Foundations, the Children's Theatre Company and the Loft.

Carolyn's commitment to community was evidenced by her work on the Minneapolis Workforce Council, a member since 1994 and as the Chair since 2006. In this role, Carolyn kept Minneapolis job seekers interests at the forefront of many iterations of employment and training programs over the years; her leadership will be remembered as one with a focus on racial equity in employment and youth career development. During her tenure as Chair of the Minneapolis Workforce Council, tens of thousands of Minneapolis residents, both adults and youth, found career paths and reached self-sufficiency through our unique community-based partnership model. Carolyn played an integral role in developing and supporting this effective network of community-based service delivery organizations within the City of Minneapolis; and, under Carolyn's active leadership, City of Minneapolis Employment and Training has earned numerous awards, commendations, certificates of appreciation and recognition for outstanding service delivery, efficiency, and effectiveness, most notably for the nationally recognized STEP-UP program that has provided more than 21,000 internships since 2004. Carolyn has earned the respect of her colleagues in workforce development for her unwavering commitment to a responsive, high-quality community based delivery system.

As staff to the Minneapolis Workforce Council, we thank Carolyn for the years of dedication, leadership, and vision she has provided for our work.

Thank you to our Partners

The success of the participants and programs highlighted in this report would not be possible without the the partnerships with our community-based providers.

Partners

AchieveMpls
American Indian OIC
DEED
Eastside Neighborhood Services
EMERGE
Goodwill Easter Seals
Hmong American Mutual Assistance Association (HAMAA)
HIRED
Jewish Family and Children's Services
Lifetrack Resources
Lutheran Social Services
Minneapolis Park and Recreation
Minneapolis Public Schools
Minneapolis Urban League
Pillsbury United Communities
Project for Pride in Living
Resource, Inc.
Search
Tree Trust

Employment and Training Staff

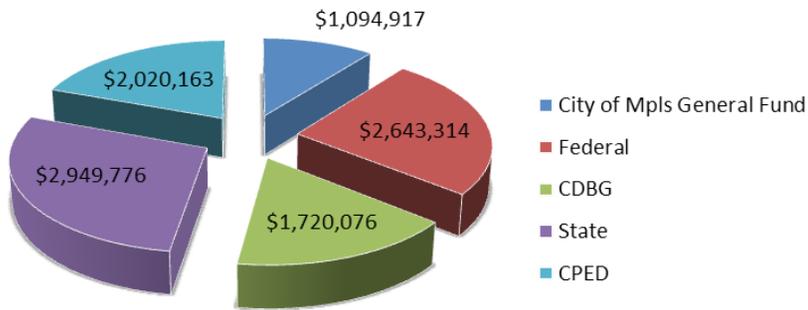
Deb Bahr-Helgen, Director
Tim Beaver, Adult Service Contract Manager
Pat Behrend, Special Projects Coordinator
Mark Brinda, Manager
Felisha Burns, Assistant to Director
Catherine Christian, Adult and Dislocated Worker Program Coordinator
Matthew Courtney, Administrative Analyst
Linda DeHaven, MFIP Program Manager
Tammy Dickinson, Career Pathways Coordinator
Terri Ellingsworth*, Hennepin Coutny MFIP
Hubert Fernandez*, Finance
Teresa Harrold, Youth Program Manager
Merga Hunde, Contract Manager
Marie Larson, Industry Relations Manager
Anna Peterson, STEP-UP Director
Nina Robertson, STEP-UP Program Manager
Doug Suker, Employment and Training Payment Manager
*Staff from other departments that support Employment and Training

WFC Members

Carolyn Roby, Chair, Wells Fargo
Christopher Ferguson, Bywater Business Solutions
Tyler Olson, SMCpros
Carlye Peterson, Minneapolis Public Schools
Anthony Goze, MAG Mechanical
Laura D. Beeth, Fairview Health Services
Elizabeth Campbell, Ryan Companies
Mary Jane Griebler, Xcel Energy
Jashan Eison, H&B Elevators
Md Abdullah Al Miraz, Gandhi Mahal and MSR
Scott Lehner, CenterPoint Energy
Jim Roth, Metropolitan Consortium of Community Developers
Ibrahim Noor, MN DEED
Robert Reedy, RISE Inc.
John Mbali, Hennepin County
Douglas Flateau, Working Partnerships
Dr. Tara Watson, Watson Chiropractic
Daniel McConnell, Minneapolis Building and Construction Trades and Council
Avelino Mills-Novoa Ph.D.
Minneapolis Community and Technical College
Garat Ibrahim, AFSCME Council 5
Craig Bistodeau, Sprinkler Fitters Local

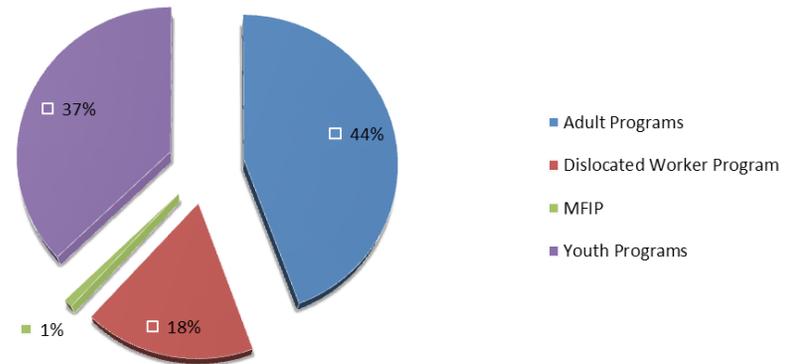
2015 Budget

Expenditures by Source



Total: \$10,428,426

Expenditures by Program



Thank you to our Funders

The success of the participants and programs highlighted in this report would not be possible without the continued financial support in workforce development by our funders.

Department of Housing and Urban Development

Hennepin County

Mayor of Minneapolis, Betsy Hodges

Minneapolis City Council*

Minneapolis Department of Community Planning and Economic Development

Minnesota Department of Employment and Economic Development

United States Department of Labor

***Minneapolis City Council Members**

Ward 7 - Lisa Goodman, Chair, Community Development & Regulatory Service Committee

Ward 1 - Kevin Reich

Ward 2 - Cam Gordon

Ward 3 - Jacob Frey

Ward 4 - Barbara Johnson, Council President

Ward 5 - Blong Yang

Ward 6 - Abdi Warsame

Ward 8 - Elizabeth Glidden

Ward 9 - Alondra Cano

Ward 10 - Lisa Bender

Ward 11 - John Quincy

Ward 12 - Andrew Johnson

Ward 13 - Linea Palmisano

Questions

For questions please contact:

City of Minneapolis Employment and Training

City of Minneapolis Department of Community

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Check us out online at:

www.minneapolismn.gov/cped/metp

