positively Minnesota Department of Employment and Economic Development

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES PROPOSAL

DEPARTMENT OF EMPLOYMENT AND ECONOMIC DEVELOPMENT (DEED)

Report to the Legislature
as required by Minn. Stat. § 116J.997

DESCRIPTION OF COMPONENTS
DEED Uniform Program Accountability Measures Proposal

1. DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES PROPOSAL

2. GOVERNING STATUTE

3. PROGRAM PURPOSE GROUPS: The programs are divided into 10 groups based on program purpose.

   - Work-Related Skill Upgrade
   - Job Attainment/Retention
   - Self-Sufficiency
   - Wage Replacement
   - Process Negotiators
   - Work Readiness
   - Business Attraction
   - Business Growth/Stabilization
   - Community Stabilization
   - Process Intermediaries

4. PROGRAM GOAL/PURPOSE: List of all included programs in their respective purpose group

5. PROGRAM MEASURES: Each table lists the programs across the top; and context and measures in the left-most column. There are five categories of measures:

   - Purpose – includes the program's mission, statutory citation, and mandate
   - Resources – total appropriation and administrative costs
   - Customers – numbers and characteristics
   - Services provided – generally expressed as numbers receiving a service
   - Results – both short-term indicators and longer-term outcomes

6. DEFINITIONS: Each table has an accompanying list of definitions defining the measures in the table.

7. PROGRAMS' COMPARISON TO UNEMPLOYMENT INSURANCE (UI): Describes the measure to be used to compare outcomes of programs with significant numbers of customers receiving UI benefits to outcomes of UI customer cohorts.

8. PROGRAMS' COMPARISON TO MN FAMILY INVESTMENT PROGRAM (MFIP): Describes the measure to be used to compare outcomes of programs with significant numbers of customers co-enrolled in MFIP to outcomes of MFIP customer cohorts.

9. PROPOSAL SCOPE: HOW PROGRAMS WERE SELECTED FOR INCLUSION IN THIS REPORT: Describes the reasoning behind a program's inclusion in the proposal.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES PROPOSAL
October 2009

Background

The 2009 Legislature directed the Department of Employment and Economic Development (DEED) to develop a uniform accountability report for all economic or workforce development-related DEED programs and pass-throughs that receive either state or federal funds (Minn. Stat. 116J.997). The proposal is due October 15, 2009, with subsequent reports due December 31 of even-numbered years.

Proposal Development Process

DEED manages over 50 programs and 20 pass-through grants ranging from the Independent Living program for people with severe and persistent disabilities to the Contamination Cleanup Grant program. Work began, even before the bill was signed, to assemble information to produce this proposal. DEED is committed to creating an accountability report that will be meaningful to the legislature, but also one that will be a useful management tool for DEED leadership.

After the legislation was signed, work began in earnest to convene workgroups – a collaborative process was essential – to delve into the details of creating this massive report. Questions needed to be reframed to provide meaningful answers, data and data collection systems needed to be understood, and DEED-operated and pass-through-operated programs needed to be engaged in the process. We will continue this collaborative process throughout creation of subsequent reports.

The first priority was to create meaningful groupings of programs. Because of the diversity among DEED programs, there is no logical comparison across all DEED programs. We grouped programs by their primary purpose; most programs fit neatly into one or two of ten categories.

The groups by purpose are:

Primary Purpose	Target
- Skill Upgrade/Training	Adults
- Job Attainment/Retention	
- Self-Sufficiency	
- Wage Replacement	
- Process Negotiator	
- Work Readiness	Youth
- New Business Attraction	Businesses and Communities
- Business Growth/Stabilization	
- Community Stabilization	
- Process Intermediary	

Next, we worked with program and pass-through staff to identify measures that best indicate success in meeting that purpose. As would be expected, ideal measures often are not feasible, and some programs and pass-throughs have more resources to develop measures than do others.

It is also important to have context with the outcome data. Even though both the Dislocated Worker program for people who have just lost their long-term jobs and the Extended Employment programs for people with severe and persistent disabilities have a common purpose of job attainment/retention, it would be difficult to compare their respective outcomes without understanding the differences in customers and services. Therefore, standardized descriptors of customers and services were developed.

Implementation

Due to the complexity of the data and variations in operations among the programs and pass-throughs, we are proposing a phased implementation of DEED uniform program accountability measures. Year one, 2010, will establish the foundation. It will contain contextual information on all programs and pass–throughs.

The 2010 report will also contain commonly defined input and output measures for programs within a purpose group. It will include initial short-term outcomes where available and when possible to derive in the limited timeframe. We propose to report on a State Fiscal Year (July 1 to June 30), with the first report containing January - June 2010 activities. This six-month time period was chosen because proposal approval and subsequent directions to programs will not occur until late fall, and all programs should have equal time to comply with data collections requirements before the reporting period starts.

The report due in 2012 will contain two one-year reports with longer-term outcome information available on more programs. Programs unable to provide individual-level data for the 2010 report will be expected to provide more than summary data beginning in 2011.

Burden to the programs and pass-through programs is another consideration in the phased implementation of accountability measures. We need to be sensitive to the time commitment needed to submit data for this report and want to limit the additional burden as much as possible.

In the first year of this report, we will continue to develop measures that examine the experiences of adult participants who collect Unemployment Insurance (UI) or Minnesota Family Investment Program (MFIP) benefits. Because of the enormity of the comparison of workforce development data systems to the UI and MFIP data systems, we propose to first determine which programs are most relevant for ongoing comparison. For example, it is very unlikely that large numbers of Dislocated Worker participants have collected MFIP in the recent past, but quite likely they have collected UI. Once we determine which programs have significant numbers of participants collecting UI or MFIP, we will compare the work-attachment outcomes of these groups to those of individuals on UI and MFIP who are required to look for work. This comparison will be available starting with the 2012 report.

Uniform Program Accountability Report

The framework of the report is to answer a uniform set of questions for each program:

What is the program's purpose?   What is the statute, mandate, mission?
What are the program resources?   What is the appropriation? How much goes to administration?
Who does the program serve?   What is important to know about the customer?
What does the program do?   What is important to know about the products and services provided?
What are the results?   What are short-term indicators and longer-term outcomes?

Not all of the indicators and outcomes that we feel would be useful are in production. We intend to continue developing measures and have noted areas for development in the attached tables of measures.

Measuring performance is a dynamic process. A solid foundation of performance measures seems to inspire deeper analysis requiring even more robust measures. We fully expect this process to continue past 2012.

Challenges

While we know that creating uniform accountability measures across all DEED programs and pass-throughs makes good business sense, it is not without challenges. It is prudent to discuss these, as it will require a collaborative effort between the legislature, DEED, and program operators to overcome.

At the most strategic level, this set of measures does not adequately measure the full value of DEED's effort to the State of Minnesota. The adage that the whole is greater than the sum of its parts is very true. While we operate or oversee 70-plus programs, our highest value comes in how we weave together services for a unique situation or customer. Our business representatives create custom packages that best meet the community or business needs. These efforts may result in a complex project involving several DEED programs, or, after hours of consultation, it may become apparent that the programs most needed by the customer are in another agency. DEED staff are involved with collaborative projects that help industry sectors strengthen their supply chain and access to talent – and do not necessarily tap into a DEED program. Additionally, some programs provide services that help people advocate for themselves or maintain independence. These types of efforts are invaluable, but very hard to quantify.

On a more operational level, there are challenges with the mechanics of uniform measures. Accurate, commonly defined, consistently used data are the essential foundation of a reliable performance management system. This effort will involve nearly a dozen internal data systems that do not collect the same data and currently do not communicate with one another. Some programs and pass-throughs collect very little data, and some do not even have a data collection system.

Timing is also an issue. A bottleneck of work will be created in the second and third quarter when data from all the programs and pass-throughs are collected, compiled, compared, and analyzed. We propose to use UI wage data to produce employment outcomes for programs whose purpose is job attainment/retention. Since UI wage data is proprietary DEED data, these programs and pass-throughs will be required to submit individual-level data to DEED for calculations of employment outcomes. This scale of data submission and wage comparison has never been done before.

Program outcomes occur some time after a service occurs – in the case of DEED programs, typically months or years after the service. Job attainment programs look to several quarters after the customer has left the program to determine job retention and wages. Development grants typically allow two years to achieve the agreed-upon goals. Because of these lags, outcomes will not be the focus of the first-year report. Subsequent reports will contain different cohorts of customers depending on when the outcome data is available. For instance, the 2012 report will report the number of new and active development grants for 2012 and the number of grants from 2010 that attained their job-creation goals.

Cost

Minn. Stat. 3.197 requires that state agencies provide the cost to produce a report for the legislature. The cost to produce this proposal is $57,000 in staff time.

We also estimate that the creation of the 2010 report will be in excess of $500,000, which involves significant staff time, application development, and creation of an electronic reporting environment. The cost to create the 2012 report will be similarly significant because additional outcome calculations will be performed. Unless the report changes, costs beginning in 2014 will stabilize, increasing only as labor costs rise.

Conclusion

It takes time to develop mature and meaningful performance measures that are trusted by its users. We look forward to the opportunity to develop these measures and advance their use.

2009 Minnesota Statutes

116J.997 PROGRAM ACCOUNTABILITY REQUIREMENTS.

Subdivision 1. **Accountability measurement.**

By October 1, 2009, the commissioner of employment and economic development shall develop a uniform accountability report for economic development or workforce-related programs funded in whole or in part by state or federal funds. The commissioner shall also develop a formula for measuring the return on investment for each program and a comparison of the return on investment of all programs funded in whole or in part by state or federal funds. The requirements of this section apply to programs administered directly by the commissioner or administered by other employment organizations under a grant made by the department. The report and formula required by this subdivision shall be submitted to the chairs and ranking minority members of the committees of the house of representatives and senate having jurisdiction over economic development and workforce policy and finance by October 15, 2009, for review and comment.

Subd. 2. **Report to the legislature.**

By December 31 of each even-numbered year the commissioner must report to the chairs and the ranking minority members of the committees of the house of representatives and the senate having jurisdiction over economic development and workforce policy and finance the following information for each program subject to the requirements of subdivision 1:

(1) the target population;

(2) the number of jobs affected by the program, including the number of net new jobs created in the state and the average annual wage per job;

(3) the number of individuals leaving the unemployment compensation program as a result of the program;

(4) the number of individuals leaving the Minnesota Family Investment Program support as a result of the program;

(5) the region of the state in which the program operated;

(6) the amount of state or federal funds allocated to the program;

(7) the return on investment as calculated by the formula developed by the commissioner; and

(8) the dollar amount and percentage of the total grant used for administrative expenses.

Subd. 3. **Report to the commissioner.**

A recipient of a grant made by or through the department must report to the commissioner by September 1 of each even-numbered year on each of the items in subdivision 2 for each program it administers. The report must be in a format prescribed by the commissioner.

Beginning November 1, 2009, the commissioner shall provide notice to grant applicants and recipients regarding the data collection and reporting requirements under this subdivision and must provide technical assistance to applicants and recipients to assist in complying with the requirements of this subdivision.

Subd. 4. **Biennial budget request.**

The information collected and reported under subdivisions 2 and 3 shall be included in budgets submitted to the legislature under section 16A.11.

History:

2009 c 78 art 2 s 20

PROGRAM PURPOSE GROUPS
DEED Uniform Program Accountability Measures Proposal

I. Training or upgrading the skills of the workforce to help people acquire marketable skills and necessary credentials to be competitive in today's economy

Target: Individuals with less than 13 years of education or 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 to employment, 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.

II. Attaining or retaining jobs for Minnesota's workers that provide family-supporting wages and advancement opportunities

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.

III. Achieving personal self-sufficiency or independence that allow Minnesotans to be fully engaged in life

Target: Individuals who have a severe 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.

IV. Gaining work readiness experience and credentials in preparation for entering the labor market

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.

V. Providing temporary wage replacement for individuals who are looking for work

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.

VI. Supporting process negotiators that help third-party entities serve people with disabilities

      Target: Community-based organizations that assist other organizations to provide unique support services for people with disabilities. Services include locating employment contracts for people with severe disabilities and interpreter services for people with hearing loss.

VII. Attracting new businesses and investment; and assisting with expansions and retention of existing businesses

      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. This definition excludes retail and local commercial businesses. The focus instead is on primary sector firms that do have the potential to expand or locate in other states and that usually have markets and revenue sources both within and outside Minnesota. Typically, these engagements by DEED and non-DEED partners are longer-term and require many staff hours, resources (financial and otherwise), and relationships and referrals with other development partners.

VIII. Assisting aspiring entrepreneurs and existing businesses, small and otherwise, in starting, stabilizing, and growing businesses

      Target: 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 the economic development programs in the previous category (VII) that are focused on expanding, seeking a new site, or considering multiple locations. However, while many of the services in this category are aimed at "small" businesses, they may be attractive to businesses of various sizes. It is prudent, therefore, to avoid a strict definition of "small business." DEED will provide measures showing the size of businesses assisted by the programs.

IX. Investing in communities to maintain or help them become good places to live, work, and grow a business; and strategically spurring new business investments with state infrastructure spending

      Target: Local government units and occasionally other institutions (such as higher education) that want to use various state general fund, capital budget, and federal funds principally channeled through DEED to enhance their economic viability by providing essential infrastructure services. These investments can also be the prerequisite for further business investment. In most cases, DEED uses scoring systems, as prescribed in statutes or rules, to make the necessary allocations. In other instances, the legislature makes specific award decisions and DEED supervises the awarding, reporting, and compliance processes.

X. Providing process intermediary services primarily for the U.S. Department of Labor

      Target: Businesses wanting assistance in employing individuals with barriers to employment. Services primarily involve processing applications for tax credits or work visas.

PROGRAMS SERVING INDIVIDUALS

Work-Related Skill Upgrade/Training
Dislocated Worker
Lifetrack Resources
Opportunities Industrialization Centers
Senior Community Services Employment
Twin Cities RISE!
Workforce Investment Act Title 1B Adult

Job Attainment/Retention
Dislocated Worker
Displaced Homemaker
Extended Employment – Basic and Serious Mental Illness
Food Support Employment & Training
Job Service
Lifetrack Resources
Minnesota Diversified Industries
Minnesota Employment Center (MEC) for People who are Deaf or Hard of Hearing
Minnesota Family Investment Program – Employment Services
Northern Connections
Opportunities Industrialization Centers
Senior Community Services Employment Program
Twin Cities RISE!
Veterans
Vocational Rehabilitation
Wagner-Peyser ARRA Re-employment Services
Workforce Development Services for the Blind
Workforce Investment Act Title 1B Adult

Self-Sufficiency
Advocating Change Together
Communication Center for the Blind
Displaced Homemaker
MN Centers for Independent Living
Senior Services for the Blind

Wage Replacement
Unemployment Insurance

Process Negotiator
MN Works!
VECTOR

Work Readiness
ARRA Youth
Minneapolis Learn-to-Earn
Minneapolis Summer Youth
Minnesota Alliance of Boys & Girls Club

Minnesota Youth
St. Paul Summer Youth
Workforce Investment Act Title IB Youth
Youthbuild

PROGRAMS SERVING BUSINESSES OR MUNICIPALITIES

<u>New Business Attraction</u>
Bio-business Alliance
Bioscience Business Development Public Infrastructure Grant Program
Business Development, Expansion, and Marketing
Job Opportunity Building Zones
Minnesota Investment Fund
Small Business Development Loan Program

<u>Business Growth/Stabilization</u>
Border Cities Enterprise Zone Program
Business Enterprises for the Blind
Enterprise Minnesota Growth Acceleration Program
Metropolitan Economic Development Association (MEDA)
Military Reserve Economic Injury Loan Program
Minnesota Indian Business Loan Program
Minnesota Inventors Congress
Minnesota Job Skills Partnership
Minnesota Trade Programs
Office of Science & Technology (SBIR/STTR Assistance Program)
River Bend Center for Entrepreneurial Facilitation
Small Business Assistance
Small Business Development Center Network
Urban Initiative Loan Program
WomenVenture

<u>Community Stabilization</u>
Bioscience Business Development Public Infrastructure Grant Program
Contamination Cleanup & Investigation Grant Program
Greater Minnesota Business Development Public Infrastructure Grant
Minnesota Cleanup Revolving Loan Program
Redevelopment Grant Program
Small Cities Development Program

<u>Process Intermediary</u>
Center for Rural Development
Foreign Labor Certification Program
Work Opportunity Tax Credit Program

Pass-through Programs

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Work-related Skill Upgrade, Job Attainment/Retention, Self-sufficiency

	Dislocated Worker	Lifetrack Resources (PT)	Opportunities Industrialization Centers (PT)	Senior Community Service Employment	Twin Cities RISE! (PT)	Workforce Investment Act Title IB Adult	Extended Employment - Basic & SMI	Food Support Employment & Training	Job Service	MN Diversified Industries (PT)	MN Employ. Ctr for People Who Are Deaf or Hard of Hearing (PT)
1. What is the Program's Purpose?											
Mission, mandate, statutory citation	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. What are the Program's Resources?											
Appropriation, Administration costs	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Who does the Program Serve?											
Regions served	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
# Individuals	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Age	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Disability	Y		Y	Y	Y	Y	Y	Y	Y	Y	
Educational level	Y		Y	Y	Y	Y	Y	Y	Y	Y	
Employment status	Y		Y	Y	Y	Y	Y	Y	Y	Y	
Ethnicity	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Gender	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Non-employment income supports		Y		Y	Y		Y			Y	
Other barriers to employment											
Race	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Veteran	Y?		Y			Y		Y	Y	Y?	Y?
# Organizations										Y	
4. What does the Program Do?											
# Information-only services delivered									Y		
# Receiving case-managed or individualized, staff-supported services that generally are eligibility- or criteria-	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y
# Receiving credentialed training	Y	Y	Y		Y	Y					
# Receiving non-credentialed training	Y	Y	Y	Y	Y	Y					
# Receiving self-service or group service			Y						Y	Y	
5. What are the Results?											
Customer satisfaction/importance	Y								Y		
MFIP comparison											
UI comparison											
# Attained credential (diploma, degree,	Y[3]	Y	Y		Y	Y					
# Completed non-credentialed training	Y	Y	Y	Y	Y	Y			Y		
Entered employment rate	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Employment retention rate	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Total quarterly earnings	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
# Achieved goal that participant set											
# Gained control over life											
# Gained functionality											

MAJOR GOAL/PURPOSE

Work-related Skill Upgrade
Job Attainment/Retention
Self-sufficiency

Proposed Future Measures

Work history
Average length of customer time in program

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.

(PT) = Pass-throughs; programs not included in DEED's base budget, but which are funded by DEED.

[1]Count will contain duplicates

[2]Count of pages of Braille and cassettes produced

[3]Measures in stippled boxes will be available in 2012

DEED UNIFORM PROGRAM ACCOUNTA

	MN Family Investment-Employment Services	Northern Connections (PT)	Veterans	Vocational Rehabilitation	Wagner-Peyser Re-employment Services	Workforce Development Services for the Blind	Displaced Homemaker	Advocate Change Together (PT)	Communication Center for the Blind	MN Centers for Independent Living	Senior Services for the Blind
1. What is the Program's Purpose?											
Mission, mandate, statutory citation	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. What are the Program's Resources?											
Appropriation, Administration costs	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Who does the Program Serve?											
Regions served	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
# Individuals	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Age	Y	Y	Y	Y	Y	Y	Y			Y	Y
Disability	Y		Y	Y	Y	Y	Y	Y		Y	Y
Educational level	Y		Y	Y	Y	Y	Y				
Employment status	Y		Y	Y	Y	Y	Y				
Ethnicity	Y	Y	Y	Y	Y	Y	Y			Y	Y
Gender	Y	Y	Y	Y	Y	Y	Y			Y	Y
Non-employment income supports				Y		Y	Y				
Other barriers to employment											
Race	Y	Y	Y	Y	Y	Y	Y			Y	Y
Veteran	Y		Y	Y	Y		Y			Y?	Y
# Organizations										Y	
4. What does the Program Do?											
# Information-only services delivered									Y^2		
# Receiving case-managed or individualized, staff-supported services that generally are eligibility- or criteria-	Y	Y	Y	Y	Y	Y	Y			Y	
# Receiving credentialed training											
# Receiving non-credentialed training	Y										Y
# Receiving self-service or group service			Y		Y			Y^1	Y	Y	Y
5. What are the Results?											
Customer satisfaction/importance	Y										
MFIP comparison											
UI comparison											
# Attained credential (diploma, degree,											
# Completed non-credentialed training											
Entered employment rate	Y	Y	Y	Y	Y	Y	Y				
Employment retention rate	Y	Y	Y	Y	Y	Y	Y				
Total quarterly earnings	Y	Y	Y	Y	Y	Y	Y				
# Achieved goal that participant set							Y			Y	
# Gained control over life											Y
# Gained functionality											Y

MAJOR GOAL/PURPOSE

Work-related Skill Upgrade
Job Attainment/Retention
Self-sufficiency

Proposed Future Measures

Work history
Average length of customer time in program

DEFINITIONS OF WORK-RELATED SKILL UPGRADE, JOB ATTAINMENT/RETENTION, AND SELF-SUFFICIENCY MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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.   For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **Age:** Proportion of new customers within specified age ranges (less than 20 years, 20-29 years, 30-39 years, 40-49 years, 50-59 years, 60 and over).

- **Disability:** Proportion of new customers with a disability (for many programs, this will be self-reported), and for customers with a disability, whether the disability is or is not an employment barrier.

- **Educational level:** Proportion of new customers by highest educational level attained (less than high school graduate, high school graduate or equivalent, some post-secondary, college graduate, graduate degree).

- **Employment status:** Proportion of new customers who are employed, employed but received notice of termination of employment or military separation, or are not employed.

- **Ethnicity:** Proportion of new customers who are Hispanic/Latino or Not Hispanic/Latino

- **Gender:** Proportion of new male and female customers.

- **# Individuals:** Unduplicated count of customers who enrolled and received at least one service during this period; or if the program does not enroll customers, unduplicated count of customers who received their first service during this period. Counts for programs where it is not possible to provide an unduplicated count will be noted.

- **Non-employment income supports:** Proportion of new customers who, at time of enrollment, are receiving SSI/SSDI.

- **# Organizations:** Unduplicated count of organizations directly receiving services from the program (e.g., program provides training/professional development to employees of the organization).

- **Other barriers to employment:** Other major barriers to employment faced by their customers (e.g., ex-felon).

- **Race:** Proportion of new customers by race (American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian/Other Pacific Islander, White, Other/Not Available).

- **Regions served:** Location of services as "statewide"; or if less than statewide, then the counties served; or if less than counties, then the specific localities served.

- **Veteran:** Proportion of new customers who are veterans (for many programs, this will be self-reported).

4. WHAT DOES THE PROGRAM DO?

- **# Information-only services delivered:** 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.

- **# Receiving case-managed or individualized, staff-supported services that generally are eligibility-based or criteria-based:** Unduplicated count of customers receiving assessment, counseling, job placement, training, transportation, etc.

- **# Receiving credentialed training:** Unduplicated count of customers receiving formal training that leads to a credential, certificate, and/or degree from a third-party institution. NOTE: customers receiving certificates for training provided by the program are counted under non-credentialed training.

- **# Receiving 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.

- **# Receiving self-service or group service:** 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.

5. WHAT ARE THE RESULTS?

- **Customer satisfaction/importance:** Customer satisfaction self-reports by survey (generally, survey administered by a third-party).

- **MFIP comparison:** (See Programs' Comparison to MN FAMILY INVESTMENT PROGRAM, also part of this packet.)

- **UI comparison:** (See Programs' Comparison to UNEMPLOYMENT INSURANCE, also part of this packet.)

- **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 will be calculated using Unemployment Insurance Wage Detail data.

- **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

- **# Achieved goal that participant set:** Count of customers who had achieved the goal they set as part of their program plan.

- **# Attained credential (diploma, degree, etc.):** Unduplicated count of customers who received a diploma, degree, or certificate from a third-party trainer/college/school/institute. NOTE: customers receiving certificates for completing training provided by the program are counted under non-credentialed training completions.

- **# 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.

- **# Gained control over life:** Count of customers giving a positive response when asked whether they have greater control and confidence after receiving services.

- **# Gained functionality:** Count of customers giving a positive response when asked whether their ability to function has improved after receiving services.

- **Total quarterly earnings:** 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 will be calculated using Unemployment Insurance Wage Detail data.

Proposed future measures:

- **Average length of customer time in program:** The average length of time customers spend in the program, from date of enrollment (or first service for programs that do not enroll customers) to exit date.

- **Work history:** Total income earned (and/or average number of quarters with earned income) in the four quarters before the quarter of enrollment/first service.

Major Program Goal/Purpose
Work-related Skill Upgrade: Purpose is to 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.
Job Attachment/Attainment/Retention: Purpose is to help individuals get or retain a job. Programs may provide career exploration, training in job-seeking skills, training in job-keeping skills, employment supports, and/or placement services.
Self Sufficiency: Purpose is to 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.

Programs' Comparison to UNEMPLOYMENT INSURANCE
DEED Uniform Program Accountability Measures Proposal

Process by which applicable employment and training program customers will be compared to Unemployment Insurance (UI) outcomes:

1. The proportion of the program's customers receiving UI benefits at time of enrollment will be determined using the customers' Social Security Numbers (SSNs).

   - The measure is: From 30 days before to 30 days after date of enrollment* was the program customer: 1) authorized for at least a week of UI benefits pay and/or 2) in UI waiting week and/or 3) eligible for a UI payment but UI payment delayed ONLY due to deductible income other than earnings.

   - Programs **with at least 15 customers or at least 15% of its customers** (whichever is larger) who are determined to be receiving UI benefits will be considered to have **a significant number of UI claimants.**

   - This information will be available in the December 2010 report.

2. For programs with a significant number of customers receiving UI benefits, demographic characteristics of the program customers receiving UI will be compared to a cohort of UI customers.

   - The UI cohort will be UI applicants who have been determined by UI to be not-job-attached and began receiving UI benefits during the same one-year period as the program customers were enrolled.

   - The demographic characteristics compared: age, gender, ethnicity, race, educational level, and self-reported disability.

   - This information will be available in the December 2012 report.

3. For programs with a significant number of customers receiving UI benefits, the re-employment and replacement wage of its customers will be compared to those of a cohort of UI customers.

   - The UI cohort will be UI applicants who have been determined by UI to be not-job-attached and began receiving UI benefits during the same one-year period as the program customers were enrolled.

   - Re-employment is defined as: for the programs, the proportion of customers employed during the 2nd and 3rd quarters after exit; for UI, the proportion of customers employed during the 2nd and 3rd quarters after first receiving UI benefits.

   - Replacement wage is defined as: for the programs, the average total wages of customers employed during the 2nd and 3rd quarters after exit; for UI, the average total wages of customers employed during the 2nd and 3rd quarters after first receiving UI benefits.

   - This information will be available in the December 2012 report.

* Date of enrollment = when customer first enrolled in the program.

Programs' Comparison to MN FAMILY INVESTMENT PROGRAM
DEED Uniform Program Accountability Measures Proposal

Process by which applicable employment and training program customers will be compared to MN Family Investment Program (MFIP) outcomes:

1. The proportion of the program's customers co-enrolled in MFIP at time of enrollment will be determined using the customers' Social Security Numbers (SSNs).

    *   The measure is: From 30 days before to 30 days after date of enrollment* was the program customer also enrolled in MFIP.

    *   Programs **with at least 15 customers or at least 15% of its customers** (whichever is larger) who are determined to be receiving MFIP benefits will be considered to have **a significant number of MFIP recipients**.

    *   This information will be available in the December 2010 report.

2. For programs with a significant # of customers co-enrolled in MFIP, demographic characteristics of the program customers co-enrolled in MFIP will be compared to a cohort of MFIP customers.

    *   The MFIP cohort will be work-eligible MFIP customers (MFIP recipients receiving employment services who are expected to find work of 30 hours or more per week) from the same 1-year time period.

    *   The demographic characteristics compared: age, gender, ethnicity, race, educational level, and self-reported disability.

    *   This information will be available in the December 2012 report.

3. For programs with a significant number of MFIP co-enrolled customers, the MFIP Self Support Index (SSI) of its MFIP co-enrolled customers will be compared to the SSI of a cohort of MFIP customers.

    *   The SSI is the proportion of the cohort who is working 30 or more hours/week or is no longer receiving MFIP. (An individual can be working 30 or more hours/week but still receive MFIP because their wages are low and/or their family is large.)

    *   The MFIP cohort will be work-eligible MFIP customers from the same time period.

    *   This information will be available in the December 2012 report.

* Date of enrollment = when customer first enrolled in the program.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Wage Replacement

	Unemployment Insurance
1. What is the Program's Purpose?	
Mission, mandate, statutory citation	Y
2. What are the Program's Resources?	
Appropriation, Administration costs	Y
3. Who does the Program Serve?	
Regions served	Y
# Applicants	Y
# Active employers	Y
# New employers	Y
4. What does the Program Do?	
Amount of employer wage records processed	Y
Amount of tax received from employers	Y
Amount of UI benefits paid to individuals	Y
# Appeals processed	Y
# Determinations of eligibility and ineligibility issued	Y
# Incoming phone calls on customer line	Y
# Individuals paid	Y
5. What are the Results?	
Appeal timeliness	Y
Average telephone wait time to speak to UI representative	Y
Establish tax accounts promptly	Y
Nonmonetary determination time lapse	Y
Payment timeliness	Y
Percent of employers reporting wage detail timely	Y

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.

DEFINITIONS OF WAGE REPLACEMENT MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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. For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **# Active employers:** Unduplicated count of employers active during this period.

- **# Applicants:** Unduplicated count of applicants who applied for Unemployment Insurance (UI) benefits during this time period.

- **# New employers:** Unduplicated count of newly registered employers.

- **Regions served:** Location of services as "statewide"; or if less than statewide, then the counties served; or if less than counties, then the specific localities served.

4. WHAT DOES THE PROGRAM DO?

- **Amount of employer wage records processed:** Number of quarterly wage records from employers with employment in Minnesota.

- **Amount of tax received from employers:** Amount of UI tax dollars collected from employers with workers in Minnesota.

- **Amount of UI benefits paid to individuals:** Amount of dollars paid to eligible individuals who received Unemployment Insurance.

- **# Appeals processed:** Number of full, due process, hearings held and decisions issued.

- **# Determinations of eligibility and ineligibility issued:** Unduplicated count of the number of appeal-able determinations allowing or denying benefits.

- **# Incoming phone calls on customer line:** Count of customers who called 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.

5. WHAT ARE THE RESULTS?

- **Appeal timeliness:** Percentage of lower-authority appeals decisions (decisions on appeals by customers denied benefits) completed within 30 days.

- **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.

- **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.

- **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.

- **Payment timeliness:** Percentage of all first payments of benefits made to applicants within 14 to 21 days.

- **Percent of employers reporting wage detail timely:** Percentage of active employers who complete their quarterly wage detail report by the statutory deadline.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Process Negotiator

	MN Works! (PT)	VECTOR (PT)
1. What is the Program's Purpose?		
Mission, mandate, statutory citation	Y	Y
2. What are the Program's Resources?		
Appropriation, Administration costs	Y	Y
3. Who does the Program Serve?		
Regions served	Y	Y
# Organizations	Y	Y
4. What does the Program Do?		
Resources secured (# contracts, # interpreters)	Y	Y

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.

(PT) = Pass-throughs; programs not included in DEED's base budget, but which are funded by DEED.

DEFINITIONS OF PROCESS NEGOTIATOR MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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. For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **# Organizations:** Unduplicated count of organizations directly receiving services from the program during this period (e.g., program provides training/professional development to employees of the organization).

- **Regions served:** Location of services as "statewide"; or if less than statewide, then the counties served; or if less than counties, then the specific localities served.

4. WHAT DOES THE PROGRAM DO?

- **Resources secured (# contracts, # interpreters):** Count of resources that the process negotiator has secured for the organization(s) that is (are) its customer, e.g., # of contracts secured, or # of interpreters secured.

Major Program Goal/Purpose
Process Negotiator: Purpose is to 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.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Work Readiness

	MN Alliance of Boys & Girls Clubs (PT)	MN Youth	Minneapolis Learn-to-Earn (PT)	Minneapolis Summer Youth (PT)	St. Paul Summer Youth (PT)	Workforce Investment Act Title IB Youth	Youthbuild	ARRA Youth
1. What is the Program's Purpose?								
Mission, mandate, statutory citation	Y	Y	Y	Y	Y	Y	Y	Y
2. What are the Program's Resources?								
Appropriation, Administration costs	Y	Y	Y	Y	Y	Y	Y	Y
3. Who does the Program Serve?								
Regions served	Y	Y	Y	Y	Y	Y	Y	Y
# Individuals served	Y	Y	Y	Y	Y	Y	Y	Y
Age	Y[1]	Y	Y	Y	Y	Y	Y	Y
Disability, where disclosed	Y[1]	Y	Y	Y	Y	Y	Y	Y
Educational level	Y[1]	Y	Y	Y	Y	Y	Y	Y
Employment status	Y[1]	Y	Y	Y	Y	Y	Y	Y
Ethnicity: Hispanic/Latino	Y[1]	Y	Y	Y	Y	Y	Y	Y
Gender	Y	Y	Y	Y	Y	Y	Y	Y
Race	Y[1]	Y	Y	Y	Y	Y	Y	Y
Systems-involved youth (foster care, juvenile offenders)		Y	Y	Y	Y	Y	Y	Y
Youth from families receiving public assistance		Y	Y	Y	Y	Y	Y	Y
Youth who are basic skills deficient		Y	Y	Y	Y	Y	Y	Y
4. What does the Program Do?								
# Receiving community involvement and leadership development	Y	Y	Y	Y	Y	Y	Y[1]	Y
# Receiving education/job training		Y	Y	Y	Y	Y	Y[1]	Y
# Receiving mentoring activities	Y	Y	Y	Y	Y	Y	Y[1]	Y
# Receiving post-secondary exploration, career guidance and planning	Y	Y	Y	Y	Y	Y	Y[1]	Y
# Receiving support services		Y	Y	Y	Y	Y	Y[1]	Y
# Received work experience		Y	Y	Y	Y	Y	Y[1]	Y
5. What are the Results?								
Customer satisfaction		Y				Y	Y[1]	
MFIP comparison								
Entered employment rate		Y				Y	Y	
# Attained credential (diploma, degree, etc.		Y				Y	Y	
# Attained work readiness skills	Y[1]	Y	Y	Y	Y[1]	Y	Y[1]	Y
# Entered post-secondary education, vocational/advanced training, registered apprenticeship or military		Y				Y	Y	
# Received academic credit or service learning credit		Y				Y[1]	Y	

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.
(PT) = Pass-throughs; programs not included in DEED's base budget, but which are funded by DEED.
[1]Measures in stippled boxes will be available in 2012

DEFINITIONS OF WORK READINESS (Youth) MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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. For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **Age:** Proportion of customers within specified age ranges (less than 14 years [where applicable], 14-15 years, 16-17 years, 18-21 years, 22-24 years [where applicable]).

- **Disability:** Proportion of customers with a disability (for many programs, this will be self-reported), and for customers with a disability, whether the disability is or is not an employment barrier.

- **Educational level:** Proportion of customers by highest educational level attained at enrollment (8th grade and under, 9th to 12th grade, high school graduate or equivalent, high school graduate, some post-secondary).

- **Employment status:** Proportion of customers who are employed or not employed at enrollment.

- **Ethnicity:** Proportion of customers who are Hispanic/Latino or Not Hispanic/Latino

- **Gender:** Proportion of male and female customers.

- **# Individuals:** Unduplicated count of customers who received at least one service during this period. Counts for programs where it is not possible to provide an unduplicated count will be noted.

- **Race:** Proportion of customers by race (American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian/Other Pacific Islander, White, Other/Not Available).

- **Regions served:** Location of services as "statewide"; or if less than statewide, then the counties served; or if less than counties, then the specific localities served.

- **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.

- **Youth from families receiving public assistance:** Proportion of customers who, at time of enrollment, were in families receiving some type of public assistance.

- **Youth who are 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.

4. WHAT DOES THE PROGRAM DO?

- **# Customers receiving 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.

- **# Customers receiving 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.

- **# Customers receiving mentoring:** 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.

- **# Customers receiving 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.

- **# Customers receiving 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.

- **# Customers receiving 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.

5. WHAT ARE THE RESULTS?

- **Customer satisfaction/importance:** Customer satisfaction self-reports by survey (generally, survey administered by a third-party).

- **MFIP comparison:** (See Programs' Comparison to MN FAMILY INVESTMENT PROGRAM, also part of this packet.)

- **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 will be calculated using Unemployment Insurance Wage Detail data.

- **# Attained credential (diploma, degree, etc.):** Unduplicated count of customers who received a diploma, degree, or certificate from a third-party trainer/college/school/institute.

- **# 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.

- **# 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.

- **# 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.

Major Program Goal/Purpose
Work Readiness: Purpose is to 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.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Business Attraction

	Bio-Business Alliance (PT)	Bioscience Marketing	Business Expansion, Develop & Marketing	JOBZ	MN Investment Fund	MN Minerals 21st Century Fund Program	Small Bus Develop Loan Program
1. What is the Program's Purpose?							
Mission, mandate, statutory citation							
2. What are the Program's Resources?							
Appropriation, Administration costs							
3. Who does the Program Serve?							
Location of bus./trng. inst. served (county(ies) or statewide)				Y	Y	Y	Y
# Businesses			Y	Y	Y	Y	Y
# Businesses owned by targeted groups							
# Businesses by ownership type				Y			Y
# Businesses by stage in business life cycle				Y			Y
# Individuals			?				
# Training institutions							
Size of business by # of employees				Y			
Size of business by sales ($)							
Type of business by industry (by NAICS)				Y			Y
4. What does the Program Do?							
Amount of $ loaned or awarded				Y	Y		Y
# Bus./trng. institutions receiving grants/loans				Y			Y
# Bus. or ind. receiving trng. offered or funded by the program							
# Customers provided ongoing counselling (>5 hours consulting)							
# Customers receiving publications/information resources	1	1					
# Transactional customers consulted (<5 hours consulting)							
# Leads generated from external marketing							
5. What are the Results?							
# Leads generated from external marketing							
Amount of Non-DEED capital accessed/leveraged for bus. invest. ($)							
Average quarterly wage of new jobs ($)	2	2	2	2	1		2
# Jobs retained	2	2	2	2	1		2
# New businesses created/expanded	2	2	2		1		
# New jobs created	2	2	2	2	1	1	2

Proposed Future Measure:

Reported customer satisfaction (survey)

Y = **Yes,** to the best of our knowledge, this measure can be calculated for this program.

(PT) = Pass-throughs; programs not included in DEED's base budget, but which are funded by DEED.

[1]Count will contain duplicates

[2]Measures in stippled boxes will be available in 2012

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Business Growth/Stabilization

	Border Cities Enterprise Zone Program	Business Enterprises Program for the Blind	Enterprise Minnesota (PT)	MEDA (PT)	Military Reserve Economic Injury Loan Program	MN Indian Business Loan Program	MN Inventors Congress (PT)	MN Job Skills Partnership	MN Trade Programs	Office of Science & Technology	River Bend Center for Entrepreneurial Facilitation (PT)
1. What is the Program's Purpose?											
Mission, mandate, statutory citation											
2. What are the Program's Resources?											
Appropriation, Administration costs											
3. Who does the Program Serve?											
Location of bus./trng. inst. served (county(ies) or statewide)		Y				Y		Y			
# Businesses	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
# Businesses owned by targeted groups		Y				Y					
# Businesses by ownership type		Y				Y					
# Businesses by stage in business life cycle		Y				Y		Y			
# Individuals						Y	Y	?			?
# Training institutions								Y			
Size of business by # of employees		Y				Y		Y			
Size of business by sales ($)											
Type of business by industry (by NAICS)		Y				Y		Y			
4. What does the Program Do?											
Amount of $ loaned or awarded		?					Y	Y			
# Bus./trng. institutions receiving grants/loans		Y					Y	Y			
# Bus. or ind. receiving trng. offered or funded by the program								Y			
# Customers provided ongoing counselling (>5 hours consulting)		Y									
# Customers receiving publications/information resources							[1]		[1]?		
# Transactional customers consulted (<5 hours consulting)						Y					
5. What are the Results?											
Amount of Non-DEED capital accessed/leveraged for bus. invest. ($)		?						Y			
Average quarterly wage of new jobs ($)	[2]	Y[2]			[2]	[2]		Y[2]			
# Jobs retained	[2]	Y[2]			[2]	[2]		Y[2]			
# New jobs created	[2]	Y[2]			[2]	[2]		Y[2]			

Proposed Future Measure:

Reported customer satisfaction (survey)
Reported productivity improvement
Reported revenue Increase
Reported tax-base generation

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.

(PT) = Pass-throughs; programs not included in DEED's base budget, but which are funded by DEED.

[1]Count will contain duplicates

[2]Measures in stippled boxes will be available in 2012

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES -

	SBA Office	SBDC Network	Small Bus Develop Loan Program	Urban Initiative Loan Program	Women Venture (PT)
1. What is the Program's Purpose?					
Mission, mandate, statutory citation					
2. What are the Program's Resources?					
Appropriation, Administration costs					
3. Who does the Program Serve?					
Location of bus./trng. inst. served (county(ies) or statewide)		Y	Y	Y	
# Businesses	Y	Y	Y	Y	Y
# Businesses owned by targeted groups		Y		Y	
# Businesses by ownership type	Y	Y	Y	Y	
# Businesses by stage in business life cycle	Y	Y	Y	Y	
# Individuals				Y	Y
# Training institutions					
Size of business by # of employees	Y	Y			
Size of business by sales ($)					
Type of business by industry (by NAICS)	Y	Y	Y	Y	
4. What does the Program Do?					
Amount of $ loaned or awarded			Y	Y	
# Bus./trng. institutions receiving grants/loans	Y	Y	Y	Y	
# Bus. or ind. receiving trng. offered or funded by the program					
# Customers provided ongoing counselling (>5 hours consulting)	Y	Y			
# Customers receiving publications/information resources	[1]Y				
# Transactional customers consulted (<5 hours consulting)	Y	Y		Y	
5. What are the Results?					
Amount of Non-DEED capital accessed/leveraged for bus. invest. ($)					
Average quarterly wage of new jobs ($)			[2]	[2]	
# Jobs retained			[2]	[2]	
# New jobs created			[2]	[2]	

Proposed Future Measure:

Reported customer satisfaction (survey)
Reported productivity improvement
Reported revenue Increase
Reported tax-base generation

DEFINITIONS OF BUSINESS ATTRACTION AND BUSINESS GROWTH/STABILIZATION MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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. For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **Location of business/training institution served:** Report either "statewide"; or if less than statewide, the counties served.

- **# Businesses:** Unduplicated count of businesses directly served by the program.

- **# Businesses owned by targeted groups:** 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 by ownership type:** Count by ownership type: sole proprietorship, partnership, corporation, or non-profit.

- **# Businesses by stage in business life cycle:** Count by start-up, development, growth stage (mature, declining, etc.).

- **# Individuals:** Unduplicated count of individuals directly served by the program.

- **# Training institutions:** Unduplicated count of training institutions awarded grants.

- **Size of business by # of employees:** Count by 1 to 4 employees, 5 to 9 employees, 10 to 19 employees, 20 to 99 employees, 100 to 499 employees, 500 or more employees.

- **Size of business by sales ($):** Categories: 0 to $50,000; $50,001-100,000; $100,001-250,000; $250,001-500,000; $500,001-1,000,000; $1,000,001-5,000,000; over $5,000,000.

- **Type of business by industry:** Count by 3-digit NAICS definition.

4. WHAT DOES THE PROGRAM DO?

- **Amount of money loaned or awarded:** Total amount of DEED funds allocated for loans and/or awards; includes money used for site cleanup.

- **# Businesses/training institutions receiving grants/loans:** Unduplicated count of businesses or training institutions receiving grants or loan money through DEED.

- **# Businesses or individuals receiving training offered or funded by the program:** Count of businesses or individuals participating in training offered by the program or receiving funds for training from an external provider.

- **# Customers provided ongoing counseling (5 hours or more of consulting):** Unduplicated count of customers who received more than 5 hours of staff consulting time.

- **# Customers receiving publications/information resources:** Unduplicated count of customers receiving publications or information resources via telephone, email, mail, etc.

- **# Transactional customers consulted (less than 5 hours of consulting):** Unduplicated count of customers who received less than 5 hours of staff consulting time.

- **# Leads Generated:** Count of business prospects actively considering and investment in Minnesota as a result of contacts made in conjunction with marketing efforts or visits outside Minnesota

5. WHAT ARE THE RESULTS?

- **# Leads generated from external marketing:** Count of business prospects actively considering an investment in Minnesota as a result of contacts made in conjunction with marketing events or visits outside Minnesota.

- **Amount of non-DEED capital accessed/leveraged for business investment ($):** Amount of non-DEED money/capital raised by business(es), municipality(ies), or partner(s) to be used in coordination with program funds.

- **Average quarterly wage of new jobs ($):** Average wage over one quarter of all new positions created as a result of the program activity. Usually self-reported by business through program staff follow-up interviews.

- **# 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.

- **# New businesses created/# Businesses expanded:** Count of the new businesses created or existing businesses that increased the size of their operations.

- **# New jobs created:** Count of new positions created and filled as a result of or in part by the program activity. Expressed as "full-time equivalent" (FTE). Usually self-reported by business through program staff follow-up interviews.

Possible future measure:

- **Customer satisfaction survey:** Customer satisfaction self-reports by survey (generally, survey administered by a third-party).

Major Program Goal/Purpose
Business Attraction: Purpose is to bring to or retain in Minnesota 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.
Business Growth/Stabilization: Purpose is to provide customers with resources that help their business expand and/or remain stable and viable. Expansion may involve growth of physical infrastructure, increasing the number of employees, or increasing the customer base or market area.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Community Stabilization

	Bioscience Business Development Public Infrastructure Grant Program	Contamination Cleanup & Investigation Grant Program	Greater Minnesota Business Develop Public Infrastructure Grant	MN Cleanup Revolving Loan Program	Redevelopment Grant Program	Small Cities Develop Program
1. What is the Program's Purpose?						
Mission, mandate, statutory citation						
2. What are the Program's Resources?						
Appropriation, Administration costs						
3. Who does the Program Serve?						
Location of community served (county(ies) or statewide)	Y					Y
# Communities	Y	Y	Y	Y	Y	Y
Size of community						
4. What does the Program Do?						
Amount of $ loaned or awarded	Y			Y		Y
# Communities receiving grants/loans				Y		
5. What are the Results?						
# New jobs created	Y[1]					
Average wage of new jobs	Y[1]					
# Acres made available for redevelopment	[1]	[1]	[1]	[1]	[1]	[1]

Proposed Future Measure:

Reported customer satisfaction (survey)
Tax-base increase aniticipated and realized
Amount of Non-DEED capital accessed/leveraged

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.

[1]Measures in stippled boxes will be available in 2012

DEFINITIONS OF COMMUNITY STABILIZATION MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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. For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **Location of communities served:** Report either "statewide"; or if less than statewide, name the counties served.

- **# Communities:** Unduplicated count of municipalities directly served by the program.

- **Size of community:** Proportion of communities by ranges of population size.

4. WHAT DOES THE PROGRAM DO?

- **Amount of money loaned or awarded:** Total amount of DEED funds allocated for loans and/or awards; includes money used for site cleanup.

- **# Communities receiving grants/loans:** Unduplicated count of municipalities receiving grants or loan money through DEED.

5. WHAT ARE THE RESULTS?

- **# Acres made available for redevelopment:** Count of acreage prepared for business redevelopment through contamination cleanup or building infrastructure installation as a result of program funds.

- **# New Jobs Created:** Count of new positions created and filled as a result of or in part by the program activity. Expressed as "full-time equivalent" (FTE). Usually self-reported by community through program staff follow-up interviews.

- **Average Quarterly Wage of New Jobs ($):** Average wage over one quarter of all new positions created as a result of the program activity. Usually self-reported by community through program staff follow-up interviews.

Major Program Goal/Purpose
Community Stabilization: Purpose is to provide communities with resources that help them stabilize or attract private investment by making land viable for business development. May lead to increased tax revenue for the state and/or local governments.

DEED UNIFORM PROGRAM ACCOUNTABILITY MEASURES - Process Intermediary

	Center for Rural Policy Development (PT)	Foreign Labor Certification Program	WOTC (Work Opportunity Tax Credit)
1. What is the Program's Purpose?			
Mission, mandate, statutory citation			
2. What are the Program's Resources?			
Appropriation, Administration costs			
3. Who does the Program Serve?			
# Businesses		Y	Y
Location of business served (county(ies) or statewide)		Y	
Size of business by # of employees		Y	
Type of business by industry (by NAICS)		Y	
4. What are the Results?			
# Applications completed/submitted or # services completed		Y	Y

Proposed Future Measure:

Reported customer satisfaction (survey)
Number of research/policy projects entered into

Y = Yes, to the best of our knowledge, this measure can be calculated for this program.

(PT) = Pass-throughs; programs not included in DEED's base budget, but which are funded by DEED.

DEFINITIONS OF PROCESS INTERMEDIARY MEASURES
DEED Uniform Program Accountability Measures Proposal

1. WHAT IS THE PROGRAM'S PURPOSE?

- **Program's mission:** 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. For the reports beginning in 2010, descriptions will include information the program felt was necessary to understand its operations.

- **Program's statutory citation and mandate:** The statutory citation authorizing the program and/or funding for the program and the program's mandate.

2. WHAT ARE THE PROGRAM'S RESOURCES?

- **Appropriation and administration costs:** The amount of state or federal funds allocated to the program; and the dollar amount and percentage of the total grant used for administrative expenses.

3. WHO DOES THE PROGRAM SERVE?

- **# Businesses:** Unduplicated count of businesses directly served by the program.

- **Location of business served:** Report either "statewide", or if less than statewide name the counties served.

- **Size of business by # of employees:** Count by 1 to 4 employees, 5 to 9 employees, 10 to 19 employees, 20 to 99 employees, 100 to 499 employees, 500 or more employees.

- **Type of business by industry:** Count by 3-digit NAICS definition.

4. WHAT DOES THE PROGRAM DO?

- **# Applications completed/submitted or # services completed:** Count of completions of the specific function the Process Intermediary performs such as housing inspections, jobs posted, and applications received and completed.

Major Program Goal/Purpose
Process Intermediary: Program performs specific tasks to support a larger program; the program does not enroll/register or market to customers and has very little discretion over the services a customer receives.

PROPOSAL SCOPE: HOW PROGRAMS WERE SELECTED FOR INCLUSION IN THIS REPORT
DEED Uniform Program Accountability Measures Proposal

This report includes all programs with funding in DEED's base budget for the biennium and several programs not in the base budget, but which have a long history of being funded by DEED. In addition, programs funded solely by federal money and programs which are created through internal division of funds are listed when they perform a significant and distinct role in DEED's operations.

Programs **not included** in this report:

- Public Facilities Authority (PFA) programs. PFA is not funded in DEED's base budget, but is a separate agency with administrative functions housed with DEED. PFA programs:
  - Clean Water Revolving Fund
  - Credit Enhancement Program
  - Drinking Water Revolving Fund
  - Phosphorus Reduction Grant Program
  - Small Community Wastewater Treatment Program
  - Total Maximum Daily Load Grant Program
  - Transportation Revolving Loan Fund
  - Wastewater Infrastructure Fund

- Disability Determination Services. While housed at DEED for administrative purposes, it is a federal program with no oversight by the State of Minnesota or DEED.

- Federal grants, such as FIRST grants, awarded to DEED.

- Capital Investment projects supported with bonding money granted through DEED, such as the Olmstead County steamline extension and the Bemidji Regional Events Center.

- One-time appropriations from special revenue funds, such as the 2009 appropriation from the Unemployment Insurance Administrative Fund to Lake County for storm damage.