



**SOUTH DAKOTA**  
**DEPT. OF LABOR**  
**& REGULATION**

Workforce Innovation  
and Opportunity Act

Program Year 2023  
Annual Narrative Report

Federal Guidance: TEGL 5-18

## PROGRAM YEAR 2023 IN REVIEW

Program year 2023 (PY23) was a year of peaks and valleys. Like most of the nation, DLR's workforce program felt the impact of rising costs while grant funding remained stagnant. From state fiscal year 2019 to state fiscal year 2024, DLR's workforce programs saw an increase in the cost of doing business of 19.9% while grant income increased by 4.5%. As a result, we reduced 23 FTE, closed four Job Service offices, shut the doors to another five Job Service Offices now open by appointment only, and reduced one Adult Education and Literacy provider. This leaves five Job Service Offices and six Adult Education and Literacy (AEL) providers open to the public, with one additional AEL provider, the Department of Corrections. Another budget impact included DLR transitioning the administration of the General Educational Development (GED®) and delivery of the high school National Career Readiness Assessment to the Department of Education effective July 1, 2024.

While this was a difficult time for our agency, it also was a time of growth. We restructured to a statewide team model to improve the structure of our workforce programs allowing us to work within the budgets provided, improve staff expertise and agility, and pair policy development with implementation. We have also increased access to workforce services virtually. This includes services accessible to the public from DLR's website or one-on-one assistance from a DLR Employment Specialist who may be in a different community than the customer. This has been a learning experience not only for our team at DLR but for customers in need of our services.

While South Dakota continues to see a low unemployment rate, high workforce attachment, and continued job growth, we have gotten creative with ways to learn of business needs, recruit individuals to our state, engage populations with higher levels of unemployment, and provide training. This includes:

- DLR has developed a **Business Services Team** focused on engaging with the business community to learn of their workforce challenges and needs. These conversations allow the agency to identify themes within industries and assist in developing or connecting to training programs and workforce program participants.
- A team of five was developed this year to focus on assisting out-of-state job seekers interested in relocating to South Dakota. As someone registered in the SDWORKS job database or reached out through Governor Noem's **Freedom Works Here** campaign, this team of five works one-on-one with these individuals to learn of their interests, share related job openings with them, and answer any questions they have about South Dakota.

Formalized statewide partnerships remain a focal point for the agency. These partnerships help the agency work within our budgets and create opportunities for cost-sharing to help meet customer's needs. A few of these you will learn about in this report include:

- A partnership between South Dakota technical colleges and training providers, the Department of Corrections (DOC), and DLR's workforce programs have joined forces to create **training opportunities for incarcerated individuals** who will soon be released from DOC's care. This program has offered a foundation of information for welding, precision machining, and plumbing fields. Over 80% of students complete their program of study and secure employment upon release. The stability of a job and support from DOC and DLR through the transition from prison to community has proven to be successful.
- A partnership between the Department of Education, Board of Regents, South Dakota School Districts, Dakota State University, Northern State University, and the DLR, has led to the establishment of a **teacher-registered apprenticeship program** in the state. This creative training approach offered 88 paraprofessionals a career pathway, allowing them to continue working while earning their teaching degrees, certificates, and industry-recognized credentials.

- Increasing access to workforce services for veterans, nursing students, and individuals receiving public assistance and unemployment insurance by partnering with the **Homeless Veterans Reintegration Program** and the **Veterans Affairs Veterans Readiness and Employment (VR&E)**; **University of South Dakota Department of Nursing, Department of Social Services**, and the **DLR Reemployment Assistance** Division.

We held our third annual **WIOA partner symposium** in April. During this event, attendees heard about the state of the workforce, economic trends impacting the workforce and South Dakota, artificial intelligence and its importance for the workforce in years to come, creative workforce solutions from a panel of business leaders, a customer’s story about how workforce programs came together to benefit her future, and state plan efforts.

DLR finalized the **WIOA Combined State Plan** effective July 1, 2024 – June 30, 2028. This plan focuses on establishing strategic partnerships, expanding work-based learning opportunities including registered apprenticeships, increasing credential attainment, improving access to services, and building business partnerships and services. In addition, the agency finalized the state’s first Digital Opportunity Plan. This plan identifies strategies to improve access and adoption of high-speed internet; access to devices, public services, and digital literacy and cybersecurity curriculums.

While it was a challenging year for our workforce programs, it was also a year of growth. The workforce need will continue as we move into Program Year 2024. We look forward to this challenge and continuing efforts.

## ECONOMIC AND WORKFORCE INFORMATION ANALYSIS

*Please note: The following section is based on data from the calendar year 2023 unless otherwise noted.*

### POPULATION AND DEMOGRAPHIC CHARACTERISTICS

South Dakota’s population has been steadily increasing since 1990, growing by more than 223,000 (32.1%) between 1990 and 2023. According to estimates published by the U.S. Census Bureau, our population of 919,300 in 2023 was an increase of 76,600 or 9.1% over the last decade between 2013 and 2023 which exceeded the U.S. population increase of 6.0% over the same period.

The 2023 American Community Survey (ACS) data produced by the U.S. Census Bureau shows the largest percent of the state population by race is comprised of White residents (86.2%), followed by American Indian, and Alaskan (10.4%). Regarding ethnicity, 5.1% of South Dakota’s population is Hispanic or Latino, an increase from 4.7% in 2022.

ACS data for the linguistics of our 2023 state population show a large majority of state residents (93.0%) speak only English. Approximately 60,800 residents can speak another language with Spanish being the most widely used after English at 2.9%. Nearly 10,600 (1.2%) have language barriers speaking English ‘not well’ or ‘not well at all’.

### LABOR FORCE

The labor force participation rate was 69.4% in 2023. In other words, nearly 70% of all (non-institutionalized) residents aged 16 years and older were in the labor force, either working or looking for work. This compares to a 2023 national average of 62.6%. Historically, South Dakota consistently has higher rates of labor force participation than the nation as a whole. South Dakota’s participation rate of 69.4% was the third highest of all states and the District of Columbia.

Youth in South Dakota were also very active labor force participants. In 2023 67.1% of the state’s young population (age 16-24 years) were in the labor force, compared to the national rate of 56.3%. At the other end of the age spectrum, South Dakota’s labor force participation rate of 65 and over is 28.5% compared to the national average of 19.2%.

The employment-to-population ratio is another broad metric used to measure the number of people employed against the total working-age population. It is calculated by dividing the labor force employed by the total civilian population of 16 and over. One advantage of this metric is that it includes unemployed people who are not looking for jobs, whereas the unemployment rate only includes those who are actively looking for work. South Dakota's employment-to-population ratio was 66.8% in 2023, which is higher than the United States at 60.3%.

South Dakota's labor force has sustained a long-term growth pattern, increasing by 5,724 individuals from 2022 to 2023, reaching an average of 480,238 in 2023. Unemployment levels have continued to remain low since 2020, which has made it difficult for employers to fill open positions. The state's unemployment rate held at 2.0% in 2023, the same as in 2022. The nation's unemployment rate also remained constant (a bit higher at 3.6%) from 2022 to 2023.

The unemployed series consists of 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 number of employed South Dakotans increased at the same rate (1.2%) as the labor force did from 2022 to 2023, up 5,769 people to a level of 470,515.

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 can be 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 217,700 South Dakotans were not in the labor force in 2023. The largest group (208,700 or 96%) was those who did not want a job. Of the 9,000 who indicated they wanted a job, 5,000 indicated they had not looked for work in the previous year.

## **FUTURE WORKFORCE DEMAND**

South Dakota employment is projected to increase by 39,449 or 7.7% by 2032, reaching 550,566 by 2032. This is faster growth than projected nationally (2.8%). By 2032, all baby boomers will be at least 65 years old. The increasing share of people 65 and older contributes 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 63,435 each year, on average, to 2032. These demand projections include not only demand created by projected employment growth but also 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 2022 to 2032, like that discussed above, is available for more than 575 detailed occupations from the Labor Market Information Center website by using their menu at [https://dlr.sd.gov/lmic/menu\\_projections\\_occupation\\_statewide.aspx](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 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 summer of 2024 using the latest employment projections (2022-2032) and wage data (2023) available at the time. To be on the Hot Careers list, an occupation has to meet each of the three criteria listed below. 66 occupations met the criteria to make the Hot Careers list.

- Be projected to show employment growth by 2032.
- Have projected annual openings (a measure of demand for workers) greater than the average across all occupations (82) for 2022-2032.
- Have an average/mean wage greater than the median wage across all occupations. The median wage in 2023 was \$43,680.

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, 2023, through June 30, 2024, 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.

In September 2023, the meeting was held at Lake Area Technical College (LATC) in Watertown. The Council received updates from Workforce Development Director Kendra Ringstmeyer on the U.S. DOL reviews of the Re-employment Services and Eligibility Assessment, the Workforce Information and Opportunity Act (WIOA) Titles 1 and 2, and Jobs for Veteran's State Grants. Action was taken to approve a new by-law proposal clarifying the membership of the Council, the member nomination and approval process, and an alternative designee if needed. DLR Administrative Services Director Emily Ward presented on Fiscal Year (FY) 2024 and Fiscal Year (FY) 2019 workforce funding. Labor Market Information Center Administrator Melodee Lane presented the 2022 South Dakota Workforce Report and data for manufacturing week. Boxelder Job Corps Resident Manager Joshua Gade gave an overview of how Job Corps assists individuals attending the program. Department of Education (DOE) Assistant Director Amy Miller shared South Dakota's Vision for Career and Technical Education (CTE). DLR Cabinet Secretary Marcia Hultman shared information about Governor Noem's "Freedom Works Here" national ad campaign recruiting out-of-state workers. A roundtable discussion was held regarding creative or unique recruitment/retention solutions. Following adjournment, LATC President Tiffany Sanderson provided a tour of campus and program highlights.

In December 2023, the meeting was held virtually. DLR Workforce Development Director Kendra Ringstmeyer shared how DLR is restructuring the Job Service delivery model. Action was taken to approve the One-Stop Certifications for the Job Service offices in Rapid City, Spearfish, Vermillion, and Yankton/Lake Andes. DLR Workforce Development Director Kendra Ringstmeyer presented South Dakota's 2024 WIOA Combined State Plan and the development timeline. Rehab Services Assistant Director Bernie Grimme provided an overview of section four of the State Plan. Digital Opportunity Coordinator Bill Wendling presented on Digital Opportunity in South Dakota. Labor Market Information Center Administrator Melodee Lane shared information about November's issue of the South Dakota e-Labor Bulletin. Labor Program Specialist II Felicia Alspach shared translation developments in serving customers.

In February 2024, the meeting was held virtually. Two new members joined the Council: Michelle Black with Northwestern Energy and Candy Klingensmith with L.G. Everist, Inc. Action was taken to approve the WIOA State Plan. Action was taken to approve adjustments to the One-Stop certification criteria related to changes in the statewide team structure. Elevate Rapid City's Senior Public Policy Director Garth Wadsworth gave an overview of the Black Hills Underground Frontier Technology Hub. Executive Director Dawn Dovre shared that Senate Bill 57 was signed by Governor Noem to create uniform procedures for the consideration of criminal histories and convictions in professional or occupational licensure.

In April 2024, the meeting was held at Southeast Technical College (STC) in Sioux Falls. Executive Director Dawn Dovre shared legislative highlights related to labor and workforce topics. DLR Workforce Development Director Kendra Ringstmeyer and Labor Program Specialist Nathan Schlingen presented on DLR's Virtual Job Fair Platform. National Farmworker Jobs Program Coordinator Gloria Miller and Labor Program Specialist II Derek Gustafson presented on the National Farmworker Jobs Program and the Migrant and Seasonal Farmworker Programs. DLR Workforce Development Director Kendra Ringstmeyer shared an update on the offerings of the GED® and National Career Readiness Certificate. Labor Market Information Center (LMIC) Administrator Melodee Lane shared information on the labor force benchmarking process and employer surveys. A roundtable discussion was held regarding the role collaboration plays in the approach to workforce development, particularly in partnering with industries, educational institutions, and government agencies. Following adjournment, STC Vice President Dr. Benjamin Valdez provided a tour of campus and program highlights.

### TITLE III: WAGNER-PEYSER

The primary function of the Wagner-Peyser Act is to provide universal labor exchange services between South Dakota businesses and job seekers. These services are available to individuals legally authorized to work in the U.S. DLR's Employment Services Team, which assists customers with basic and non-financial career services. In addition to in-person services at ten Job Service Offices throughout the state, DLR continues to expand virtual offerings for our customers. This includes on-demand job search or personal development options, virtual meetings, workshops, or hiring events just to name a few.

### BUSINESS SERVICES AND ENGAGEMENT

DLR created a focused effort to learn from businesses this year by establishing a team of Employment Specialists who connect with employers to learn about their workforce challenges. These conversations allow us to identify trends within industries, identify solutions, and connect workforce program participants to opportunities.

DLR hosted eight **Workforce Knowledge events** this year. Workforce knowledge events are virtual workshops on topics of interest to employers. These events provide an efficient way to meet the needs of multiple employers. Attendance varies, but some events had 30 businesses in attendance. Topics included Child Labor Laws, women's business entrepreneurship, virtual hiring events, Freedom Works Here and Dakota Roots out-of-state recruitment, hiring people with disabilities, and labor market information.

**The Business Services Team offered 21 virtual hiring events this year.** These events have been organized by the community, untapped labor pools, and industry. One event had 107 job seekers and 42 businesses in attendance, an indication of the value these offerings are providing.

### MIGRANT SEASONAL FARM WORKERS

In PY23, the State Monitor Advocate (SMA) oversaw three State Workforce Agencies (SWAs), developed, and delivered training programs, maintained a robust partnership with the National Farmworker Jobs Program (NFJP), and advocated for Migrant Seasonal Farmworkers (MSFW).

Reviews of MSFW services were conducted at the Sioux Falls, Huron, and Mitchell Job Service Offices. Two new training modules—an Agriculture Outreach Worker’s Training Module and an MSFW Complaint System Training Module—were added to DLR’s learning management system. The SMA collaborated with Job Service Office managers to ensure staff received adequate training on essential MSFW topics. In PY23, SWA staff completed a total of 221 MSFW-related courses, including 14 on the Complaint Process for Managers or Designees, 79 on the General Complaint Process (for all staff), 75 on Migrant Seasonal Farmworker (MSFW) SDWORKS Data Collection, 37 on MSFW Outreach, 6 on the Agriculture Outreach Worker’s Training Module, and 10 on the MSFW Complaint System Training Module.

Eight meetings were held with our NFJP partner during PY23. Key discussion points included NFJP’s transition to serving youth MSFWs, updates to the complaint poster as per Training and Employment Notice (TEN) 08 23, DLR’s new service delivery model, streamlining referral and co-enrollment processes, cross-training opportunities, outreach strategies, and methods for leveraging DLR and NFJP services to enhance MSFW outcomes. Additionally, DLR and NFJP collaborated on a presentation for the Workforce Development Council.

To advocate for MSFWs, the SMA encouraged offices to engage in MSFW outreach throughout the year. In the program year 2023, South Dakota SWAs conducted 17 MSFW outreach activities. These efforts included booths at state and county fairs, high schools and colleges, agricultural events such as 4-H and FFA conventions, and livestock shows. Outreach also took place in local gathering spots for MSFWs, including farm and ranch stores, grain elevators, and agricultural supply stores, to inform local agricultural workers about DLR services and distribute flyers. Furthermore, the FLC team held 341 outreach events during housing inspections, reaching 1,016 H2A MSFWs, with the primary outreach service focused on informing them of their rights.

## JOBS FOR VETERANS STATE GRANT

Jobs for Veterans State Grant (JVSG) provides Individualized Career Readiness services to eligible veterans and eligible persons in seeking, obtaining, and retaining gainful employment. JVSG also performs employer outreach to promote the hiring of veterans. Key partnerships with the JVSG to highlight this program year include:

**Volunteers of America – Northern Rockies (VOANR)**, covering Western South Dakota, and DLR collaborated in the co-enrollment of 36 homeless veterans through the **Homeless Veterans’ Re-integration Program (HVRP)**.

**Volunteers of America – Dakotas (VOAD)**, covering the Southeastern region of the state, co-enrolled 88 homeless veterans.

**Veterans Administration (VA) Vocational Readiness and Employment (VR&E)** and DLR continued their partnership with VR&E referring 29 Job Ready veterans to DLR for assistance with employment services. Additionally, there were referrals of other veterans who needed survival employment and/or other job-seeking skills assistance.

DLR has begun implementation of the **U.S. DOL Veterans Employment and Training Service (VETS) Veterans Program Letter (VPL) 05-24**. Training and implementation of this VPL will continue in PY24.

## TITLE I: ADULT

The Title I Adult Program supports eligible adults facing barriers to employment. While its core mission remains the same—equipping participants with the skills and resources needed to secure meaningful, sustainable employment—PY23 has been marked by significant pivots and structural adjustments. These changes have been necessary to better address the evolving needs of participants and the workforce landscape.

Each participant completes a comprehensive assessment of their strengths, barriers, and goals, leading to the development of a personalized employment plan. This plan may include specialized training, financial support, and direct connections to partner agencies or community organizations. By leveraging multiple resources, the program helps participants overcome obstacles and achieve their employment goals.

One focused effort in recent years has been the collaboration with the Department of Corrections, nine incarcerated women graduated with a certificate in Precision Machining from Lake Area Technical College in Spring 2022. The program was delivered at the Women's Center for Opportunity on the South Dakota Women's Prison campus. Building on this success, the initiative expanded to three additional locations during the 2022-2023 school year. Utilizing both Title I Adult funds and funds from the QUEST grant in PY23, a total of 44 incarcerated individuals participated in training across these four locations.

Under the new statewide team model, DLR Employment Specialists developed expertise in serving this population. They provided résumé and cover letter assistance, conducted mock interviews, and organized job fairs to connect students with employers. In partnership with nonprofits like St. Francis House, DLR ensured participants had appropriate clothing to maintain dignity. Collaboration with Re-Entry Specialists at the Department of Corrections offered consistent case management, which continued post-release, helping participants secure housing and arrange job interviews.

Upon release, the DLR Employment Specialist helps these individuals navigate workforce reintegration, providing ongoing support as needed. This may include connecting participants to community service providers or working with employers to accommodate work schedules around mandatory post-release treatments or classes. The relationship lasts until the participant no longer requires additional support, ensuring a smooth transition back into the workforce.

Notably, ongoing post-release support has proven increasingly effective this year, as evidenced by the rise in median earnings per participant. Over the last year, median earnings increased from \$6,983 in PY22 to \$7,091 in PY23. This growth highlights the positive impact of continued support on participants' financial success post-release.

Building on the success of the DLR and DOC UpSkill partnership, the Adult Program continues to focus on strengthening other partnerships using a similar approach: leveraging partners' expertise, combining resources, and structuring service delivery to ensure the best outcomes for the program, the partners, and, most importantly, the participants.

## SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM

The Senior Community Service Employment Program (SCSEP) provides vital services to older adults by offering community service and work-based training opportunities for low-income, unemployed individuals aged 55 and older. The program places participants in meaningful, part-time, subsidized training roles at nonprofit or government agencies, enabling them to acquire relevant skills that align with their career aspirations. To enhance their success, all SCSEP participants are also enrolled in Title I and III programs, granting them access to a wider array of career and support services. Through this initiative, DLR staff assist both participants and community site supervisors, facilitating the transition of participants into unsubsidized employment.

The South Dakota Department of Labor and Regulation administers SCSEP in 27 counties throughout the state, with authorization for 57 participant positions. Despite facing recruitment challenges due to low unemployment rates and the minimum wage offered for training hours, SDDLRL successfully maintained 35 active participants over the year. Additionally, there has been a notable increase in both enrollments and inquiries, indicating a growing interest in and positive impact of the program.

In PY23, SCSEP participants collectively completed over 31,100 hours of service to their communities.



## TITLE I: YOUTH

The Title I Youth program, Career Launch, supports eligible individuals aged 14 to 24, both in and out of school, who face barriers to employment. DLR Employment Specialists enroll eligible youth, assess their skills and needs, and create employment plans to provide or coordinate services to assist youth in accomplishing employment goals.

During PY23, DLR's efforts centered on providing Youth Participants Reaching Employment Potential (PREP) opportunities and partnering with Boxelder Job Corps. DLR also focused on serving in-school youth already enrolled and engaged in WIOA.

Participants working towards their GED® benefit from the PREP model, which includes case management from a DLR team member, incentives, and support services alongside GED® coursework and the support of an Adult Education and Literacy (AEL) provider. Incentives are earned by meeting monthly expectations set by the AEL provider. Support services for necessities like housing, transportation, and testing allow students to focus on their educational goals. During PY23, 41.4% of individuals participating in PREP earned their GED®.

Boxelder Job Corps continues to be a key partner. DLR has dedicated Employment Specialists offering PREP to Job Corps students pursuing their GED® or high school diploma, providing incentivized services for workforce preparation, and developing and monitoring work experiences for those near completion of their trade.

In recent years, DLR had a close connection to public high schools and their students. This led to an increase in the number of in-school youth that were enrolled. Often these in-school youth were enrolled early in their high school careers, resulting in a lengthy relationship between DLR and these students as we sought high school completion, postsecondary education, and employment for outcomes. As a result, DLR continues to serve many of these in-school youth.

Program Year 2023 was a year of change. With a shortage of funding, incentives were either removed or decreased, the number of work experience hours allowed was reduced, and the amount of funding to assist occupational skills training was lowered. These changes compounded with structural changes in the agency resulted in a year of maintaining as everyone adjusted. As we close PY23 and begin PY24, the Career Launch team is developing strategic statewide partnerships to connect with out-of-school youth to offer appropriate services with an emphasis on work experience opportunities.

As illustrated in [Figure 1: Title I Youth - Enrollments by School Status](#), there were 174 new youth enrollments in Career Launch for PY23, with 21 in-school and 153 out-of-school youth. A total of 522 youth participants were served, including 348 carryover participants from PY22. Among these participants, 85.1% were low-income, 16.7% had justice involvement, 40.0% reported a disability, 69.2% were identified as basic skills deficient, and 75.5% were high school dropouts (refer to [Figure 2: Title I Youth - Barriers to Employment](#)). In PY23, 965 services were provided to Title I Youth participants, with 1.5% receiving occupational skills training, 1.8% participating in job shadowing, 7.6% completing work experiences, and 0.2% receiving on-the-job training (refer to [Figure 3: Title I Youth - Career and Training Services](#)).

## TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

South Dakota's Temporary Assistance for Needy Families (TANF) program is a temporary public assistance work program administered by the Department of Social Services (DSS). Through an agreement, DLR serves as the provider of the Employment and Training services for 52 counties in South Dakota. TANF provides temporary cash assistance to eligible families with dependent children. This federal program intends to promote economic self-sufficiency for families. Participants are supported with a holistic approach through intensive case management, direct linkage to literacy programs, career exploration, training opportunities, skill development, and job search assistance.

During PY23, DLR and DSS continued to focus on utilizing a coaching model. The coaching model empowers participants to identify goals and take ownership of the pathways which will lead to economic self-sufficiency. DLR and DSS recognize the importance of staff development to increase the confidence and knowledge of staff. Regular staff training, enhanced communication between agencies, file reviews, and individual case staffing are utilized to develop staff knowledge. By increasing the knowledge and confidence of staff, participants are better supported in achieving optimal outcomes.

In addition to the coaching model, DLR has focused on co-enrolling these customers with Wagner-Peyser and the WIOA Title I Adult program. Participants are provided with intensive case management by one case manager who coordinates the delivery of both TANF and WIOA services. This holistic case management approach optimizes the braiding of funding streams based on participants' needs, leverages resources, and enhances access to comprehensive services.

The known benefit of WIOA co-enrollment has justified the use of creative access to technology for participants to gain skills. In PY23, DSS and DLR were able to provide eligible participants with Chromebooks to develop or enhance the skills needed to become part of a skilled workforce. Chromebooks have been used to support participants gaining digital literacy skills, participating in training or education, and attending virtual workshops. Ensuring participants have not only access to technology but the skills needed to use technology has allowed for the use of virtual service delivery to keep participants engaged.

With the new statewide teams' model in place, TANF participants are supported by an Employment Specialist eager to learn about resources in a new community, enthusiastic to implement fresh ideas, and find innovative ways to help TANF participants on the journey to self-sufficiency.

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM EMPLOYMENT & TRAINING

The Supplemental Nutrition Assistance Program (SNAP) helps low-income South Dakotans purchase the food they need to stay healthy while working to regain economic stability. The SNAP Employment & Training program (SNAP E&T) helps participants gain skills and find work that moves them to self-sufficiency. DLR delivers the SNAP E&T program through an agreement with the Department of Social Services (DSS).

SNAP E&T participants have access to training, career exploration, job search assistance, and support services to help them enter or move up in the workforce. The SNAP E&T program focuses on barrier reduction, exploration of career pathways, training, and intensive case management. SNAP E&T participants are engaged in workfare activities at community nonprofit agencies to ensure continued access to food support provided by SNAP benefits. SNAP E&T boasts established partnerships with existing agencies to meet the immediate needs of participants.

SNAP E&T participants have continued access to a laptop lending program. This laptop lending program equips eligible participants to take steps to meet training and employment goals. In PY23, fourteen participants were able to utilize laptops to gain skills and take steps toward training and employment goals.

DLR Employment Specialists facilitate connections for SNAP E&T participants. Participants have the benefit of co-enrollment in Wagner-Peyser and WIOA Title I programs. Participants receive support from one dedicated case manager who provides both SNAP E&T and WIOA services. By leveraging multiple programs, participants are poised to overcome barriers, address immediate needs, and establish a strong foundation for advancing careers and training pathways.

## 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 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, and justice-involved both in and out of correctional institutions.

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.

During PY23, South Dakota's WIOA Title II Program prioritized student recruitment and retention via a statewide initiative informed by the Office of Career, Technical, and Adult Education's National Reporting System Regional Training. This *Journey to Recruitment and Retention* effort supported tandem case management of WIOA Co-Enrollments and Adult Education students alike.

Another primary emphasis during the year featured an iteration of *Adult Numeracy Instruction*; this year's cohort met once face-to-face for two days, then convened four subsequent virtual trainings across three months. Because numeracy proves so foundational and integral to both our students' needs and goals, the Adult Education and Literacy Program judiciously invests in high-quality professional development designed upon rigorous, scientifically valid research.

## TITLE I: DISLOCATED WORKER

The South Dakota Dislocated Worker program helps individuals who have lost their jobs re-enter the workforce as quickly as possible. Participants in the program receive individual career counseling, job search assistance, training, and related support services. The program is intended to provide dislocated workers with the tools and support needed to prepare for re-entry into the workforce. Often, this includes expanding their skill set through training allowing them to gain employment in high-growth industries and high-demand occupations. The program enhances the quality, productivity, and competitiveness of South Dakota's workforce while meeting the needs of South Dakota's employers.

The Dislocated Worker program serves as a vital support system for individuals seeking new employment opportunities. In PY23, South Dakota provided services to 772 Dislocated Workers (refer [Figure 4: Title I Dislocated Workers – Number of Participants Served by Program Year](#)).

## RAPID RESPONSE

The statewide Rapid Response team is made up of a local DLR Manager, the Dislocated Worker Rapid Response Labor Program Specialist (LPS), Employment Specialists from the local DLR offices, a representative from the Reemployment Assistance Division, and, when available, a Business Services Employment Specialist. A Rapid Response event educates employees impacted by a layoff or closure of workforce services and reemployment assistance benefits available to help them reenter the workforce.

DLR has updated the Rapid Response process that will expedite awareness of a layoff or closure to the DLR Cabinet Secretary, Workforce and Reemployment Assistance Directors, as well as the DLR Business Services Team. Once the Business Services Team is made aware of a layoff or closure, they contact the business to offer a Rapid Response event for the employees. Unfortunately, the offer for a Rapid Response event is often declined by the business or awareness of the closure after the business has closed its doors making it difficult for DLR to reach impacted employees unless they take the initiative to connect with DLR.

In PY23, South Dakota had 22 lay-offs and closures, affecting anywhere from two to 180 workers. Nine in-person Rapid Response events were held.

## TRADE ADJUSTMENT ASSISTANCE

The Trade Adjustment Assistance (TAA) program is a federal program that assists workers who have lost their jobs because 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 the U.S. DOL, each affected worker must apply for individual benefits and services through their local DLR Job Service to determine eligibility for services and benefits.

Since July 2022, the Trade Adjustment Assistance (TAA) has not been reauthorized by Congress. Leadership in the Office of Trade Adjustment Assistance strives for reauthorization. In the meantime, South Dakota has been providing outreach to previously affected workers by sending letters encouraging them to consider utilizing TAA for training. In PY23, the TAA program served 30 individuals.

## RE-EMPLOYMENT SERVICES

The purpose of the Reemployment Services and Eligibility Assessment (RESEA) program is to improve employment outcomes of individuals who receive Reemployment Assistance (RA) benefits, reduce the average duration of receipt of such compensation, strengthen program integrity, reduce improper payments of RA benefits through the detection and prevention of such payments to individuals who are not eligible for such compensation, and establish an entry point into other workforce programs with an effort to improve service delivery for claimants receiving RA benefits.

In PY23, 759 reemployment assistance claimants were referred for services through the RESEA program. Of those profiled for services, 640 individuals met with an Employment Specialist and completed an eligibility review. Those referred for services are enrolled in Wagner-Peyser and the WIOA Title I Dislocated Worker program. This partnership broadens the range of basic, individualized, training, and support services available to the customer encompassing financial and training assistance, offered to customers, thereby enhancing their prospects for achieving success.

The RESEA program continues to work cooperatively with the Reemployment Division in staff training, procedure design, and policy updates.

## NATIONAL DISLOCATED WORKER QUEST GRANT

In September 2023, South Dakota was awarded a five-million-dollar Quality Jobs, Equity, Strategy and Training (QUEST) National Dislocated Worker Grant. The grant became effective September 30, 2023, and will expire on September 30, 2026. This three-year grant allows Occupational Skills Training for 300 individuals and 10 work-based trainings (On-The-Job). Individuals must meet eligibility criteria and attend training or work-based learning in the areas of Infrastructure and Climate/Environment.

Eligible individuals include:

- Dislocated workers including those selected for RESEA; or
- Temporary or permanently laid off as a consequence of COVID-19; or

- A self-employed individual who became unemployed or underemployed as a result of COVID-19; or
- Is a long-term unemployed individual. For this grant, this includes unemployed individuals and:
  - An individual who has been available to work and actively seeking employment for 27 weeks without securing employment; or
  - Incarcerated individual; or
  - Individuals who are receiving TANF or Supplemental Nutrition Assistance Program (SNAP) benefits.

In addition to expanding access to all eligible individuals, the grant has allowed for the continuation and expansion of training for incarcerated individuals.

With the approval of the QUEST grant, the Department of Labor has strengthened its partnership with the four Technical Colleges statewide, offering services to 279 individuals.

## CAREER READY

Career Ready serves as a liaison between secondary school districts and industry partners. The goal of Career Ready is to increase student awareness about career opportunities in their communities and help meet South Dakota’s demand for a skilled workforce by providing work-based learning (WBL) opportunities. There are six Career Ready Advisors broken up by region across the state of South Dakota to provide support to educators.

Career Ready Advisors (CRA) served 119 school districts and 124 schools within those districts during the 2023-2024 school year. The CRAs provided 411 different WBL opportunities for 9240 students in grades 7-12. The opportunities included:

- Week of Work Celebrations
- Bring Your “A” Game Anywhere
- Internships
- Job Shadows
- Mock Interviews
- Career Fairs (virtual and in-person)
- Postsecondary/Industry Tours

To extend career exploration opportunities during the summer, the Career Ready Team organized nine Summer Passport events. These events introduced 47 students to various college and career opportunities through tours and hands-on simulations.

CRA’s collaborated with 315 various industry partners across the state, to provide the above opportunities.

## REGISTERED APPRENTICESHIP PROGRAM

South Dakota continues to innovate workforce opportunities through the Registered Apprenticeship Program (RAP) model. In Program Year 2023, a \$7.9 million investment of state funds by Governor Kristi Noem was made to create a foundation for the DLR Start Today SD program. This funding, paired with federal competitive grants, aims to boost the number of apprentices in the state by eliminating obstacles, such as the complexities of program establishment and initial/ongoing costs. This funding allowed the team to assist in supporting developed Registered Apprentice programs with financial resources, including wage reimbursement for both apprentices and mentors during on-the-job learning, mentoring activities, and apprentice incentives. The funding also allowed reimbursement for related instruction impacting 172 apprentices.

Other financial resources were allocated to support efforts of program creation and expansion. Competitive financial incentives were granted to 48 business entities in the amounts of \$15,000 for new programs with at least one enrolled apprentice, and \$10,000 for programs adding an occupation with at least one enrolled apprentice. While efforts to build these programs remain, in PY23, 43 additional sponsors were registered in South Dakota [Figure 5: Active Apprenticeship Programs](#). The expansion of these programs has led to an increase in the number of apprentices. The number of newly registered apprentices increased from 622 in PY22 to 966 in PY23, as illustrated in [Figure 6: Annual Growth in New Apprentices](#). The total number of active apprentices (which includes newly registered apprentices and those continuing in their multi-year training) had a steady increase of nearly 19% from PY22 to PY23 [Figure 7: Yearly Overview of Active Apprentices](#). The diversification of apprentice programs available has heightened interest among women, resulting in a 79% increase of female apprentices from PY22 to PY23 (refer to [Figure 8: Women in Apprenticeship Programs by Year](#)).

To help bolster awareness of registered apprenticeship and engage employers, sponsors, and apprenticeship champions, a Community of Practice (COP) has been established. The COP is comprised of five members representing employer sponsors, economic development organizations, and secondary and postsecondary institutions. The group was officially announced at the first annual National Apprenticeship Week event where they participated in a panel discussion. Other highlights of the National Apprenticeship Week event included apprenticeship growth in South Dakota, recognition awards, and an apprentice graduation ceremony.

Collaboration remains a priority focus for Registered Apprenticeships. DLR collaborated with the South Dakota Board of Regents, Department of Education, Dakota State University, and Northern State University for the first Registered Teacher Apprenticeship in South Dakota. This partnership focused on current para-educators seeking to become teachers for their current school districts. A total of 90 para-educators participated in the first cohort.

## 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, 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.

The Foreign Labor Certification program runs on Federal Fiscal Years (FFY). PY23 included FFY23 Quarter 4 through FFY24 Quarter 3. From FFY23 to FFY24, DLR saw a 9.5% increase in H-2A applications and a 14.9% increase in H-2B applications from the previous year as shown in [Figure 9: H-2A Application and Inspection Comparison: FFY2023 vs. FFY2024](#) and [Figure 10: H-2B Application and Inspection Comparison: FFY2023 vs. FFY2024](#).

## WORK OPPORTUNITY TAX CREDIT

The Work Opportunity Tax Credit (WOTC) program is a federal income tax credit savings program that encourages employers to hire job seekers in demographics with high unemployment rates due to specified employment barriers.

The WOTC program operates on Federal Fiscal Years (FFY). PY23 included FFY23 Quarter 4 through FFY24 Quarter 3. As illustrated in [Figure 11: Work Opportunity Tax Credit Application Comparison: FFY2023 vs. FFY2024](#), DLR processed a total of 16,837 applications in FFY24, resulting in 4,920 certifications and an estimated \$14,142,200 in federal income tax savings for South Dakota businesses.

Throughout FFY24, DLR continued improvements on the newly implemented online system for processing WOTC applications. Several data interfaces were established with other State agencies, allowing for a streamlined process for gathering required documentary evidence for determination decisions.

## OUT-OF-STATE RECRUITMENT

Dakota Roots assists in recruiting out-of-state job seekers by providing local job market insight and personalized job search assistance through [DakotaRoots.com](https://DakotaRoots.com), [FreedomWorksHere.com](https://FreedomWorksHere.com), and [SDWORKS](https://SDWORKS.com). The State of South Dakota funds this worker recruitment initiative which continued its 18<sup>th</sup> year of connecting out-of-state job seekers with in-state career opportunities.

Governor Kristi Noem's *Freedom Works Here* national ad campaign launched in June 2023 and has been the most successful workforce recruitment effort in South Dakota history. A total of 8,834 inquiries were received during PY 2023. As a result, five job advisors were hired to focus on the out-of-state job seekers by assisting them with seeking employment and learning more about South Dakota.

## NATIONAL CAREER READINESS CERTIFICATE

DLR offers both employers and job seekers the ACT National Career Readiness Certificate (NCRC<sup>®</sup>), a key employment tool for WIOA program participants, high school students, incarcerated individuals, and others. As of June 2024, more than 62,000 South Dakotans have earned an NCRC, as shown in [Figure 12: NCRC<sup>®</sup> Test and Scores: South Dakota vs National](#).

Through WIOA Title I statewide funding, any job seeker registered in SDWORKS can prepare for and complete the three ACT WorkKeys<sup>®</sup> Curriculum 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 WorkKeys for skill development 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.

- More than 6,900 high school students earned an NCRC during the 2023-24 school year. 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.
- Lake Area Technical College continued to use the WorkKeys assessments as one measure of progress for their students.
- Currently, approximately 1,294 employers in South Dakota recognize the NCRC in their hiring practices.

## FAMILY FIRST INITIATIVE

The South Dakota State Legislature allocated general funds for the Family First Initiative, designed to help individuals build skills that promote family stability, achieve economic security through education and career development, and secure meaningful, sustainable employment. DLR collaborated with seven providers to offer family-focused workshops, both virtually and in person, catering to individuals from diverse economic and educational backgrounds. These workshops deliver practical knowledge in a supportive learning environment. In PY23, providers conducted 284 workshops for 1,173 individuals residing or employed in South Dakota (as illustrated in [Figure 13: Comparison of Family Focus Course Offerings: PY2022 vs. PY2023](#) and [Figure 14: Family Focus Course Attendees: PY2022 vs. PY2023](#)).

DLR continued the Summer Passport program focused on engaging youth in work-based learning activities including business tours, job shadows, and industry speaking events. In PY23, through the efforts of DLR Career Advisors, 47 youth participated in 14 Summer Passport events.

During the 2023-2024 school year, *Bring Your 'A' Game Anywhere* soft skills eLearning was offered to high schools across South Dakota. 484 students in 31 school districts completed the eLearning course.

## FEDERAL BONDING

The Federal Bonding program supports employers who 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. DLR was awarded a competitive grant of \$100,000 for the purchase and administration of bonds for individuals who have been justice-involved. This grant period will end in June of 2025. Any bonds unused will remain available for continued distribution. During PY23, DLR issued 148 bonds to employers.

## GENERAL EDUCATIONAL DEVELOPMENT

In PY23, from July 1, 2023, to May 31, 2024, a total of 507 individuals in South Dakota earned a General Educational Development (GED®) credential. While the national pass rate for the program year was 74%, South Dakota's pass rate stood at 81%. [Figure 15: General Educational Development \(GED®\) Credential Earned Rates: State vs. National Performance](#) summarizes the number of testers and their outcomes in South Dakota, including individuals who have not yet obtained a credential.

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 survey identifies a 2.1% decrease in unemployment for those with a high school education compared to those lacking a high school education. With the knowledge of these data sets, the DLR continued enhanced outreach to South Dakotans lacking their high school education who have passed three of the four GED® tests. This outreach has resulted in 90 testers taking their last test and earning a credential, some of whom had not tested since 2015. Additional outreach efforts 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 illustrated in [Figure 16: GED® Testers Aged 16-17: Program Year Attendance and Pass Rates](#), South Dakota has maintained a consistent number of 16- and 17-year-olds requesting to take the test over the past three program years. At present, the largest testing demographic in South Dakota consists of white males aged 16-17 who have completed their sophomore year. Beginning July 1, 2024, the administration of the GED transitioned from the Department of Labor and Regulation (DLR) to the Department of Education.

## DIGITAL OPPORTUNITY

PY23 saw the completion of South Dakota’s first-ever [Digital Opportunity Plan](#). In partnership with the Governor’s Office of Economic Development, DLR conducted a year-long stakeholder engagement process to identify shortcomings, draft a vision, and create strategies for implementation. This engagement included 61 one-on-one entities representing covered populations, six group meetings, presentations/sessions in front of a combined 261 attendees, and tribal consultation with the Rosebud Sioux Tribe. [Figure 17: Digital Opportunity - Vision, Objectives, and Strategies for Digital Equity](#) highlight efforts to address the needs identified through these meetings. This Plan will guide the state through the three rounds of State Digital Equity Capacity Grants. DLR submitted its application for the first round of this funding on May 28, 2024, and anticipates approval in late 2024.

DLR also applied for and received funding through the Affordable Connectivity Outreach Grant Program and participated in grant activities from August 17, 2023, through February 8, 2024. The department selected digital navigators across the state to inform communities of the federal internet subsidy program and assist eligible households with the enrollment process. These efforts were abruptly halted due to an enrollment freeze from the Federal Communications Commission as the Affordable Connectivity Program was not renewed. During the brief period, DLR held 99 outreach activities/events, reached 45,163 individuals, and enrolled 80 households.



## SDWORKS

SDWORKS completed a seventh full program year as DLR's Management Information System. The program continues to grow and expand in response to the needs of South Dakota job seekers, employers, and DLR staff and programs. SDWORKS continues to serve 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. New features incorporated in PY23 include:

- Additions of interfaces to the WOTC module that allow SDWORKS to share data with other agency systems to verify eligibility for services with partner agencies and for the system to auto-determine if the individual meets target group eligibility guidelines. This relieves the burden on staff to manually access and review eligibility data, greatly improving staff productivity.
- Addition of automated Adobe Sign Forms processes to allow staff to send documents for electronic signature to an employer and/or participant, and the signed form will automatically upload into the SDWORKS Document Management System. This feature saves staff time and effort from manually uploading documents.
- Addition of an integrated texting feature that allows staff to initiate and carry on communication with participants from SDWORKS via text. SDWORKS captures and archives the text conversation, which staff may copy to case notes as appropriate, making client communication and documentation much more efficient.

## NATIONAL DISLOCATED WORKER CAREER GRANT

DLR was awarded the National Dislocated Worker CAREER grant in September of 2021. In August 2023, DLR was granted a 12-month extension of the CAREER Grant. The CAREER grant has primarily been utilized to improve technology solutions that improve access to Dislocated Workers in rural areas and to better serve English as a Second Language individuals.

During this program year, DLR focused on a couple of different projects.

- **MyDLR Explorer** is a wizard designed to guide citizens toward various programs, services, and resources offered by DLR and partner programs. MyDLR Explorer allows citizens to take action, by prioritizing their goals, selecting services of interest, scheduling a virtual appointment, and providing direct linkage to partner programs.
- DLR has also focused on **translation services** for citizens. DLR worked with a vendor to create a translation hub to translate any document in a matter of minutes utilizing machine learning. Having the translation hub allows us to translate any document from our manual or a partner program to ensure that the individual understands what they are signing. DLR also purchased Instant Language Assistants (ILAs), which are tablets that translate conversation in real-time, in-person to both a written and spoken version to ensure that both parties are understood.
- To better serve our customers in rural areas that have become increasingly dependent on cell phones, DLR utilized the CAREER grant to implement a **texting feature** in our management information system, SDWORKS. This texting feature allows DLR staff to text clients more easily and without the added expense of agency cell phones or utilizing them.
- The agency also invested in Chromebooks and laptops to establish a **mobile computer lab**. The intent is to allow the Chromebooks to travel to job fairs, rapid response events, student success fairs, and pop-up offices to allow citizens to apply for jobs, complete unemployment claims, and work on resumes. The laptops will be utilized to replace outdated desktops that are no longer serviceable to allow individuals access to virtual courses or workshops, partner programs, other job services office staff, or to find a quiet spot to interview for a job.

- Two virtual programs were purchased with CAREER grant funding, a **virtual interview training module**, and a **virtual job fair platform**. The virtual interview training module allows clients to develop resumes and practice their interview skills with the help of AI, thus can be utilized by anyone who has access to the internet at any time of the day or night. The virtual job fair platform for employers to utilize and attract potential new hires. Reduces the need to travel, efficient for employers to continue working from their desks rather than sitting at a job fair and improves confidentiality for job seekers. The platform also provides opportunities to provide virtual rapid response events, resource fairs, and participant orientation events in an on-demand format.

## PERFORMANCE AND REPORTING

### ELIGIBLE TRAINING PROVIDER LIST (ETPL)

During PY23, the top two ETPL programs for WIOA participants were some of our most high-demand jobs in the state with over 68% of WIOA participants enrolled in Welding and Commercial Driver’s License (CDL) Programs. We continue to see success in the credential attainment rate as well as employment after exit with these types of programs. In PY24 we hope to continue adding short-term programs like these that address the most in-demand jobs in the state.

### COMMON EXIT POLICY

The Title III Wagner-Peyser program, along with the Title I Adult, Dislocated Worker, Youth, NDWG, and TAA programs, share a common exit process. Following TEGL 10-16, Change 3, an exit occurs when 90 days have passed since the participant last received a staff-assisted service. Self-service, information-only services, and follow-up services do not count toward the common exit. SDWORKS automatically backdates the exit to the participant’s last staff-assisted service after 90 days. Although a common exit point hasn’t been fully established for other DLR-operated workforce programs within SDWORKS, efforts have been made to align these programs with Title III Wagner-Peyser and Title I programs by enrolling participants wherever possible. As a result, exits for many other workforce programs, such as SCSEP, TANF, SNAP E&T, and RES, generally follow the common exit policy outlined in [Appendix D](#).

## RESEARCH AND EVALUATION

In January of 2024, DLR participated in an Applied Data Analytics training course hosted in part by the Coleridge Initiative, the State of Arkansas, the National Association of State Workforce Agencies (NASWA), and the U.S. Department of Labor’s Employment Training Administration (ETA). Through the Applied Data Analytics course, we were able to work with de-identified data to prove TANF participants who co-enroll in WIOA Title I have higher employment outcomes than those who were not enrolled in WIOA Title I.

Taking what we learned during that training course, South Dakota looked at similar information for TANF work-ready participants that DLR had enrolled in the Title III program. DLR focused on participants who exited from WIOA Title I and Title III between January 1, 2022, and December 31, 2022, to ensure we have second and fourth quarter after exit outcomes. Participants were then divided into two groups, those who only enrolled in Title III and those who were co-enrolled in Title I, entailing 111 and 164 participants respectively.

After reviewing the outcome data for both groups, DLR confirmed the results were similar. As illustrated in [Figure 18: Temporary Assistance for Needy Families \(TANF\): Employment Rate After Exit](#), individuals co-enrolled in WIOA Title I achieved higher employment outcomes in the second and fourth quarters after exit compared to those enrolled solely in Title III. TANF participants co-enrolled only in WIOA Title III demonstrated better employment outcomes in the fourth quarter than in the second quarter. In contrast, those co-enrolled in WIOA Title I maintained consistent employment outcomes from the second to the fourth quarter, indicating that none of these individuals lost their jobs between the two quarters.

The outcome information is encouraging for leadership as it proves co-enrollment into Title I has positive outcomes no matter what state the participants are in.

## CUSTOMER SATISFACTION

Quarterly, electronic customer satisfaction surveys are sent to both businesses and individuals who have participated in DLR programs. The responses are automatically uploaded to a SharePoint dashboard, providing staff with immediate access to the survey results.

A total of 444 job seekers, representing 5.3% of those surveyed, participated in the survey. Among them, 263 reported having worked directly with an Employment Specialist. Of these respondents, 83.2% rated their Employment Specialists as exhibiting a high level of professionalism and knowledge, while 74.0% stated that all or most of their needs were met. Additionally, 15.3% of respondents indicated that their interactions with DLR were conducted virtually.

Sixty employers, or 13.1% of those surveyed, responded to the survey. Among these businesses, 87.8% noted their Employment Specialists displayed a high level of professionalism and knowledge, with 75.5% reporting that all or most of their needs were met. Furthermore, 30.0% of employers indicated their contact with DLR was virtual.

The Director of Field Operations and the management team conduct quarterly reviews of these surveys to pinpoint areas for ongoing improvement.

## 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. Opportunities to connect with industry and local employers enable youth participants to take ownership of their future and arrive at the most informed decision for their path forward.

#### ***Increase Career Exploration services to youth regardless of their educational status.***

Career Exploration services, including Job Shadows, Labor Market Information, and Leadership Development, declined from 1,157 in PY2022 to 370 in PY2023.

The major reason for this decline was the restructuring of the Career Advisor positions from directly connecting with students to performing business outreach. This change allows businesses to connect with schools and students for work-based learning opportunities creating a more sustainable model. Having fewer interactions with students at the schools equates to fewer services provided.

#### ***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.***

This waiver allows DLR to offer work-based learning services to all youth participants equally, allowing the agency to meet the 20% work experience (WEX) expenditure requirement. With the low unemployment rate in South Dakota, it is challenging to connect with out-of-school youth seeking a work-based learning opportunity as many are already employed. Utilizing work-based learning as a career exploration opportunity with in-school youth has been successful. There has been growth in WEX services offered to the in-school youth population since PY2021, with the number of in-school youth WEX services being higher than out-of-school youth since PY2020. This is shown in [Figure 19: Work Experience \(WEX\) Services for In-School Youth Participants](#).

Rising wages statewide increased the cost of individual work experiences. In-school youth were easier to connect with due to our strong partnership with the DOE with staff recruiting students for WIOA enrollment. With the majority of the WEXs provided to in-school youth, DLR's out-of-school youth spending was falling behind. Due to this, the Youth Program has shifted focus to out-of-school individuals and connecting with partners who serve that population.

To address the imbalance of spending during PY23, efforts were made to increase funding for out-of-school youth, leading to a decrease in available funds for in-school youth.

***Enhance partnerships with schools and businesses to increase youth apprenticeship opportunities.***

[Figure 20: Age Distribution of Apprentices by Program Year](#) illustrates a steady increase in the number of apprentices aged 16-24 over the year. This age group experienced a 10% rise in participation, with 683 individuals making up 64% of the total apprentice population. Through robust partnerships at both the secondary and postsecondary levels, collaboration and innovation are expanding via Pathway Partners and Apprenticeship Intermediary efforts.

**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.***

Since South Dakota received this waiver, youth enrollments increased from 374 in PY17 (the last year without waivers) to 830 in PY22. PY23 had a total of 174 new enrollments.

While the growth from PY20 to PY22 was notable, it became unsustainable with a reduced number of FTE working the youth program due to budget restraints. The Career Launch Team is now focused on effective case management, building strong participant relationships, and supporting long-term career goals.

***Increase postsecondary options for disadvantaged In-School Youth.***

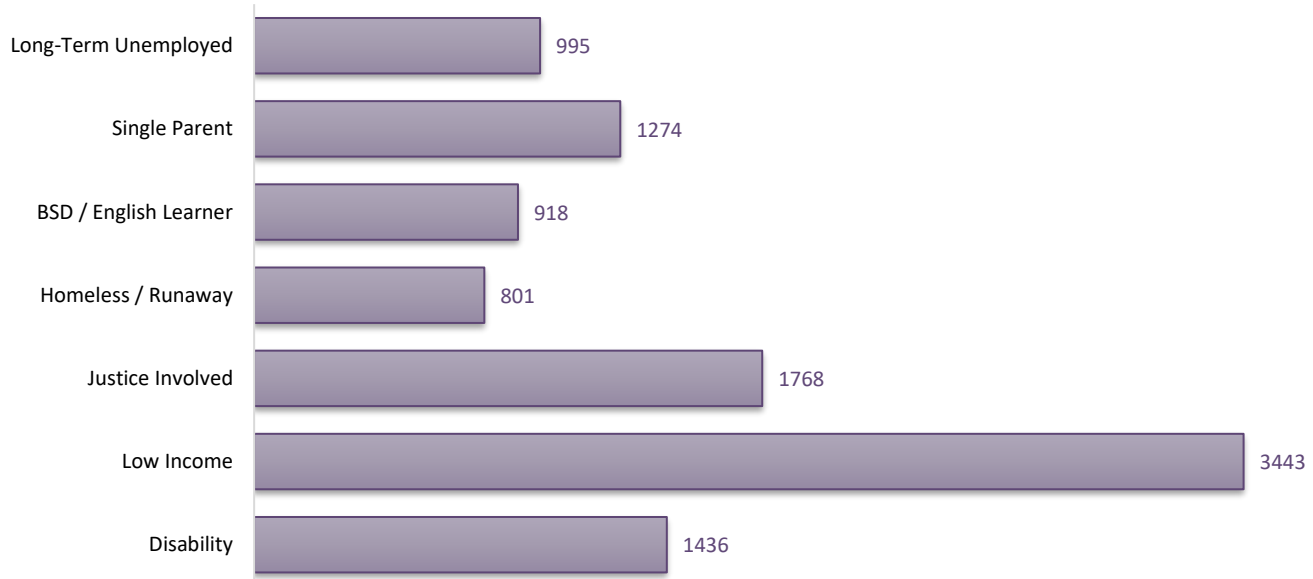
Since implementing this waiver, DLR has worked to increase postsecondary options for disadvantaged in-school youth. In PY23, 39.1% of occupational skills training provided to youth participants was for in-school youth. The number of occupational skills training services has seen significant increases, particularly in PY19, which saw the most success. In recent program years, the number of training opportunities for disadvantaged in-school youth has remained steady and higher than pre-waiver levels.

## APPENDIX A: PARTICIPANT DATA

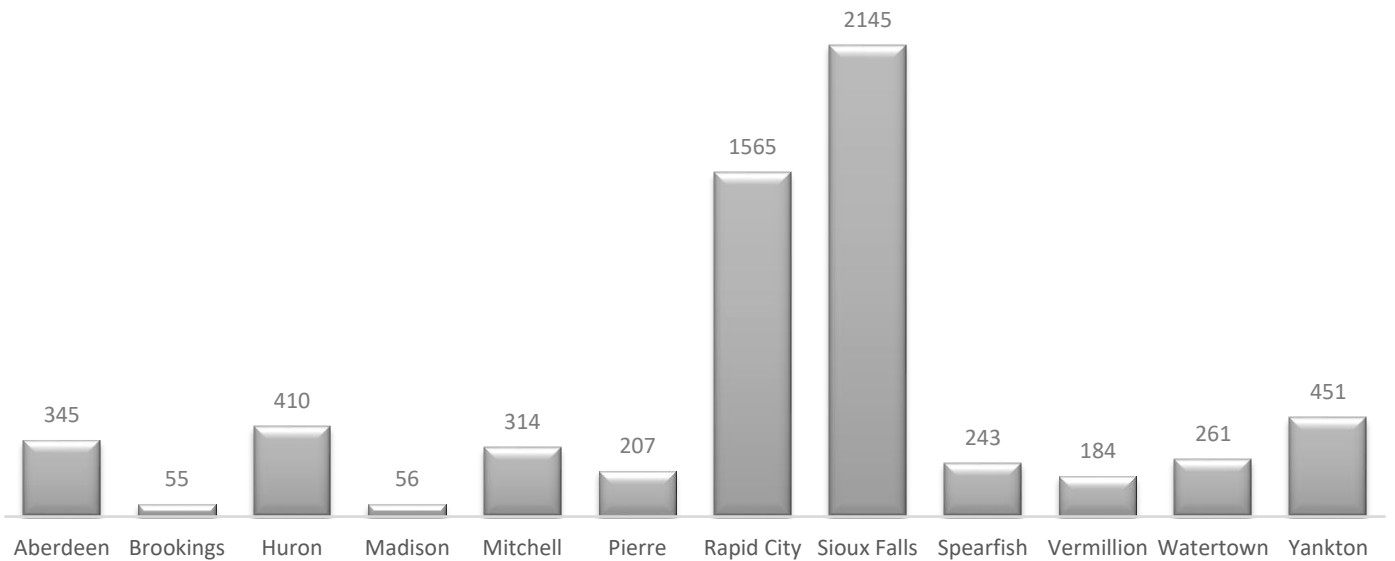
### DESCRIPTIVE STATISTICS OF WHO DLR SERVED

<b>6,236</b>	<b>SOUTH DAKOTANS SERVED</b>	<b>FEMALE</b> 3,237	<b>MALE</b> 2,978	<b>DID NOT SELF-IDENTIFY</b> 21
		<b>51.9%</b>	<b>47.8%</b>	<b>0.3%</b>

### Number of Individuals Served by Barriers to Employment



### Program Participants Served by Job Service Office



## SERVICES PROVIDED

**5,598**  
Individuals Receiving  
**Basic Career Services**

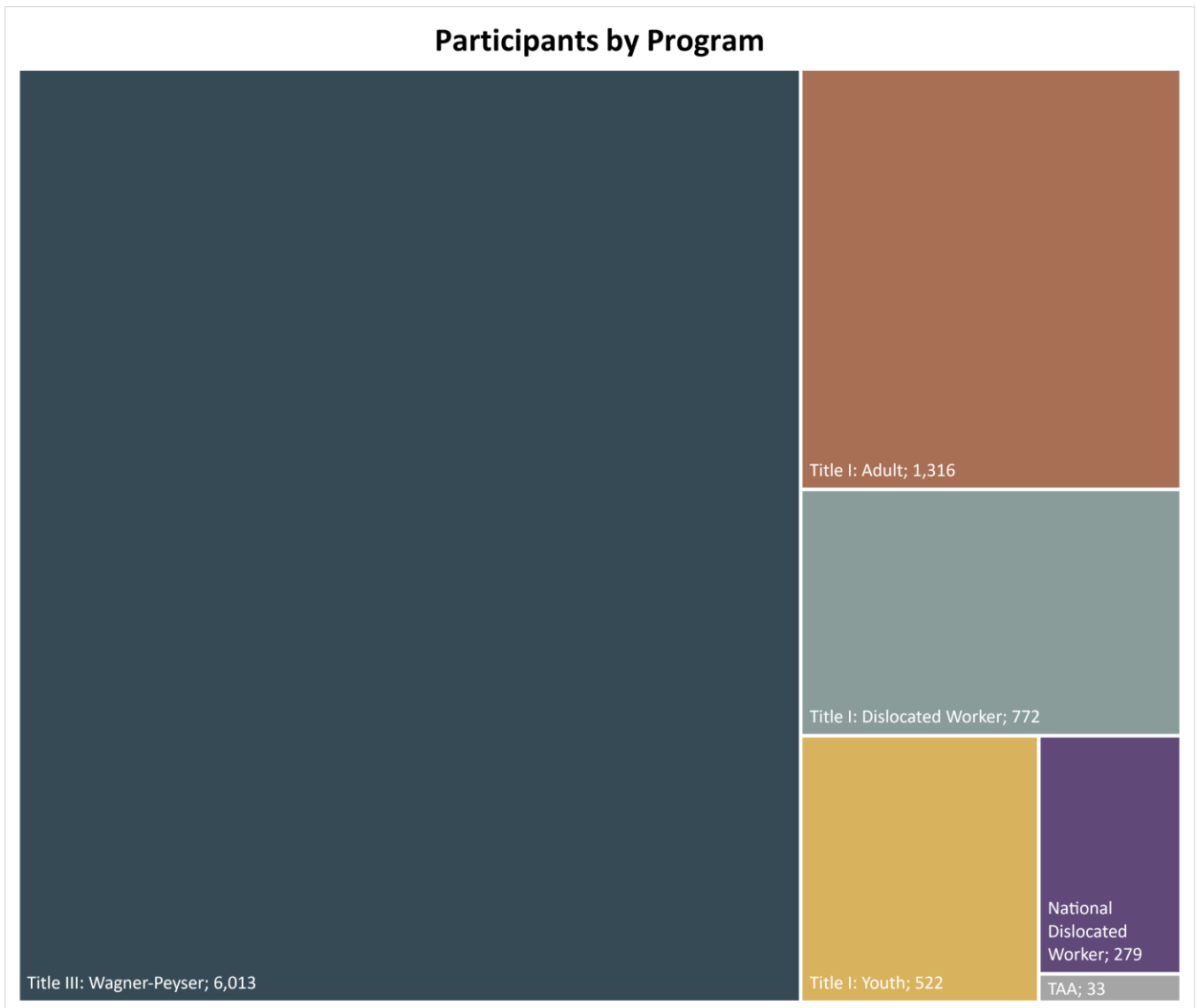
**1,857**  
Individuals Receiving  
**Individualized Career Services**

**82**  
Individuals Receiving  
**Training Services**

**Basic Career Services:** Staff-assisted services offer general information and support, such as help with resumes, job search workshops, referrals for economic assistance, and access to Labor Market Information (Title III: Wagner-Peyser).

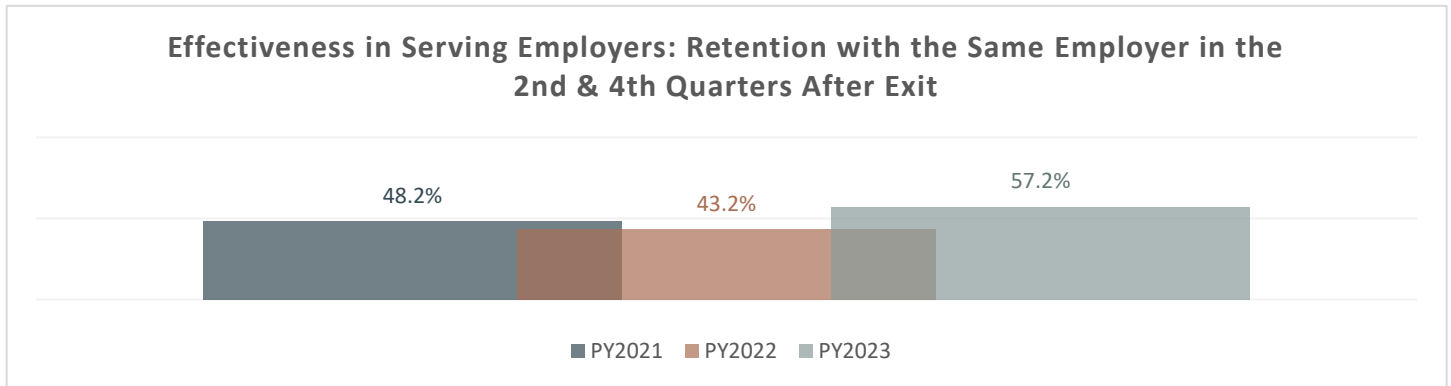
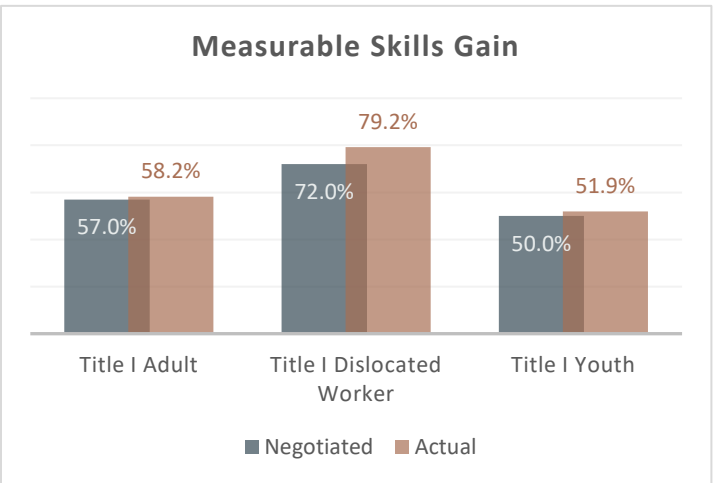
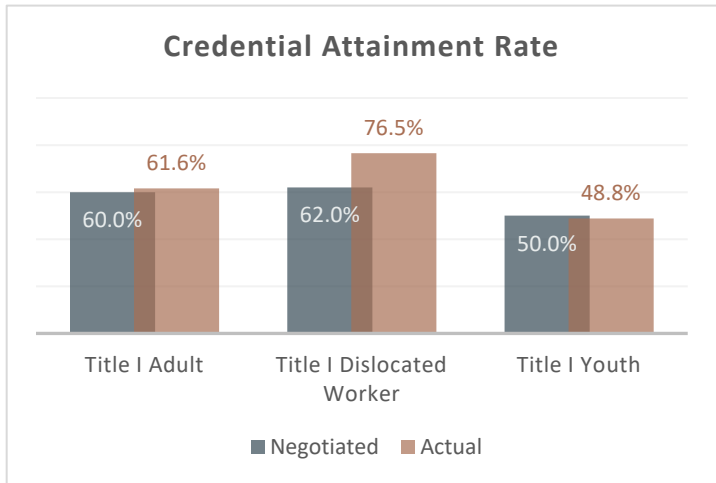
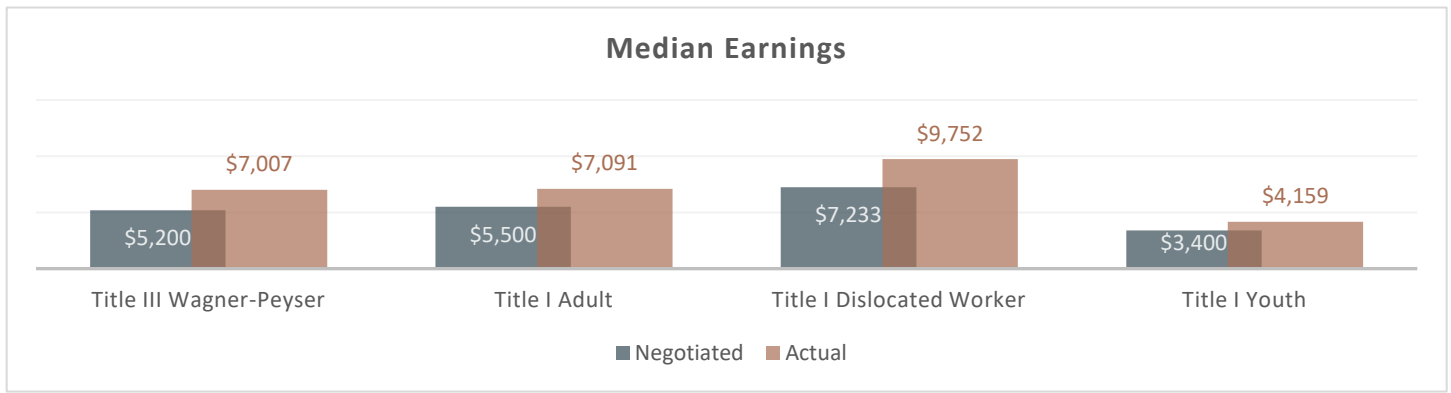
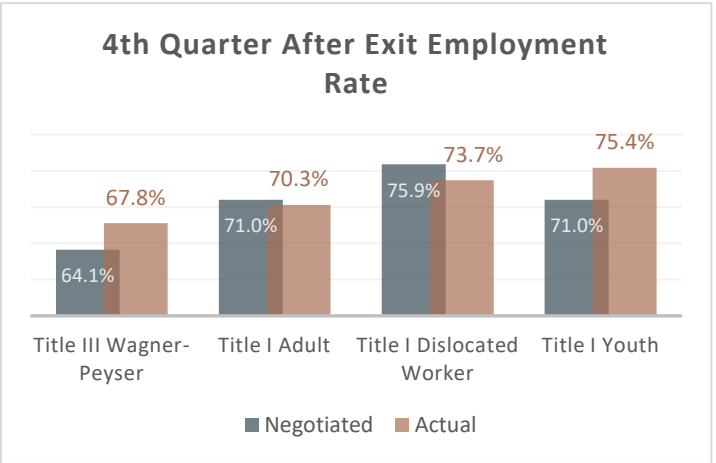
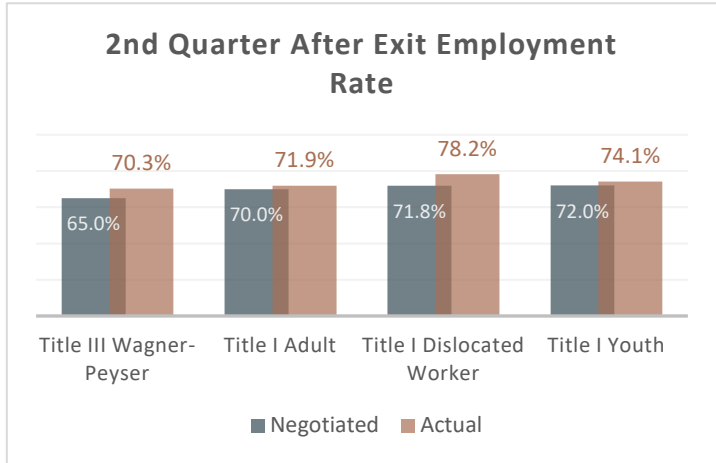
**Individualized Career Services:** More in-depth services designed to help individuals advance toward their employment goals. These include developing Employment Plans, accessing Work Experience opportunities, and conducting assessments to identify skills, aptitudes, and potential barriers (Title I: WIOA).

**Training Services:** Offer individuals the chance to acquire knowledge and skills through opportunities such as postsecondary education, On-the-Job Training, and Registered Apprenticeships (Title I: WIOA).



# OUTCOMES

Negotiated Actual



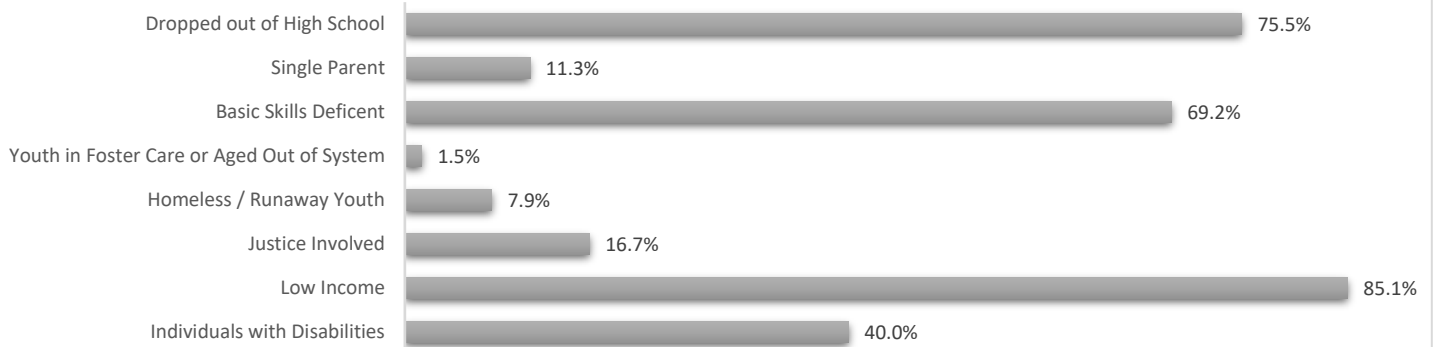
**APPENDIX B: NARRATIVE CHARTS**

### Title I Youth - Enrollments by School Status



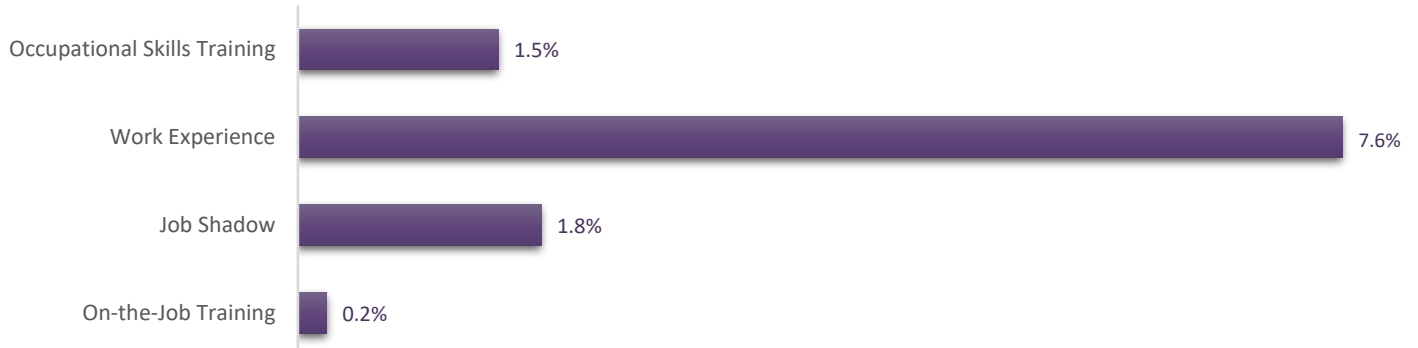
**Figure 1: Title I Youth - Enrollments by School Status**

### Title I Youth: Barriers to Employment



**Figure 2: Title I Youth - Barriers to Employment**

### Title I Youth: Career and Training Services



**Figure 3: Title I Youth - Career and Training Services**



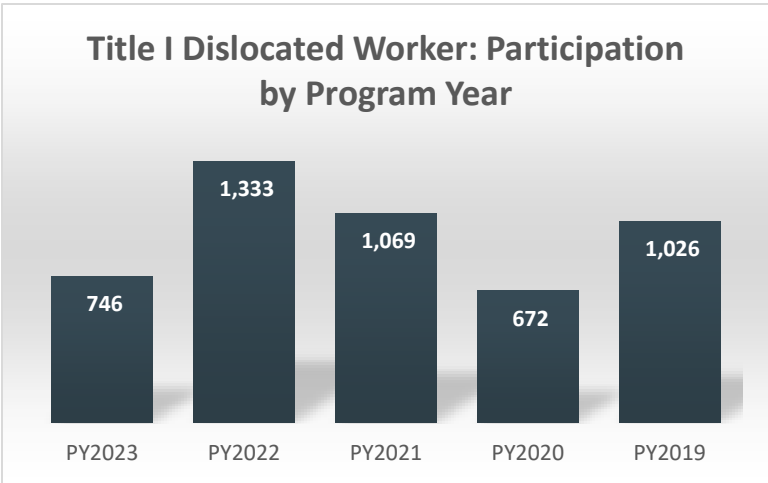


Figure 4: Title I Dislocated Workers – Number of Participants Served by Program Year

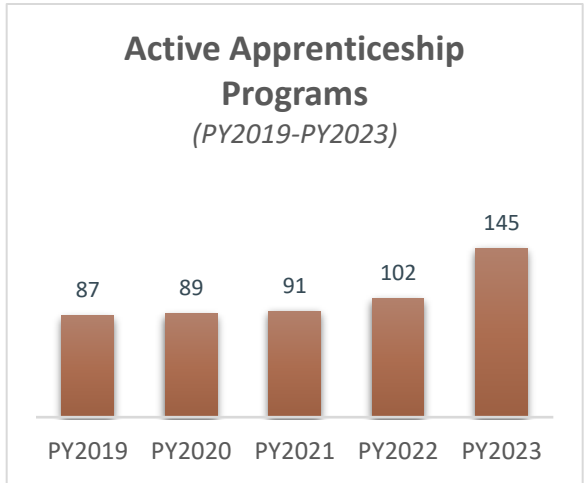


Figure 5: Active Apprenticeship Programs

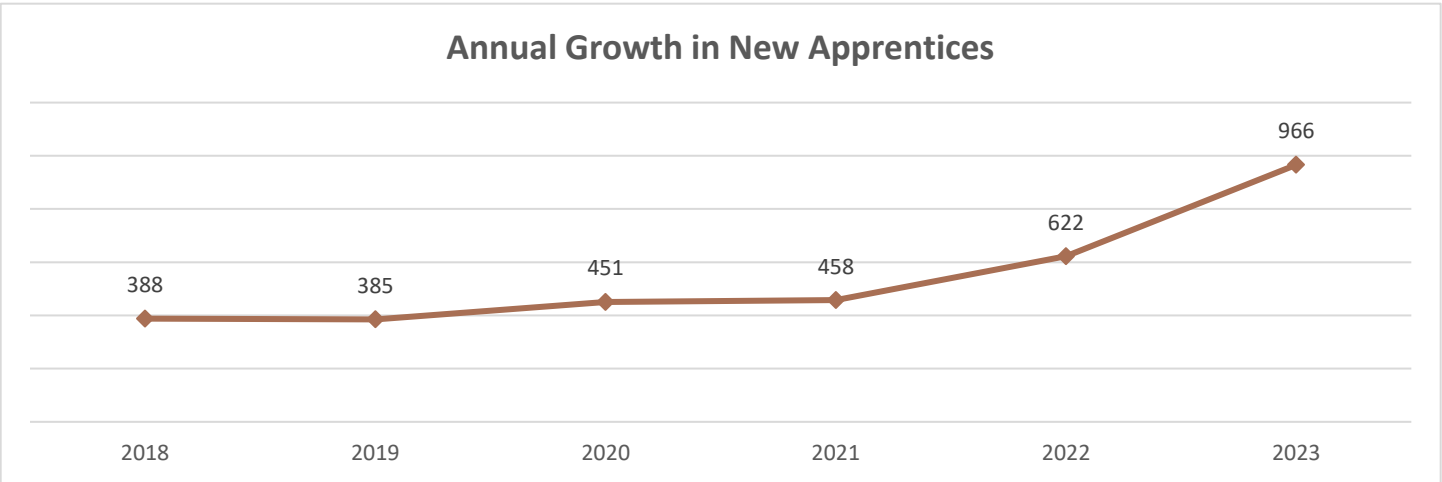


Figure 6: Annual Growth in New Apprentices

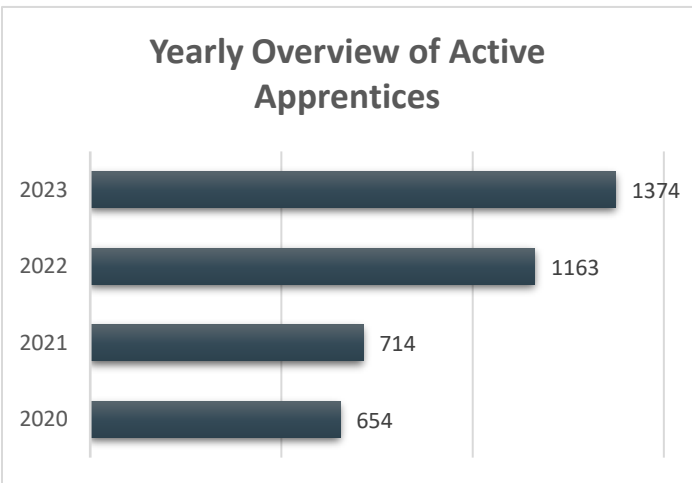


Figure 7: Yearly Overview of Active Apprentices

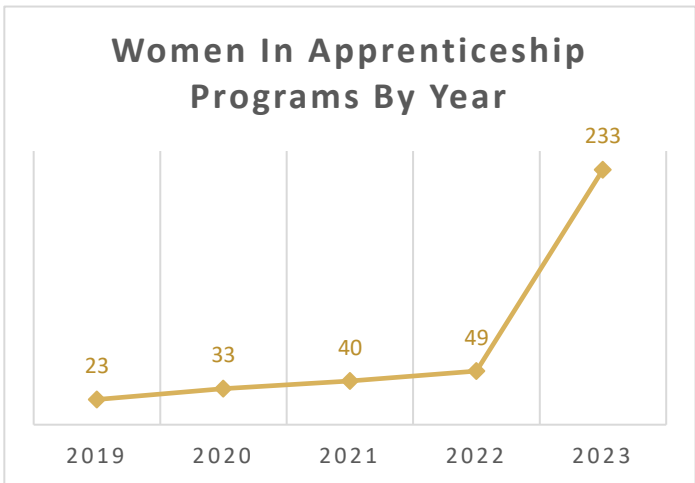


Figure 8: Women in Apprenticeship Programs by Year

**H-2A Application and Inspection Comparison:  
FFY2023 vs. FFY2024**

Quarter	FFY23 <i>(Oct 2022 - Sept 2023)</i>		FFY24 <i>(Oct 2023 - Sept 2024)</i>	
	Applications	Inspections	Applications	Inspections
Q1	182	73	226	199
Q2	157	199	169	265
Q3	68	34	52	32
Q4	66	43	71	55
<b>Total</b>	<b>473</b>	<b>349</b>	<b>518</b>	<b>551</b>

*Figure 9: H-2A Application and Inspection Comparison: FFY2023 vs. FFY2024*

**H-2B Application and Inspection  
Comparison: FFY2023 vs. FFY2024**

Quarter	FFY23 <i>(Oct 2022 - Sept 2023)</i>	FFY24 <i>(Oct 2023 - Sept 2024)</i>
	Applications	
Q1	7	11
Q2	256	311
Q3	7	7
Q4	45	35
<b>Total</b>	<b>315</b>	<b>364</b>

*Figure 10: H-2B Application and Inspection Comparison: FFY2023 vs. FFY2024*

**Work Opportunity Tax Credit Application  
Comparison: FFY2023 vs. FFY2024**

Application Status	FFY2023	FFY2024
Certifications	3,578	4,920
Denied Applications	6,205	10,652
Pending Applications	852	1,265
<b>Total Applications</b>	<b>10,635</b>	<b>16,837</b>
Tax Dollar Savings	\$9,990,200	\$14,142,200

*Figure 11: Work Opportunity Tax Credit Application Comparison: FFY2023 vs. FFY2024*

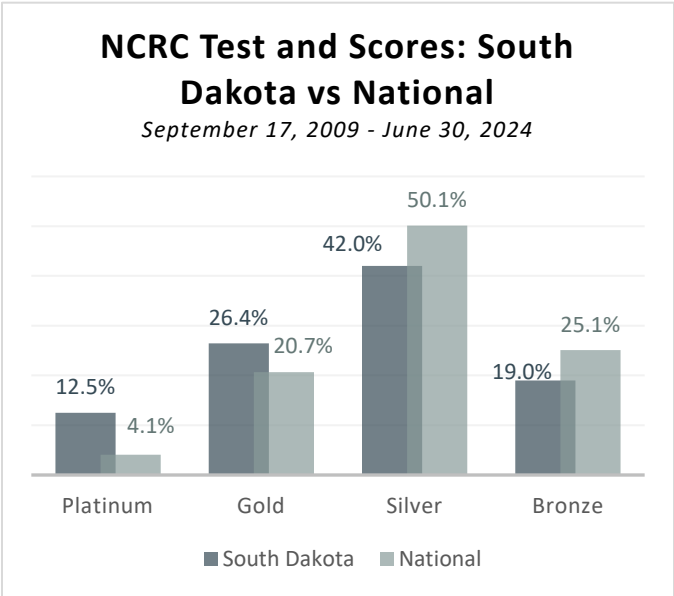


Figure 12: NCRC® Test and Scores: South Dakota vs National

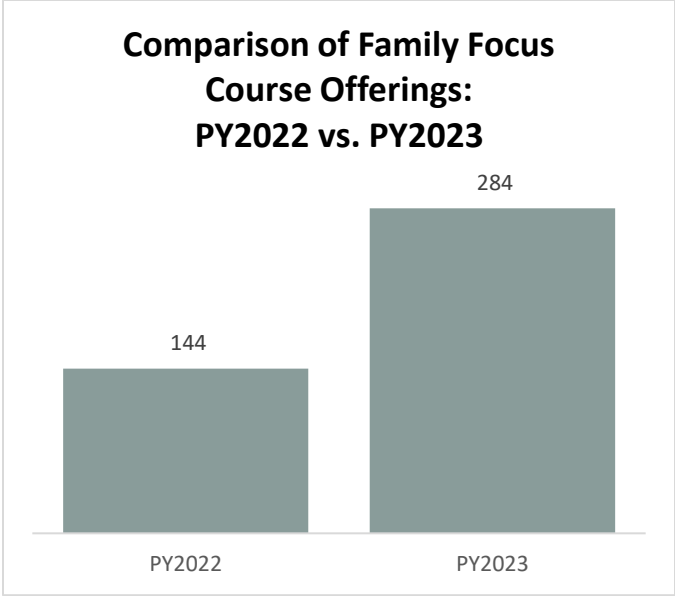


Figure 13: Comparison of Family Focus Course Offerings: PY2022 vs. PY2023

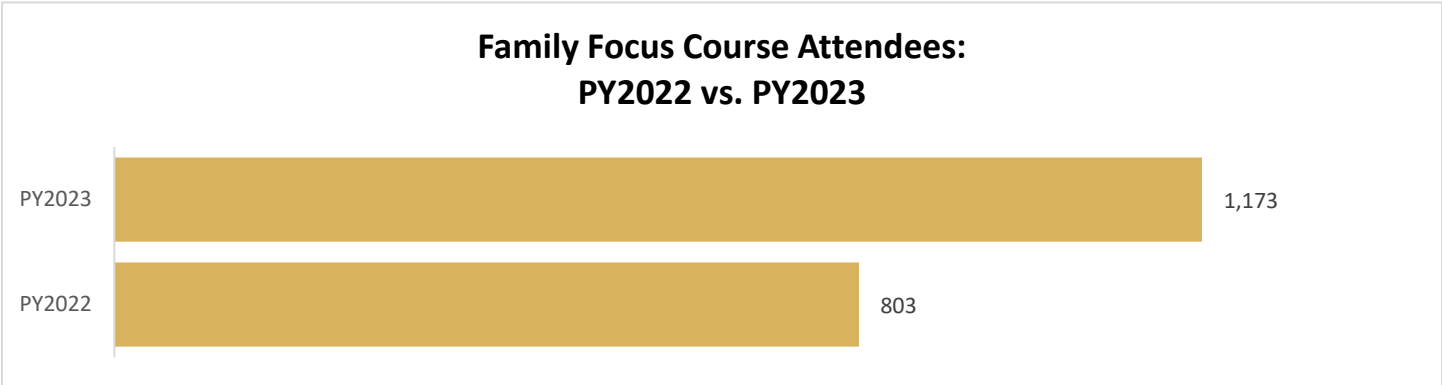


Figure 14: Family Focus Course Attendees: PY2022 vs. PY2023

### GED® Credential Earned Rates: State vs. National Performance

	Math	RLA	Science	Social Studies
State pass rate	80.0%	88.0%	88.0%	86.0%
National pass rate	74.0%	82.0%	88.0%	84.0%
College ready*	5.0%	8.0%	9.0%	8.0%
College ready + credit**	3.0%	2.0%	2.0%	4.0%

Figure 15: General Educational Development (GED®) Credential Earned Rates: State vs. National Performance

### GED® Testers Aged 16-17: Program Year Attendance and Pass Rates

	Number of Testers	Pass Rate
PY2021	307	93.0%
PY2022	321	87.0%
PY2023	353	89.0%

Figure 16: GED® Testers Aged 16-17: Program Year Attendance and Pass Rates

## Digital Opportunity: Vision, Objectives, and Strategies for Digital Equity






Vision		
Ensure every citizen will have access to affordable, future-proof, high-speed internet, along with the means to utilize it safely and competently.		
Objectives	Strategies	
	<b>Objective 1:</b> Improve access to and adoption of affordable high-speed internet	1.1 Subsidize infrastructure deployment in unserved and underserved communities 1.2 Improve access to affordable internet 1.3 Increase awareness of the benefits of adopting high-speed internet
	<b>Objective 2:</b> Enhance the accessibility of public services online	2.1 Improve online services interface 2.2 Increase awareness of MySD Digital Citizen portal
	<b>Objective 3:</b> Increase access to digital literacy curriculums	3.1 Establish digital literacy curriculums and training sessions
	<b>Objective 4:</b> Increase access to cybersecurity curriculums	4.1 Establish cybersecurity curriculums and training sessions
	<b>Objective 5:</b> Expand access to computing devices for accessing the internet	5.1 Expand access to public-use devices 5.2 Make low-cost or free devices available for distribution

Figure 17: Digital Opportunity - Vision, Objectives, and Strategies for Digital Equity

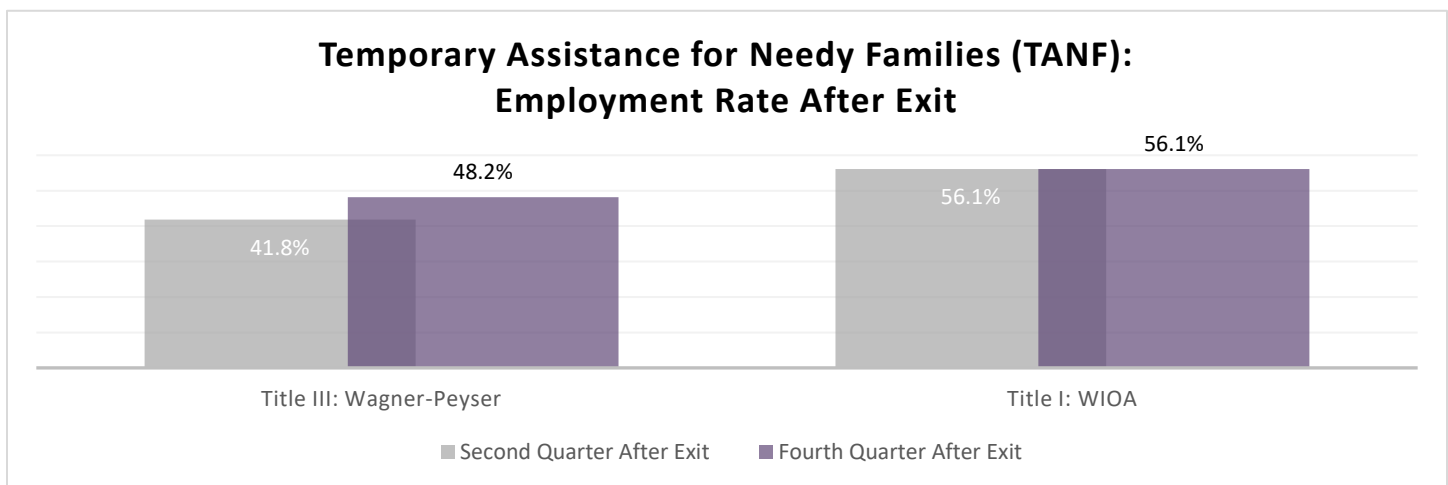


Figure 18: Temporary Assistance for Needy Families (TANF): Employment Rate After Exit

## Work Experience (WEX) Services for In-School Youth Participants

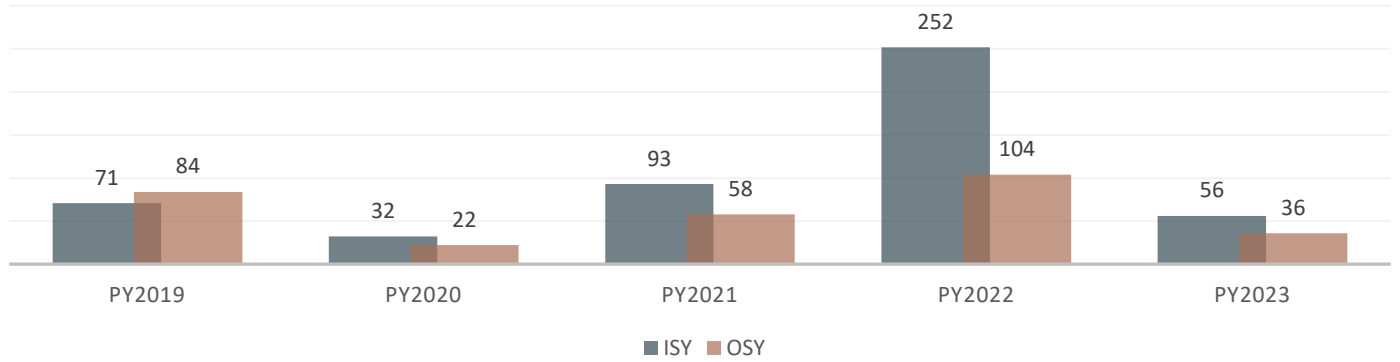


Figure 19: Work Experience (WEX) Services for In-School Youth Participants

## Age Distribution of Apprentices by Program Year

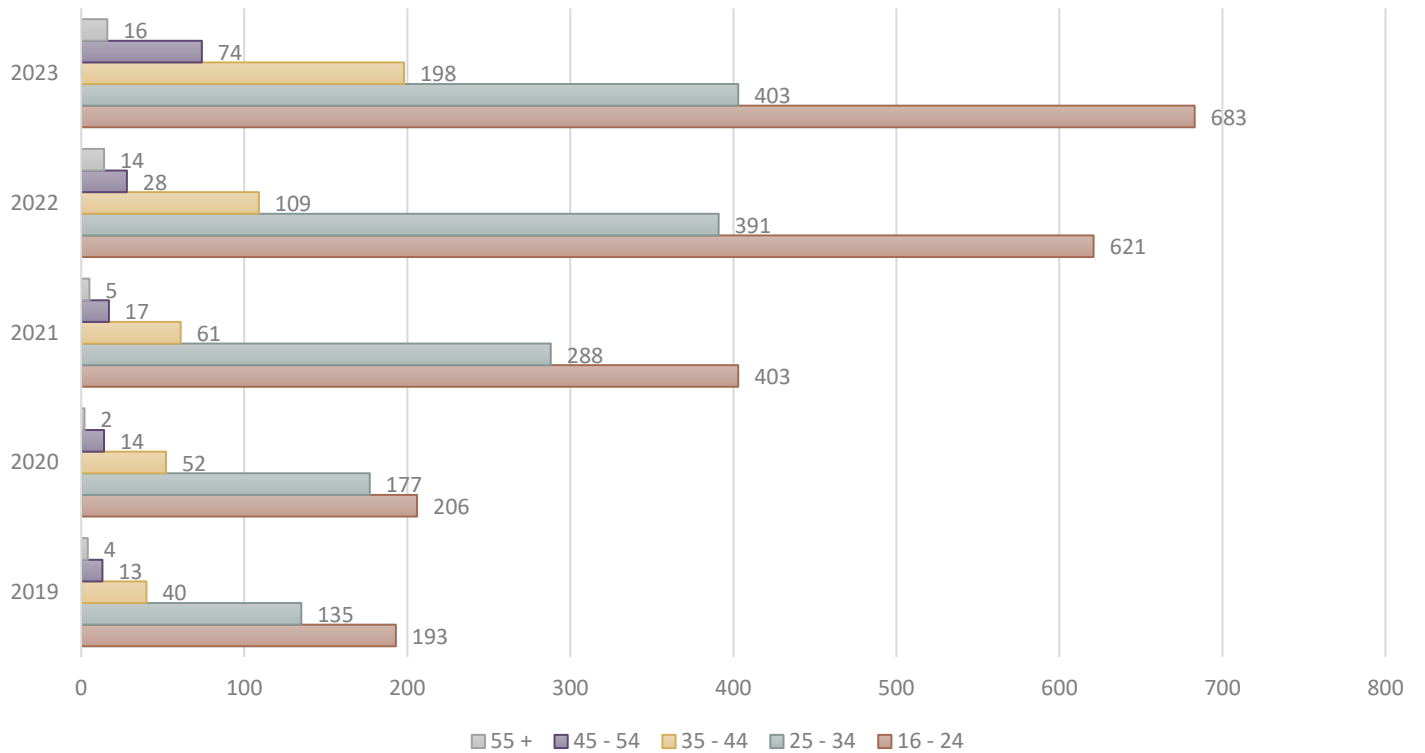


Figure 20: Age Distribution of Apprentices by Program Year

## 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 implementation of workforce programs in compliance with state policies and procedures. Staff from the Workforce Development, Administrative Services, and Policy and Public Affairs Divisions are responsible for oversight and monitoring of the One-Stop Career Centers to ensure compliance with federal laws, regulations, guidance, and state policies and procedures. The purpose of this monitoring process is to identify technical assistance needs with the goal of continuous improvement.

Monitors ensure:

DLR programs achieve the 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.

Monitors include:

- Program Reviews conducted annually,
- Active File Reviews conducted semi-annually, and
- Data Validation conducted quarterly, with the exception of the Senior Community Service Employment Program (SCSEP) which is conducted annually.

### PROGRAM REVIEWS

#### PROCESS

Each year Labor Program Specialists and the Workforce Data Team will complete an analysis of certain provisions required for each program. The outcome of this analysis and an implementation plan will be provided to the appropriate Team to improve areas of deficiency.

#### ANALYSIS

- WIOA Title I Youth expenditure rates including the work experience expenditure and out-of-school youth expenditure.
- WIOA Title I Adult priority of service to those who are low income, receiving public assistance, or basic skills deficient.
- Co-enrollment of the WIOA Title I Youth and Adult in the Adult Education and Literacy (AEL) program
- Placement of participants in the Senior Community Service Employment Program (SCSEP) slots
- SCSEP training expenditure rate
- Provision of services to eligible Jobs for Veterans State Grants (JVSG) participants
- Co-enrollment of JVSG in WIOA Title I programs.
- Co-enrollment of WIOA Title I Youth and Adult in Temporary Assistance for Needy Families (TANF)
- Work placement rate of TANF.
- Training completion for SNAP E&T
- Active File Review Trends
- Data Validation Trends
- Trade Adjustment Act Data Integrity Trends
- Progress towards negotiated performance.
- Performance related to U.S. DOL approved state plan waivers as applicable.
- Number of Reemployment Services Eligibility and Assessments (RESEA) scheduled and completed.
- Migrant Seasonal Farmworker (MSFW)

- During the Migrant Seasonal Farmworker (MSFW) review conducted, the State Monitor Advocate (SMA) will conduct a file review. The purpose of the participant file review is to ensure MSFW data is being accurately documented in SDWORKS, all the required data is collected, and to review if MSFW participants are provided services equally.
- Use the below reports to find participants with a high probability of being MSFW and review files to see if:
  - Participants have the correct MSFW status (MSFW or non-MSFW)
  - MSFWs are provided equal opportunity to WP and WIOA services.
  - All required data elements are collected (PIRL 413, 808, 941, and 912)
- The provision of equal opportunity for service delivery
- Review of time keeping, including policy, to ensure proper alignment.

## ACTIVE FILE REVIEW

### PROCESS

Selected Employment Specialists from each Team will assist Labor Program Specialists with reviewing active files. An Employment Specialist will not review their own files. Labor Program Specialists will work alongside the Employment Specialists during the review. Files will be randomly selected to ensure a variety of case managers are represented.

The review team will utilize a review sheet that considers eligibility, provision of services, quality of case management, documentation, fiscal accountability, and inclusion of data validation elements.

Upon completion of DLR's active file review of the SNAP E&T program, the Department of Social Services (DSS) completes a further review. Once DSS completes the file reviews, the Employment Specialist and Job Service Manager will be notified of any corrective action needed. All identified corrective actions must be addressed and completed within 25 days of the notification. Upon completion, the Employment Specialist or Job Service Manager must notify the LPS who will then inform DSS.

### PROGRAMS

- DLR programs included in the active file review process include:
  - Reentry Employment Services (RES)
  - National Dislocated Worker Grants (NDWG)
  - Senior Community Service Employment Program (SCSEP)
  - One file per SCSEP case manager every quarter will be completed with the above timeline and process.
  - Trade Adjustment Assistance (TAA)
  - Jobs for Veterans State Grants (JVSG)
  - Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
    - Twenty-Five percent of each SNAP E&T case manager's case files will be reviewed, with no more than 15 individual files being pulled during any one quarter, every quarter with the above timeline and process. In addition, DLR Labor Program Specialist will also review completed Title III and Title I active file reviews for SNAP E&T data entry compliance. After the DLR Labor Program Specialist reviews are completed, the reviews will be provided to and reviewed by the DSS Program Specialist.
  - Temporary Assistance for Needy Families (TANF)
    - Twenty-Five percent of each TANF case manager's case files will be reviewed every quarter with the above timeline and process.
  - WIOA Title I Adult, Dislocated Worker, and Youth
  - WIOA Title III Wagner-Peyser

An Active File Review Report identifying the names of the files reviewed, errors, and promising practices will be made available to each Team allowing the opportunity to make improvements to the file.

## DATA VALIDATION

### TIMELINE

Data validation will be completed by the DLR Workforce Data Team on 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.

### PROCESS

The random sampling tool within SDWORKS will be utilized to generate a sufficient representation of records from each program. Files that are subject to data validation include participants who exited and are subject to reporting during the given program year.

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 Change 2. For each validated individual data element, a pass or fail grade will be assessed.

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.

Source documentation for data validation items must be uploaded into SDWORKS. Hard copies are not acceptable (as outlined in Document Management Policy 8.20) and will not be considered for data validation purposes.

The main categories of acceptable source documentation include:

- **Case Notes:** These can be either paper or electronic records created by the case manager that must identify, at a minimum, the following: (a) the participant's status for a specific data element, (b) the date the information was obtained, and (c) the name of the case manager who gathered the information.
- **Crossmatch:** This requires grantees to provide detailed evidence confirming the data element from a secondary database. Grantees must also verify supporting information, such as participation dates and services provided, and ensure that data-sharing agreements are in place as necessary.
- **Electronic Records:** This category may include:
  - **Participant Source Documents:** Maintained in the grantee's management information system (MIS) or another official record-keeping system.
  - **Grantee Participant Service Record:** Information generated and maintained by the grantee regarding the specific services received by a participant, which may be recorded through the grantee's MIS or another official record-keeping system.
- **Self-Attestation:** This refers to a written or electronic declaration of information for a specific data element, signed and dated by the participant. Electronic signatures or submissions from the participant, such as emails, texts, or unique online survey responses, are considered valid; they must be participant-generated and traceable to the participant. Documentation of the self-attestation must be retained.

A Data Validation Report identifying the elements reviewed and failure rates will be made available to Program Teams.

### PROGRAMS and SAMPLE SIZE

DLR programs included in the data validation review process include:

- **National Dislocated Worker Grants** (*when applicable*): 1% per program, not to exceed 100 files
- **Registered Apprenticeship:** 10 files
- **Trade Adjustment Assistance (TAA):** 1% per program, not to exceed 100 files
- **WIOA Title I Adult, Dislocated Worker, and Youth:** 1% per program, not to exceed 100 files
- **WIOA Title III Wagner-Peyser:** At least 0.5%, not to exceed 100 files
- **Jobs for Veterans State Grants (JVSG):** Conducted alongside WIOA Title III Wagner-Peyser
- **Senior Community Service Employment Program (SCSEP):** Provided by the U.S. Department of Labor (DOL)



## APPENDIX D: COMMON EXIT POLICY

### EXIT

As defined for the purpose of performance calculations, exit (referred to as 'system exit' or 'soft exit') is the point after a participant who has received services through any participant in WIOA Title III (Wagner-Peyser) and Title I (Adult, Dislocated Worker, and Youth) the exit date is the last date of an Extending Exit (EE) service.

### COMMON EXIT

Common exit is intended to ensure a more efficient and effective integrated service delivery system, track the coordination of services, and align performance reporting. Common exit occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned. Those programs include:

#### ***DLR Administered Programs***

- WIOA Title III Wagner-Peyser
  - Jobs for Veterans State Grants program (JVSG)
- WIOA Title I Adult, Dislocated Worker, and Youth
  - National Dislocated Worker Grant (NDWG)
- Trade Adjustment Assistance Program (TAA)

Common exit requirements **do not** apply to participants who are co-enrolled in:

- WIOA Title II Adult Education and Literacy (AEL)
- WIOA Title IV Vocational Rehabilitation (VR)
- Migrant and Seasonal Farmworker (MSFW)
- Senior Community Service Employment Program (SCSEP)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)
- National Farmworker Jobs Program (NFJP)
- Registered Apprenticeship
- Reentry Employment Services (RES)

### EXIT DATE

The date of exit cannot be determined until at least 90 consecutive days have elapsed since the participant last received staff-assisted services, individualized career services, training services, or youth support services, and there are no scheduled future services. The date of exit must not be recorded manually. The *date of exit is automatically calculated* by SDWORKS, based on the completion date of the last Extending Exit (EE) service.

The following service types do not delay, postpone, or affect the date of exit:

- Basic career services such as self-service or information-only services or activities; and
- Follow-up service

## EXCLUSION FROM EXIT

Exclusion reasons for Exit (*also known as a **hard exit***) that exclude someone from performance and future follow up include the following:

	<b>APPLICABLE PROGRAM(S)</b>	<b>EXPLANATION</b>
<b>INSTITUTIONALIZED</b>	All	The participant exits the program because the participant 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 receiving services as a participant.
<b>HEALTH/MEDICAL</b>	All	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.
<b>DECEASED</b>	All	The participant is deceased.
<b>RESERVE FORCES CALLED TO ACTIVE DUTY</b>	All	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.
<b>FOSTER CARE</b>	WIOA Title I Youth	The participant is in the foster care system as defined in <a href="#">45 CFR 1355.20(a)</a> and exits the program because the participant has moved from the local workforce area as part of such a program or system.

## APPENDIX E: SUCCESS STORIES

### CAREER LAUNCH

**Gay** came to DLR with his dad seeking services through the WIOA Title I Youth program. When Gay's parents had divorced, he moved out of state to live with his mom. His mom had recently passed away, so he moved back to South Dakota to live with his father. Gay was an English language learner who had recently dropped out of high school and had no work experience or transportation. Gay had a goal to get a job, earn his GED®, and join the South Dakota Army National Guard.

Gay worked with his DLR Employment Specialist, Tha Gerh, to complete an interest assessment, a master application, develop a resume, and improve his interview skills allowing Gay to earn a financial incentive. Tha Gerh and Gay completed a Walmart application together. Gay was hired part-time and enjoyed the independence he was gaining by having his own income. WIOA Title I funding was used to assist Gay in obtaining a state ID card, vital to verify eligibility to work, and work attire.

Unfortunately, Gay was not old enough to receive GED preparation services through the local adult education provider, but this did not stop Gay. With no computer or internet service at home, Gay went to his friend's apartment for internet access to study on his smartphone or utilized the DLR resource room. Gay spent over 90 hours studying before earning his GED with college-ready scores! Quite the accomplishment considering the test was in English. During his time studying, the WIOA Title I Youth program assisted with a financial incentive allowing him to continue his studies. In addition, the program paid for the GED sub-tests and an incentive for earning his GED credential.

A few months later, Gay left for Basic Combat Training through the South Dakota Army National Guard. On the first day of training, Gay was allowed to call or text one person back home to let them know he made it safely. He contacted his DLR Employment Specialist, Tha Gher. He later transitioned to Advance Individual Training as a Unit Supply Specialist. Gay's new goal is to save money and pursue a college degree in Information Technology.

### CAREER LAUNCH + SNAP E&T

**AlexZander** had recently graduated high school and was enrolled in the electrical program at Southeast Technical College when he came to DLR to seek services. AlexZander was low-income and required additional assistance to complete his educational program or secure employment as he had not held employment in the last six months. AlexZander's Employment Specialist, Jon, assisted him in using labor market information to research the electrical field in South Dakota. Jon then connected AlexZander to a job shadow in the field, which AlexZander was excited about, and confirmed he was on the right path.

WIOA Title I Youth resources were utilized to assist in paying for tuition, textbooks, tools, and transportation. AlexZander didn't miss a class in his first year of school and had a solid grade point average. With a tight WIOA Title I budget, Jon assisted AlexZander in accessing a short-term program that allowed those eligible for or receiving Supplemental Nutrition Assistance (SNAP) with tuition. The WIOA Title I and SNAP were able to cost share to ensure success for AlexZander's second year of school.

Prior to graduating with honors with an Associate of Applied Science in Electrician, Jon and AlexZander compiled a resume and began his job search. AlexZander received a position making \$24/hour. Several months later, he is still working there and happily learning and working towards his journeyman's license.

## DISLOCATED WORKER + QUEST GRANT

**Joe** sought out DLR after a recent layoff that left him wondering what to do next. Joe met with DLR Employment Specialist, Kelsey, for guidance and support to obtain his Class A Commercial Driver's License (CDL) at Southeast Technical College. This decision did not come without its challenges considering Joe no longer had an income and the training lasted four weeks while Joe lived approximately three hours from the training location. However, Joe had a camper and was able to find a campground near the training facility. With a few obstacles out of his way, Joe enrolled in and completed the program earning his Class A CDL. Joe recently reached out to Kelsey to thank her for her assistance during this challenging time. He is loving his new job that takes him out-of-state each week and the paycheck to go with this. The WIOA Title I Dislocated Worker and QUEST Dislocated Worker Grant assisted Joe by paying for his campsite during the training, the drug screen and Department of Transportation physical needed for the training, and the tuition cost for the training.

## DISLOCATED WORKER + RESEA

**Carol** was selected to participate in the RESEA program after being laid off from her position as an accounting clerk/customer service representative. As part of Carol's employment plan, her DLR Employment Specialist contacted at least one employer of Carol's choosing each week to offer an on-the-job training (OJT) contract. This contract would allow the WIOA Title I Dislocated Worker program to reimburse the employer a portion of Carol's wages while she received training in her new role. Soon, Carol landed an interview with an employer interested in Carol's work history and skills. Nineteen days after her first Reemployment Services appointment, Carol was offered a full-time position with an OJT contract.

The WIOA Dislocated Worker program assisted Carol in preparing for her interview, tires for her pick up that had been deemed unsafe, and business attire for her new position.

**APPENDIX F: SOUTH DAKOTA DEPARTMENT OF LABOR & REGULATION – WORKFORCE DEVELOPMENT SERVICES**

Employment and Training Services												
	Wagner-Pesyer (WIOA - Title III)	Workforce Innovation & Opportunity Act (WIOA - Title I)			Trade Adjustment Assistance	Adult Education & Literacy (WIOA - Title II)	National Dislocated Workers Grant	Senior Community Service Employment Program	Jobs for Veterans State Grant	Reemployment Services & Eligibility Assessment		
		Adult	Dislocated Worker	Youth	TAA	AEL	QUEST	SCSEP	JVSG	RESEA		
<b>Who Is Served:</b>	Provides services designed to help all individuals find employment. These services aim to empower individuals to achieve their career goals & secure stable jobs.	Offers job training, employment services, & support resources to help adults develop skills & secure sustainable employment.	Offers targeted support & services to individuals who have lost their jobs due to layoffs or business closures, helping them gain new skills & secure reemployment.	Provides vocational training & job placement assistance to young people ages 14-24.	Provides financial assistance to workers who lose their jobs due to foreign competition.	Provides basic education & literacy instruction to adults who have not completed high school or equivalent. It also offers English language acquisition classes for non-native English speakers.	Offers job training & placement for workers displaced by economic conditions, focusing on priority industries like Infrastructure, Care Economy, & Hospitality.	Provides part-time training jobs to low-income seniors aged 55 & over.	Helps veterans who have significant barriers find employment.	Helps workers who have lost their jobs find new employment. It provides job search assistance, training, & other support services.		
<b>Numbers Served:</b>	6,013	1,316	772	522	33	1,801	279	51		980		
<b>Administering Agency:</b>	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation	Department of Labor & Regulation		
<b>Provider(s):</b>	Job Service Offices	Job Service Offices	Job Service Offices	Job Service Offices	Job Service Offices	Career Learning Center of the Black Hills Cornerstones Career Learning Center Dept. of Corrections – Edu. Programs Lake Area Technical College – AEL Southeast Technical College Lutheran Social Services Center for New Americans	Job Service Offices	Job Service Offices	Job Service Offices	Job Service Offices		
<b>Program Results:</b>												
	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 70.3%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 71.9%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 78.2%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 74.1%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 75.8%	<b>Emp. Rate 2nd Qtr After Exit<sup>3</sup> :</b> 52.7%	<b>Measurable Skills Gain<sup>1</sup> :</b> 80.5%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 0.0%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 56.5%	<b>Emp. Rate 2nd Qtr After Exit<sup>1</sup> :</b> 78.5%		
	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 67.8%	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 70.3%	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 73.7%	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 75.4%	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 79.6%	<b>Emp. Rate 4th Qtr After Exit<sup>3</sup> :</b> 53.4%		<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 0.0%	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 55.8%	<b>Emp. Rate 4th Qtr After Exit<sup>1</sup> :</b> 76.2%		
	<b>Median Earnings<sup>1</sup> :</b> \$7,007	<b>Median Earnings<sup>1</sup> :</b> \$7,091	<b>Median Earnings<sup>1</sup> :</b> \$9,752	<b>Median Earnings<sup>1</sup> :</b> \$4,159	<b>Median Earnings<sup>1</sup> :</b> \$11,503	<b>Median Earnings<sup>3</sup> :</b> \$7,432		<b>Median Earnings<sup>1</sup> :</b> \$0	<b>Median Earnings<sup>1</sup> :</b> \$8,127	<b>Median Earnings<sup>1</sup> :</b> \$9,861		
		<b>Credential Rate<sup>1</sup> :</b> 61.6%	<b>Credential Rate<sup>1</sup> :</b> 76.5%	<b>Credential Rate<sup>1</sup> :</b> 48.8%	<b>Credential Rate<sup>1</sup> :</b> 84.6%	<b>Credential Rate<sup>3</sup> :</b> 38.1%		<b>Service Level<sup>2</sup> :</b> 137.8%		<b>New Referrals<sup>1</sup> :</b> 803		
		<b>Measurable Skills Gain<sup>1</sup> :</b> 58.2%	<b>Measurable Skills Gain<sup>1</sup> :</b> 79.2%	<b>Measurable Skills Gain<sup>1</sup> :</b> 51.9%	<b>Measurable Skills Gain<sup>1</sup> :</b> 87.5%	<b>Measurable Skills Gain<sup>3</sup> :</b> 37.8%		<b>Most In Need<sup>2</sup> :</b> 2.5%				
<b>Definitions:</b>						<b>Sources:</b>						
	<b>Emp. Rate 2nd Qtr After Exit:</b>	Percentage of participants who are in unsubsidized employment during the 2nd qtr after exit from the program (for Title I Youth, the indicator is the percentage of participants in edu. or training activities, or in unsubsidized employment during the 2nd qtr after exit). (Cohort Period 7/1/22-6/30/23)					<b>1:</b>	Workforce Development Division, SD Department of Labor & Regulation, in collaboration with the U.S. DOL. Downloaded: Oct. 1, 2024, Annual ETA 9169 Performance Report.				
	<b>Emp. Rate 4th Qtr After Exit:</b>	Percentage of participants who are in unsubsidized employment during the 4th qtr after exit from the program (for Title I Youth, the indicator is the percentage of participants in edu. or training activities, or in unsubsidized employment during the 4th qtr after exit). (Cohort Period 1/1/22-12/31/22)					<b>2:</b>	SD Department of Labor & Regulation in cooperation with U.S. DOL Downloaded: Oct. 22, 2024, PY23 Finalized SCSEP Report				
	<b>Median Earnings:</b>	Median earnings of participants who are in unsubsidized employment during the 2nd qtr after exit from the program. (Cohort Period 7/1/22-6/30/23)					<b>3:</b>	Workforce Development Division, SD Department of Labor & Regulation in cooperation with U.S. DOE Downloaded: Oct. 21, 2024, WIOA Title II (AEL) - Performance Rating PY 23-24				
	<b>Credential Rate:</b>	Percentage of participants enrolled in an edu. or training program who earn a recognized postsecondary credential or secondary school diploma, or its equiv., during participation or within one year of exiting the program. A participant is counted as having attained a secondary school diploma or equiv. only if they are also employed or enrolled in a program leading to a recognized postsecondary credential within one year of exit. (Cohort Period 1/1/22-12/31/22)					<b>4:</b>	Apprenticeship USA, U.S. DOL, Retrieved: Oct. 21, 2024, from <a href="https://www.apprenticeship.gov/data-and-statistics/apprentices-by-state-dashboard">https://www.apprenticeship.gov/data-and-statistics/apprentices-by-state-dashboard</a>				
	<b>Service Level:</b>	Total number of participants served divided by a grantee's authorized number of positions, after adjusting for differences in minimum wage among the State.					<b>5:</b>	SD Department of Labor & Regulation in cooperation with FLAG Downloaded: Oct. 17, 2024, FFY 2023 & 2024 ETA 9127 Annual Report				
	<b>Most In Need:</b>	The total number of characteristics for all participants & dividing by the number of participants served.					<b>6:</b>	Workforce Development Division, SD Department of Labor & Regulation in cooperation with U.S. DOL Downloaded: Oct. 17, 2024, Annual ETA 9158 Performance Report				
	<b>New Referrals:</b>	The number of individuals referred to the RESEA program.					<b>7:</b>	Workforce Development Division, SD Department of Labor & Regulation in cooperation with SD DOE Downloaded: Oct. 22, 2024, Career Ready Data				
	<b>Active Apprentices:</b>	Active apprentices were participating in an apprenticeship during the selected time period.										
	<b>New Apprentices:</b>	New apprentices are those who began an apprenticeship during the selected time period.										
	<b>Completer Apprentices:</b>	Completers are those who completed an apprenticeship during the selected time period.										
	<b>Measurable Skills Gains:</b>	The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment & who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. (Cohort Period 7/1/23-6/30/24)										

**Business Services**

Registered Apprenticeship Program		Foreign Labor Certification		Work Opportunity Tax Credit		Effectiveness Serving Employers					
RAP		FLC		WOTC		Wagner-Peyser		Career Ready			
<b>Who Is Served:</b>	Helps employers partner with or become a sponsor to build a qualified workforce.	Oversees H-2A visas for temporary agricultural roles & H-2B visas for seasonal, nonagricultural work. DLR reviews applications, posts job orders in SDWORKS, & inspects H-2A housing.		A federal income tax credit savings program that encourages employers to hire job seekers in demographics with high unemployment rates due to specified employment barriers.		DLR provides services that help businesses maintain a skilled workforce.		Connects secondary school districts with industry partners to support South Dakota's skilled workforce needs through work-based learning opportunities.			
<b>Numbers Served:</b>							3,106		9,240		
<b>Administering Agency:</b>	Department of Labor & Regulation		Department of Labor & Regulation		Department of Labor & Regulation		Department of Labor & Regulation		Department of Education		
<b>Provider(s):</b>	Apprenticeship Coordinators		Job Service Offices		Job Service Offices		Job Service Offices		Career Ready Advisors		
<b>Program Results:</b>	<b>Active Apprentices<sup>4</sup>:</b> 1,462		<b>H2A Applications<sup>5</sup>:</b> 513		<b>FFY Certs.<sup>6</sup>:</b> 4,920		<b>Ret. with Same Emp.<sup>1</sup>:</b> 57.2%		<b>Districts Served<sup>7</sup>:</b> 119		
	<b>New Apprentices<sup>4</sup>:</b> 867		<b>H2A Inspections<sup>5</sup>:</b> 539		<b>FFY Denied App.<sup>6</sup>:</b> 10,652		<b>Repeat Bus. Cust. Rate<sup>1</sup>:</b> 28.5%		<b>Schools Served<sup>7</sup>:</b> 124		
	<b>Completer Apprentices<sup>4</sup>:</b> 231		<b>H2B Applications<sup>5</sup>:</b> 374						<b>Students Served<sup>7</sup>:</b> 9,240		
								<b>Work-based Opps. Facilitated<sup>7</sup>:</b>		192	
<b>Definitions:</b>						<b>Sources:</b>					
	<b>Emp. Rate 2nd Qtr After Exit:</b>	Percentage of participants who are in unsubsidized employment during the 2nd qtr after exit from the program (for Title I Youth, the indicator is the percentage of participants in edu. or training activities, or in unsubsidized employment during the 2nd qtr after exit). (Cohort Period 7/1/22-6/30/23)				<b>1:</b>	Workforce Development Division, SD Department of Labor & Regulation, in collaboration with the U.S. DOL. Downloaded: Oct. 1, 2024, Annual ETA 9169 Performance Report.				
	<b>Emp. Rate 4th Qtr After Exit:</b>	Percentage of participants who are in unsubsidized employment during the 4th qtr after exit from the program (for Title I Youth, the indicator is the percentage of participants in edu. or training activities, or in unsubsidized employment during the 4th qtr after exit). (Cohort Period 1/1/22-12/31/22)				<b>2:</b>	SD Department of Labor & Regulation in cooperation with U.S. DOL Downloaded: Oct. 22, 2024, PY23 Finalized SCSEP Report				
	<b>Median Earnings:</b>	Median earnings of participants who are in unsubsidized employment during the 2nd qtr after exit from the program. (Cohort Period 7/1/22-6/30/23)				<b>3:</b>	Workforce Development Division, SD Department of Labor & Regulation in cooperation with U.S. DOE Downloaded: Oct. 21, 2024, WIOA Title II (AEL) - Performance Rating PY 23-24				
	<b>Credential Rate:</b>	Percentage of participants enrolled in an edu. or training program who earn a recognized postsecondary credential or secondary school diploma, or its equiv., during participation or within one year of exiting the program. A participant is counted as having attained a secondary school diploma or equiv. only if they are also employed or enrolled in a program leading to a recognized postsecondary credential within one year of exit. (Cohort Period 1/1/22-12/31/22)				<b>4:</b>	Apprenticeship USA, U.S. DOL, Retrieved: Oct. 21, 2024, from <a href="https://www.apprenticeship.gov/data-and-statistics/apprentices-by-state-dashboard">https://www.apprenticeship.gov/data-and-statistics/apprentices-by-state-dashboard</a>				
	<b>Service Level:</b>	Total number of participants served divided by a grantee's authorized number of positions, after adjusting for differences in minimum wage among the State.				<b>5:</b>	SD Department of Labor & Regulation in cooperation with FLAG Downloaded: Oct. 17, 2024, FFY 2023 & 2024 ETA 9127 Annual Report				
	<b>Most In Need:</b>	The total number of characteristics for all participants & dividing by the number of participants served.				<b>6:</b>	Workforce Development Division, SD Department of Labor & Regulation in cooperation with U.S. DOL Downloaded: Oct. 17, 2024, Annual ETA 9158 Performance Report				
	<b>New Referrals:</b>	The number of individuals referred to the RESEA program.				<b>7:</b>	Workforce Development Division, SD Department of Labor & Regulation in cooperation with SD DOE Downloaded: Oct. 22, 2024, Career Ready Data				
	<b>Active Apprentices:</b>	Active apprentices were participating in an apprenticeship during the selected time period.									
	<b>New Apprentices:</b>	New apprentices are those who began an apprenticeship during the selected time period.									
	<b>Completer Apprentices:</b>	Completers are those who completed an apprenticeship during the selected time period.									
	<b>Measurable Skills Gains:</b>	The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment & who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. (Cohort Period 7/1/23-6/30/24)									