



Minnesota



Title V – Older American Act Senior Community Service Employment Program

Annual Provider Application of SCSEP Subgrant For Program Year 2014

July 1, 2014 to June 30, 2015

Provider Submitted By:

Duluth Workforce Development, Duluth, MN

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Background and Guidelines

The Department of Employment and Economic Development (DEED) issue application guidelines announcing the availability of State SCSEP funds. The guidelines contain application due dates, application instructions and other necessary information. All Program Operators must submit applications in accordance with DEED instructions and will be approved by a review team.

- ✚ To be eligible for continued funding, each Program Operator must complete and submit **all** of the following with their application:
 - ◆ Provide a detailed description of each of the items identified in the program narrative.
 - ◆ Application Signature page with original signature of the Provider's authorized official.
 - ◆ Attachment 1 – Detailed SCSEP Budget and Participant Information Summaries and Work Plan.
 - ◆ Other items deemed necessary by the Department of Employment and Economic Development (DEED) as specified.

Instructions

SCSEP Annual Provider Application of Subgrant and electronic attachments must be completed and returned by **June 10, 2014**. Providers are to submit their application by electronic mail to:

Taryn Galehdari at: Taryn.Galehdari@state.mn.us

In addition, please submit one hard copy, containing the original required signatures of the authorized official to: (Additional non-electronic documentation or attachments should also be included.)

Taryn Galehdari
MN Department of Employment and Economic Development
Workforce Development Division – Location #036
1st National Bank Building
332 Minnesota Street, Suite E200
St. Paul, Minnesota 55101-1351

All applications will be reviewed upon receipt and either approved or returned with a request for additional or revised information. Allocations for the SCSEP program may be delayed if applications are submitted late or are disapproved.

If you have questions or require additional information regarding the plan, contact:

Taryn Galehdari
Phone: 651-259-7540
or
E-mail: Taryn.Galehdari@state.mn.us

Part A

Contact Information

Please provide updated contact information for the Provider and the Coordinator or Manager, and Financial individuals who are involved with the SCSEP program. *(Copy and paste additional contact information lines as necessary.)*

Provider: *(include Director)*

Provider Name: Duluth Workforce Development

Director: Don Hoag

Official Title: Manager, Workforce Development

Address: 402 W. 1st St., Duluth, MN 55802

Phone: 218-730-5241 or 218-302-8400

Fax: 218-730-5952

TTY: _____

E-mail: dhoag@duluthmn.gov

Coordinator or Manager:

Name: Carol Turner

Title: SCSEP Director

Address: 402 W. 1st St., Duluth, MN 55802

Phone: 218-730-5244 or 218-302-8400

Fax: 218-730-5952

TTY: _____

E-mail: cturner@duluthmn.gov

Other Coordinator or Manager:

Name: Deborah Jackson

Title: Assistant SCSEP Director

Address: 402 W. 1st St., Duluth, MN 55802

Phone: 218-730-5226 or 218-302-8400

Fax: 218-730-5952

TTY: _____

E-mail: djackson@duluthmn.gov

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Financial Contact:

Name: Josh Bailey

Title: Assistant City Treasurer

Address: 411 W. 1st St., Duluth, MN 55802

Phone: 218-730-5054

Fax: 218-730-5919

E-mail: jbailey@duluthmn.gov

Equal Opportunity Officer Contact:

Name: Robert Grytdahl

Title: EEO Officer

Address: 411 W. 1st St., Duluth, MN 55802

Phone: 218-730-5630

Fax: 218-730-5918

TTY: _____

E-mail: bgrytdahl@duluthmn.gov

Americans with Disabilities Act (ADA) Contact:

Name: Robert Grytdahl

Title: EEO Officer

Address: 411 W. 1st St., Duluth, MN 55802

Phone: 218-730-5630

Fax: 218-730-5918

TTY: _____

E-mail: bgrytdahl@duluthmn.gov

English as a Second Language (ESL) Contact:

Name: Patricia Fleege

Title: Area Learning Center Coordinator

Phone: 218-336-8790

Fax: 218-336-8791

E-mail: patricia.fleege@duluth.k12.mn.us

Local Complaint Officer Contact:

Name: Robert Grytdahl
Title: EEO Officer
Address: 411 W. 1st St., Duluth, MN 55802
Phone: 218-730-5630
Fax: 218-730-5918
E-mail: bgrytdahl@duluthmn.gov

Data Practices Contact:

Name: Alison Lutterman
Title: Deputy City Attorney
Phone: 218-730-5490
Fax: 218-730-5918
E-mail: alutterman@duluthmn.gov

1. Please provide the current resolution in place showing who has been delegated authority to sign contracts.

Attachment B – Don Hoag is authorized to sign contracts.

Provide a list of your Board members. An example, the Workforce Investment Board members, those members that oversee the planning of WIA, State and other programs for your agency.

- 2.

Attachment A - lists members of the Duluth Workforce Council, Inc.

3. Describe the policy and process for filling Board membership vacancies.

The Duluth Workforce Council has worked actively over the past few years to recruit new and active members in order to get to full complement. As with any group of volunteers, certain turnover occurs. One such example is our Economic Development representative, Jim Skurla. He is a member as of the date of this plan, but will retire in June, 2014. He has already requested that his employer (UMD) allow his replacement to take his place on the WIB, as Jim did when he replaced his predecessor several years ago.

To fill vacancies, the Executive Committee of the Workforce Council receives and approves nominations from other Workforce Council members, individuals who express interest in serving, the mayor, and the chamber to identify key business sectors such as large employers or key industries such as aviation. Members are appointed by the mayor and serve three or multiple year terms.

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4. Describe the competitiveness process to be used for awarding grants and contracts for WIA and State funded programs (if applicable).

No grants or contracts are anticipated at this time, but in the event they become necessary, we would complete an RFP process similar to that used to determine our Dislocated Worker provider in 2009. In that process, an RFP was publicly issued, with the results reviewed by an ad-hoc committee of the WIB, and the final decision approved by both the full WIB and the Mayor.

Part B

Program Narrative

This section includes an overview of program operations and assures that activities are in compliance with Title V of the Older Americans Act. In completing the application narrative, provide a brief response to each question.

Program Administration:

- A. Describe the structure of the organization/agency as it relates to the administration of the SCSEP program. IF NO CHANGE – INSERT “NO CHANGE”

No change -

- B. Describe the staff positions/job duties assigned to work on this project. IF NO CHANGE – INSERT “NO CHANGE”

No change –

Carol Turner, SCSEP Director
Deborah Jackson, SCSEP Assistant Director

Program Activities:

- C. Management Strategies

Describe strategies to engage employers – paying particular attention to the local job market and skills needed by employers – to successfully transition participants in the current economic climate.

To successfully transition participants and engage employers we will focus on the following:

- **NEW:** In partnership with local employers and Adult Basic Education, we developed a 16-hour Direct Support Professional Certification Training designed to give individuals an overview of entry level employment in this human services field. Participants learn industry vocabulary, observation and documentation skills, therapeutic interactions, professional boundaries, and other skills to prepare them to provide quality support services. Participants may interview with the employers at the end of the training.
- Direct contact to employers on behalf of a specific participant
- Ensure resumes entered into MinnesotaWorks.net are viewable by employers
- Partnering with Workforce Center and community partners for job placement activities for individual share clients.

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What approaches are you using to make sure participants achieve computer literacy and the ability to submit on-line applications?

Through the Workforce Center, we provide an eight-session Beginning Computer workshop, a weekly Computer Skills workshop, plus Making MinnesotaWorks.net Work For You, and Utilizing Social Media in Job Search workshops. We also offer individualized computer skills tutoring for SCSEP participants and help participants apply directly for jobs on line. Our staff works with participants to register them with the Minnesota Job Bank. Because earnings are directly deposited into their bank accounts, we teach participants how to access their paycheck stub statements on line. We encourage participants to share their email addresses with us and send program notices, and job referrals to their email addresses. Employers have held workshops to explain how to complete their on line job application.

How will your agency ensure that older individuals receive workforce training that will prepare them to reenter the labor market and become workforce solution for employers.

Job Counseling: Older workers are served by two job counselors each with over 20 years' experience working with older adults. Services are tailored to address each older worker's specific needs with the focus on preparing them to reenter the labor market and to become workforce solutions for employers. Each participant receives an intensive initial assessment which may include an assessment of their reading and math skills, abilities, interests, and work values. Participants receive Labor Market Information and information on job characteristics through MN Careers and ONet. Throughout their enrollment, we teach participants to "Think Like an Employer" and to be problem solvers. We have frank discussions regarding employer expectations, realistic job goals, each participant's ability to attain their job goal, motivation for employment, job search sabotage, fear, and planning their SCSEP enrollment to lead to success. We focus on the employers' needs and how to prepare the participant to be able to meet those needs. During quarterly meeting employers provide information about what they look for in applicants during the hiring process, and what skills applicants must have to be successful employees. A Labor Market Analyst provides information about hot jobs, and demographic about older workers in the workforce.

Assignment Training - Work-based internship assignment training which updates older workers' skills for today's work world includes specific hard-skills such as those listed as minimum qualifications posted in a job announcement, and "soft skills" such as using initiative, follow through, dependability, and following directions. During host agency monitoring we discuss with the supervisor what training the participant needs to fulfill employers' needs and to reenter the labor market.

Job Seeking and Job Keeping: Job club sessions with a cohort group of older workers provide tips on the most effective job search techniques and address the unique challenges of older workers. Individualized job search assistance is provided including developing a successful resume using ONet or WinWay resume writer, how to communicate age as an asset, on-line applications, and internet job search. SCSEP participants are encouraged to access Workforce Center workshops such as Creative Job Search, Job Club, Resume and Mock Interviewing, Utilizing Social Media in a Job Search, Budgeting, Making MinnesotaWorks.net Work for You, National Career Readiness Certification (NCRC) which provides a work –related skills

credential by proving a person's Reading, Applied Mathematics and Locating Information abilities, information about staffing agencies, direct employer referrals, workshops for offenders, and other community services which may assist them in getting a job. Referrals for interview and work clothing are made. Once an individual gets a job, we follow up to see if they require any additional services to help them keep their job.

Classroom Training:

NEW: In partnership with local employers and Adult Basic Education, we developed a 16-hour Direct Support Professional Certification Training designed to give individuals an overview of entry level employment in this human services field. Participants learn industry vocabulary, observation and documentation skills, therapeutic interactions, professional boundaries, and other skills to prepare them to provide quality support services. Participants may interview with the employers at the end of the training.

Individualized computer training is available through a tutor. Topic include basic computer skills training in Microsoft Office Word, Excel, and PowerPoint, accessing the internet, emailing documents including successfully sending attachments, and accessing social media such as LinkedIn, Facebook, and Twitter.

When appropriate, participants complete training beyond their assignments in workshops, community education, seminars, and conferences.

SCSEP participants are encouraged to access Workforce Center workshops such as an eight-session Beginning Computer workshop, a weekly Computer Skills workshop, learn on-line at www.gcflearnfree.org or the local library Express Learning Library, and access other Workforce Center workshops listed above.

Partnering/Collaboration - When appropriate, we partner with other community and/or Workforce Center partners (DVR, SSB, Veterans, WIA Adult and DW) to provide service to those aging adults who need help re-entering the workforce or transition into careers.

D. Service to Minorities:

Describe ANY changes in enrollment levels or outcomes for minority individuals. If changes, what steps will you take to address any under-serve to minorities or discrepancies in outcomes.

No change – Minority groups primarily served are Black and American Indian. Recruitment efforts have been contacting minority agencies directly, posting flyers in minority agencies, having SCSEP participants staff the Resource Room in the Workforce Center, posting flyers, and emphasizing minority recruitment by our SCSEP Recruitment Team. Barriers to enrolling minority individuals include Duluth's minority demographic profile which is small relative to the total population.

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E. Labor Market-Responsive Training Strategies:

Identify job-driven training strategies that you plan to use to prepare participants for in-demand industries and occupations, using current state and local labor market information. IF NO CHANGE – INSERT “NO CHANGE”

NEW: Duluth has seven times the national average of employment in the Direct Support Professional field. In partnership with local employers and Adult Basic Education, we developed a 16-hour Direct Support Professional Certification Training designed to give individuals an overview of entry level employment in this human services field. Participants learn industry vocabulary, observation and documentation skills, therapeutic interactions, professional boundaries, and other skills to prepare them to provide quality support services. Participants may interview with the employers at the end of the training.

Performance Standards and Reporting Requirements:

Performance Measures will be negotiated for the upcoming program year at a later date. The following is a list of the **PROPOSED** levels for PY 2014-2015:

Community Service: 75.6%
Service Level: 151.2%
Entered Employment: 49.6%
Retention Rate: 66.5%
Most-in-Need: 2.59
Average Earnings: \$7,772

F. Specify: (For the upcoming program year)

- The number of authorized SCSEP employment positions;
12 – Slot level likely will be modified lower to adjust for Minnesota’s increase in minimum wage on August 1, 2014 to \$8.00/hour.
Number: _____
- The number of individuals you will need to enter into unsubsidized employment to reach your Entered Employment Goal during the funding period;
The number depends on the following:
 $49.6.0\% = \frac{\# \text{ employed in the 1}^{\text{st}} \text{ quarter after exit}}{\# \text{ of exits} - \text{exclusions}}$
Number: _____
- The number of participants to be served during the program year;
18 - This number likely will be modified to 17 (or lower) due to the adjustment in the slot level for Minnesota’s increase in minimum wage on August 1, 2014 to \$8.00/hour
Number: _____

Part C

Program Year 2014 - 2015 Allocations

Grantee	Slots	Allocation	Match
Anoka	17	\$158,429	\$18,356
Arrowhead EOA	7	\$65,235	\$7,559
City of Duluth	12	\$111,832	\$12,957
Experience Works	59	\$549,841	\$63,705
Inter-County CCI	10	\$93,194	\$10,798
Minnesota Chippewa Tribes	6	\$55,916	\$6,478
MN Valley Action Council	47	\$438,010	\$50,748
Rural MN CEP	14	\$130,471	\$15,117
Scott County	6	\$55,916	\$6,478
SW MN Opportunity Council	27	\$251,622	\$29,153
Washington County	6	\$55,916	\$6,478
Totals--	211	\$1,966,382	\$227,827

Part D

Title V – SCSEP Equitable Distribution for PY-2014-2015

The Equitable Distribution Table will be sent at a later date.

Signature Page

Application for:
Title V – Older Americans Act
Senior Community Services Employment Program

Provider Application of Subgrant for Program Year 2013
Effective: July 1, 2014 to June 30, 2015

Provider Name: City of Duluth Workforce Development

Address: 402 West 1st Street

Duluth, Minnesota 55802

Contact Person: Don Hoag

Title: Manager, Workforce Development

Phone: 218-730-5241 or 218-302-8400

Fax: 218-730-5952

E-mail: dhoag@duluthmn.gov

A program summary has been submitted to the following Workforce Investment Board (WIB) for review and comment:

Duluth Workforce Council

CERTIFICATION and SIGNATURE

I hereby certify that this application has been prepared as required and in accordance with Title V of the Older Americans Act.

Name of Authorized Official: Don Hoag

Title: Manager, Workforce Development

Authorized Signature: See signature on Attachment B

Date: _____



Issued By:

Minnesota Department of Employment and Economic Development
Workforce Development Division – Employment Support Programs and
MinnesotaWorks.net
1st National Bank Building
332 Minnesota Street
Suite E200
St. Paul, Minnesota 55101-1351

(651) 259-7540
TTY (651) 296-3900
Fax (651) 215-3842



WORKFORCE INVESTMENT BOARD/COUNCIL MEMBERSHIP LIST

Program Year 2014

WIB Duluth Workforce Council

Date Submitted: June 2014

WSA WSA 4, City of Duluth

Indicate any **vacant** positions or other constituency represented as well.

DULUTH WORKFORCE COUNCIL MEMBERSHIP ROSTER

NAME / TITLE	EMPLOYER / ADDRESS	INFORMATION	BUSINESS SECTOR
Private Sector:			
Jill Anderson District Manager	Manpower 130 West Superior St., #516 Duluth, MN 55802	jill.anderson@manpower.com 218-727-8891 Office 866-853-0376 Fax	02/28/2016 Staffing Agency
Mark Branovan Dir. of Hospitality Services	St. Luke's 915 East 1st Street Duluth, MN 55805	mbranovan@alhduluth.com 218-249-2425 218-249-2401 Fax	08/31/2015 Health Care
Patty Fleege ABE Manager	Adult Learning Center 215 N. 1st Ave. East Duluth, MN 55802	218-336-8790 Ext 4102	10/31/2016 Education
Susan Gibson HR Specialist	LHB 21 West Superior St., Ste 500 Duluth, MN 55802	susan.gibson@lhbcorp.com 218-279-2292 218-260-5894 Cell (Emergency only) 218-727-8456 Fax	08/31/2015 Engineering
Kim Hall Senior HR Manager	Ascena Retail 105 West Superior Street Duluth, MN 55802	Kim.Hall@ascenaretail.com 218-788-6486 218-249-6625 Fax 218-576-6016 Cell	08/31/2014 Retail

DULUTH WORKFORCE COUNCIL MEMBERSHIP ROSTER

NAME / TITLE	EMPLOYER / ADDRESS	INFORMATION	BUSINESS SECTOR
Brandon Hendrickson Vice President	Residential Services Inc. 2900 Piedmont Ave. Duluth, MN 55811	brandon.hendrickson@residentialbh@services.org 218-740-7624 218-727-2893 Fax	01/31/2015 Health Care
Dean Johnson Vice President	Johnson Wilson Builders 4431 West Michigan Street Duluth, MN 55807	djohnson@johnsonwilson.com 218-628-0202 218-628-0205 Fax	01/31/2015 Gen'l Contractor
Nicole Johnson H.R. Manager	Allete 30 West Superior Street Duluth, MN 55802	nrjohnson@allete.com 218-722-5642, Ex 3467 218-723-3944 Fax	08/31/2014 Energy
Jay Ott Training & Development Dir.	AdMax 1518 East Superior Street Duluth, MN 55812	jott@admaxdisplays.com 218-724-2734 218-728-5841 Fax 1-888-842-3629 Toll Free	11/30/2014 Marketing
Rebecca Radcliffe V. P. Business Development	Essentia 407 East 3rd Street Duluth, MN 55805	Rebecca.Radcliff@EssentiaHealth.org 218-786-2188 218-786-4018 Fax	02/28/2015 Health Care
Scott Risdal V. P. Business Development	Saturn Systems 314 West Superior Street Duluth, MN 55802	srisdal@saturnsys.com 218-623-7221 218-722-5816 Fax	08/31/2014 IT
Jennifer Ryan Vice President	National Bank of Commerce 130 West Superior Street Duluth, MN 55802	jennifer.ryan@usbank.com 218-723-2961 218-720-1097 Fax	08/31/2014 Finance

DULUTH WORKFORCE COUNCIL MEMBERSHIP ROSTER

NAME / TITLE	EMPLOYER / ADDRESS	INFORMATION	BUSINESS SECTOR
Tom Segal President/Owner	Duluth Pack 365 Canal Park Drive Duluth, MN 55802	toms@duluthpack.com 218-722-1707 218-722-9575 Fax	07/31/2015 Mfg
Carrie Taylor Kemp Mgr, Career Services	College of St. Scholastica 1200 Kenwood Ave. Duluth, MN 55811	crtaylor@css.edu 218-625-4882 218-723-6482 Fax	08/31/2014 Private College
Thor Underdahl Talent Acquisition Specialist	Minnesota Power/Allete 30 West Superior Street Duluth, MN 55802	tunderdahl@allete.com 218-723-7539 218-723-3926 Fax	08/31/2015 Energy
Total Private: 14			
Education:			
Jim Arndt Principal	I.S.D. 709 802 E. Central Entrance Duluth, MN 55811	Jim.arndt@duluth.k2.mn.us 218-336-8975, Ext 4028 218-336-8979 Fax	06/30/2016 Education
Diane Rauschenfels Program Director	UMD 412 Library Drive, Educ 177 Duluth, MN 55812	djrausch@d.umn.edu 218-726-8547 218-310-9550, Cell	08/31/2014 Education
Beth Tamminen ABE Director	ABE, ISD 709 2 East 2nd Street Duluth, MN 55802	Beth.tamminen@duluth.k12.mn.us 218-733-5934 218-722-5974 Fax	06/30/2015 Education
Steve Wagner Executive Director, WF Devel.	Lake Superior College 2101 Trinity Road Duluth, MN 55811	swagner@lsc.edu 218-733-5934 218-733-5974	03/31/2016 Education

DULUTH WORKFORCE COUNCIL MEMBERSHIP ROSTER

NAME / TITLE	EMPLOYER / ADDRESS	INFORMATION	BUSINESS SECTOR
Community Based and Workforce Orgs:			
Emily Edison Executive Director	SOAR Career Solutions 205 West 2nd St., #101 Duluth, MN 55802	eedison@soarcareers.org 218-722-3126, Ext 2412	02/28/2016 CBO non-profit
Betsy Harmon Job/Business Svc Manager	DEED - Job Service 402 West 1st Street Duluth, MN 55802	betsy.harmon@state.mn.us 218-302-8404 218-302-8400 Front Desk 218-723-4734, Fax	07/31/2015 Public Emp Agcy
Amber Madoll Branch Manager	Junior Achievement 302 W. 1st Street, Ste. 302 Duluth, MN 55802	amadoll@jaum.org 218-727-8745, Office	02/28/2016 CBO Non-Profit
Paul Pedersen Director, Outreach	MAC-V 5902 Ramsey Street Duluth, MN 55807	ppedersen@mac-v.org 218-722-8763 218-590-7726, Cell 218-727-9358	09/30/2014 Veterans Org
Jeri Werner Rehab Manager	DEED - Vocational Rehab 402 West 1st. Street Duluth, MN 55802	jeri.l.werner@state.mn.us 218-302-8430 218-302-8400 Front Desk	07/31/2016 Voc. Rehab.

DULUTH WORKFORCE COUNCIL MEMBERSHIP ROSTER

NAME / TITLE	EMPLOYER / ADDRESS	INFORMATION	BUSINESS SECTOR
Labor:			
Chris Hill Regional Representative Carpenters Union	Carpenters Union 5238 Miller Trunk Hwy Hermantown, MN 55811	chill@mncarpenter.org 218-724-3297 218-724-8536, Fax	12/31/2016 Labor
Lynette Swanberg Dir. AFL-CIO Comm. Services	AFL CIO Community Svcs Dir 424 W. Superior St., Ste 402 Duluth, MN 55802	commservices@unitedwayduluth.org 218-726-4775 Office 218-726-4778 Fax	02/28/2016 Labor
Other Mandatory:		Represents:	
Jim Skurla Director, UMD Bureau of Busns.& Economic Research	UMD Bus. Research Bureau 19 SBE, 412 Library Drive Duluth, MN 55812	jskurla@d.umn.edu 218-726-7895 218-726-6555 Fax	06/30/2014 Econ Development
Debbie Waldriff Financial Supervisor	St Louis County 320 West 2nd Street Duluth, MN 55802	waldriff@stlouiscountymn.gov 218-726-2021 218-726-2583 Fax	08/31/2014 Public Asst Agency

Total Other: 13

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Application for:
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Provider Name: City of Duluth Workforce Development
Address: 402 West 1st Street
Duluth, Minnesota 55802

Contact Person: Don Hoag
Title: Manager, Workforce Development
Phone: 218-730-5241 or 218-302-8400
Fax: 218-730-5952
E-mail: dhoag@duluthmn.gov

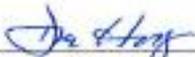
A program summary has been submitted to the following Workforce Investment Board (WIB) for review and comment:

Duluth Workforce Council

CERTIFICATION and SIGNATURE

I hereby certify that this application has been prepared as required and in accordance with Title V of the Older Americans Act.

Name of Authorized Official: Don Hoag
Title: Manager, Workforce Development

Authorized Signature: 

Date: 5/30/14