

Uniform Program Accountability Measures

INTRODUCTION

DECEMBER 2012

Background

This is another in the series of Uniform Program Accountability Measures (UPAM) reporting at the Department of Employment and Economic Development (DEED). UPAM reports resulted from the 2009 Minnesota Legislature's directive to create a uniform set of accountability measures across all programs that DEED operates or funds (Minn. Stat. 116J.997).

Framework

Since it began, this project has contained information on programs either administered directly by DEED or funded through DEED but operated by other providers (pass-throughs). Programs are organized first by the customers they predominantly serve: individuals or businesses and communities. Within those two categories, programs are grouped by their primary purpose and placed in comparison tables. There are eleven comparison tables in this report.

The process in developing the first report submitted in December 2010 was committed to building a prototype for future reports rather than being about the numbers it contained because meaningful performance measures need time to mature before they can aid in decision-making. For this 2012 report, enough time has now passed to observe preliminary outcomes for certain programs. When available, the comparison tables contain outcomes in the tables' results sections.

Because this is still a work in progress, however, we caution making policy and program decisions based solely on the information presented here. The capacities needed to

understand both the data and the concept of a uniform set of measures across a diverse group of programs have continued to mature. So as more data is collected, the meaning and value of the information will grow.

Time Frame

This report contains input and output data for a state fiscal year (July 1, 2011 to June 30, 2012), and when available, preliminary outcomes for customers who have received services since January 2010.

Resources

The legislature intended to ask a simple question: what do we get for the dollars we spend on a program? The answer is not a simple one. Many programs have multiple funding streams with various time limits and other rules on spending their resources. Rather than attempting to match allocations, appropriations, and administrative dollars to customers, the UPAM reports use DEED's Annual Program Summaries* to more accurately describe resource information.

Feedback Requested

We welcome your input on the content and usability of this report. Production of UPAM reports requires a significant investment, and we want to ensure that needs are being met. For more information we encourage you to visit DEED's UPAM webpage.** There you will find background on UPAM, previous UPAM reports, a glossary of terms and detailed descriptions of the pass-through programs. Contact the Policy, Planning, and Measures unit at ppm.deed@state.mn.us with questions and comments.

*Annual Program Summaries: www.positivelyminnesota.com/About_Us/Legislative_Focus/Annual_Program_Summaries/index.aspx

** UPAM webpage: www.positivelyminnesota.com/About_Us/Goals_Results/Uniform_Program_Accountability_Measures/index.aspx

Program Purpose Groups

To aid in comparisons, DEED grouped programs by their primary purpose(s). Some programs are operated by DEED, while some are funded through DEED but operated by other providers (pass-throughs).

Programs Serving Individuals

- Job Attainment/Retention
- Work-Related Skill Upgrade/Training
- Self-Sufficiency
- Work Readiness (Youth)
- Temporary Wage Replacement
- Process Negotiator

Programs Serving Businesses and Communities

- Business Development and Education
- Business Finance
- Small Business and Entrepreneurial Assistance
- Community Stabilization
- Process Intermediary and Information Services



Job Attainment/Retention

MAJOR PROGRAM GOAL/PURPOSE: Help individuals get or retain a job. Programs may provide career exploration, training in job-seeking and job-keeping skills, employment supports, and/or placement services.

TARGET: Anyone who is working or wants to work in Minnesota can access job openings through MinnesotaWorks.net, DEED's online job bank. The general workforce is also able to participate in a variety of job-seeking classes and computer-based services through the Minnesota WorkForce Center system. Individuals that meet specific eligibility requirements, such as military veterans, dislocated workers, people with disabilities, and new entrants to the workforce can access more intense, specialized services to help them get and keep a job. Job attainment services include short-term group services focusing on resume writing, interviewing, and using the Internet in a work search. Services can also be more individualized, including placement and retention supports.

- Displaced Homemaker
- Extended Employment
- FastTRAC
- Job Service
- *Lifetrack Resources*
- *Minnesota Diversified Industries*
- *MN Employment Center for People who are Deaf or Hard of Hearing*
- MN Family Investment Program — Employment Services
- *Opportunities Industrialization Centers*
- Senior Community Service Employment
- Supplemental Nutrition Assistance Program — Employment and Training
- *Twin Cities RISE!*
- Veterans
- Vocational Rehabilitation
- WIA (Workforce Investment Act) Title 1B Adult
- WIA Title 1B and State Dislocated Worker and Trade Adjustment Assistance
- Workforce Development Services for the Blind

Note: *italics indicate pass-through programs.*

Job Attainment/Retention Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	Displaced Homemaker	Extended Employment	FastTRAC	Job Service	Lifetrack Resources	MN Diversified Industries	MN Employment Center for People Who are Deaf or Hard of Hearing	MN Family Investment Program – Employment Services	Opportunities Industrialization Centers	Senior Community Service Employment	Supplemental Nutrition Assistance Program – Employment and Training	Twin Cities RISE!	Veterans	Vocational Rehabilitation	WIA Title IB Adult	WIA Title IB & State Dislocated Worker & Trade Adjustment Assistance	Workforce Development Services for the Blind
PASS-THROUGH PROGRAM					✓	✓	✓		✓			✓					
WHAT IS THE PROGRAM'S PURPOSE?	Provide counseling and training services to displaced homemakers.	Provide on-going support services to keep persons with disabilities, including individuals with mental illness, employed.	Make Minnesota more competitive by meeting the common skills needs of businesses and individuals.	Provide job search & placement services to job seekers; & recruitment services & special technical services for employers.	Provide job-seeking skills and workplace orientation, intensive job development, functional work English, and on-site job coaching services for legal immigrants and refugees.	Provide progressive development & employment opportunities for people with disabilities.	Provide job placement and job support services to individuals who are deaf or hard of hearing.	Provide programs, activities and services designed to assist participants in obtaining and retaining employment.	Provide tailored vocational learning and placement services for underserved communities.	Help foster individual economic self-sufficiency, promote useful opportunities in community service activities, & offer unsubsidized employment in public & private sectors.	With the Department of Human Services, provide employment services to clients.	Support job training and education programs serving low income adults, focused on men transitioning from incarceration or at risk of court or gang involvement.	Provide veterans with employment & training services through state & federal programs.	Assist people with disabilities to prepare for/ obtain/retain competitive employment through partnering with other programs, providers, secondary & post secondary education programs, & employers.	Provide workforce investment activities to adults that increase their employment, retention, earnings, & occupational skill attainment.	Provide employment transition & support services; & short-term or long-term training in a new occupation or industry to individuals who are out of work & unlikely to return to their previous occupation.	Develop/ administer programs for eligible individuals who are blind, visually impaired, or DeafBlind that help them obtain vocational training & competitive employment.
REGION(S)	Statewide	Statewide	Statewide	Statewide	Twin Cities metro area & Olmstead County	Grand Rapids, Hibbing & St. Paul	Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington, Stearns, Sherburne, Wright, & Benton counties	Statewide	Minneapolis, Mille Lacs Reservation & Mille Lacs County, & Bemidji	Statewide	Statewide	Statewide, but primarily Twin Cities metro area	Statewide	Statewide	Statewide	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?																	
# Individuals, regardless of when enrolled	1,046	5,876	685	209,412	385	NA	112	46,844	1,694	411	832	199	4,527	16,272	2,368	19,671	948
# Individuals NEWLY enrolled	525	1,262	520	82,830	367	NA	35	24,087	1,323	102	657	125	2,990	6,586	991	7,546	195
CHARACTERISTICS OF INDIVIDUALS NEWLY ENROLLED:																	
% 21 years and younger	3%	23%	16%	12%	13%	NA	14%	19%	14%	0%	10%	6%	4%	38%	10%	<1%	16%
% 55 years and older	13%	13%	5%	14%	4%	NA	12%	1%	6%	100%	5%	9%	4%	10%	8%	26%	17%
% People with a disability	15%	100%	10%	6%	0%	35%	100%	11%	4%	33%	14%	2%	18%	100%	8%	6%	100%
% With no education beyond High School diploma/GED	50%	70%	71%	37%	86%	NA	74%	87%	55%	41%	81%	70%	35%	62%	50%	33%	46%
% Hispanic	5%	6%	11%	5%	4%	NA	3%	7%	28%	2%	10%	2%	3%	4%	7%	4%	5%
% Non-white ¹	26%	14%	37%	21%	93%	NA	33%	50%	84%	14%	28%	70%	8%	18%	27%	15%	23%
% Self-identified veteran	4%	NA	<1%	8%	0%	NA	0%	<1%	3%	7%	1%	NA	100%	2%	4%	9%	3%
WHAT DOES THE PROGRAM DO? <i>Number of NEWLY enrolled individuals receiving:</i>																	
Information-only services	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Self-service or group services only	NA	NA	NA	80,079	NA	NA	NA	NA	326	NA	NA	NA	2,214	NA	NA	NA	NA
Case-managed	525	1,262	520	NA	367	NA	35	24,087	1,067	102	657	125	776	6,586	991	7,546	195
WHAT ARE THE RESULTS?	Individuals who exited the program from July 1, 2010 – June 30, 2011.																
UPAM Entered employment rate ²	35%	NA	53%	53%	65%	NA	31%	42%	46%	53%	47%	71%	44%	46%	67%	73%	26%
Federally required entered employment rate ³	35%	NA	NA	54%	NA	NA	NA	NA	NA	53%	NA	NA	57%	58%	79%	84%	NA
UPAM Employment retention rate ²	82%	NA	78%	84%	83%	NA	83%	75%	72%	82%	67%	77%	80%	81%	82%	91%	86%
UPAM Average earnings (6 months) ²	\$8,974	NA	\$11,311	\$14,690	\$9,761	NA	\$4,096	\$8,255	\$9,676	\$6,185	\$8,221	\$11,344	\$15,120	\$8,246	\$11,508	\$19,514	\$11,119
Worktype distribution — % hours ⁴	NA	Center-based 33% Community 23% Competitive 44%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Worktype distribution — % wages ⁴	NA	Center-based 18% Community 18% Competitive 64%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

¹Individuals may select more than one racial category.

²Rates based on information from Minnesota Unemployment Insurance wage data only, does not include individuals who were self-employed or employed in another state.

³Federal reports include procedures to identify individuals who found employment in other states and who are self-employed.

⁴Individuals served by the program, July 1, 2011 – June 30, 2012.



Work-Related Skill Upgrade/Training

MAJOR PROGRAM GOAL/PURPOSE: Assist individuals to complete a degree, diploma/ GED, certificate or other credential, or to complete non-credentialed training or acquire specific skills to find, prepare for, and/or succeed in employment. Usually this involves payments to third-party educational/training institutions or providing training in-house.

TARGET: Individuals with less than 13 years of education or lacking some kind of post-secondary credential and the long-term employed who may need updated skills to perform new work. Training is also available for individuals with significant barriers, such as presence of a disability or lack of English-communication skills. Training is work-related and can be credit- or credential-based, or non-credentialed. Credit-based training can range from completion of a GED to completion of an advanced degree. Examples of credential-based training are welding, Microsoft networking, and clean room operations. Senior Services for the Blind provides training on adapting to blindness.

- FastTRAC
- *Lifetrack Resources*
- *Opportunities Industrialization Centers*
- Senior Services for the Blind
- *Twin Cities RISE!*
- WIA Title 1B Adult
- WIA Title 1B and State Dislocated Worker and Trade Adjustment Assistance

Note: *italics indicate pass-through programs.*

Work-Related Skill Upgrade/Training Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	FastTRAC	Lifetrack Resources	Opportunities Industrialization Centers	Senior Services for the Blind	Twin Cities RISE!	WIA Title IB Adult	WIA Title IB & State Dislocated Worker & Trade Adjustment Assistance
PASS-THROUGH PROGRAM		✓	✓		✓		
WHAT IS THE PROGRAM'S PURPOSE?	Make Minnesota more competitive by meeting the common skills needs of businesses and individuals.	Provide job-seeking skills and workplace orientation, intensive job development, functional work English, and on-site job coaching services for legal immigrants and refugees.	Provide tailored vocational learning and placement services for underserved communities.	Provide rehabilitation counseling, rehabilitation teaching, low vision, communication center, & orientation & mobility services to blind persons & persons with visual disabilities.	Support job training and education programs serving low income adults, focused on men transitioning from incarceration or at risk of court or gang involvement.	Provide workforce investment activities to adults that increase their employment, retention, earnings, & occupational skill attainment.	Provide employment transition & support services; & short-term or long-term training in a new occupation or industry to individuals who are out of work & unlikely to return to their previous occupation.
REGION(S)	Statewide	Twin Cities metro area & Olmstead County	Minneapolis, Mille Lacs Reservation & Mille Lacs County, & Bemidji	Statewide	Statewide, but primarily Twin Cities metro area	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?							
# Individuals, regardless of when enrolled	685	385	1,694	3,109	199	2,368	19,671
# Individuals NEWLY enrolled	520	367	1,323	1,511	125	991	7,546
CHARACTERISTICS OF INDIVIDUALS NEWLY ENROLLED:							
% 21 years and younger	16%	13%	14%	<1%	6%	10%	<1%
% 55 years and older	5%	4%	6%	97%	9%	8%	26%
% People with a disability	10%	0%	4%	100%	2%	8%	6%
% With no education beyond High School diploma/GED	71%	86%	55%	NA	70%	50%	33%
% Hispanic/Latino	11%	4%	28%	1%	2%	7%	4%
% Non-white ¹	37%	93%	84%	4%	70%	27%	15%
% Self-identified veteran	<1%	0%	3%	NA	NA	4%	9%
WHAT DOES THE PROGRAM DO? <i>Number of NEWLY enrolled individuals receiving:</i>							
Information-only services	NA	NA	NA	NA	NA	NA	NA
Self-service or group services only	NA	NA	326	NA	NA	NA	NA
Case-managed	520	367	1,067	1,511	125	991	7,546
Credentialed training	250	NA	613	NA	NA	551	1,942
Non-credentialed training	261	57	543	79	125	40	259
WHAT ARE THE RESULTS?	Individuals who exited the program from July 1, 2011-June 30, 2012:						
Attained credential	NA	NA	216	NA	NA	576	2,533
Completed non-credentialed training	NA	1	449	101	36	58	697

¹ Individuals may select more than one racial category.



Self-Sufficiency

MAJOR PROGRAM GOAL/PURPOSE: Help individuals with disabilities or other barriers to function independently in their homes and communities. Programs may provide customers with information, training, counseling, access, and/or specific resources including assistive technology.

TARGET: Individuals who have a serious and persistent mental or physical disability that limits their ability to be competitively employed. Additionally, older individuals in the workforce experiencing diminished functionality, such as vision or physical mobility, can also receive services. The focus of these services is to help people acquire the skills to live as independently as possible while achieving their goals for quality of life. Services can be short-term to help them adjust to their new situation or periodic such as ongoing communication services.

- *Advocating Change Together*
- Communication Center for the Blind
- Displaced Homemaker
- Independent Living
- Senior Services for the Blind

Note: *italics indicate pass-through programs.*

Self-Sufficiency Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	Advocating Change Together	Communication Center for the Blind	Displaced Homemaker	Independent Living	Senior Services for the Blind
PASS-THROUGH PROGRAM	✓				
WHAT IS THE PROGRAM'S PURPOSE?	Provide training, technical assistance, & resource materials for persons with developmental & mental illness disabilities.	Develop & administer programs serving the needs of blind & visually disabled persons & to cooperate with state & local boards & agencies.	Provide counseling and training services to displaced homemakers.	Promote a philosophy of independent living to maximize clients' leadership, empowerment, independence, & productivity; & support statewide networks of centers for independent living.	Provide rehabilitation counseling, rehabilitation teaching, low vision, communication center, & orientation & mobility services to blind persons & persons with visual disabilities.
REGION(S)	Statewide	Statewide	Statewide	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?					
# Individuals, regardless of when enrolled	3,458 — includes duplicates	19,690	1,046	6,469	3,109
# Individuals NEWLY enrolled	408	1,405	525	3,187	1,511
CHARACTERISTICS OF INDIVIDUALS NEWLY ENROLLED:					
% 21 years and younger	NA	NA	3%	20%	<1%
% 55 years and older	NA	NA	13%	17%	97%
% Disability	100%	100%	15%	100%	100%
% With no education beyond High School diploma/GED	NA	NA	50%	NA	NA
% Hispanic/Latino	NA	NA	5%	5%	1%
% Non-white ¹	NA	NA	26%	19%	4%
% Self-identified veteran	NA	NA	4%	5%	NA
WHAT DOES THE PROGRAM DO? <i>Number of NEWLY enrolled individuals receiving:</i>					
Information-only services	NA	NA	NA	75,489 — includes duplicates	NA
Self-service or group services only	408	Braille pages provided: 748,438. Radios distributed: 1,448. Audio playback machines distributed: 3,305 (1,010 Cassette, 2,295 Digital)	NA	NA	NA
Case-managed	NA	NA	525	2,690	1,511
WHAT ARE THE RESULTS?	Individuals who exited the program from July 1, 2011 – June 30, 2012.				
Goals set	NA	NA	NA	6,560	NA
Goals achieved	NA	NA	94%	62%	NA
Gained control over life	NA	NA	NA	NA	89%
Gained functionality	NA	NA	NA	NA	95%

¹ Individuals may select more than one racial category.



Work Readiness (Youth)

MAJOR PROGRAM GOAL/PURPOSE: Help economically disadvantaged and at-risk youth prepare to succeed in the workplace. Programs provide work experience, basic skills training, work-based learning, counseling, mentoring, summer employment, and support services.

TARGET: Youth who are economically disadvantaged and have one or more barriers that are likely to limit their labor market success, such as a basic skills deficiency, a disability, parenting, being an offender, or in foster care. Services, provided through local Workforce Investment Boards and Youth Councils, include paid and unpaid work experiences and internships; adult mentoring; leadership development; occupational skills training; alternative secondary school services; comprehensive guidance and counseling; support services; summer employment opportunities; tutoring and study skills training/dropout prevention; and follow-up services.

- *Minnesota Alliance of Boys and Girls Club*
- Minnesota Youth
- WIA Title IB Youth
- Youthbuild

Note: *italics indicate pass-through programs.*

Work Readiness (Youth) Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	MN Alliance of Boys & Girls Clubs	MN Youth	WIA Title IB Youth	Youthbuild
PASS-THROUGH PROGRAM	✓			
WHAT IS THE PROGRAM'S PURPOSE?	Encourage, train, and assist youth in job-seeking skills, workplace orientation, and job-site knowledge through coaching.	Provide at-risk youth with opportunities to gain work experience and work-readiness skills.	The WIA Youth Formula Grant program provides an array of workforce investment activities for economically disadvantaged youth between the ages of 14 and 21.	Provide training services to targeted youth to increase high school graduation rates and employability.
REGION(S)	Counties: Aitken, Anoka, Becker, Beltrami, Benton, Clay, Clearwater, Crow Wing, Dakota, Hennepin, Hubbard, Isanti, Kanabec, Mahnomon, Mille Lacs, Morrison, Olmsted, Ottertail, Pine, Ramsey, Sherburne, Stearns, Steele, Washington, Wright	Statewide	Statewide	Counties: Becker, Beltrami, Benton, Carver, Cass, Kandiyohi, Ottertail, Pine, St. Louis (excluding Duluth), Scott, Stearns, Wadena, Wabasha; Cities served: Minneapolis, St. Paul
WHO DOES THE PROGRAM SERVE?				
# Individuals, regardless of when enrolled	4,824	2,818	4,564	403
# Individuals NEWLY enrolled	2,962	1,882	1,590	283
CHARACTERISTICS OF INDIVIDUALS NEWLY ENROLLED:				
% 15 years and younger	91%	26%	12%	NA
% 18 years and older	2%	35%	50%	NA
% People with a disability	3%	50%	34%	NA
% Hispanic	5%	8%	8%	NA
% Non-white ¹	58%	40%	50%	NA
% Families on public assistance	54%	9%	14%	NA
% Basic skills deficient	32%	53%	61%	NA
WHAT DOES THE PROGRAM DO? <i>Number of NEWLY enrolled individuals receiving:</i>				
Community involvement, leadership development	1,926	702	62	NA
Education/job training	1,777	540	1,245	NA
Post-2ndary exploration, career guidance	1,328	586	661	NA
Work experience	520	598	734	NA
WHAT ARE THE RESULTS.				
Attained credential ²	NA	0	842 (40%)	NA
Attained work readiness skills ²	1302 (44%)	0	1,068 (51%)	NA
Received academic credit or service learning credit ²	NA	0	0	NA
Entered post-secondary education, vocational/advanced training, registered apprenticeship or military ²	NA	56 (6%)	343 (16%)	NA
UPAM Entered employment rate ³	NA	23%	66% ⁴	NA
Federally required entered employment rate ⁵	NA	28% ⁶	70% ⁴	NA

¹Individuals may select more than one racial category.

²Individuals who exited the program from July 1, 2011–June 30, 2012.

³Individuals who had exited the program from July 1, 2010–June 30, 2011; rates based on information from Minnesota Unemployment Insurance wage data only, does not include individuals who were self-employed or employed in another state.

⁴Only based on individuals in the Older Youth program.

⁵Individuals who had exited the program from July 1, 2010–June 30, 2011; Federal reports include procedures to identify individuals who found employment in other states and who are self-employed.

⁶Includes individuals who entered employment, post-secondary education, an apprenticeship, or the military.



Temporary Wage Replacement

MAJOR PROGRAM GOAL/PURPOSE: Provide temporary wage replacement for individuals looking for work who become unemployed through no fault of their own.

TARGET: Individuals with sufficient wages and work experience who become unemployed through no fault of their own. This program is an economic stabilizer and stimulator during economic downturns and helps maintain an available skilled workforce. It provides a temporary partial wage replacement to unemployed Minnesota workers.

- Unemployment Insurance

Temporary Wage Replacement Program

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	Unemployment Insurance
PASS-THROUGH PROGRAM	
WHAT IS THE PROGRAM'S PURPOSE?	Provide workers who are unemployed through no fault of their own a temporary partial wage replacement to assist them to become reemployed.
REGION(S)	Statewide
WHO DOES THE PROGRAM SERVE?	
# New initial applications (new and reactivated) for benefits	319,462
# Active employers	127,778
# NEW employers	11,650
WHAT DOES THE PROGRAM DO? TRANSACTIONS:	
Amount of employer wage records processed	11,611,700
Amount of tax received from employers	\$1.42 billion
# Determinations of eligibility and ineligibility issued	210,504
# Appeals processed	26,484
# Incoming phone calls on customer line	897,090
# Individuals paid	Approximately 235,000
Amount of UI benefits paid to individuals	Approximately \$1.3 billion
WHAT ARE THE RESULTS?	
Average telephone wait time to speak to UI representative	1 Minute 22.53 Seconds
Establish tax accounts promptly	87%
Nonmonetary determination time lapse	86% timely (federal standard 80%)
Payment timeliness	98% in 14 days (federal standard is 90%)
% Employers reporting wage detail timely	98%



Process Negotiator

MAJOR PROGRAM GOAL/PURPOSE: Support a larger program or group of programs. The Process Negotiator does not enroll/register or market to any customer; it does not have discretion over the services the customer gets, but rather performs functions that support the larger program or group of programs.

TARGET: Community-based organizations that assist other organizations to provide unique support services for people with disabilities. Services include interpreter services for people with hearing loss.

■ *VECTOR*

Note: italics indicate pass-through programs.

Process Negotiator Program

DEED Uniform Program

Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	VECTOR
PASS-THROUGH PROGRAM	✓
WHAT IS THE PROGRAM'S PURPOSE?	Provide interpreters for a regional culturally appropriate transition program leading to employment for deaf, hard-of-hearing, & DeafBlind students.
REGION(S)	Districts served: Richfield, St. Louis Park, Robbinsdale, Wayzata, Osseo, Minneapolis, Rocori, Lakeville, Fridley, Anoka-Hennipen, North St. Paul
WHO DOES THE PROGRAM SERVE?	
# Organizations	11 school districts
WHAT DOES THE PROGRAM DO?	
Resources secured — # interpreters	5.7 ASL interpreters served 19 deaf/hard-of-hearing individuals



Business Development and Education

MAJOR PROGRAM GOAL/PURPOSE: Attract new businesses and investment to Minnesota; and promote and encourage the development of existing Minnesota businesses and industries through education and outreach.

TARGET: Businesses that hold special importance to the state or region for reasons such as impact on the tax-base, contribution to state and local employment levels, or presence in a critical sector or supply chain who are considering moving into the state/region, leaving or expanding outside the state/region, or requiring other assistance to ensure their competitiveness and viability.

- *BioBusiness Alliance of Minnesota*
- *Enterprise Minnesota Growth Acceleration Program*
- Minnesota Trade Office

Note: *italics indicate pass-through programs.*

Business Development and Education Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	BioBusiness Alliance	Enterprise Minnesota Growth Acceleration Program	Minnesota Trade Office
PASS-THROUGH PROGRAM	✓	✓	
WHAT IS THE PROGRAM'S PURPOSE?	(1) Build Minnesota's bioscience industry (2) create and retain jobs and (3) position Minnesota as a global leader in biobusiness.	Help qualified companies implement technology and business improvements.	A) Promote, develop, and facilitate trade and foreign investment in Minnesota. B) Serve as the state's office of protocol providing assistance to official visits by foreign government representatives and serve as liaison to the foreign diplomatic corps in Minnesota.
REGION(S)	Statewide	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?			
# businesses/entrepreneurs, regardless of first service date	385	267	1,045
# businesses NEWLY served	149	28	NA
CHARACTERISTICS OF BUSINESSES NEWLY SERVED			
% 99 or fewer employees	62%	87%	27%
% 100 to 499 employees	1%	13%	11%
% 500 or more employees	4%	0%	5%
Information not available	33%	NA	56%
% Construction (23)	1%	0%	2%
% Manufacturing (31-33)	68%	100%	19%
% Trade & Transportation (42-49)	13%	0%	7%
% Information (51)	3%	0%	<1%
% Finance & Real Estate Activities (52-53)	3%	0%	2%
% Professional, Technical & Business Services (54-56)	5%	0%	6%
% Education & Health Services (61-62)	5%	0%	3%
% Leisure & Hospitality (71-72)	2%	0%	<1%
% Other Services (81)	0%	0%	<1%
Information not available	NA	NA	57%
WHAT DOES THE PROGRAM DO?			
# Transactional customers consulted	29	NA	946 ¹
# Provided ongoing consulting	120	28	264 ²
WHAT ARE THE RESULTS?			
Total business cost savings & avoidance	NA	\$8,546,614	NA
Total sales revenue increased/retained	NA	\$37,545,379	NA
New businesses expanded/created	149	28	NA
New jobs created	1,113 ³	287	NA
Change in export sales	NA	NA	+2.5%

¹Includes seminars, roundtables, site visits, and technical assistance. Some businesses/organizations received more than one type of service.

²Includes trade missions and training conferences. Some businesses, organizations, and individuals attended multiple training conferences.

³Number of jobs created or retained from January 1 to December 31, 2011.

Note: NA = Not Applicable



Business Finance

MAJOR PROGRAM GOAL/PURPOSE: Assist businesses in stabilizing and growing their operations through financing assistance through grants, tax exemptions and credits, and low-interest loans. The main purpose of every program in this group is to help companies and communities retain existing jobs and create new high-quality jobs.

TARGET: Customers seeking business financing assistance to help their businesses increase the size of operations, remain stable and viable, and/or upgrade the skills of their employees. Some of the programs exist to serve the general business population while others focus on targeted regions of the state, targeted industries that show job growth potential, and targeted groups of people.

- Angel Investment Tax Credit
- Border Cities Enterprise Zone
- Job Opportunity Building Zones (JOBZ)
- Military Reservist and Veteran Business Loan: Economic Injury Loans
- Military Reservist and Veteran Business Loan: Start Up Business Loans
- Minnesota Indian Business Loan Program
- Minnesota Investment Fund (Federal Awards)
- Minnesota Investment Fund (State Awards)
- Minnesota Job Skills Partnership
- Minnesota Minerals 21st Century Fund Program
- Small Business Development Loan Program
- Urban Initiative Loan Program

Business Finance Programs

DEED Uniform Program Accountability Measures — Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	BUSINESS GRANTS & CREDITS				BUSINESS LOANS							
	Angel Investment Tax Credit ¹	Border Cities Enterprise Zone ¹	Job Opportunity Building Zones (JOBZ) ¹	Minnesota Job Skills Partnership	Military Reservist & Veteran Business Loans: Economic Injury Loans	Military Reservist & Veteran Business Loans: Start-up Loans	Minnesota Indian Business Loan Program	Minnesota Investment Fund — Federal Funds	Minnesota Investment Fund — State Funds	Minnesota Minerals 21st Century Fund Program	Small Business Development Loan Program	Urban Initiative Loan Program
WHAT IS THE PROGRAM'S PURPOSE?	Provide incentives to investors or investment funds that put money into startup and emerging companies focused on high technology or new proprietary technology.	Provide technical assistance and tax credits to businesses in Border Cities Enterprise Zone cities.	Stimulate economic development activity in rural areas of Minnesota by providing local and state tax exemptions to business expansions, start-ups, or relocations from other states.	Bring together employers with specific training needs with educational or other nonprofit institutions which can design programs to fill those needs.	Make onetime, interest-free loans to eligible businesses that have sustained or are likely to sustain substantial economic injury as a result of the call to active service for 180 days or more of an essential employee.	Make onetime, interest-free loans to eligible veterans who are starting their own small businesses.	Support development of Indian-owned and-operated businesses and promote economic opportunities for Native American people.	Provide financing to industrial, manufacturing, and technology-related businesses to create and retain high-quality jobs that improve economic vitality.	Provide financing to industrial, manufacturing, and technology-related businesses to create and retain high-quality jobs that improve economic vitality.	Make loans or equity investments in mineral processing facilities including, but not limited to, taconite processing, direct reduction processing, and steel production.	Work with the Minnesota Agricultural and Economic Development Board (MAEDB) to make small business loans through direct lending or issuance of tax-exempt industrial development bonds.	Assist the Urban Initiative Board in enhancing urban development through job creation, technical assistance, and information services to clients.
REGION(S)	Statewide	Cities of Breckenridge, Dilworth, East Grand Forks, Moorhead, & Ortonville	Counties located outside the 7-county Twin Cities Metropolitan Area	Statewide	Statewide	Statewide	Statewide	Statewide	Statewide	Statewide	Statewide	Low income areas within the 7-county Twin Cities Metro Area
WHO DOES THE PROGRAM SERVE?												
# Businesses/entrepreneurs, regardless of project start date ²	180	162	267	150 (partnering with 41 training institutions)	21	4	20	39	32	2	30	278
# Businesses NEWLY served	113 receiving qualifying investments	NA	2	61 (partnering with 21 training institutions)	1	2	1	5	8	0	2 ³	22
CHARACTERISTICS OF BUSINESSES NEWLY SERVED												
% 99 or fewer employees	NA	NA	50%	47%	100%	100%	100%	80%	38%	0%	100%	100%
% 100 to 499 employees	NA	NA	50%	32%	0%	0%	0%	20%	50%	0%	0%	0%
% 500 or more employees	NA	NA	0%	23%	0%	0%	0%	0%	13%	0%	0%	0%
% Mining (21)	0%	NA	0%	5%	0%	0%	NA	0%	0%	NA	0%	0%
% Utilities (22)	0%	NA	0%	2%	0%	0%	NA	0%	0%	NA	0%	0%
% Manufacturing (31-33)	40%	NA	0%	52%	0%	0%	NA	100%	50%	NA	0%	5%
% Trade & Transportation (42-49)	4%	NA	0%	7%	100%	50%	NA	0%	25%	NA	50%	36%
% Information (51)	35%	NA	0%	5%	0%	0%	NA	0%	0%	NA	0%	0%
% Finance & Real Estate Activities (52-53)	0%	NA	0%	2%	0%	0%	NA	0%	0%	NA	50%	5%
% Professional, Technical & Business Services (54-56)	11%	NA	100%	5%	0%	50%	NA	0%	25%	NA	0%	0%
% Health Care & Social Assistance (62)	7%	NA	0%	24%	0%	0%	NA	0%	0%	NA	0%	5%
% Leisure & Hospitality (71-72)	3%	NA	0%	2%	0%	0%	NA	0%	0%	NA	0%	41%
% Other Services (81)	0%	NA	0%	0%	0%	0%	NA	0%	0%	NA	0%	9%
WHAT DOES THE PROGRAM DO?												
Business subsidy agreements completed	NA	162	2	NA	NA	NA	NA	5	8	0	1	NA
Value of credits awarded/issued	\$12,206,996	\$116,966	\$40,500,000 ⁴	NA	NA	NA	NA	NA	NA	0	NA	NA
Total amount of funds awarded (Disbursed funds as of June 30, 2012)	NA	NA	NA	<ul style="list-style-type: none"> Partnership Grants: \$5,652,272 Pathways Grants: \$83,967 Total: \$5,736,239 	\$20,000	40,000	\$15,000	<ul style="list-style-type: none"> Awarded: \$1,664,000 Disbursed: \$390,143 	<ul style="list-style-type: none"> Awarded: \$2,818,000 Disbursed: \$450,000 	0	<ul style="list-style-type: none"> Awarded: \$1,000,000 Disbursed: \$0 	\$460,070 ⁵
Businesses/training institutions receiving awards	NA	NA	NA	<ul style="list-style-type: none"> Businesses: 61 Training Inst.: 21 Total: 44⁶ 	1	2	1	5	8	0	0	22
WHAT ARE THE RESULTS?⁷												
New jobs created	102	844	62	279	NA	NA	1	88	94	100	INA	76
Average wage of new jobs (based on an hourly rate)	\$18.80 ⁸	\$13.49	\$36.94 ⁹	\$13.02	NA	NA	NA	\$17.00	INA	NA	INA	\$14.95
Jobs retained	NA	3,075	51	1,982	NA	NA	NA	INA	INA	10	INA	165
New businesses expanded/created	113	NA	<ul style="list-style-type: none"> Expansions: 3 New Businesses: 4 	NA	NA	NA	1	INA	INA	2	INA	<ul style="list-style-type: none"> Expansions: 14 New Businesses: 16
Amount of non-DEED capital accessed/leveraged	\$63,148,784	NA	\$11,604,601	\$2,394,026	NA	NA	\$5,000	INA	\$106,200,000	\$241,488,000	INA	NA
Loan repayment status ¹⁰	NA	NA	NA	NA	<ul style="list-style-type: none"> Current: 86% Not Current: 14% Written Off: 0% 	<ul style="list-style-type: none"> Current: 100% Not Current: 0% Written Off: 0% 	NA	NA	NA	NA	NA	NA

¹Programs operate on a calendar year. Program data is from January 1, 2011 to December 31, 2011.

²Count of all businesses receiving services or involved in active projects during the reporting period. Active projects include new projects started during the reporting period and in-progress projects initiated before the start of the current reporting period.

³DEED served as an intermediary for one project so no DEED funds were awarded.

⁴The most recent data available is for calendar year 2010.

⁵The maximum program investment in any one business or microenterprise is \$150,000.

⁶Some grants had multiple partners and some training institutions received multiple grants.

⁷Unless otherwise noted, results are preliminary and are calculated from businesses newly served since January 1, 2010.

⁸Not an average wage. Certified businesses' employees must be paid at or above the wage floor of \$18.80 per hour.

⁹Estimate includes benefits.

¹⁰Loan term is 4.5 years with no repayments for the first 1.5 years.

Note: NA = Not Applicable
INA = Information Not yet Available



Small Business and Entrepreneurial Assistance

MAJOR PROGRAM GOAL/PURPOSE: Assist aspiring entrepreneurs and small businesses in starting, stabilizing, and growing businesses.

TARGET: Small businesses seeking help to start-up; operate more profitably; plan, market, and budget to remain viable; recruit a more productive workforce; or grow through the application of insight and management advice they might not possess. Included in these businesses may be early-stage technology companies. It is important to note that the target businesses tend to be smaller than those served by programs in the business development and education group.

- Business Enterprises Program for the Blind
- *Metropolitan Economic Development Association (MEDA)*
- Small Business Assistance Office
- Small Business Development Center Network
- *WomenVenture*

Note: *italics indicate pass-through programs.*

Small Business and Entrepreneurial Assistance Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	Business Enterprises Program for the Blind	Metropolitan Economic Development Association (MEDA)	Small Business Assistance Office	Small Business Development Center Network	WomenVenture
PASS-THROUGH PROGRAM		✓			✓
WHAT IS THE PROGRAM'S PURPOSE?	In addition to self-employment opportunities, provide training and management support services to all eligible participants of the program.	Continue minority business development programs in the metropolitan area.	Provide many types of small business assistance, including business licensing and permit coordination.	Provide small business assistance through small business development centers throughout Minnesota.	Provide women's business development programs and assist women in non-traditional careers.
REGION(S)	Statewide	7-County Metro Area	Statewide	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?					
# businesses/entrepreneurs, regardless of project start date	42 ¹	259	45,856	3,084	319
# businesses NEWLY served	NA	NA	NA	1,688	NA
CHARACTERISTICS OF BUSINESSES NEWLY SERVED					
% 99 or fewer employees	100%	NA	NA	37%	100%
% 100 to 499 employees	0%	NA	NA	<1%	0%
% 500 or more employees	0%	NA	NA	<1%	0%
Information not available	NA	NA	NA	62%	NA
% Construction (23)	0%	18%	NA	NA	1%
% Manufacturing (31-33)	0%	9%	NA	NA	5%
% Trade & Transportation (42-49)	0%	16%	NA	NA	17%
% Information (51)	0%	9%	NA	NA	1%
% Finance & Real Estate Activities (52-53)	0%	1%	NA	NA	3%
% Professional, Technical & Business Services (54-56)	0%	26%	NA	NA	7%
% Miscellaneous Retail (59)	100%	0%	NA	NA	0%
% Education & Health Services (61-62)	0%	4%	NA	NA	13%
% Leisure & Hospitality (71-72)	0%	18%	NA	NA	23%
% Other Services (81)	0%	0%	NA	NA	30%
Information not available	NA	NA	NA	NA	NA
WHAT DOES THE PROGRAM DO?					
# Transactional customers consulted	NA	94	45,856 ²	1,688	133
# Provided ongoing consulting	42	165	150	60	51
WHAT ARE THE RESULTS?					
Change in tax revenues	-5% ³	NA	NA	\$59,200,000 ⁴	NA
Total business cost savings & avoidance	NA	NA	NA	INA	NA
Total sales revenue increased/retained	-5% ⁵	\$56.6 million	NA	\$285,400,000 ⁶	NA
New businesses expanded/created	3	55	NA	418 ⁷	58
New jobs created	NA	618 ⁸	NA	4,235 ⁹	46

¹Businesses are at least 51% owned by persons who are legally blind.

²All customers receive some form of information material published or produced by the Small Business Assistance (SBA) office. During the reporting period, there were an additional 113,000 digital downloads of SBA publications.

³Total sales tax collected decreased between 2011 and 2012. Because many of the businesses are located on state property, sales suffered in part due to the government shutdown in July 2011.

⁴The most recent figure is based on a 2011 study of clients served in 2009.

⁵Total sales revenue decreased between 2011 and 2012. Because many of the businesses are located on state property, sales suffered in part due to the government shutdown in July 2011.

⁶The most recent figure is based on a 2011 study of clients served in 2009.

⁷Based on clients served from January 1, 2010 through June 30, 2012.

⁸Net increase for MEDA clients.

⁹The most recent figure is based on a 2011 study of clients served in 2009.

Note:

NA = Not Applicable

INA = Information Not Available



Community Stabilization

MAJOR PROGRAM GOAL/PURPOSE: Stimulate new business development and business expansion that increases the local and state tax bases and improves economic vitality; and to invest in communities to help them be in the best position possible to encourage commercial, industrial, and residential growth.

TARGET: Local government units that want to use various state general funds, capital budget funds, and federal funds principally channeled through DEED to target specific types of businesses and business investment likely to result in economic growth. Additionally, local governments can use the funds to rehabilitate housing and blighted areas, rebuild public facilities and infrastructure, and redevelop commercial properties.

- Contamination Cleanup and Investigation Grant
- Greater Minnesota Business Development Public Infrastructure Grant
- Innovative Business Development Public Infrastructure Grant
- Minnesota Cleanup Revolving Loan
- Redevelopment Grant
- Small Cities Development
- Transportation Economic Development Program

Community Stabilization Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	Contamination Cleanup & Investigation Grant Program	Greater Minnesota Business Development Public Infrastructure Grant Program	Innovative Business Development Public Infrastructure Grant Program	Minnesota Cleanup Revolving Loan Program	Redevelopment Grant Program	Small Cities Development Program	Transportation Economic Development Program
WHAT IS THE PROGRAM'S PURPOSE?	Make grants to an applicant development authority to pay for up to 75 percent of the project costs for a qualifying site.	Make grants to cities/counties to provide up to 50 percent of the capital costs of public infrastructure necessary for an eligible economic development project.	Provide grants to local governmental units on a statewide competitive basis for up to 50 percent of the capital cost of the public infrastructure necessary to expand or retain jobs.	Provide low-interest loan funds to clean contaminated sites and provide greater opportunities to convert contaminated property into a marketable asset.	Make grants to an applicant development authority to pay for up to 50 percent of redevelopment costs.	Help develop viable communities by providing financial assistance for decent, safe, and affordable housing, economic development, and public facility needs.	Provide competitive grants for communities for highway improvement and public infrastructure projects that create jobs and support economic development.
REGION(S)	Statewide	Non-metro Communities	Statewide	Statewide	Statewide	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?							
# Communities, regardless of project start date ¹	19, for 55 active projects	42, for 45 active projects	6	6	20, for 26 active projects	122, for 134 active projects	14 ²
# Communities NEWLY served	11, for 25 new projects	13	4	1	9, for 11 new projects	31	14
CHARACTERISTICS OF COMMUNITIES NEWLY SERVED							
% 1,000 or fewer residents	8%	15%	0%	0%	11%	44%	0%
% 1,000 to 10,000 residents	15%	62%	25%	0%	56%	34%	36%
% 10,001 to 20,000 residents	15%	23%	25%	0%	0%	9%	7%
% 20,000 or more residents	62%	0%	50%	100%	33%	9%	57%
WHAT DOES THE PROGRAM DO?							
Total amount of funds awarded (disbursed funds as of June 30, 2012)	<ul style="list-style-type: none"> ● Awarded: \$7,138,941 ● Disbursed: \$438,252 	<ul style="list-style-type: none"> ● Awarded: \$3,065,977 ● Disbursed: \$299,323 	\$2,001,684	<ul style="list-style-type: none"> ● Awarded: \$195,000 ● Disbursed: \$195,000 	<ul style="list-style-type: none"> ● Awarded: \$2,470,864 ● Disbursed: \$15,420 	<ul style="list-style-type: none"> ● Awarded: \$16,851,345 ● Disbursed: \$0 	\$5,475,758 ³
# Communities receiving awards	11	13	4	1	9	31	14
WHAT ARE THE RESULTS?⁴							
New jobs created	INA	150	200	INA	INA	NA	INA
Jobs retained	INA	1,446	830	INA	1	NA	INA
Residential and/or commercial units built/rehabbed	NA	NA	NA	NA	INA	225	INA
Amount of non-DEED capital accessed/leveraged	INA	\$2,931,848	\$415,219	INA	\$200,000 ⁵	NA	INA

¹Count of communities involved in all active projects. Active projects include newly funded projects and in-progress projects that were awarded grants before the start of the reporting period.

²Includes communities receiving additional funds through the MN Department of Transportation.

³Projects were funded by a mixture of funds specifically from the Transportation and Economic Development Program and/or through funds from Greater Minnesota and Innovative Business Development Public Infrastructure Grants programs. This amount does not include an additional \$20,000,000 provided by the MN Department of Transportation.

⁴Results were calculated from projects that were started (i.e., program funds were awarded) on or after January 1, 2010 and completed by June 30, 2012.

⁵Grantees are required to pay at least 50 percent of redevelopment costs.

Note: NA = Not Applicable
INA = Information Not yet Available



Process Intermediary and Information Services

MAJOR PROGRAM GOAL/PURPOSE: Perform specific tasks to support a larger program or purpose and provide informational and technical assistance on various issues and policy topics.

TARGET: Government agencies, policy makers, individuals, and businesses seeking information assistance. In more specific circumstances, businesses wanting assistance in hiring individuals with barriers to employment by processing applications for tax credits and work visas are also served. The customers are not enrolled or registered.

- *Center for Rural Policy Development*
- Foreign Labor Certification Program
- *Minnesota Inventors Congress*
- Work Opportunity Tax Credit

Note: *italics indicate pass-through programs.*

Process Intermediary and Information Services Programs

DEED Uniform Program Accountability Measures

Report Time Period: July 1, 2011 – June 30, 2012

PROGRAM	Center for Rural Policy Development	Foreign Labor Certification Program	Minnesota Inventors Congress	Work Opportunity Tax Credit
PASS-THROUGH PROGRAM	✓		✓	
WHAT IS THE PROGRAM'S PURPOSE?	Research and analyze issues in rural Minnesota and serve as a policy resource center.	Assist employers who wish to hire foreign nationals for temporary employment in agriculture.	Provide informational and technical assistance to inventors and innovators.	Provide a federal tax credit to private-sector employers to promote the hiring of targeted group individuals who consistently have had a particularly high unemployment rate due to a variety of employment barriers.
REGION(S)	Statewide	Statewide	Statewide	Statewide
WHO DOES THE PROGRAM SERVE?				
# Businesses/clients serving businesses	1,000 ¹	59	284	NA
CHARACTERISTICS OF BUSINESSES NEWLY SERVED				
Agriculture, Forestry, Fishing & Hunting (11)	NA	100%	NA	NA
WHAT ARE THE RESULTS?				
# Applications completed/submitted or # services completed	NA	59	NA	30,717 ²
# Events and/or training seminars held	26	NA	5	NA
# Reports generated	6	NA	NA	NA
# Customers receiving publication or information resources	1,000 ³	NA	5,866	NA

¹The organization does not provide direct services so the count is an estimate of customers attending Regional Competitiveness sessions and those receiving reports generated by the organization.

²Includes both certification and denials for the tax credit.

³Because information resources can also be accessed online, this figure is an estimate.

Note: NA = Not Applicable