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[www.mn.gov/deed](http://www.mn.gov/deed)

**AT A GLANCE**

- DEED is the state's principal economic development and workforce development agency.
- We work to attract, retain, and expand businesses and create jobs.
- We work to connect workers to jobs, prepare individuals for jobs in high-demand industries, and help people to live independently.
- We stabilize and stimulate the economy through benefit payments.
- We work to help communities thrive.
- Our organization has 1,500 dedicated staff statewide.

**PURPOSE**

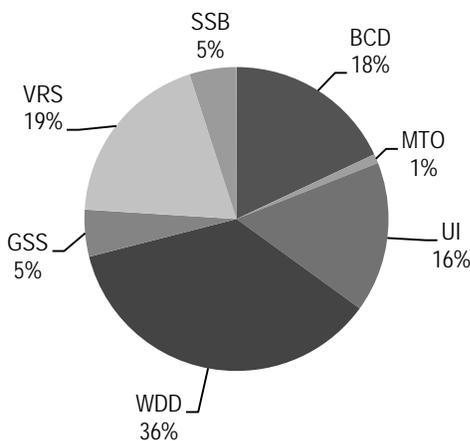
Minnesota Department of Employment and Economic Development (DEED) programs provide employment and training for individuals; provide services that help individuals with disabilities achieve personal and vocational independence; promote business recruitment, expansion, and retention; promote international trade; promote broadband adoption; and support community development.

We support the following statewide outcomes:

- A thriving economy that encourages business growth and employment opportunities
- A workforce with the education and skills they need to achieve their goals
- Strong and stable families and communities
- Efficient and accountable government services

**BUDGET**

**Spending by Program  
FY 13 Actual**

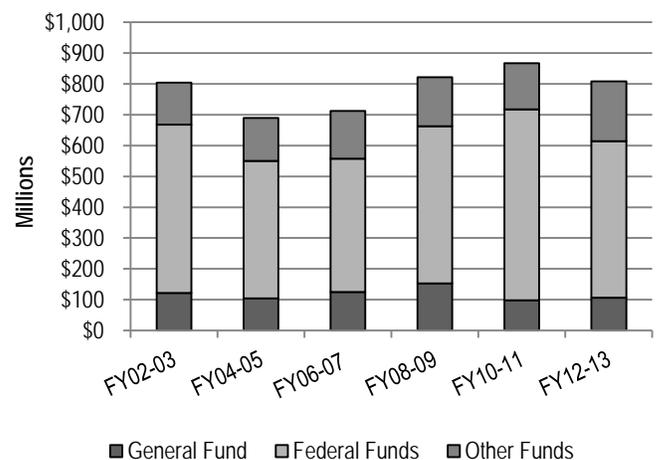


In FY15 DDS will be pulled out of Workforce Development Division (WDD) and reported separately. Of WDD's 36% in FY13 Actual, DDS is 15%.

BCD = Business and Community Development; MTO = Minnesota Trade Office; UI = Unemployment Insurance; WDD = Workforce Development Division; GSS = General Support Services; VRS = Vocational Rehabilitation Services; SSD = State Services for the Blind, DDS = Disability Determination Services.

Source: BPAS

**Historical Spending**



Explore Minnesota (for FY2002-2004) and Public Facility Agency (for FY 2002-2009) expenditure data was separated from DEED's Consolidated Fund Statement data.

Source: Consolidated Fund Statement, MAPS Expenditure Reports

## STRATEGIES

DEED manages many federal and state programs that support Minnesota's people, businesses, and communities.

Our *Workforce Development* division works to ensure that businesses have the talent they need to be globally competitive and that workers have the skills that businesses need.

- *Workforce Development*: Our employment and training programs for unemployed and underemployed Minnesotans provide services such as career counseling, assessment, job placement services, education and training, and job development activities.
- *Vocational Rehabilitation*: We assist Minnesotans with disabilities to secure and retain employment, live independently, and reduce their dependence on government supports.
- *State Services for the Blind*: We also facilitate the achievement of personal and vocational independence by Minnesotans who are blind, visually impaired, or DeafBlind.
- *Unemployment Insurance*: We pay unemployment benefits to workers unemployed due to no fault of their own ensure that they are able to support themselves and their families while they look for their next job.
- *Disability Determination*: We determine if Minnesota applicants meet federal criteria for disability benefits through the Social Security's Administration.
- DEED delivers services to Minnesotans through nearly 50 workforce centers, through partnerships and with grants to certified service providers, non-profits, MNSCU schools, and Adult Basic Education programs.

Our *Economic Development* division contributes to Minnesota's economic success by providing services that support the growth of businesses and communities.

- *Business and Community Development*: New and expanding business benefit from our various business finance incentives while communities can receive grants, loans, and technical assistance for redevelopment and public infrastructure.
- *Minnesota Trade Office*: We provide export education and training for businesses and help foreign companies invest in Minnesota through new business startups or expansions.
- *Office of Broadband Development*: We also coordinate public, private, and philanthropic efforts to increase availability, speed, and use of broadband.

Our *Research and Analysis* offices provide data, data tools, research, and analysis that give a comprehensive, nuts-and-bolts look at Minnesota's economy and workforce. DEED is the home to Minnesota's State Labor Market Information Office, funded by the federal Bureau of Labor Statistics, which, among other things, crunches the numbers for the state unemployment rates each month.

DEED is focused on the three pillars of growth for Minnesota's economic competitiveness.

- *Talent*: We are working to ensure that everyone is well prepared for the jobs of the future and that businesses have the workforce they need.
- *Innovation*: From assisting large company expansions to encouraging new startups in Minnesota, DEED works to encourage innovation to help Minnesota grow even stronger.
- *Trade*: We must continue to connect Minnesota business with markets around the globe and work to attract new investment from foreign companies here in the state.

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"State Fiscal Year" or "SFY" is used throughout DEED's program narratives to clarify the time period being referenced, since Minnesota's state government and the Federal Government use different fiscal calendars. The "Federal Fiscal Year" is noted as "FFY."

Minn. Stat. § 116L (<https://www.revisor.mn.gov/statutes/?id=116L>), Minn. Stat. § 116J (<https://www.revisor.mn.gov/statutes/?id=116J>), and Minn. Stat. § 268 (<https://www.revisor.mn.gov/statutes/?id=268A.11>) provide the legal authority for DEED. Additional applicable 'general agency' statutes and laws: Government Data Practices, Minn. Stat. § 13 (<https://www.revisor.mn.gov/statutes/?id=13>), Official Records Act, Minn. Stat. § 15.17 (<https://www.revisor.mn.gov/statutes/?id=15.17>), Open Meeting Law, Minn. Stat. § 13D (<https://www.revisor.mn.gov/statutes/?id=13d>), Records Management, Minn. Stat. § 138.17 (<https://www.revisor.mn.gov/statutes/?id=138.17>).

Federal: Workforce Investment Act, the Workforce Investment Act of 1998 (Public Law 105-220) (<http://www.gpo.gov/fdsys/pkg/PLAW-105publ220/content-detail.html>), U.S. Code, Title 29, Chap. 30. (<http://www.law.cornell.edu/uscode/text/29/chapter-30>). These are non-state websites.

**Program: Business and Community Development**<http://mn.gov/deed/business/>**AT A GLANCE**

- Administers financing programs to help companies retain existing jobs and create new high-quality jobs.
- Funds cooperative training projects involving partnerships between businesses and educational institutions that build the skills of new employees and/or retrain existing employees.
- In FY 2014, across all programs both federal and state, DEED awarded \$100 million for 387 projects resulting in a minimum of \$1.6 billion in leveraged investment, the creation of 6,700 new jobs and the retention of 15,000 jobs.

**PURPOSE & CONTEXT**

The Business and Community Development program (BCD) contributes to Minnesota's economic success by providing services that support the growth of businesses and communities.

We provide financial and technical services to businesses, communities, and economic development professionals to support the creation, expansion, attraction, and retention of businesses in and to Minnesota. We also work to help communities become affordable, quality places for people and businesses to locate, grow, and prosper.

**SERVICES PROVIDED**

We accomplish our mission via the following activities:

- *Business Finance:* we administer financing and tax credit programs that provide capital to growing businesses in Minnesota. Some key programs include the Minnesota Job Creation Fund which provides financial incentives to new and expanding businesses after they meet certain job creation and capital investment targets, the Minnesota Investment Fund which provides financing that targets job creation in industrial, manufacturing and high-tech industries, and the Angel Tax Credit Program which provides incentives to invest in startup and emerging companies focused on high tech.
- *Brownfields and Redevelopment:* we manage grant and loan programs that assist local units of government with the investigation and cleanup of contamination and the redevelopment of underutilized properties. The Contamination Cleanup and Investigation Grant Program helps pay for assessing and cleaning contaminated sites for private or public redevelopment and the Redevelopment Grant Program helps communities with the costs of redeveloping blighted industrial, residential, or commercial sites and putting land back into productive use. The Demolition Loan Program helps with the costs of demolishing blighted buildings on sites that have future development potential but no current plans.
- *Business Development:* our regional business development representatives help businesses and communities access DEED services and other available assistance to support the growth, retention and attraction of businesses. The office also promotes specific industry sectors where Minnesota has strength and/or potential for growth.
- *Community Assistance:* we manage programs that assist local governments in attracting and keeping businesses and jobs in their communities. Through financial assistance for housing, the development of commercial and industrial property, and improvements to public infrastructure, we help communities prosper and position themselves for future economic growth.
- *Minnesota Job Skills Partnership (MJSP):* we use this program to fund cooperative training projects that build the skills of new employees and/or retrain a company's existing employees. These grants are awarded to educational institutions with businesses as partners; all projects must have at least one educational institution and one business working together. We also use this program to provide training to low income individuals to help them move up the career ladder to higher paying jobs and economic self-sufficiency.
- *Small Business Assistance Office (SBAO):* we work to reduce costs for small businesses by providing timely, accurate, and comprehensive information and assistance on all aspects of the start-up, operation, or expansion of a small business. Through the Small Business Development Center Network (SBDCs), we aid in the development of new and existing businesses through a statewide network of offices offering entrepreneurs business consulting, training services and assistance in locating and securing capital.

## RESULTS

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quality	Leveraged private investment through all programs	N/A*	\$940 million	SFY 2014
Results	# of jobs to be created/retained through all programs	N/A*	16,294	SFY 2014
Results	# of jobs to be created through the Minnesota Job Creation Fund	N/A**	930	SFY 2014
Quantity	Amount of investments generated through the Minnesota Angel Tax Credit Program	\$48.4M	\$50.2M	SFY 2013 & SFY 2014
Quantity	# of workers trained through the Minnesota Job Skills Partnership Program	8,137	10,394	SFY 2013 & SFY 2014
Quantity	# of small business clients served through the SBDC and SBAO	35,614	29,840	SFY 2013 & SFY 2014
Quality	Leveraged private investment through the Redevelopment Grants and Infrastructure Programs	\$171M	\$197M	SFY 2013 & SFY 2014

\*BCD did not track this measure collectively prior to SFY 2014

\*\*Job Creation Fund became available to businesses on January 1, 2014, representing 6 months of activity

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Minn. Stat. § 116J (<https://www.revisor.mn.gov/statutes/?id=116J>) provides the legal authority for DEED's Business and Community Development program.

**Program: Unemployment Insurance**<http://uimn.org/uimn/>**AT A GLANCE**

- Pays eligible workers up to 50 percent of their average weekly wage, subject to a state maximum (currently \$629) for up to 26 weeks.
- Collaborates with WorkForce Center partners to ensure workers obtain the assistance needed to speedily return to employment
- Paid \$1.05 billion in unemployment benefits to 201,133 Minnesotans in 2013.

**PURPOSE & CONTEXT**

The Unemployment Insurance (UI) program's mission is to enhance workforce development and the economic strength of Minnesota by providing unemployment insurance for individuals and employers. The program provides a temporary, partial wage replacement to workers unemployed through no fault of their own.

Unemployment insurance benefits provide stability to local economies by helping to maintain spending during prolonged economic downturns; support dislocated workers while they

obtain training so they may re-enter the labor market; and ensure that skilled workers do not leave an area in search of other work during periods of short-term unemployment.

**SERVICES PROVIDED**

We accomplish our mission through a variety of advanced technological and management approaches, including:

- Ensuring the prompt payment of benefits to eligible unemployed workers
- Reducing the administrative burdens on employers who pay unemployment insurance taxes as much as possible
- Using human resources as cost-effectively as possible
- Collaborating with WorkForce Center partners to ensure workers obtain the assistance needed to speedily return to employment that makes the best possible use of the worker's skills and abilities (a requirement of UI)

We achieve these goals through several different activities:

- *Appeals Operations and Legal Affairs:* we conduct appeal hearings and Workers' Compensation interventions to ensure that all legal standards are properly applied.
- *Audits and Special Accounts:* we ensure compliance through field audits and manage special programs such as Disaster Unemployment Insurance; Interstate, Federal and Military Claims; the Shared Work Program; and Trade Readjustment Allowances.
- *Customer Service Center:* we work to make the program easy to understand by providing fast, responsive applicant and employer unemployment insurance account support.
- *Program Performance and Outreach:* we focus on operational improvement through informational/outreach programming, benefit accuracy measurements, profiling, program budget evaluation, reemployment assistance, and training.

**RESULTS**

The United States Department of Labor sets numerous performance standards for all states' UI programs. Minnesota UI regularly ranks among the top five states in the country in these measures. Some of the more significant measures are shown below.

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Timely First Payment of Benefits (Federal goal: 87% in 14 days)	91.8%	92.0%	SFY 2013 & SFY 2014 (est.)
Quantity	# New initial applications (new and reactivated) for benefits	322,946	300,690	SFY 2013 & SFY 2014
Quality	Avg. telephone wait time to speak to UI representative	1 Minute, 15 Seconds	56 Seconds	SFY 2013 & SFY 2014
Quality	Timely Eligibility Determinations (Federal goal: 80% in 21 days)	88.3%	88.9%	SFY 2013 & SFY 2014 (est.)
Results	Timely Appeal Decisions (Federal goal: 60% in 30 days)	90.1%	92.0%	SFY 2013 & SFY 2014 (est.)

Minn. Stat. § 268 (<https://www.revisor.mn.gov/statutes/?id=268A.11>), U.S. Code, Title 42, Chapter 7 (<http://www.law.cornell.edu/uscode/text/42/chapter-7>), and U.S. Code, Title 26, Chapter 23 (<http://www.law.cornell.edu/uscode/text/26/subtitle-C/chapter-23>) provide the legal authority for DEED's Unemployment Insurance program.

**Program:** Workforce Development Division<http://mn.gov/deed/job-seekers>**AT A GLANCE**

- Provides employment and training programs for unemployed and underemployed Minnesotans
- Helps people develop and improve their job skills
- Helps business find and train workers
- Provides an online resume and job-matching system for employers and job seekers (MinnesotaWorks.net)

**PURPOSE & CONTEXT**

The Workforce Development Division (WDD) fuels the state workforce through policy guidance, program administration and sponsorship of direct service. These activities support Minnesotans seeking new employment through local and statewide partnerships designed to develop and improve career skills and obtain employment at family sustaining wages. Division activities support the needs of businesses in recruiting and training their current and future workforces.

**SERVICES PROVIDED**

DEED's programs in this division are best understood in the context of the populations we serve. Those populations and the primary programs that serve them are listed below. Many of these programs include partnerships with nonprofit service providers, educational institutions, businesses, and other stakeholders; a full list of our workforce development services can be found on the DEED website. DEED also serves Minnesotans with disabilities through activities in other budget programs, like Vocational Rehabilitation Services, State Services for the Blind, and Disability Determination Services.

- **Laid-Off Workers:** Workers who lost their jobs through no fault of their own – that is, they neither quit nor were fired – can receive assistance to find a new career. The state and federally funded Dislocated Worker program assists laid-off workers in returning to work with comparable wages and benefits. Participants enrolled in the program can access career planning and counseling; job search and placement services; short-term training upon counselor approval; and support services for expenses such as family care and transportation upon counselor approval.
- **Low-Wage, Low-Skill Adults:** Educationally underprepared adults who typically require access to services that will help them succeed in well-paying careers. The state-funded Minnesota FastTRAC Career Pathways program provides educationally underprepared adults with basic skills education and career-specific training in fields where new skills are in high demand by businesses. The state funded Adult Workforce Development Competitive Grant program provides employment and training assistance to adults to increase their employment retention, earnings, and occupational skill attainment. The program seeks to serve individuals with barriers to employment including those living with disabilities, individuals who are deaf and hard of hearing, individuals returning to work after receiving public assistance, ethnic and racial minorities, and older workers.
- **Veterans:** DEED administers the federally funded Veterans Employment Services program that provides employment and training services. All DEED employees on the Veterans Employment Services team are Veterans themselves. Services include job-readiness assessment, preparation, and placement assistance.
- **At-Risk Youth:** Youth who are eligible for DEED services come from low-income families, have difficult barriers to employment, and are at the greatest risk of suffering serious setbacks in life without extra help and professional guidance. The state funded Youthbuild program offers a construction career pathway for at-risk youth and young adults who have dropped out of school or experienced repeated failure in school. It provides youth with industry-recognized credentials and pre-apprenticeship training in residential construction; and contextual basic skills and soft skills in work readiness, career counseling, and leadership skills. The state funded Youth Workforce Development Competitive Grant program provides workforce development and training opportunities to economically disadvantaged or at-risk youth, ages 14-24, with special consideration to youth from communities of color and deaf, hard of hearing, and deaf-blind youth. Services include: connecting classroom skills to work-based settings; exposing youth to work settings that offer direct employer/supervisor feedback; and youth engagement while exploring interests and abilities. The state funded Minnesota Youth program provides summer and year-round employment and training services to economically disadvantaged and at-risk youth, ages 14 to 21. Youth are provided an opportunity to earn a paycheck, learn to apply skills and abilities learned in the classroom to real-work settings.

- Universal Customer: any Minnesotan who is looking to access DEED services, who is not enrolled in an eligibility-based program, is referred to by the federal workforce system as a universal customer. These individuals can access our job-seeking services, free of charge. The federally funded Job Service Program provides job preparation and placement assistance, including workshops on job-seeking skills, resume writing, interviewing, and internet job-search to job seekers. MinnesotaWorks.net is the largest employment database in the state and is a free website for both employers and job seekers. On this website, employers can post job openings and job seekers can submit their resumes to open positions. Resources for the universal customer are very limited.

## RESULTS

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	# of job seekers registered and receiving a reportable service	240,535	229,474	SFY 2012 & SFY 2013
Quantity	# of employers who list their job vacancies on <a href="http://www.minnesotaworks.net">http://www.minnesotaworks.net</a>	9,689	10,551	SFY 2011 & SFY 2012
Quality	Job seeker customer satisfaction using the Minnesota Customer Satisfaction Index (0 to 100 scale)	77.2	77.2	April 2012-March 2013 (avg) & April 2013-March 2014 (avg)
Quality	Employer customer satisfaction using the Minnesota Customer Satisfaction Index (0 to 100 scale)	77.0	79.5	October 2011-September 2012 (avg) & October 2012-September 2013 (avg)
Results	Percentage of Dislocated Worker program participant entering employment after exit	83.7	84.5	SFY 2012 & SFY 2013
Results	Percentage of Adult Workforce Development program participants entering employment after exit	NA	70.5	SFY 2013 (first year of program)
Results	Percentage of Minnesota Youth Program participants who attained work readiness or education goals	82.0	90.0	SFY 2012 & SFY 2013
Results	Percentage of Veterans Program participants who gained new employment after receiving services	55.6	55.0	SFY 2012 & SFY 2013
Results	Ratio of after exit wage to prior to enrollment wage for MN FastTRAC Adult Career Pathways participants	1.31	1.47	SFY 2012 & SFY 2013

Minn. Stat. § 116L (<https://www.revisor.mn.gov/statutes/?id=116L>), Minn. Stat. § 116J (<https://www.revisor.mn.gov/statutes/?id=116J>), the Workforce Investment Act of 1998 (Public Law 105-220); U.S. Code, Title 29, Chap. 30 (<http://www.law.cornell.edu/uscode/text/29/chapter-30>), and the Workforce Investment Act of 1998 (Public Law 105-220); U.S. Code, Title 29, Chapter 30 (<http://www.law.cornell.edu/uscode/text/29/chapter-30>), provide the legal authority for DEED's Workforce Development Division.

**Program: Disability Determination Services**

<http://mn.gov/deed/programs-services/dds/index.jsp>

**AT A GLANCE**

- Serves Minnesota residents who file applications for disability benefits or Minnesotans who are reviewed for continuing eligibility.
- Refers disability applications for individuals who may benefit from rehabilitation services to other state agencies.
- Reviewed 55,834 new claims in 2013.

**PURPOSE & CONTEXT**

Disability Determination Services (DDS) evaluates claims for disability benefits using Social Security Administration (SSA) guidelines. The Social Security program provides benefits to persons with disabilities who are not able to work.

When Social Security added protection for the disabled in 1954, the Congress wrote into the law that the disability decision for an individual had to be made by a state agency and not by a federal office. Social Security pays Minnesota to run the office and make the disability decisions.

**SERVICES PROVIDED**

We accomplish our mission by making eligibility decisions regarding disability and blindness applications on behalf of the federal SSA. Our activities include:

- Reviewing disability applications and requesting medical records from claimants' medical sources.
- Corresponding by phone or letter with claimants, family members, legal representatives, and others to obtain additional information necessary for claims.
- Reviewing and analyzing evidence, applying SSA regulations and policy, and writing comprehensive assessments (including medical evidence, vocational factors, educational background, and other collateral information) to reach an eligibility determination.

In addition to providing eligibility determinations for disability payments, we also refer disability applicants who may benefit from rehabilitation services to Rehabilitation Services, State Services for the Blind, and the Department of Health's section of Children with Special Health Needs.

**RESULTS**

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	# of new determinations reviewed	59,938	55,834	FFY 2012 & FFY 2013
Quality	Days in decision-making	78.6	87.3	FFY 2012 & FFY 2013
Quality	Accuracy of determination decisions (assessed through a review by SSA.)	95.5%	98.3%	FFY 2012 & FFY 2013

Social Security Act; U.S. Code, [Title 42, Chap. 421](http://www.law.cornell.edu/uscode/text/42/421) (<http://www.law.cornell.edu/uscode/text/42/421>) provides the legal authority for Disability Determination Services.

Program: General Support Services

<http://mn.gov/deed>

AT A GLANCE

- Provides leadership and infrastructure for the agency.
- Includes the Commissioner’s Office and other offices which support DEED’s program work.
- Produces economic analysis and labor market information.
- 125,000 subscribers to DEED’s email communications.

PURPOSE & CONTEXT

General Support Services (GSS) directly supports the agency with infrastructure and leadership necessary to operate programs, develop policies, and provide assistance to individuals, businesses, and communities. These divisions are our “Back of the House” support and are the people who do the nuts and bolts tasks to ensure our programs run well.

SERVICES PROVIDED

General Support Services (GSS) includes the following core functions:

- *Commissioner’s Office*: provides executive leadership through appointment by Office of the Governor of Minnesota.
  - The *Public Facilities Authority* (PFA) is a multi-agency authority that provides municipal financing expertise and infrastructure financing programs to enhance the environmental and economic vitality of the State. The Commissioner of DEED also serves as the chair and chief executive officer of the authority and the day-to-day operations are managed by an executive director and staff.
  - *Explore Minnesota Tourism* is the state’s tourism marketing entity and is an office in the executive branch. The director is under the supervision of the Commissioner of Employment and Economic Development.
- *Administrative and Financial Services*: houses our Chief Financial Officer who is responsible for all financial activities as well as facilities management.
- *Human Resources*: manages agency personnel, labor relations and employee development.
- *Communications, Analysis, and Research*: provides data and information to customers through print and online marketing and communication. This division includes Minnesota’s State Labor Market Information Office, funded by the federal Bureau of Labor Statistics.
- *Government Affairs*: oversees policy and budget planning for the agency as serves as the agency’s legislative liaison.
- *Olmstead Implementation Office*: ensures that the commitments in Minnesota’s Olmstead Plan are achieved.
- *MN.IT@DEED*: provides information technology (IT) development and support.

RESULTS

Type of Measure	Name of Measure	Previous	Current	Dates (By Fiscal Year)
Quantity	Percentage of Invoices Paid Promptly	97.31%	98.97%	2013 & 2014
Quantity	Number of Labor Market Information (LMI) Office Presentations/Trainings	139	169	2013 & 2014
Quantity	Subscribers of DEED’s GovDelivery Email Communications	7,500	125,000	2013 & 2014
Quality	Recipients of Economic Analysis projects satisfaction	96% satisfied or very satisfied	98% satisfied or very satisfied	2012 & 2013
Results	Percentage Reduction in Workplace Injury Incidents	1.36	1.16 = 14.7% reduction	2013 & 2014

Minn. Stat. § 116J (<https://www.revisor.mn.gov/statutes/?id=116J>) provides the legal authority for DEED.

Minn. Stat. § 12A.14 (<https://www.revisor.mn.gov/statutes/?id=12A.14>) provides the legal authority for the Public Facilities Authority.

Minn. Stat. § 116U (<https://www.revisor.mn.gov/statutes/?id=116U>) provides the legal authority for Explore Minnesota.

Program: Minnesota Trade Office

<http://mn.gov/deed/business/exporting/>

**AT A GLANCE**

- Works to increase the number of Minnesota companies exporting into foreign markets.
- Helps foreign companies explore the advantages of expanding or relocating in Minnesota and operates trade offices located in Brazil, China, Germany, and South Korea.
- Provides technical assistance and financial resources for companies seeking to expand exporting.

**PURPOSE & CONTEXT**

The Minnesota Trade Office (MTO) seeks to increase the number of exports and amount of foreign direct investments that contribute to the growth of the Minnesota economy.

We provide export assistance to Minnesota’s manufacturers and service providers. Programs and services focus primarily on assisting small and medium-sized companies. We also have offices and staff in key markets to help foreign companies explore business startup, expansion and relocation opportunities in Minnesota.

**SERVICES PROVIDED**

The Minnesota Trade Office (MTO) provides:

- *Export counseling and assistance:* our International Trade Representatives guide Minnesota companies through the challenges of conducting international business. Services include exporting guidance, market research, reviewing regulatory requirements, providing advice on international logistics, and evaluating market entry strategies.
- *Export financing programs:* we provide grants and guide companies on obtaining private financial assistance like loans, working capital, credit, and insurance to help new and current exporters. For instance, the STEP Grant Program provides financial and technical assistance to Minnesota small businesses with an active interest in exporting products or services to foreign markets. Small businesses may also apply for reimbursements of between \$500 and \$7,500 for export-training and export-development related activities.
- *Foreign direct investment assistance:* we work with foreign companies exploring the advantages of expanding or relocating in Minnesota. To facilitate this work, we operate trade offices in Brazil, China, Germany, and South Korea.

We sponsor and coordinate trade missions to foreign countries with delegations of business, education, and government officials, to showcase Minnesota as a superior place to do business, raise the profile of Minnesota companies and provide important networking opportunities to the delegates.

The MTO also provides leadership on matters of international affairs for the State of Minnesota. We serve as Minnesota’s Office of Protocol, ensuring that the state’s interactions with foreign delegations and dignitaries are conducted with appropriate diplomatic etiquette and cultural practices. We are also the state’s liaison to the local diplomatic community – the Minnesota Consular Corps.

**RESULTS**

Type of Measure	Name of Measure	Previous	Current	Dates
Quantity	Number of organizations receiving export assistance	1,045	1,020	SFY 2012 & SFY 2013
Results	Number of attendees at MTO training seminars	1,451	1,174	SFY 2012 & SFY 2013

Minn. Stat. § 116J.966 (<https://www.revisor.mn.gov/statutes/?id=116J.966>) and the Federal Trade Act of 1974, Public Law 93-618, as amended; U.S. Code, Title 19 (<http://www.law.cornell.edu/uscode/text/19/chapter-12>) provide the legal authority for DEED’s Trade Office.

## Program: Vocational Rehabilitation Services

<http://mn.gov/deed/job-seekers/disabilities/>

## AT A GLANCE

- Provides services that empower Minnesotans with disabilities to find and keep jobs, live independently in their community, and reduce their dependence on government supports.
- Provides long-term employment support services to assist Minnesotans with significant disabilities to maintain and advance in their employment.
- Assists Minnesotans with disabilities to live independently and secure their basic rights in areas such as housing, transportation, education and employment.

## PURPOSE &amp; CONTEXT

Our purpose is to empower Minnesotans with disabilities to find and keep jobs and to live independently in their communities. Our primary customers include:

- 266,000 non-institutionalized Minnesotans ages 18-64 who have a significant disability and who seek employment and independence
- 25,000 high school-age youth and young adults with significant disabilities who are making the transition from school to work
- Businesses and other employers who seek qualified candidates for job openings

## SERVICES PROVIDED

We accomplish our mission via four distinct programs. The Vocational Rehabilitation and Independent Living programs are operated and funded as federal/state partnerships. Extended Employment and Individual Placement and Support are funded solely by the state.

- *Vocational Rehabilitation*: we empower people with significant disabilities to find jobs through counseling, training, and job placement services.
- *Extended Employment*: we assist people with significant disabilities to keep their jobs by providing long-term employment supports. Those services typically include assistance in training or retraining job tasks, dealing with schedule changes, adjusting to new supervisors, advancement to new job tasks or positions, and managing changes in non-work environments or life activities that affect work performance.
- *Individual Placement and Support*: we assist people with serious mental illness to achieve steady employment in mainstream competitive jobs by providing counseling and long-term job supports.
- *Independent Living*: we enable Minnesotans with disabilities to live and function independently at home, at work and in their communities, and relocate out of nursing homes, by collaborating with the state's eight regional centers for independent living to provide services and training.

Our staff are highly trained professionals with experience in providing individualized assessments, evaluations, counseling, training, assistive technologies, and job placement and retention services. Through a coordinated network of alliances, we work closely with nonprofit community rehabilitation providers, county service agencies, regional centers for independent living, secondary and post-secondary educational institutions, businesses, and other public and private organizations.

We are closely involved in implementing the court-ordered Olmstead Plan regarding government services to people with disabilities. By fully embracing the Olmstead Plan, we seek to ensure that Minnesotans with disabilities have the opportunity to be close to families and friends, to live independently, to engage in productive employment, and to fully participate in community life. Established through executive order by Governor Dayton in 2013, the Olmstead Subcabinet has helped us guide this work and the creation of the Olmstead Implementation Office. Ongoing, collaborative efforts will ensure that the vision, goals, and time-specific tasks of the Olmstead Plan are implemented in their entirety.

## RESULTS

### Vocational Rehabilitation Program

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	# of new consumers accepted for service / # of open cases at the end of the fiscal year	7,076 / 10,898	5,897 / 10,242	SFY 2013 & SFY 2014
Result	# of consumers attaining employment	2,752	2,868	SFY 2013 & SFY 2014

[Minn. Stat. § 268A](https://www.revisor.mn.gov/statutes/?id=268A.11) (https://www.revisor.mn.gov/statutes/?id=268A.11), Federal Rehabilitation Act of 1973 as amended, [U.S. Code, Title 29, Chapter 16](http://www.law.cornell.edu/uscode/text/29/chapter-16) (http://www.law.cornell.edu/uscode/text/29/chapter-16), provides the legal authority for DEED's Vocational Rehabilitation Services.

### Extended Employment program

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Number of customers	4,979	4,943	SFY 2013 & SFY 2014
Result	Total wages earned by customers	\$26.9M	\$27.9M	SFY 2013 & SFY 2014

Minn. Stat., [Chap. 268A.15](#) et. seq. provides the statutory authority for the Extended Employment Program.

### Individual placement and support program

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	# of customers served	804	1,246	SFY 2013 & SFY 2014
Result	% of customers attaining employment	58.8%	58.7%	SFY 2013 & SFY 2014

Minn. Stat., [Chap. 268A.13 -14](#) et. seq. provides the statutory authority for the Individual Placement and Support Program.

### Independent living program

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity	Total number of customers served	6,962	7,065	SFY 2013 & SFY 2014
Quantity	Total instances of service (Information and Referral, Skills Training, Peer Counseling, Advocacy)	71,480	71,869	SFY 2013 & SFY 2014

Minn. Stat., [Chap. 268A.11](#); U.S. Code, [Title 29, Chap. 16, Sect. 796](#) et seq., provides the statutory authority for the Independent Living Program.

**Program:** State Services for the Blind

<http://mn.gov/deed/job-seekers/blind-visual-impaired/>

**AT A GLANCE**

- Provides employment and career services so that Minnesotans who are blind, visually impaired or DeafBlind can find or keep jobs.
- Provides materials in accessible formats (audio, braille and e-text) for education, work and independence.
- Provides seniors facing vision loss with tools, training and technology to remain in their homes or live as independently as possible.
- 3,600 seniors assisted in 2014.

**PURPOSE & CONTEXT**

State Services for the Blind (SSB) helps Minnesotans who are blind, visually impaired, or DeafBlind achieve personal and vocational independence.

Our customers are Minnesotans who have vision loss or other disabilities (such as learning disabilities or dyslexia) that make it difficult to read print. Our services – designed to address needs that are unmet by other programs – provide Minnesotans with access to print, the skills and tools to get and keep jobs, and the necessary supports to live independently in our communities. These services are especially critical as Minnesota's population ages and thus the population of people needing services is expected to more than quadruple in the near future.

**SERVICES PROVIDED**

We accomplish our mission via the following activities:

- *Workforce Development:* we provide employment and career support to over 1,000 Minnesotans yearly, helping them find and keep jobs. This includes assistive technology training to meet the demands of today's workplace, as well as training in cane travel, cooking, and managing finances, which provide the skills and confidence to be independent and pursue employment.
- *Business Enterprises:* we provide vending business and job creation opportunities for entrepreneurs within state and federal buildings in 200 locations. Forty-two blind entrepreneurs in this program generate \$7 million in annual sales, pay \$440,000 in state sales taxes, and pay over \$500,000 in employee wages.
- *Senior Services:* we help seniors stay in their homes, remain active in their communities, and retain higher levels of independence, through counseling, training, and assistive devices (such as magnifiers) that are not available in local stores.
- *Communication Center:* we produce accessible materials (braille, audio, and e-text) that are not already available in the commercial market, including custom materials at the request of our customers. We are assisted by a network of 650 volunteers and a partnership with the Minnesota Braille and Talking Book Library. We also work closely with K-12 schools, businesses, government agencies, and other partners in need of materials accessible to visually impaired people. Our closed-circuit Radio Talking Book (RTB) broadcasts allow people throughout the state to hear readings of just-published books, magazines, and other current print information. We also provide Minnesotans with two accessible news services so that they can read their local, regional, national, and international newspapers, magazines, and job postings.

## RESULTS

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Result	As a result of services provided by SSB, the percent of seniors that report more control and confidence 30 days post receiving services	88.25%	90.6%	SFY 2012 & SFY 2013
Quantity	# of separate times people used SSB's news services	208,812	452,083	SFY 2012 & SFY 2013
Quality	Customers who became employed had competitive hourly wages	\$14.30	\$15.48	SFY 2012 & SFY 2013
Quantity	# of people served by Workforce Development Services for the Blind	991	1,056	SFY 2012 & SFY 2013

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Minnesota Rules 3325 (BEP) (<https://www.revisor.mn.gov/rules/?id=3325>), Chapter 248. Blind; Education, Rehabilitation (<https://www.revisor.mn.gov/statutes/?id=248>), Chapter 169.202 White Cane Law (<https://www.revisor.mn.gov/statutes/?id=169.202>), Rehabilitation Act of 1973 (<http://www.law.cornell.edu/uscode/text/29/chapter-16>), CFR 361 and 363 (<http://www.law.cornell.edu/cfr/text/34/part-361>, <http://www.law.cornell.edu/cfr/text/34/part-363>) provide the legal authority for the State Services for the Blind.

**Program: Broadband Development**

<http://mn.gov/deed/broadband>

**AT A GLANCE**

- Works to ensure that the state's Internet service is among the nation's best and can keep pace with growing demands of busy Minnesotans.
- Coordinates public, private, and philanthropic efforts to increase availability, speed, and use of broadband.
- Administers the state grant fund for broadband infrastructure.
- Conducts research, data collection, and mapping.

**PURPOSE & CONTEXT**

The Office of Broadband Development (OBD) was created in 2013 and charged with improving broadband access and use within Minnesota.

Our purpose is to drive job creation, promote innovation and expand markets for Minnesota businesses. We also encourage investment in broadband infrastructure to achieve equal access to opportunities in economic development, education, healthcare, public safety and social well-being throughout the state.

**SERVICES PROVIDED**

The Office of Broadband Development (OBD) accomplishes its mission through the following activities:

- *Community Planning:* We work with communities, broadband providers, and local units of government to provide technical assistance and consultation services for broadband development and related planning. We also work to ensure these stakeholders are aware of both federal and state policies and programs, including financial resources.
- *Broadband Infrastructure:* We manage the competitive Border-to-Border Broadband Development Grant program to build broadband infrastructure in areas of the state where conventional business models have been unable to meet connectivity needs. Applicants are typically one partner among several in a community initiative, such as an existing broadband provider, a cooperative, township, city, or tribe.
- *Research and Data Collection:* Through the coordination of data collection, mapping, and analysis we measure progress toward state broadband goals.
- *Adoption and Use:* We study and work to improve low broadband adoption and use rates among identified population groups.

**RESULTS**

The Office of Broadband Development (OBD) was created on July 1, 2013. Reportable measures will be available for SFY 2014.

<i>Type of Measure</i>	<i>Name of Measure</i>	<i>Previous</i>	<i>Current</i>	<i>Dates</i>
Quantity ( <i>forthcoming</i> )	Number of Applications to Broadband Grant Programs	N/A	N/A	N/A
Quantity ( <i>forthcoming</i> )	Number of Households Served by Broadband Grant Program	N/A	N/A	N/A
Results	Percent of Minnesota Households with High Speed Broadband Access	69.0%	75.0%	April 2013 & April 2014

Minn. Stat., Chap. 116J.39 (<https://www.revisor.mn.gov/statutes/?id=116J.39>) provides the legal authority for DEED's Broadband Development program.