



Minnesota Job Skills Partnership Special Incumbent Worker Training Program

FY 2010 Performance Report

Report to the Legislature
as required by Minn. Stat. 116L.18, Subd. 6

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FY 2010 Performance Report**

In accordance with Minn. Statute 116L.18 Subd. 6, the Minnesota Job Skills Partnership Board and the Commissioner of the Minnesota Department of Employment and Economic Development are required to provide a report to the legislature by March 1st of each year on the previous fiscal year's program performance for the Special Incumbent Worker Training Program. At a minimum, the performance measures are to include post-training retention, promotion and wage increases.

The Special Incumbent Worker Training Program was created by the 2005 Legislature for the purpose of expanding opportunities for businesses and workers to gain new skills that are in demand in the Minnesota economy. Grants of up to \$400,000 are awarded to state or local units of government (including MnSCU institutions), nonprofit organizations, community action agencies, business organizations or associations, or labor organizations with businesses and accredited Minnesota educational institutions as partners. Businesses are required to match grants on a 1:1 basis through cash or in-kind contributions. Special Incumbent Worker Training Program grants are funded through Workforce Development Funds. Grants are paid on a reimbursement basis based on actual activity.

On June 27, 2006, the Minnesota Job Skills Partnership Board approved funding for seven Special Incumbent Worker Training Program grants. These were the first Special Incumbent Worker Training Program grants awarded. Another Special Incumbent Worker Training Program grant was awarded on February 25, 2008. Out of the eight grants awarded, two were still active during fiscal year 2010. Following is a brief summary of each of the grants active during fiscal year 2010.

Training Providers: Inver Hills Community College, Metropolitan State University, and Minneapolis Community & Technical College

Participating Businesses: BlueCross BlueShield, Qwest Communications, Technology Management Corp., TelEd, Inc., US Bank, and SpanLink

Project Period: June 27, 2006 - October 31, 2009

Award Amount: \$243,310

Project Summary: The three participating educational providers make up one of four Centers of Excellence, the Center for Strategic Information Technology & Security. This project was designed to enhance the skills of the information technology incumbent workforce in the area of Internet Protocol (IP) Telephony. This technology is used to converge voice, data and video onto a single platform. A total of 110 employees from eight participating businesses were to receive the training needed to help the businesses stay ahead of the competitive curve in this emerging technology. The curriculum included courses developed through a previous MJSP grant as well as some courses that were newly developed. The courses provided included: IP Telephony Orientation, IP Telephony Foundation, Enterprise Planning & Design, Quality of Service, IP Telephony Cisco Integration I, IP Telephony Cisco Integration II, and IP Telephony Security. This project placed the Center for Strategic Information Technology & Security on the leading edge nationally as a provider of this type of IP Telephony training and has positioned them to meet the training needs of businesses as the expected demand for this

technology continues to grow.

Status: As of June 30, 2009, 80 employees had received and completed training. One employee terminated employment after the completion of training. The time it took to complete training ranged from two weeks to eighteen months. The average time to complete training was four months. While it does not appear there were any promotions as a result of training, wages increased for all trainees on an average of 5.4% (an average increase of \$1.48 per hour). Wages before training averaged \$28.17 per hour and wages upon completion averaged \$29.65 per hour.

Although the project was scheduled to end on October 31, 2009, all training had been completed by June 30, 2009. As such, trainee data remained unchanged from June 2009 to October 2009. The grantee noted that although the number of trainees fell below the planned number of trainees, that these numbers did not reflect students who took the developed courses through Inver Hills Community College's Network Technology Degree Program, those who have taken the courses through other academic institutions that have adopted the curriculum, or employees of Minnesota companies outside of the grant partners who have taken the courses.

Based on course surveys completed by the trainees, overall, they were satisfied with the training they received and they believe the training is relevant to their job or career goals. The trainees benefited by receiving an academic certificate in IP Telephony and by receiving training that leads to industry certification. Participating employers have also expressed satisfaction with the training provided. As a result of this project, Inver Hills Community College has been recognized nationally as the only two year college with a comprehensive academic IP Telephony degree program.

Of the \$243,310 awarded, \$194,940 was expended. The remaining amount was returned to the Workforce Development Fund.

Grantee: Northwest Private Industry Provider

Training Provider: Pine Technical College

Participating Business: Marvin Windows & Doors, Polaris Industries, ANI Pharmaceutical

Project Period: February 25, 2008 – June 30, 2010

Award Amount: \$352,993

Project Summary: This project involved Pine Technical College (PTC), five local K-12 school districts and three participating businesses. As of the beginning of the project, each company was facing challenges that needed to be addressed: competition for the same shrinking labor pool, their rural locations, misperceptions about working in a manufacturing environment, the need to provide training for new workers and the need to increase the skills of existing employees. The project was intended to help inform people (including local school staff) about manufacturing opportunities and dispel myths associated with working in manufacturing, and provide training for new and incumbent workers on core skills needed to be successful in manufacturing. It was anticipated that a total of 400 individuals would receive training, including an estimated 30 high school students who had been hired part-time to expose them to local job opportunities. Training focused on four main areas: Manufacturing Industry, Company Specific, Manufacturing Core Skills and Work-Based Learning (job shadowing and internships).

Status: As of June 30, 2010, four employees of Polaris Industries and 1,345 employees of Marvin Windows had received and completed training. Polaris employees were trained for a period of five months. Marvin Windows did not track specific end dates of training but rather used the project end date of June 30, 2010 as the completion date for all employees. Marvin Windows indicated that as a result of training, they saw an increase in quality and productivity. training. No wage increases were reported, however, Marvin Windows indicated that the training better prepared individuals for future promotional opportunities. Furthermore, as a result of the project, high school students interested in learning more about opportunities in the world of manufacturing and the science, technology, engineering and math disciplines (STEM) now have access to the Manufacturing Careers curriculum.

While all three companies participated in creating Manufacturing Careers curriculum which has been shared with local high schools, participation in the project had been negatively affected by the economy. Lay-offs occurred at both Polaris and ANI Pharmaceuticals. As a result, ANI Pharmaceuticals had not been able to create and participate in company specific training and had opted to withdraw from the project. ANI Pharmaceuticals had planned to train 40 employees. Company specific curriculum had been developed for Polaris and some employees did receive training during 2008 and 2009. Training for Polaris was done in-house by Polaris instructors and they have not reported on the number of employees who have benefitted from the training. They had planned to train six people per year over three years and the coordinator at Pine Technical College believes they have met or exceeded that number. While Marvin Windows was able to avoid lay-offs during the project, they did reduce employee hours. Nonetheless, they were able to continue participating in company specific and core skills training activities throughout the project and actually trained more employees than originally planned. Due to the economy none of the businesses participated in the job shadowing and internship component of the project.

Of the \$352,993 awarded, \$305,350 was expended. The remaining amount was returned to the Workforce Development Fund.

**Special Incumbent Worker Training Program
Trainee Data**

The following chart indicates performance as of the project end dates.

Project Name	End Date	Planned Number of Trainees	Status As of	Number Started Training	Number Completed Training	Number Retained	Number Promoted (of those who completed training)	Number of Wage Increases (of those who completed training)	Average Wage Increase (of those who completed training)
Inver Hills CC/IP Telephony Training	10/31/09	110	10/31/09	79	79	78	0	78	\$1.36 (4.8%)
NW PIC/Mfg. Consort.	6/30/10	400	6/30/10	1,349	1,349	1,349	-	-	-