

# Glossary of Terms

## 2012 Uniform Program Accountability Measures Report

- **What is the program's purpose:** For DEED programs, descriptions are taken from the Annual Program Summaries; for pass-through programs, descriptions are taken from the program's website or literature.
- **Region(s):** Location of services as "statewide"; or if less than statewide, then the counties served; or if less than counties, then the specific localities served.

### Definitions for Programs Serving Individuals (\*Acronyms follow the definitions)

- **Active employers:** Unduplicated count of employers active during this period.
- **Age:** Proportion of customers within specified age ranges.
- **Appeals processed:** Number of full, due process, UI hearings held and decisions issued.
- **Attained credential:** Unduplicated count of customers who received a diploma, degree, or certificate from a third-party trainer/college/school/institute. Customers receiving certificates for completing training provided by the program are counted under non-credentialed training completions.
- **Attained work-readiness skills:** Unduplicated count of customers who attained a measurable increase in work readiness skills including world-of-work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision-making, and job search techniques.
- **Average telephone wait time to speak to UI representative:** Average number of minutes a customer waited on the UI help-line to speak to a UI representative.
- **Basic-skills deficient:** Proportion of clients who, at the time of enrollment, compute or solve problems, read, write, or speak English at or below the eighth grade level (8.9 or lower) or is unable to do any of these activities at a level necessary to function on the job, in the individual's family, or in society.
- **Case-managed:** Unduplicated count of customers receiving individualized, staff-supported services that generally are eligibility-based or criteria-based; services may include assessment, counseling, job placement, training, transportation, etc.
- **Community involvement and leadership development:** Unduplicated count of customers served during this period who received services that may include training on positive social behaviors, community and service learning projects, peer mentoring and tutoring, teamwork training, training in decision-making, and/or citizenship training.
- **Completed non-credentialed training:** Unduplicated count of customers who completed work/vocational-related training that may include on-the-job training, apprenticeships, and customized training.
- **Credentialed training:** Unduplicated count of customers receiving formal training that leads to a credential, certificate, and/or degree from a third-party institution. Customers receiving certificates for training provided by the program are counted under non-credentialed training.

- **Customer satisfaction:** Customer satisfaction self-reports by survey (generally, survey administered by a third-party). Satisfaction may be reported as MnCSI.
- **Determinations of eligibility and ineligibility issued:** Unduplicated count of the number of appealable determinations allowing or denying benefits.
- **Education/job training:** Unduplicated count of customers served during this period who received educational achievement services such as tutoring, study skills training, and instruction leading to secondary school completion; or received prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.
- **Employers reporting wage detail timely:** Percentage of active employers who complete their quarterly wage detail report by the statutory deadline.
- **Employer wage records processed:** Number of quarterly wage records from employers with employment in Minnesota.
- **Employment status at time of enrollment:** Proportion of customers who are employed or not employed at enrollment.
- **Entered post-secondary education, vocational/advanced training, registered apprenticeship or military:** Unduplicated count of customers who entered one of these activities after exiting the program.
- **Establish tax accounts promptly:** Percentage of new employer status determinations made within 90 days of the end of the first quarter in which they become liable. A new employer status determination is the determination that a new employer meets the conditions to be eligible to pay UI taxes. An employer who is liable must file UI quarterly reports on, and be responsible for paying, taxes and wages.
- **From families receiving public assistance:** Proportion of customers who, at time of enrollment, were in families receiving some type of public assistance.
- **Gained control over life:** Proportion of customers who reported feeling that they are in greater control and are more confident in their ability to maintain their current living situation as a result of services they received.
- **Gained functionality:** Proportion of customers that experienced functional gains or successfully restored or maintained their functional ability to engage in their customary daily life activities as a result of services or training.
- **Gender:** Proportion of customers who are male and female.
- **Goals achieved:** Count of program-related goals set by customers that the customers achieved while being served by the program.
- **Goals set:** Count of program-related goals set by customers in conjunction with program counselors.
- **Hispanic:** Proportion of customers who are Hispanic/Latino.
- **Incoming phone calls on customer line:** Count of customer calls to the UI help-line to speak to a UI representative.

- **Individuals paid:** Unduplicated count of individuals eligible (meeting employment and wage requirements) to receive UI.
- **Information-only services:** Count of instances that information services, such as answering questions, are delivered via telephone, email, mail, etc.; includes responding to requests for pages of Braille/audio transcriptions, etc.
- **Mentoring activities:** Unduplicated count of customers served during this period who received mentoring services for at least 12 months and that may occur both during and after program participation.
- **New and re-activated initial applications:** Count of applications for UI benefits during this time period.
- **New employers:** Unduplicated count of newly registered employers.
- **Non-credentialed training:** Unduplicated count of customers receiving work-related and/or skill-related training that may include on-the-job training, apprenticeships, and customized training, and may be offered by the program.
- **Non-employment income supports:** Proportion of customers who, at time of enrollment, are receiving SSI/SSDI.
- **Nonmonetary determination time lapse:** Percentage of nonmonetary determinations (separations and non-separations) completed within 21 days of the date of detection of any nonmonetary issue that had the potential to affect the customer's benefits rights. A nonmonetary determination is a written notice to a customer of a decision about eligibility. Separation refers to the reason an individual left an employer (voluntarily quit, discharged, misconduct, labor disputes, etc.) and can affect eligibility for benefits. Non-separation is the requirement that the individual is engaged in active efforts to become reemployed.
- **Non-white:** Proportion of newly enrolled customers who are American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian or other Pacific Islander. Customers may select more than one racial category.
- **Number achieved goal that participant set:** Count of customers who had achieved the goal they set as part of their program plan.
- **Number gained control over life:** Count of customers giving a positive response when asked whether they have greater control and confidence after receiving services.
- **Number gained functionality:** Count of customers giving a positive response when asked whether their ability to function has improved after receiving services.
- **Number of individuals NEWLY ENROLLED:** Unduplicated count of customers served during this period who enrolled in the program during this period. Counts for programs where it is not possible to provide an unduplicated count will be noted.
- **Number of individuals, regardless of when enrolled:** Unduplicated count of customers served during this period regardless of when they enrolled in the program. Counts for programs where it is not possible to provide an unduplicated count will be noted.
- **Number of organizations:** Count of organizations served by the program (e.g., school districts provided with interpreters).

- **Other barriers to employment:** Other major barriers to employment faced by customers (e.g., ex-felon).
- **Payment timeliness:** Percentage of all first payments of benefits made to UI applicants within 14 to 21 days.
- **People with a disability:** Proportion of customers with a disability (for many programs, this will be self-reported).
- **Post-secondary exploration, career guidance, and planning:** Unduplicated count of customers served during this period who received information, materials, suggestions, or advice intended to assist in making occupation or career decisions.
- **Received academic credit or service learning credit:** Unduplicated count of customers who earned credit through participation in the program and/or through outcomes the customer achieved at the worksite or in the classroom.
- **Resources secured (# contracts, # interpreters, etc.):** Count of resources that the process negotiator has secured for the organizations that are its customers.
- **Self-identified veteran:** Proportion of customers who indicated at the time of their enrollment that they had served in the armed forces.
- **Self-service or group services only:** Unduplicated count of customers who use computers, attend workshops/orientations, and/or use other services but are not receiving counseling or other staff-mediated services.
- **Support services:** Unduplicated count of customers served during this period who received services that may include adult mentoring for at least 12 months, and/or comprehensive guidance and counseling, including drug and alcohol abuse counseling.
- **Systems-involved youth (foster care, juvenile offenders):** Proportion of youth who are in an out-of-home placement; includes youth in foster care (youth on behalf of whom state or local government payments are made) or involved with the juvenile justice/criminal justice system.
- **Tax received from employers:** Amount of UI tax dollars collected from employers with workers in Minnesota.
- **Total number of individuals, regardless of when enrolled:** Unduplicated count of all customers served during this period, regardless of when they first enrolled. Counts for programs where it is not possible to provide an unduplicated count will be noted.
- **UI benefits paid to individuals:** Amount of dollars paid to eligible individuals who received UI.
- **UPAM average earnings (6 months):** Of customers employed in the first, second, and third quarters after the exit quarter, the average of their total earnings in the second and third quarters after exit. This is calculated using Minnesota UI Wage Detail data.
- **UPAM employment retention rate:** Of customers who are employed in the first quarter after exit quarter, the proportion who are employed in BOTH the second and third quarters after exit quarter divided by the number who exited in the same quarter. This is calculated using Minnesota UI Wage Detail data.

- **UPAM entered employment rate:** Of customers who are NOT employed at the date of enrollment, the proportion of those who exit and are employed in the first quarter after exit divided by number who exited in the same quarter. This is calculated using Minnesota UI Wage Detail data.
- **With no education beyond High School diploma/GED:** Proportion of customers whose highest attained educational level is at, or less than, a high school diploma or GED.
- **Work experience:** Unduplicated count of customers served during this period who received employment services including paid and unpaid work experiences, internships, and job shadowing; and occupational skills training.
- **Worktype distribution - % hours:** Proportion of all hours worked by customers that are in center-based employment, community employment, and competitive supported employment.
- **Worktype distribution - % wages:** Proportion of all wages earned by customers that are from center-based employment, community employment, and competitive supported employment.

## Definitions for Programs Serving Businesses and Communities (\*Acronyms follow the definitions)

- **Acres made available for development:** Count of acreage prepared for business redevelopment through site preparation, contamination cleanup, or building infrastructure installation as a result of program funds.
- **Amount of non-DEED capital investments accessed/leveraged:** Total amount of non-DEED money/capital contributed by businesses, municipalities, or partners to be used in coordination with program funds.
- **Applications completed or submitted:** Count of application determinations completed for employer tax credits or temporary employment applications submitted.
- **Average wage of new jobs:** Average wage of all new positions created as a result of the program activity. Usually self-reported by business through program staff follow-up interviews.
- **Businesses announcing expansions:** Count of businesses that announced an expansion in its operations (e.g., physical expansion on existing or new site, increased size in number of employees, a large investment, or all combined).
- **Businesses by ownership type:** Proportion of businesses by ownership type: sole proprietorship, partnership, corporation, or non-profit.
- **Businesses by stage in business life cycle:** Proportion of businesses by pre-venture, start-up, and in-business. *Pre-venture* are individuals seeking information or assistance necessary to start a business enterprise. *Start-ups* are early stage and traditional small businesses who are seeking assistance to overcome an obstacle or specific issue. *In-business* are early- to late-stage businesses who have been in business for more than three years and have 20 to 50 full-time employees.
- **Businesses expanded or new businesses created:** Count of the new businesses created or existing businesses that increased the size of their operations.
- **Businesses or individuals receiving training offered or funded by the program:** Unduplicated count of businesses and individuals receiving skill training offered or funded by the program.

- **Businesses owned by targeted groups:** Proportion of businesses that are at least 51 percent owned and operated by women, persons with substantial physical disabilities, veterans given small business preference, members of a racial minority group, or “economically disadvantaged area” small business owners.
- **Businesses/training institutions receiving awards:** Unduplicated count of businesses or training institutions receiving grants or loan money through DEED.
- **Business subsidy agreements completed:** Count of agreements to receive program funds that were completed and approved.
- **Change in export sales:** Percentage increase or decrease in the value of shipments of goods from Minnesota to foreign countries.
- **Communities receiving awards:** Unduplicated count of municipalities receiving grants or loan money through DEED.
- **Customers provided ongoing counseling (5 hours or more of consulting):** Unduplicated count of customers receiving consulting services that are individualized and/or require significant program staff time.
- **Customers receiving publications/information resources:** Count of customers receiving publications or information resources via telephone, e-mail, mail, etc.
- **Events held and/or sponsored:** Count of economic development conferences, group training events, or information sessions organized or sponsored by DEED or pass-through programs.
- **Increase in tax revenues:** The total increase in taxes collected by a taxing jurisdiction as a result of or in part by the use program funds or services. The tax revenue increase could be due to improvement or redevelopment of physical properties or improved business management and operations.
- **Jobs retained:** Count of previously existing jobs retained as a result of or in part by the program activity. Usually self-reported by business through program staff follow-up interviews.
- **Loan repayment status:** Percent of loans that are current or with timely repayment and percent of loans that are defaulted during the reporting period.
- **New customers trained for business ownership:** Unduplicated count of customers who received training related to business management.
- **New jobs created:** Count of new positions created and filled as a result of or in part by the program activity, expressed as “FTE.” Usually self-reported by business through program staff follow-up interviews.
- **Non-state delegates recruited to attend events:** Count of individuals not employed by the State of Minnesota attending trade show and economic development events as part of a DEED or pass-through delegation.
- **Number of businesses or entrepreneurs newly served:** Unduplicated count of businesses or entrepreneurs *newly served* or beginning *new projects* during the reporting period.
- **Number of businesses or entrepreneurs, regardless of first service date:** Unduplicated count of businesses served or involved in active projects during the reporting period regardless of when the service began.

- **Number of communities, regardless of first service date:** Total number of local government units (counties, cities, townships) that were involved in active projects during the reporting period regardless of when the project began.
- **Number of communities newly served:** Unduplicated count of local government units (counties, cities, townships) loaned or granted program funds for *new projects* during the reporting period.
- **Reports generated:** Count of policy research reports produced and made publicly available during the reporting period.
- **Residential housing and/or commercial units built or rehabbed:** Count of total single- and multi- residential housing units and/or commercial units built or rehabbed as a result of program funds.
- **Size of business by number of employees:** Proportion of businesses by 1 to 19 employees; 20 to 99 employees; 100 to 499 employees; 500 or more employees.
- **Size of communities by population:** Proportion of communities by ranges of population size. Categories- less than 1,000; 1,000 to 10,000; 10,001 to 20,000; greater than 20,000.
- **Total amount of funds awarded:** Total amount of program funds loaned and/or granted to communities, businesses, or training institutions for projects.
- **Total business cost savings and avoidance:** Estimated amount of financial savings realized as a result of the services received. Services could include cash flow management assistance.
- **Total sales revenue increased or retained:** Estimated amount of total annual gross sales revenue increased or retained as a result of the services received. Retained sales include sales that would have otherwise been lost without program assistance through consulting or training.
- **Training institutions:** Unduplicated count of training institutions awarded grants.
- **Transactional customers consulted (less than 5 hours of consulting):** Unduplicated count of customers receiving information-only services or non-individualized group services from program staff.
- **Type of business by industry:** Proportion of businesses by 2-digit NAICS definition.
- **Value of credits awarded or issued:** Total value of the tax exemptions provided to participating businesses operating in a specific geographic area.

\* **Acronyms.** The most-commonly used acronyms in this report are:

- DEED: Department of Employment and Economic Development
- FTE: Full-time equivalent
- MFIP: Minnesota Family Investment Program
- MnCSI: Minnesota Customer Satisfaction Index
- NAICS: North American Industry Classification System
- SSI/SSDI: Supplemental Security Income/Social Security Disability Insurance
- UI: Unemployment Insurance
- UPAM: Uniform Program Accountability Measures