

Department of Labor and Regulation

Mission

To promote economic opportunity and financial security for individuals and businesses through quality, responsive, and expert services; fair employment solutions; and safe and sound business practices.

2026 GOAC Update. Indicate if you are removing, modifying, or adding in this column.

Provide reason for removing, modifying, or adding in this column.

Goal 1: Deliver quality, responsive, and excellent services.

Performance Measures					Historical Data Section						
Trend	Actual	Target	FY22	FY23	FY24	FY25	FY26				
Activity A: Delivery services efficiently.											
i. Percentage of reemployment assistance first benefit payments made in 14 days.			93%	>90%	89%	92%	93%	93%	93%	Remove	The 28 day measure was only added for COVID-19 and is not a requirement. The first payment made within 14 days is the requirement.
ii. Percentage of reemployment assistance first benefit payments made in 28 days.			99%	>87%	95%	98%	98%	99%	99%		
iii. Percentage of reemployment assistance appeals heard at department level within 30 days.			96%	>95%	2%	35%	98%	98%	96%		
iv. Percentage of reemployment assistance appeals heard at department level within 45 days.			100%	>95%	3%	45%	100%	100%	100%		

Activity B: Delivery services satisfactorily.

i. Percentage of Workforce Innovation and Opportunity Act (WIOA) participant satisfaction rate of 70% or more.			80%	≥70%	66%	73%	82%	82%	80%		
ii. Percentage of Workforce Innovation and Opportunity Act (WIOA) business satisfaction rate of 70% or more.			74%	≥70%	71%	74%	83%	79%	74%		
Agency comments regarding the accomplishment of Goal 1: Activity A i., iii., and iv. are measures and reflect higher target goals than required for reporting to the federal government. Activity A ii. is an additional measure added, per request of GOAC to take the COVID-19 pandemic into consideration. The FY23 results for appeals are due to the drastic increase in caseloads due to the COVID-19 pandemic.											

Goal 2: Achieve a skilled workforce contributing to economic development by serving businesses, job seekers, and community partners.

Performance Measures					Historical Data Section						
Trend	Actual	Target	FY22	FY23	FY24	FY25	FY26				
<u>Activity A: Partner with the Department of Education to implement a regional model of career advising and work-based learning opportunities for students.</u>											
i. Increase unique schools served by 9 each year.			88	134	60	93	124	125	88	Remove	No longer receive funding from DOE to offer this. Our staff serve as a resource for schools and have minimal to no control over results making these measures irrelevant.
ii. Increase the number of school districts served by 4 each year.			82	126	34	85	119	122	82	Remove	No longer receive funding from DOE to offer this. Our staff serve as a resource for schools and have minimal to no control over results making these measures irrelevant.
iii. Increase the number of documented services to students by 15% each year.			N/A	N/A	5,540	19,534	N/A	N/A	N/A	Remove	No longer receive funding from DOE. We are no longer able to gather this data.
iv. Increase the number of WIOA Title I referrals by 15% each year.			N/A	N/A	74	58	N/A	N/A	N/A	Remove	No longer receive funding from DOE. We are no longer able to gather this data.

Activity B: Build the skillset of South Dakota residents to meet business' workforce needs.

i. Registered Apprenticeship Occupational Diversity - Number of different occupations available through the Registered Apprenticeship program with an apprentice in it. Goal is to increase by 10% each year.			54	67	21	26	43	61	54	Remove	Does not align with federal reporting
ii. Number of new individuals who enter a Registered Apprenticeship Program. Goal is to increase by 5% each year.			771	978	581	839	925	931	771	Remove	Does not align with federal priorities
Number of Active Apprentices				>2250	878	1076	1374	1577	1563	New	Align with federal priorities and reporting
Number of Active Programs				≥201	91	102	145	169	188	New	Align with federal reporting
Number of Apprenticeship Completers				≥210	178	129	204	209	241	New	Align with federal reporting
iii. Program participants receiving workforce training opportunities. Goal is to increase by 5% each year.			2,120	2,044	2,528	3,277	2,083	1,947	2,120	Remove	Does not align with federal reporting
iv. Individuals served by Job Service offices. Goal is to increase by 5% each year.			4,966	5,805	4,849	5,901	5,702	5,529	4,966	Remove	This is only WP participants "Participants served by Job Service offices"

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v. Provide a greater ratio of intensive services (WIOA) to the individuals served by Job Service offices.			43%	≥40%	52%	56%	37%	35%	43%	Remove	Does not align with federal reporting
Reportable Individuals served by Job Service offices						10,879	10,593	13,791	13,078	New	Align with federal reporting
Reportable Individuals served by Adult Education and Learning (AEL)			929	>875	852	920	1,001	1,317	929	New	Align with federal reporting
Percent Employed of Adult Education and Learning (AEL) participants 2nd quarter after exit			60.32%	>55.5%	56.22%	54.49%	52.67%	55.34%	60.32%	New	Align with federal reporting
Median Earnings for Adult participants 2nd quarter after exit			\$5,651	>7400		\$ 6,983.00	\$ 7,091.00	\$ 5,637.00	\$5,651	New	Align with federal reporting
Adult Credential Rate			69.50%	>69.9%		74.90%	61.60%	68.90%	69.50%	New	Align with federal reporting
Median Earnings for Dislocated Worker participants 2nd quarter after exit			\$9,600	>9000		\$ 8,830.00	\$ 9,752.00	\$ 9,342.00	\$9,600	New	Align with federal reporting
Dislocated Worker Credential Rate			75%	>69%		82.40%	76.50%	81.10%	75%	New	Align with federal reporting
Median Earnings for Youth participants 2nd quarter after exit			\$5,317	>4025		\$ 3,919.00	\$ 4,159.00	\$ 4,595.00	\$5,317	New	Align with federal reporting
Youth Credential Rate			62%	>51.8%		43.60%	48.80%	53.50%	62%	New	Align with federal reporting
Percent Employed of Wagner-Peyser participants 2nd quarter after exit			67.20%	>70.5%		69.90%	70.30%	65.70%	67.20%	New	Align with federal reporting
Median Earnings for Wagner-Peyser participants 2nd quarter after exit			\$7,271	>6800		\$ 6,325	\$ 7,007	\$ 6,732	\$ 7,271	New	Align with federal reporting

Activity C: Connect businesses to untapped labor pools.

i. Recruitment rate - Percentage of out-of-state individuals referred to Dakota Roots who receive wages in SD (hired in SD).			19%	≥15%	17%	28%	5%	10%	19.00%	Revise	Dakota Roots participants employed 1st quarter after exit
ii. Number of out-of-state job seekers, utilizing SDWORKS, who were hired in SD.			151	N/A	608	956	185	150	151	Remove	Does not align with federal reporting. Time-consuming to gather the information.
iii. Percentage of job placement of individuals with a significant barrier.			63%	>60%	64%	66%	67%	61%	63.00%		Keep per GOAC request
iv. Percentage of job placement of individuals without a significant barrier.			81%	≥75%	79%	81%	83%	83%	81.00%		Keep per GOAC request
v. Job openings written by DLR staff to assist businesses.			778	N/A	9,001	7,864	5,263	2,061	778	Remove	Does not align with federal reporting. DLR staff no longer does this.
vi. Percent Employed of Wagner-Peyser participants 2nd quarter after exit			67.20%	>70.5%		69.90%	70.30%	65.70%	67.20%	Moved	Moved to line 45.

Agency comments regarding the accomplishment of Goal 2:

Activity A i. - iv. Measures are no longer relevant to the Department of Labor and Regulation's (DLR) future service delivery model with the Department of Education (DOE) and will need to be revised for next year.

Activity B. - An AEL reportable individual is an individual in an AEL program who have not complete at least 12 contract hours.

Activity B - Measures related to H2A, H2B, and WOTC are reported using the Federal Fiscal year which is 10/1 to 9/30

Activity B i. Data comes from the U.S. Department of Labor (DOL) Office of Apprenticeship Registered Apprenticeship Sponsor Information Database (RAPIDS). Data counts the variety of occupations available that have an apprentice in it.

Activity B ii. Data comes from the U.S. DOL Apprenticeship Data and Statistics website, which uses Federal Fiscal Year (October 1 - September 30).

Activity B iii - v. Stagnant federal funding, paired with increased costs of doing business, has led to a reduction of staff able to help our customers prepare for training.

Activity C i - Numerator 96 Denominator 513

Activity C ii. Represents data from calendar year 2025 and is provided for informational purposes only; thus, it does not have a target goal. The reported number is lower than in previous years due to improvements in the accuracy of the filters used in our reporting system.

Activity C v. This number will continue to decrease with the increase in technology advances for our business community. This measure does not have a target and is for informational purposes.

WOTC Potential savings takes the number of certifications multiplied by the amount of tax savings for each certified target group. Then add all target group totals to get the total potential savings.

Effectiveness in Serving Employers is the percent of participants employed with the same employer in the 2nd and 4th quarters after exit.

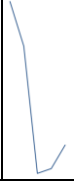
Goal 3: Ensure safe and sound business environments and practices.

Performance Measures			Historical Data Section				
Trend	Actual	Target	FY22	FY23	FY24	FY25	FY26

Activity A: Provide regulatory and supervision oversight.

i. Division of Banking percentage of bank examinations completed by their mandate (36 months).			79%	100%	100%	94%	86%	94%	79%		
ii. Division of Banking percentage of trust examinations completed by their mandate (24 months).			31%	100%	32%	43%	49%	37%	31%		24 months is our goal and is becoming the new measure for accreditation, but 36 months is the mandate in SD law and all continue to meet this statutory mandate.
iii. Division of Banking percentage of bank examination reports issued within 30 days of exit meeting			92%	≥80%	85%	81%	93%	94%	92%		

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iv. Division of Banking percentage of trust examination reports issued within 30 days of exit meeting.			25%	≥80%	86%	67%	13%	15%	25%		We have increased the number of examiners over the past 10 years in order to be able to complete 50 exams per year, but have not grown our exam review function to the same extent. Most of the delays related to this measure are a result of this imbalance and we are currently working to improve this situation with the addition of a deputy training director and chief review examiner, both of which will have responsibility to review reports of examination, in addition to other duties.
v. Division of Banking process complaint, send letter to named institution, and send update letter to complainant within 30 days.			63%	≥80%	90%	56%	85%	86%	63%		
vi. Division of Insurance on-time completion of Insurance Company Financial Exams.			100%	100%	100%	93%	100%	100%	100%		
vii. Number of Division of Insurance conducted Broker/Dealer & Investment Adviser exams a year. (65/year)			97%	≥90%	88%	94%	91%	100%	97%		
viii. Percentage of Division of Insurance consumer complaints with initial response made within 3 calendar days.			95%	≥95%	98%	95%	97%	97%	95%		

Activity B: Ensure compliance with federal and state regulations and laws.

i. Percentage of One-Stop offices who achieved certification.			100%	100%	100%	100%	100%	100%	100%	Remove	GOAC requested removal. DLR Job Service Offices are reviewed and certified every three years. It would be unlikely an office wouldn't be certified based on procedures the agency has in place. We can remove this performance metric if preferred.
ii. Percentage of Human Rights claims with initial response made within 7 days.			98%	≥90%	93%	100%	99%	98%	98%	Remove	GOAC requested Removal. Given how consistently the target is exceeded here, I would recommend raising the target, or removing the measure.
iii. Wage and Hour complaints received/resolved ratio.			96%	≥95%	99%	98%	94%	105%	96%		
iv. Division of Banking accreditation for safety and soundness required every five years.			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Remove	GOAC request. Done every 5 years; doesn't align with the reporting format.
v. Division of Insurance accreditation every five years.			Yes	Yes	Yes	Yes	Yes	Yes	Yes	Remove	GOAC request. Done every 5 years; doesn't align with the reporting format.

Agency comments regarding the accomplishment of Goal 3:

Activity A Activity A ii. The statutory mandate for trust companies is 36 months, but recommendations from the 2017 Accreditation process suggested a 24-month exam cycle for public trust companies. This recommendation has been challenging to meet with the growing number of companies and recent changes in federal requirements which increase the amount of time needed to complete each exam. If the measure was based on the 36-month mandate for all companies, the results would be 100% for each year.

Activity A iii. The Conference of State Bank Supervisors (CSBS) best practice for report turnaround is 30 days for State-only bank exams and 45 days for joint exams with the Federal Deposit Insurance Corporation (FDIC) or Federal Reserve Board (FRB). Our turnaround percentage is calculated using these timeframes.

Activity A iv. The Division of Banking's trust team experienced turnover in key positions. While the duties were formally transitioned, there were some delays in the report review process.

Activity B iii. Reflected by calendar year, not fiscal year. The reason there can be a percentage higher than 100% is that the equation is the number of complaints received divided by the number resolved, and the resolved numbers can carry over from the previous year.

Goal 4: Develop a sustainable, skilled Department of Labor and Regulation workforce.

Performance Measures										Historical Data Section						
Trend		Actual	Target	2021	2022	2023	2024	2025								
Activity A: Recruit and retain qualified candidates.																
i. Percentage of time took to fill a position is reasonable.			82%	≥85%	89%	93%	85%	88%	82%	Remove	Going to use real data instead of survey data. The target will be decided by the average time it takes over a 5-year period for all SD state government.					
i. (Revised) The average time to fill a position is reasonable.				≤62 days	59	53	81	68	61	New	Going to be replacing the above measure. Uses actual data vs. survey responses (people's opinions).					
ii. Percentage of annual employee (FTE) turnover with more than a year of tenure.			78%	≥85%	71%	75%	73%	92%	78%	Revise	Confusing and the data is not always accurate. Tenure is based on total years with the state, not DLR. New way uses data that captures actual tenure with DLR vs. total years with the state.					
ii. Less than 25% of employees (FTEs) who leave DLR each year have been with DLR for less than one year.			25%	≤25%	35%	29%	30%	9%	25%	New	Replaces ii. Previous measure used all years of service (not just DLR). This measure only uses tenure with DLR. Also focuses on less than 1 year instead of more.					

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iii. Agency Turnover Rate. Calculated by looking at the number of people who left the organization and dividing that by the average number of staff over that same time period (fiscal year)			6%	≤13.1%	8.9%	11.1%	9.6%	9.1%	6.3%	New	A new measure to help show how DLR is sustaining skilled employees
iv. Statewide Turnover Rate. Calculated the same as the agency turnover rate. Used to compare results. Goal for ii. a. is to be equal to or lower than the statewide rate.			n/a	n/a	13.8%	12.8%	12.2%	13.2%	13.1%	New	A new measure used to compare DLR's performance against statewide results.

Activity B: Maintain employee competency.

i. Percentage of Learning Management System Learners who have completed a course in the year.			39%	≥60%	74%	81%	40%	50%	39%		
ii. Percentage of new employees who have completed the "Welcome to DLR" LMS onboarding course.				≥60%					53%	New	DLR created a new onboarding course for all DLR staff to introduce them to the department. This measure assesses whether employees receive standardized training and organizational knowledge after hire, which is a competency and workforce readiness function.
ii. Percentage of Learning Management System Learners who have completed a lesson in the year.			41%	≥60%	76%	79%	40%	54%	41%	Remove	Duplicative of measure i. A lesson has to be completed to complete a course.

Agency comments regarding the accomplishment of Goal 4:

Activity A i. Based on Bureau of Human Resources and Administration (BHRA) survey data (employee perception), and is based on calendar year, not fiscal year.

Activity A i. (Revised) The target is determined by the 5-year average days it takes DLR to fill a position. The result is the 1 year average it took DLR to fill positions, in days.

Activity A ii. Uses BHRA data pulled from the Time Keeping System (TKS). The tenure is based on time worked with the state, not with DLR (e.g. Employee who worked 7 years with the Department of Transportation and 2 years with the Department of Labor (DLR) will have a tenure of 9 years on the report).

Activity B. DLR implemented its own Learning Management System (LMS) in January 2022 and started with a pilot of the Workforce and Field Operations Division, including 190 learners. For 2023, we expanded the LMS to all DLR and increased the learners from 190 to 397. The decrease in percent of learners who have completed a course or lesson is due to the expansion.

Key		Value
Green	 Goal is met.	2
Yellow	 Improved performance but goal is not met	1
Red	 No improved performance and goal is not met.	0