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**MINNESOTA DEPARTMENT  
OF JOBS AND TRAINING  
ANNUAL REPORT  
1986**



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## ***Equal Opportunity & Affirmative Action policies***

The Minnesota Department of Jobs and Training exists to provide services for the people of Minnesota. It is the aim of this agency to direct employees and clients into programs that will enable them to reach their full potential.

No employee or client will be denied an opportunity for employment advancement or program participation based on race, color, creed, sex, age, national origin, religion, disability, marital status, status with regard to public assistance, Vietnam-era veteran status or political affiliation. Harassment, or any verbal or physical behavior which is perceived as creating an intimidating or hostile environment, will not be tolerated in this agency.


All personnel are expected to actively strive in removing barriers to employment, advancement and receipt of agency services.

Equal opportunity and affirmative action policies will be given high priority. These policies ensure excellence in employment, service delivery and in meeting agency objectives.

### **April 15, 1987**

Some of the figures included in this report represent the most accurate estimates available. Contact the Jobs and Training Research and Statistics Office for updated data. Report covers Jan. 1 — Dec. 31, 1986, unless otherwise indicated.

### **ANNUAL REPORT photographs**



The working men and women pictured throughout this report represent the variety of people who were served by Jobs and Training programs in 1986. Employed in jobs of every description, they, like so many working Minnesotans, benefited from the job training, referral and placement help provided.

## THE YEAR IN REVIEW — 1986

**JANUARY** Newly appointed Governor's Unemployment Insurance Task Force opened three days of public hearings on the University of Minnesota campus.

**FEBRUARY** Report from Governor's Commission on Poverty concluded that resources continued to fall short of the need.

**MARCH** Job Service held mass recruitments in Minneapolis, St. Paul and at Mankato State University and the Canterbury Downs race track to help fill the jobs at the track for the 1986 racing season.

**APRIL** Fifty-three department employees were laid off due to \$2.3 million cut in federal funds resulting from passage of budget balancing bill. . . . Gov. Rudy Perpich vetoed unemployment compensation bill passed by the Minnesota Legislature.

**MAY** "Reach for the Best" — a statewide campaign to promote Job Service to employers, the public and DJT employees was launched with media blitz.

**JUNE** New division formed bringing Unemployment Insurance, Job Service, Community Services and State Job Training Office under one umbrella. . . . Department honored eight "outstanding Minnesota volunteers" for their special efforts in helping the state's hungry and homeless people.

**JULY** Governor's Commission on Poverty began series of hearings at seven sites — Mahanomen, Virginia, Little Falls, Marshall, Waseca, Minneapolis and St. Paul. Commissioner Joe Samargia is a member of the 33-member panel. Recommendations from hearings expected to be basis for proposal to Legislature in 1987.

**AUGUST** State jobless rate drops to 5.0 percent, lowest measure year-to-date.

**SEPTEMBER** New Job Service Resume System brings together computerized lists of job-seekers from six states — Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin. This improved service to employers mainly lists jobs in the professional, technical, managerial and sales fields.

**OCTOBER** Project Jobs launched. The program offers employers wage subsidies to hire new workers from rolls of unemployment insurance recipients.

**NOVEMBER** Second annual "Open Your Heart to the Hungry and Homeless" campaign kicked off. Department of Jobs and Training coordinated promotion among all state employees.

**DECEMBER** State unemployment rate declined to 5.0 percent, matching the August rate. The jobless rate for 1986 averaged 5.3 percent. State unemployment insurance fund had surplus of \$45.7 million at year-end.

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## **FROM THE COMMISSIONER**

This past year saw the Department of Jobs and Training expand its scope of responsibility and assistance to help make life better for a growing list of Minnesota people with special needs.

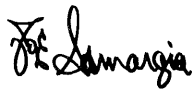
With our various programs, we sought more practical and creative ways to help alleviate the problems connected with unemployment, lack of job skills, poverty and physical and mental disabilities.

For example:

- Job Service offices throughout the state got behind our "Reach for the Best" campaign to promote greater employer use of our state employment system. Success stories came to us in large numbers.
- In spite of reduced funding from the federal government, the department used its resources well to provide more job training opportunities for unemployed and dislocated workers.
- A new effort, called "Project Jobs," authorized by the Legislature, offered more classroom and on-the-job training to unemployed workers — with incentives to employers to offset wages paid.
- The Automated Resume System matching job seekers with employers' needs was initiated in six midwestern states, including Minnesota.
- Two additional independent living centers enabling people with disabilities to achieve a more independent life style were opened in 1986 — in St. Cloud and Hibbing — bringing the total to five.
- Especially good news for employers was the turnaround of the unemployment insurance fund. The fund came out in the black in August after six years of insolvency.

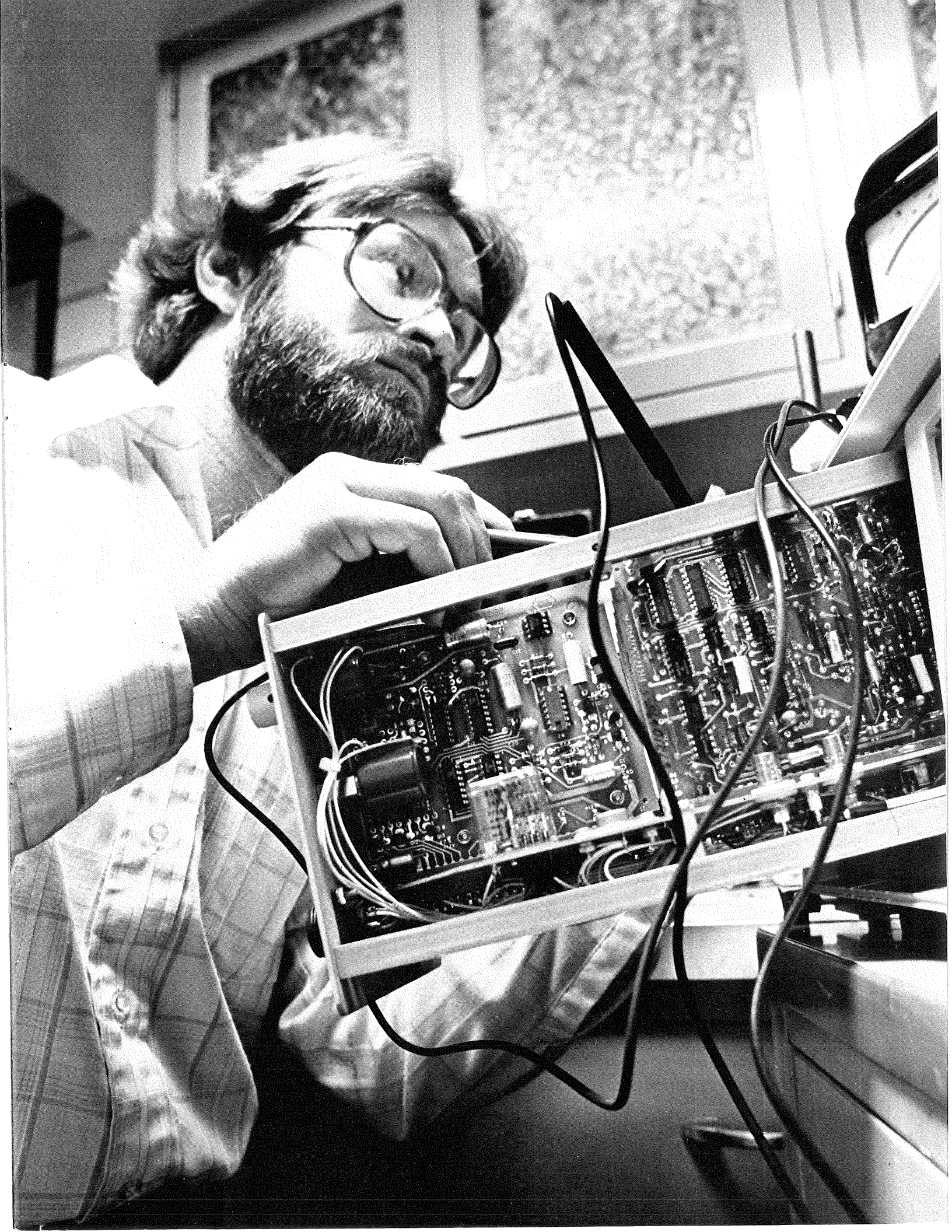
The need for our services does not let up, however. With the possibility of even greater cuts in 1987 program funding, we will be pressured to deliver these services more efficiently and economically in the future. That is our charge and our challenge.

Our employees remain our most valuable resource in getting the job done — and in this report we pay tribute to their talents and conscientious service.



Joe Samargia







## **OFFICE OF THE COMMISSIONER**

As part of its continuing efforts to streamline department responsibilities, the Office of the Commissioner initiated changes during the year that shifted some programs and consolidated others.

The major change was combining the Job Service/Unemployment Insurance Operations, Community Services and Unemployment Insurance divisions and the State Job Training Office under a single banner, now named the Jobs, Opportunities and Insurance Division. The individual programs will continue to operate as before, but Community Services' name has been changed to Economic Opportunity Office.

The department now comprises three divisions, with the other two being Rehabilitation Services and Administrative and Technical Services.

Providing additional support services to the Commissioner's Office and reporting to the commissioner and his staff are the Affirmative Action, Government Affairs and Public Information and Education offices.

### **Public Information and Education Office**

The Public Information and Education (PIE) office is the department's communications arm, responsible for keeping the public, government officials and employees informed about department programs and activities.

In 1986, the PIE staff developed and produced a variety of informational and training materials, including news releases, special public relations campaigns, brochures, booklets, posters, newsletters and public service announcements for radio and television. The PIE office also produced the department's annual report to the governor.

A special statewide publicity campaign to increase and broaden employer use of Job Service was developed in 1986. The campaign was launched with news conferences and meetings with employers in Rochester, Mankato, Duluth, Moorhead and St. Paul.

PIE planned a department-sponsored recognition luncheon that honored eight volunteers from throughout Minnesota who gave unselfishly of their time and talents to help the hungry and homeless. Later in the year, the office continued its efforts to coordinate the "Open Your Heart to the Hungry and Homeless" program for a second year. This program enables employees from all the state agencies to help support the state's food shelves and shelters through payroll deduction contributions.

### **Government Affairs**

Government Affairs is responsible for initiating and coordinating the department's legislative affairs.

The office assists in the preparation of the department's legislative initiatives, drafts the department's legislation, prepares summaries and analyses of legislative activity affecting the department, provides liaison with Minnesota's Congressional Delegation and with the Department of Labor and schedules and organizes materials for presentation at legislative hearings.

Government Affairs undertakes special studies to develop structural and organizational options for the delivery of program services and citizen (constituent) questions relating to program services.





## **JOBS, OPPORTUNITIES AND INSURANCE DIVISION**

### **JOB SERVICE AND UNEMPLOYMENT INSURANCE OPERATIONS**

In 1986, Job Service (JS) continued to seek changes in both its delivery and operation to react to emerging employment trends and reduced resources. Funding reductions by the federal government and a changing role in meeting Minnesota's employment needs brought about a number of new strategies to provide optimum services to job seekers and employers alike.

#### **The Labor Exchange**

The thrust of these efforts in 1986 was to reestablish Job Service's role as the major labor exchange and to match workers and jobs at the earliest possible time. This effort was in keeping with the Omnibus Jobs Bill of 1985 which focused most employment-related programs within Minnesota on the Department of Jobs and Training.

Job Service moved aggressively to capitalize on the opportunities afforded by this legislation and the mission of the department. Its organization was streamlined to improve the conditions for creativity and efficiency and increased attention was given to employers' and applicants' concerns and needs. New programs were designed and implemented to meet the primary mission of maximizing placements and ultimately assisting people collecting unemployment insurance benefits or receiving public assistance to return to work.

High on the list of new efforts is "Project Jobs." Authorized by the Minnesota Legislature, it provides for classroom and on-the-job training for those who are determined to be structurally unemployed. (This group may best be described as those who are unemployed through industry changes rather than seasonal or other temporary job variations.) Employers are given an incentive to hire these workers through the continuation of unemployment insurance benefits during the training period. These benefits offset a portion of the wages paid by the employer for the job and the worker earns while learning. At the end of the training period the worker continues on the job with the employer.

#### **Innovative Approaches/New Technology**

To provide the most meaningful response to those being served, several new tools and strategies were developed which will provide more professional assistance with less expenditure of staff time. Time saved will help compensate for reduced funding while allowing existing staff to devote more time to job development and actual placement efforts.

**Test Match** is a revolutionary outgrowth of the U.S. Department of Labor's basic vocational testing instrument — the General Aptitude Test Battery (GATB). Following their demonstration that (more) aptitude is a (better) prognosticator of job success and that talents for specific jobs can be shown to be applicable to similar fields, JS developed and installed a program of matching tested applicants to employment utilizing specific skills. Acclaimed by employers, it reduces training costs and turnover and increases productivity. The program was piloted in four locations in 1986 and will be implemented throughout the state through Job Service's on-line computer network about April 1, 1987.

Test Match goes arm-in-arm with yet another strategy, Group Intake, to maximize JS staff usage and improve the information available to ensure maximum exposure to job openings. Job seekers attend structured group registration seminars, enabling a single staff person to deal with a number of applicants simultaneously.

**Job Match**, a computerized statewide system to match job seekers with available jobs, has seen several enhancements develop in 1986. A person applying for employment assistance anywhere within the state can be matched against any job openings within the state. Employers seeking workers can have their job orders screened against all job seekers who have registered with the Job Service. This system offers unlimited possibilities to matching qualified workers to employment opportunities at the earliest possible time.

A refinement of this basic approach, called the Job Service Resume System, has been developed for professional, technical, management and sales jobs. A central computer provides a database of job-ready applicants in six states, Minnesota, Wisconsin, Illinois, Indiana, Ohio and Michigan. Employers in these six states can access this pool as well by listing their job needs with their local Job Service office. Applicants whose registration data matches an employer's needs will have a computer-printed, one-page resume sent directly to the employer for consideration. If interested, an interview is arranged through Job Service.

A common thread and important ingredient through these improved techniques is employer involvement. Accordingly, the Job Service Employer Committee program was strengthened and promoted. This project establishes volunteer committees of employers throughout the state and yields a two-way benefit: Job Service obtains programmatic input from employers, and Job Service is able to disseminate information directly to them on a personal basis.

Also in 1986 the Job Service launched a statewide public relations campaign unprecedented in JS history. "Reach for the Best" was the theme. The campaign was developed and coordinated through the department's Public Information and Education Office and utilized a heavy multimedia approach to promoting JS services to employers. Every Job Service office initiated its own local campaign under the same theme through a variety of programs and activities.

### **Activities**

Overall activity levels in 1986 were similar to those of 1985. A total of 286,265 new registrants sought employment assistance through the Job Service and 91,652 jobs listed by employers were filled. Employers provided 133,722 job openings and a total of 69 percent of these were filled.

Veterans' issues received heavy emphasis. Dedicated staff served 28,679 veterans, referring more than half to jobs and placing 5,136. An additional 667 were referred to training.

Migrant and seasonal farm workers did not come to Minnesota in as many numbers as in years past. In 1986, 2,108 new registrations were made and 1,616 were placed, a slight increase over the previous year. As in the past, bilingual staff members are located in selected offices to administer to the needs of this unique group.

The Minnesota Youth Program was funded at \$2.42 million — slightly above 1985. Activity was up slightly from 1985 as well, with 2,717 participants. In addition, the 200 mini-offices throughout the state placed 18,965 youth in jobs.

The Work Incentive Program (WIN) funding was reduced by the federal administration by 50 percent, effective October 1, 1986, and the program is scheduled to terminate July 1, 1987. Nevertheless, in 1986, WIN registered 21,000 new AFDC recipients in the 27 counties still being served by the program. About 4,200 participants entered permanent, unsubsidized employment with average hourly wages of \$5.35. Earnings from employment resulted in annual welfare reductions of \$17 million. This means a return to the public of \$3.50 for each dollar spent. Incidentally, this program is jointly administered by JS and the Minnesota Department of Human Services.

Job Service continued to administer such special programs as Targeted Jobs Tax Credit, Food Stamps, Alien Certification, Veterans Services, Older Workers, Handicapped Workers, Trade Adjustment Act, Job Bank and Equal Employment Opportunities. Information on these or any other activities can be obtained by contacting the department directly.

### **Offices Across Minnesota**

The Office of Job Service and Unemployment Insurance Operations operates client services offices throughout Minnesota. Some offices provide an array of services while others specialize in delivering the services of one program.

In the metropolitan area, six offices specialize in taking unemployment insurance claims, determining eligibility issues and paying benefits to clients. In these six offices, placement specialists also help unemployed persons look for work. Other metropolitan area offices specialize in job placement, counseling and testing activities. Many of these offices also serve WIN clients, thus enabling many persons receiving AFDC to find work.

The 47 offices in other areas of the state combine Unemployment Insurance, WIN and Job Service program activities under one manager. Many of these also provide job training services.



## **UNEMPLOYMENT INSURANCE**

The Unemployment Insurance (UI) program has two basic components: benefit payments and tax collections. Eligible people, unemployed through no fault of their own, receive unemployment benefit payments to stabilize their income and thus free them for full-time job seeking.

The benefit payments are financed by a payroll tax levied on Minnesota employers. In addition to paying benefits to unemployed workers, the Unemployment Insurance program assists, to the extent that federal funding permits, the workers in their job-search efforts by providing vocational counseling, career-change seminars and out-of-the-area job search and relocation allowances to help them find work.

Administratively, Unemployment Insurance is divided into five activities: Benefits Branch; Tax Branch, including Tax Accounting, Field Audits and Benefit Payment Control; Appellate Branch; Office of the Commissioner's Representatives; and the Staff Services Section.

### **BENEFITS BRANCH**

#### **Initial Claims Decreased**

During 1986, more than 262,000 unemployed persons filed initial claims for benefits. This represented an 8 percent decrease from 1985 when 286,000 claims were filed. Nearly \$347 million was returned to the economy in 1986 through benefit payments to over 135,000 recipients.

The specific cause of each claimant's unemployment is carefully reviewed by the department. Those separations from work where the claimant quit or was discharged for misconduct require further investigation to determine potential disqualification from benefit payment.

To maintain continued eligibility for benefits, each claimant must report to the department on their availability for work, their ability to work and their efforts to actively seek work. With each report for benefits, these and other criteria are carefully reviewed to ensure that only proper benefits are paid.

The UI Eligibility Review Program helps those claimants who need special assistance in finding employment. The review classifies claimants by their skills, knowledge and abilities relative to the local labor market. Staff members give these claimants special counseling and help them develop plans which will lead to reemployment.

During 1986, specialized training was developed and then provided to UI staff to improve the investigative and review skills required in the determination of claimant eligibility for benefits. This was part of an ongoing self-improvement effort to reduce errors and improve program quality in the payment of benefits, while enhancing fair and equal treatment of claimants.

#### **Claimants Receive Training**

Department programs provide special training for UI claimants without marketable skills. A total of \$16,765 was expended under the Work Incentive (WIN) Program. The Trade Act provided \$3,356,366 for retraining assistance and \$1,325,087 in benefit payments to workers who are unemployed due to foreign imports.

Development of an approach to provide structurally unemployed claimants with on-the-job training has been emphasized this year. Called "Project Jobs," this program allows up to \$100 in benefits per week to form part of the trainee's salary. Results will be monitored during 1987.

### **TAX BRANCH**

A total of 93,151 Minnesota employers paid into the UI Trust Fund in 1986. The total amount of payroll taxes, reimbursements, voluntary contributions, interest and penalties paid into the fund totaled \$368 million. Tax Accounting made 71,000 determinations of employer liability, handled 250,000 items of correspondence, processed more than 400,000 tax reports and some 8.4 million individual wage items.

During fiscal year 1986, the Field Audit Section completed more than 3,700 employer audits involving \$870 million in payroll. These audits uncovered \$89 million in unreported wages and \$1,504,000 in unreported taxes. The field auditors also assist employers with UI issues, determining liability for UI taxes, obtaining the necessary reports and collecting the appropriate tax. They collected nearly \$6 million in delinquent taxes, interest and penalties. The field auditors completed more than 3,700 wage investigations involving claims for benefits.

## **OVERPAYMENT AND FRAUD DETECTION**

The department operates a Benefit Payment Control Program to detect and recover improper payments in the Unemployment Insurance programs. Overpayments which occur due to error or fraud are required to be repaid. Those claimants and employers who are guilty of fraudulent acts are subject to administrative and criminal penalties.

During 1986, the department found 15,202 cases of benefit overpayments amounting to \$5,046,687. While most overpayments were due to error, investigators did uncover 2,248 cases of fraud amounting to \$1,082,283.

A total of 81 cases were referred for criminal prosecution.

Various methods are used to detect fraud including the crossmatching of quarterly wage records from employers against benefit claims. Field investigators examine employer records, gather evidence and prepare reports to be used if either criminal or administrative action is taken.

In addition to detecting overpayments, the department operates an active ongoing recovery program. Recoveries in 1986 totaled \$3,949,031.

## **APPELLATE**

The first level of appeal of a determination relative to unemployment benefits is to a department referee. Upon the filing of such an appeal, a hearing date is established. At the hearing all parties are given an opportunity to present evidence and testimony relative to the case. The referee issues a decision either affirming, modifying or reversing the initial determination of the claims deputy.

Department referees also hear employer appeals of determinations issued by the Tax Branch relative to employer liability for unemployment contributions and the assignment of tax rates. During 1986, 13,000 cases were heard and decided by department referees. The decision of the referee can be appealed to the commissioner's representative.

## **COMMISSIONER APPEALS**

Under Minnesota Law, any party to a case decided by an appeals referee may appeal the decision to the commissioner of the department. Such decisions may refer to disputed rights to unemployment insurance, overpayment of benefits, questions as to whether an employment is covered employment or protest as to tax rates assigned to employers.

Each appeal is assigned to a representative of the commissioner. All parties to the case are furnished transcripts of the testimony taken by the referee. No new evidence is taken by the commissioner's representative and the consideration of the appeal is based entirely on the evidence taken by the referee and the arguments made by the parties about the case. However, if the representative concludes that additional evidence is needed to properly decide the appeal, the case may be sent back to the referee to obtain such additional evidence in a new hearing. The referee then will issue a decision based upon all the evidence.

The commissioner, acting through the representative, has broad powers over these appealed decisions. The commissioner can accept the findings of fact of the referee, or, where appropriate, modify or entirely change findings of fact. If the decision of the referee correctly applies the law to the case, it will be affirmed. However, if the law has been wrongly applied to the facts of the case, the commissioner, acting through the representative, has the authority to correct the decision.

In 1986, the representatives of the commissioner decided more than 2,400 appeals. These decisions may be appealed further to the state court system.



## STAFF SERVICES

The UI Staff Services section develops and monitors the yearly program budget, develops and maintains UI Management Information Systems, evaluates the correctness of UI benefit payments and assures the integrity of the program from internal fraud.

The UI budget development and monitoring activity is handled primarily by the Cost Model Management group and is an integral part of the UI Management Information System. The Cost Model group monitors staffing patterns weekly throughout the state and distributes staffing reports to every UI activity manager. As a result, managers are able to respond to workload variations quickly and efficiently. In addition, the system also is used for internal decision making, resource adjustments, identification of unnecessary or inefficient procedures within the system, implementation of the annual budget allocation process and monitoring the use of resources by the UI activity managers.

The Cost Model group also maintains a Cost Information system which utilizes cost model data, cost accounting data, performance reports and other data which provides individually tailored information reports for UI activity managers. The system is still under development.

Another activity in UI Staff Services is the Quality Control Program. The Quality Control Program is an evaluative Management Information System that aids state and federal UI program staff in controlling errors and fraud. The system, by an intensive audit of a randomly selected group of UI claims, provides valid information on the rates, types and causes of UI benefit overpayments and underpayments.

As a result, changes in how the department administers the program are occurring, and these changes are beginning to reduce the number of improper payments.

The program has increased the number of cases reviewed, expanded the data elements and eventually will encompass the entire UI process, including the tax activity.

The third component of UI Staff Services is the Internal Security Unit. During 1986, this unit continued evaluation of UI systems and operations to ensure their integrity. Areas of potential conflicts of interest, suspected collusion, data privacy violations and abuse of work rules were investigated. In addition, an information systems security system installed under the direction of the Internal Security Unit became fully operational in 1986.

## **ECONOMIC OPPORTUNITY OFFICE**

The Economic Opportunity Office was established to mobilize anti-poverty resources in Minnesota by advising the governor, the legislature and the national Office of Community Services on poverty-related matters in order to provide needed services, develop alternative delivery systems, formulate policy and provide technical assistance to community action agencies, Indian Reservation governments, the Minnesota Migrant Council, county governments and other agencies serving low-income people.

Office functions include planning, advocacy and technical assistance on behalf of low-income Minnesota residents. In 1986, the office served in the areas of energy, housing, economic development and human services. Programs administered included the federal Community Services Block Grant, the Minnesota Economic Opportunity Grant, the Energy Assistance Program, the Weatherization Program, the Temporary Emergency Food Assistance Program and the Temporary Housing Program, as well as other low-income programs and funds.

The office contains a Poverty Resource Center and supplies information to grantees and other state and private agencies serving low-income people.

Funding for community action programs in 1986 was provided through the Department of Health and Human Services Community Services Block Grant at about \$4 million and through the State Legislature at about \$800,000. With these funds grantees worked to enable low-income families and individuals to attain the skills, knowledge and opportunity to become self-sufficient.

### **ENERGY ASSISTANCE**

Minnesota's Energy Assistance Program is authorized under the federal Low Income Home Energy Assistance Act. The 1986 Minnesota program was designed to assist low-income households with home heating payments by reducing energy consumption and costs. The program provided for equitable distribution of energy assistance without eliminating household responsibility for paying energy bills. The program encouraged self-sufficiency through energy conservation, alternative energy projects, education, financial planning assistance and coordination with other self-sufficiency programs.

In 1986, a total of \$78 million in federal funds was administered through subgrantees, mainly community action agencies, county social service agencies, the Minnesota Migrant Council and Indian Reservation governments to serve 130,000 households.

### **TEMPORARY HOUSING**

The Temporary Housing Program provides funds to initiate, maintain or expand programs providing housing and support services for persons in need of temporary housing.

Housing under this program must be designated for independent living and provided to homeless persons or families at a rental rate of at least 25 percent of family income for a period of up to six months. Support services must be provided to assess needs of individuals served and arrangements made for appropriate education, social, legal, advocacy, child care, employment, financial and health care needs. Ten projects were funded in 1986 through a \$170,000 state appropriation.

### **TEMPORARY EMERGENCY FOOD ASSISTANCE**

During the year, the Economic Opportunity Office distributed U.S. Department of Agriculture (USDA) surplus commodities through the Temporary Emergency Food Assistance Program (TEFAP). TEFAP supplemented the food supply of low-income and unemployed people by distributing these surpluses through local entities. The state allocated USDA supplied commodities to the local entities based on the incidence of poverty and unemployment, experienced demand for food, ability to accept, store and distribute commodities and the availability of commodities to be distributed. The state contracted for central warehousing of the commodities and for the trucking of these commodities to approximately 90 destinations in the state, supplying more than 16 million pounds of food.

## WEATHERIZATION

The Weatherization Program was established and funded by the U.S. Department of Energy (DOE) under Title IV of the Energy Conservation and Production Act. In 1986, the Weatherization Program handled responsibilities incumbent on the department as a DOE grantee and at the discretion of the governor, providing information and assistance to the State Legislature with the objective of enacting and amending legislation and developing weatherization projects for the benefit of low-income persons.

The Weatherization Program provided energy audits for dwellings of eligible homeowners and renters to determine the need for corrective conservation measures and provided the labor to complete the improvements called for by the audit in order to reduce heat loss and consumption. The program was operated by community action agencies, county boards and Indian Reservations, serving approximately 11,000 households, with DOE funds of \$9 million.



## **STATE JOB TRAINING OFFICE**

The State Job Training Office (SJTO) administers state and federal programs that prepare youth and unskilled adults for entry into the labor force. Many of the programs provide job training for those facing severe barriers to employment.

### **FEDERAL PROGRAMS**

Minnesota receives block grants to support Job Training Partnership Act (JTPA) activities. A major portion of the funds (78 percent of the Title II-A basic program) goes to 17 service delivery areas (SDAs) which provide job training services at the local level. The balance of Title II-A funds is used to coordinate job training programs and to serve special groups. Minnesota's Title II-A allocation of \$22.1 million for the 12-month period ending June 30, 1987, is expected to provide training to approximately 14,000 individuals.

The SJTO also staffs the Governor's Job Training Council (GJTC) which assists the governor in coordinating state employment and training activities and monitoring local job training programs.

In working to fulfill the governor's responsibilities under JTPA, the SJTO allocates funds to SDAs, monitors program operators, provides technical assistance, establishes linkages with other state agencies and evaluates performance against standards.

### **Older Worker Training Program**

Among the groups given special attention under JTPA are low-income individuals age 55 and older. A portion of the state's Title II-A allocation is set aside to prepare and place these people in private sector jobs. Services to program participants include assessment, counseling, remedial education, classroom training, on-the-job training and job placement assistance.

In 1986, 13 projects for older workers were funded, at a cost of \$840,000, to serve 765 participants.

### **Senior Community Service Employment Program**

A parallel older-worker program is the Senior Community Service Employment Program (SCSEP) authorized under Title V of the Older Americans' Act. The purpose of the SCSEP, which has completed its ninth year of operation, is "to foster and promote useful part-time employment opportunities in community service for unemployed low-income persons who are 55 years or older."

The State Job Training Office funded 16 projects, placing 451 persons in subsidized part-time positions providing services to their communities, at a cost of \$1.5 million. In addition to employment, each project provided participants with physical examinations and necessary support services.

### **JTPA/Education Coordination Programs**

Eight percent of Minnesota's Title II-A funds is set aside for the development of cooperative programs between SDAs and educational agencies to serve low-income youth and adults. The funds are administered by the State Board of Vocational/Technical Education and the State Job Training Office.

In 1986, approximately \$393,000 was awarded to eight innovative programs serving 700 members of special-needs populations including minorities, the handicapped, displaced homemakers, limited English speakers, offenders, ex-offenders and public assistance recipients.

In addition, \$1.1 million was allocated for programs in secondary schools, vocational/technical institutions, community colleges, state universities and private vocational/trade schools. The programs served about 1,100 participants, providing career counseling, adult basic education and GED preparation, occupational skill training and support services, placement services, transition-to-work services for the handicapped and ESL (English as a Second Language) instruction.

The coordination programs generated a total of \$2.2 million in matching contributions.



### **Summer Youth Employment and Training Program**

JTPA funds also supported Minnesota's 1986 Summer Youth Employment and Training Program (SYETP) with jobs for 9,316 economically disadvantaged youth, 14-21 years of age.

From the total 1986 SYETP appropriation of \$725 million, Minnesota received \$10.3 million. The funds were allocated directly to JTPA service delivery areas in accordance with the federal allocation formula.

The local programs, 8 to 12 weeks in length, paid the minimum wage, and provided from 20 to 40 hours of work per week. The 1986 programs focused on educational and economically disadvantaged youth. In addition to work experience many SDAs offered remedial education and basic education skills.

### **Dislocated Worker Program**

JTPA Title III provides the funding for employment and training services available to individuals identified as dislocated workers. These are people with a long attachment to the labor force who find themselves without a job because of plant closures, permanent layoffs, skill obsolescence, technological changes or other economic disruptions.

During 1986, major worker dislocations occurred in Minnesota's mining, electronics, manufacturing, farming and agricultural service industries.

In 1986, Minnesota received \$911,432 of formula-allocated Title III funds (60-percent reduction from the previous year). Ten projects were funded to serve 1,025 dislocated workers from four targeted plants or industries. Additionally, Minnesota received approximately \$2.4 million of Federal Discretionary Title III funds to serve 2,091 dislocated workers.

During Program Year 1985 (July 1, 1985 through June 30, 1986), Title III programs served 6,495 dislocated workers with 4,022 participants leaving the program. Of these participants, 2,854 entered employment at an average wage of \$7.61 per hour (an entered employment rate of nearly 71 percent).

Close to 60 percent of the participants were between the ages of 22 and 39 and almost 80 percent were male. Approximately 15 percent had not received a high school diploma or equivalent and five percent were handicapped.

Employment assistance for dislocated workers included orientation and assessment, counseling, vocational evaluation, training (classroom vocational and on-the-job), adult basic education, GED testing, job-search assistance, job-seeking skills training, job development, job placement and relocation assistance and supportive services, such as day care and transportation.

## **STATE PROGRAMS**

### **Displaced Homemaker Program**

Since its inception in 1978, the Minnesota Displaced Homemaker Program has helped more than 4,500 individuals, primarily women, become emotionally and financially self-sufficient.

Displaced homemakers are defined as having spent a minimum of two years caring for their families and being dependent on income other than their own wages. But because of death, divorce or other loss of family income, they must find paid employment in order to survive economically.

Ten displaced homemaker programs have been funded for the 1985-87 biennium with a total allocation of \$1,631,802. The programs provide participants with workshops, discussion groups, career counseling, tutoring, child care, tuition, transportation, books or equipment allowance and appropriate referrals. Funds also were given to the University of Minnesota to conduct an ongoing program evaluation.

More than 2,000 participants were served from 1983 to 1986. Of those leaving the program, 90 percent became employed, entered training, or both, with 54 percent employed, 38 percent in training or education and 10 percent in both.

The average entering wage for former program participants was \$5.49 per hour compared with \$4.81 for all full-time working women in Minnesota.

### **Minnesota Employment and Economic Development (MEED) Wage Subsidy Program**

The MEED Wage Subsidy Program is a permanent state jobs program created to encourage temporary jobs in the public sector and new permanent jobs in the private sector.

To participate in MEED, a person must be a state resident for at least one month, be unemployed, be ineligible for or have exhausted either unemployment insurance or workers' compensation benefits, and be available to work for the duration of the job offered under the program.

Priority is given to eligible job applicants living in households with no other source of income, persons eligible for general assistance, persons eligible for AFDC and farm households that can demonstrate severe financial need. Priority also is given to those individuals who previously worked in public MEED jobs if they fit into one of the four priority categories. Day-care assistance is available. For each person employed under the program, the state may subsidize up to \$4 an hour in wages and up to \$1 an hour in fringe benefits, for up to 1,040 hours over 26 weeks. Private sector employers can use their own funds to increase the hourly wage rate. Employers are encouraged to keep the workers on the payroll permanently using an incentive of non-repayment of the subsidy if the individual is kept on for a prescribed period of time.

Priority for private sector participation is given to small businesses; businesses with potential for offering new, long-term jobs; businesses making use of Minnesota resources, new technology and energy conservation; business operating primarily in Minnesota; and businesses under the ownership of women and minorities.

When private sector jobs are not available, workers may be placed in the public sector for up to six months. These employers also are encouraged to use their own funds to increase the hourly wage rate. MEED service providers use employment in the public sector only as a last resort.

From January 1 to December 31, 1986, MEED served some 7,500 people. Of these participants, 79.5 percent found jobs in the private sector. More than 2,400 new private sector jobs were created during 1986.

For the July 1, 1985 to June 30, 1987 biennium, a total of \$27 million was appropriated to administer the MEED program. Seventy percent of the appropriation went to eligible local service units to administer the Wage Subsidy Program. The balance is allocated at the discretion of the Office of Full Productivity and Opportunity. Local service units are not allowed to spend more than 25 percent of their available funds for wages with eligible government and nonprofit agencies during the biennium.

### **Minnesota Youth Program**

The Minnesota Youth Program (MYP) began in 1973 to mobilize state and local resources to provide summer jobs for young people from 14 to 21 years of age. Under the 1986 MYP, \$2.4 million provided 2,717 youth with public sector jobs for periods up to 12 weeks.

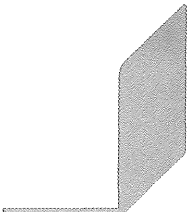
While the only criteria for MYP eligibility were being in the above age range and a Minnesota resident, priority was given to youth who were economically disadvantaged (at least 50 percent of program participants) and to young people enrolled in or planning to attend post-secondary training (one-third of the allocation).

Participants earned the minimum wage of \$3.35 an hour. In addition, allowances for transportation, meals and work-related protective devices were available through MYP for the first time in 1986.

The Job Service Mini-Office Program was funded through MYP. Youth were trained to operate a mini-office for youth under the supervision of professional staff. Most of the mini-offices were located in rural communities too small to have a full-time Job Service office. Mini-offices concentrated on referring young people to farmers who needed help during the summer for various agricultural activities. The service saved farmers time and effort by providing a free and efficient labor exchange service. It benefited rural youth in the same way. In 1986, 200 mini-offices were operated. They made 18,965 placements, most in the private sector. Also, 6,244 employers were served and 28,788 employer contacts were made.

### **Sliding Fee Child Care Program**

The Sliding Fee Child Care Program provides counties with funds to subsidize child-care costs for lower-income families. Each county is required to operate such a program for eligible families where the parent is either (1) seeking work, (2) participating in an education or training program, or (3) employed. Further eligibility includes: (1) family on AFDC; (2) eligibility for AFDC without receipt of aid; or (3) total family income below 75 percent of the state median income level.



If the family's income is below the AFDC eligibility level, all child-care costs are paid. If the income is between the AFDC eligibility level and 75 percent of the state median income level, the amount of subsidy is indexed according to the family size and income level.

For Fiscal Year 1986, \$3,918,000 was available to counties for the Sliding Fee Child Care Program. An estimated 8,000 families participated in the program during this period. From the funds available, 50 percent is allocated to the seven-county metropolitan area and 50 percent to the remainder of Minnesota.

Amounts for each county are based upon the county's relative percentage of families with incomes below the poverty level and the relative percentage of AFDC recipients. Because funds are limited, many counties have waiting lists of eligible families.

### **Minnesota Grant Diversion**

Since its inception in March 1986, 17 counties have implemented the Minnesota Grant Diversion (MGD) program. MGD uses the AFDC grant to provide wage subsidies to employers as an incentive to hire individuals receiving AFDC. The AFDC grant may be used alone as a wage subsidy or in conjunction with WIN, JTPA, or MEED funds.

The group being targeted under MGD and AFDC single-parent families. The program is voluntary and provides participants with placement into an on-the-job training or employment position which becomes permanent at the end of the subsidy period which is not to exceed nine months.

Counties electing to operate the program may contract with WIN, JTPA, or MEED service providers to deliver MGD services. There is no specific state legislative appropriation for AFDC Grant Diversion. However, federal reimbursement at the rate of 50 percent is available for appropriate MGD administrative costs incurred by the county and service providers.

### **Work Readiness**

Under the aegis of county welfare offices, Work Readiness is designed to give individuals whose resources are at or below general assistance eligibility levels opportunities to participate in job search programs, receive appropriate referrals, direct reimbursement of job-related expenses and other services. Registrants receive assistance in an amount equal to a monthly general assistance grant for a maximum of six months in a 12-month period if certain conditions are met, including evidence of mental retardation or illness or residence in a distressed county. In the absence of such conditions, a registrant is given a maximum of two months of assistance.

The SJTO monitors the service delivery parts of the Work Readiness program. The Minnesota Department of Human Services supervises the eligibility procedures utilized by county welfare offices.

### **General Assistance/Work Readiness Grant Diversion**

The grant diversion program pays all or part of an individual's general assistance grant or work readiness payment to employers who agree to employ the individual. The individual is entitled to General Assistance Medical Care to the extent that such coverage is not provided by the employer. The job cannot displace a worker and must provide a wage of at least 150 percent of the recipient's monthly grant.

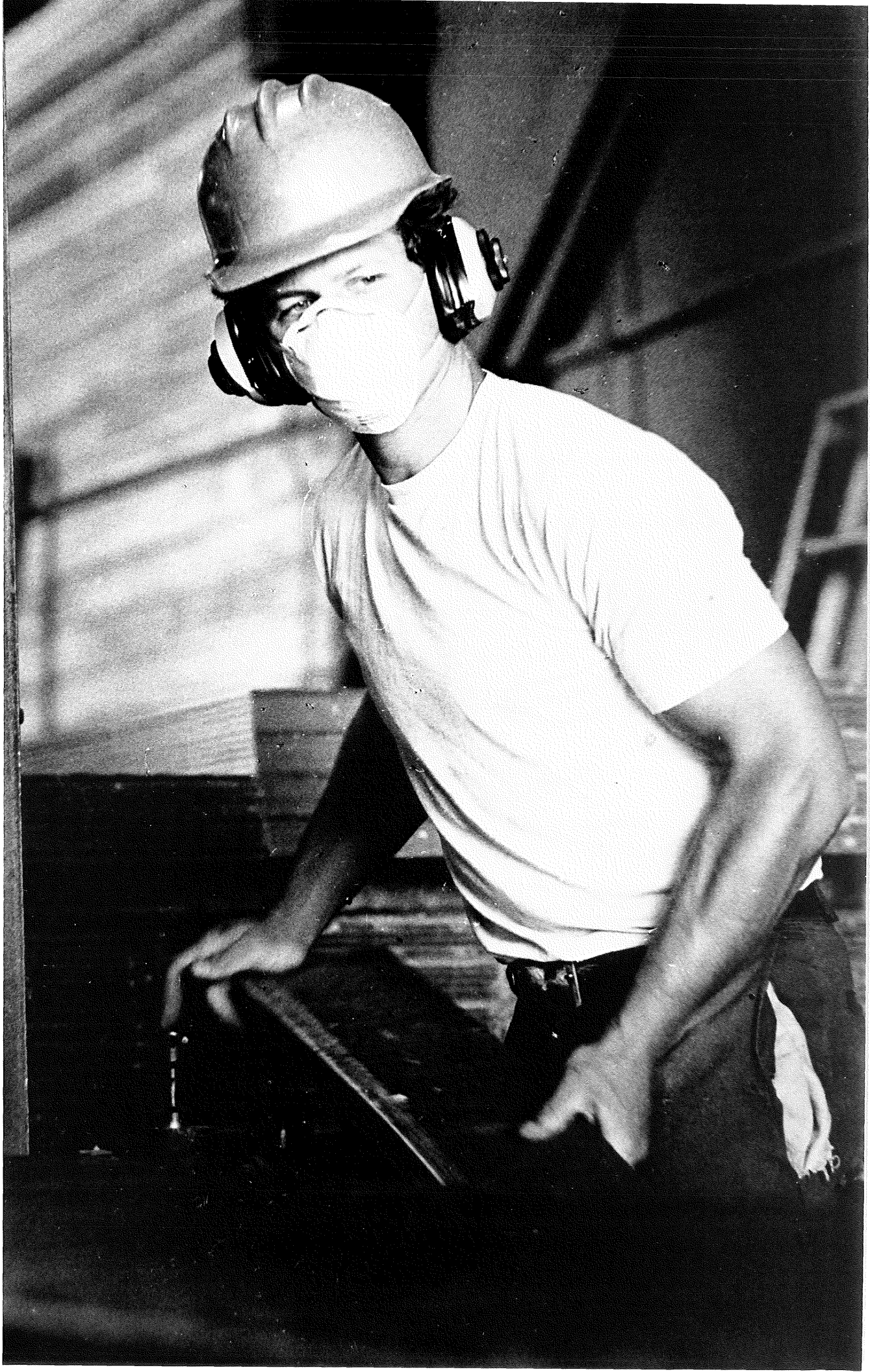
### **Supported Work Programs**

This program is a transition employment project for AFDC recipients on assistance for three years or longer and who have children over six years of age. It is designed to provide pre-employment skills, job development, placement and transitional support and assistance enabling recipients to maintain jobs in the labor market. One-to-one and group counseling for six months after placement, along with MEED wage subsidies are integral parts of the program.

### **Juvenile Justice Program**

The SJTO receives a block grant under the federal Juvenile Justice and Delinquency Prevention Act. Subgrants are awarded on a competitive basis to counties, cities, implementing agencies and state departments for programs to prevent delinquency or work with delinquents. These awards are made by the Minnesota Juvenile Justice Advisory Committee whose members are appointed by the governor. In 1986, 39 programs were funded at a cost of \$736,148. These programs provided direct, individual services to 3,475 juveniles and group activities, such as recreation, special curricula classroom presentations, workshops and conferences, for 27,900 youth.

In addition, the SJTO administers state grants totaling \$150,000, under the Youth Intervention Program Act, which are made to operating agencies for prevention services.





## **REHABILITATION SERVICES DIVISION**

### **VOCATIONAL REHABILITATION**

Basic vocational rehabilitation services to clients, include counseling, planning, guidance and placement.

Medical, psychological and vocational evaluations are provided to determine the extent of the clients' handicaps, as well as their physical, mental and vocational abilities and limitations.

Clients are served by approximately 150 rehabilitation counselors in the 47 Rehabilitation Services (RS) Division field offices in Minnesota. Most counselors have a master's degree in rehabilitation, education, psychology or other closely related fields.

Schools, social service agencies, physicians, attorneys and employers are the major referral sources. RS counselors determine each applicant's eligibility for vocational rehabilitation services.

To be eligible, an applicant must have a medically documented disability which significantly interferes with the ability to obtain or continue employment. In addition, there must be reasonable expectation that vocational rehabilitation services eventually will lead to employment.

More than 50 percent of the RS clients have severe handicaps and therefore are given priority for services in accordance with the federal Rehabilitation Act of 1973, as amended.

Once accepted for services, each client works with a counselor to develop an individualized written plan which considers the client's aptitudes, abilities and interests.

The plan outlines the process of rehabilitation and details services and other integral components that will contribute toward achievement of the employment goal.

The RS Office of Vocational Rehabilitation has formed effective partnerships with the Minnesota Departments of Education, Human Services, Corrections and others to develop special vocational plans for clients who are served by these agencies. Rehabilitation counselors work closely with school and county personnel on behalf of their clients.

RS counselors also work with other job training or placement programs, such as Job Service and the Projects With Industry, to make maximum use of employment resources.

In addition to the basic services of vocational counseling, planning, guidance and placement, certain other special services may be available as needed by the client. These include:

- Transitional employment services for persons with the more severe handicaps;
- Artificial appliances (braces, hearing aids, limbs, glasses and other devices) to increase work ability;
- College, vocational-technical, tutorial or correspondence school training;
- Transportation and income maintenance during treatment or training;
- Rehabilitation engineering services as needed in the adapting of the work station and/or operating equipment;
- Tools, equipment, licenses, if needed, to place the disabled person in business;

All services are designed to result in placement in a suitable job.

## VOCATIONAL REHABILITATION

### Clients served

(Federal Fiscal Year 1986)

- 4,231 persons completed vocational rehabilitation services and became employed.
- 14,568 persons were in the process of a vocational rehabilitation plan at year-end.
- 4,493 persons were in evaluation at year-end.
- 104 persons were in registration and intake at year-end.
- 3,243 persons had to discontinue their vocational rehabilitation plan during the year because of health or other personal circumstances.
- 672 persons received an evaluation and were determined not eligible because they had no disability, vocational handicap or there was no reasonable expectation they could benefit from our services.
- 4,125 persons were not available for evaluation or services because they had moved, couldn't be located or chose not to continue.

## DISABILITY DETERMINATION

The Office of Disability Determination Services (DDS), under an agreement with the Social Security Administration (SSA), makes determinations on a person's eligibility for disability benefits.

DDS examiners make these decisions based on medical information and psychological, vocational and social evaluations according to standards established by the SSA for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI).

In examining a person's claim, DDS seeks information from the person's physician or psychologist. If DDS is unable to obtain sufficient information to make a determination, DDS arranges for physicians and psychologists who provide in-depth medical analysis on Minnesota claimants applying for disability benefits.

Persons receiving SSDI or SSI benefits receive a medical review at least once every three years unless the individual's disability is considered permanent. The interval for persons with permanent disability cases is longer.

## DISABILITY DETERMINATION

(Federal Fiscal Year 1986)

Number of determinations	32,014
Persons ineligible for benefits	16,584
Ineligible persons referred to DRS	14,333
Persons eligible for benefits	12,322
Eligible persons referred to DRS	1,243



## **WORKERS' COMPENSATION**

The Rehabilitation Services Division provides rehabilitation services to workers injured on the job through its Workers' Compensation Unit.

Services are provided or coordinated by the RS-trained vocational rehabilitation counselors who are registered with the Minnesota Department of Labor and Industry as QRCs (Qualified Rehabilitation Consultants).

If a work-related condition or injury results in the loss of at least 30 days of work time in Minnesota, the employee may be entitled to rehabilitation services.

Injured workers have the right to select a QRC of their choosing; to take an active part in developing their own written rehabilitation plan; and to comment on or rate the services provided by the RS Workers' Compensation Unit.

RS serves three distinct groups of injured workers:

- Qualified Employees (QEs) or injured workers who qualified for rehabilitation services paid by insurance carriers or self-insured employers.
- Primary Liability Denials or those injured workers whose liability has been denied by an insurance carrier and who are referred by statute to rehabilitation services.
- Pending QEs or injured workers who have been suspended from rehabilitation services or are awaiting a determination from the Department of Labor and Industry concerning their eligibility for rehabilitation services.

Costs of these services are paid by insurance carriers, employers or special state funds, not by the injured worker.

Among the services provided are: job analysis, labor market surveys, vocational counseling, job development, testing, on-the-job training, placement, training in job-seeking skills and referral to other agencies for related assistance.

Services are designed to help injured workers return to work as quickly, economically and appropriately as possible. This often means a return to work with the present employer in either the same or another position. In some circumstances, it may be necessary to change both employer and type of work.

To assure good communication among all interested parties, monthly reports are sent to the injured worker, employer, insurance carrier, attorneys, physicians, the Minnesota Department of Labor and Industry and others concerned about the progress of the rehabilitation and a return to work for the rehabilitant.

## **EXTENDED EMPLOYMENT**

Helping severely disabled persons reach their maximum job potential is the mission of 30 sheltered workshops in Minnesota. Many persons with disabilities can be trained and placed directly into regular jobs. Others need extended help getting jobs, or help for longer periods of time while they are on the job. Sheltered workshops offer four programs to meet the needs of disabled persons for these extended services. Extended Employment, Work Activity and Work Component programs prepare individuals for jobs using real work at the workshop. Community-based programs provide supportive work settings for severely disabled persons to work alongside non-disabled persons on jobs in the community.

Sheltered workshops are private nonprofit organizations supported by the communities they serve.

RS certifies that sheltered workshops treat workers fairly, meet program standards and evaluate their performance. State funds, administered by RS, are available to sheltered workshops based on their performance in helping persons with disabilities get jobs in the least restrictive settings. Workshops also receive significant funding from the business community, United Way and local governments.

Increasing numbers of individuals are served in community-based programs. Businesses in the community employ sheltered workers with help from the professional staffs of the workshops.

**EXTENDED EMPLOYMENT**  
(Federal Fiscal Year 1986)

Persons served:	6,924
Community-Based	2,024
Long-Term	3,035
Work Activity	1,697
Work Component/DAC	1,288

Inasmuch as persons may be in more than one program at one time, the sum of the four programs is greater than the total number of persons served.





## INDEPENDENT LIVING

Independent Living services are designed to help persons with severe disabilities live more independently in their homes and communities, and to prepare them for employment services offered by the Division of Rehabilitation Services (RS). With Independent Living services, more persons can leave nursing homes and other segregated settings to live on their own. Providing accessible housing, transportation and attendant care makes it possible for increasing numbers of persons with severe disabilities to use the help of vocational rehabilitation in getting work.

The services available, authorized by a change in Federal Law in 1978, are designed to supplement the many services offered in the community and by RS, with the goal of a more independent life style as paramount.

In Minnesota, RS contracts with five Centers for Independent Living to provide a broad array of services to individuals who need help in achieving a more independent life style. Centers for Independent Living are located in Marshall, Rochester, St. Cloud, Hibbing and the Twin Cities metropolitan area. Centers work closely with RS field offices in their area.

Centers are private nonprofit organizations with a majority of their boards of directors, as well as staff, consisting of persons with disabilities. RS uses state and a variety of federal funds to support the centers. The centers also raise funds from a variety of public and private sources. The array of services offered by each center reflects the unique needs of persons with severe disabilities in their service area.

RS certifies that Independent Living Centers treat individuals fairly, that they meet program standards and evaluate their performance. Overall guidance on policy for the Independent Living program is provided by a 15 member advisory committee.

## INDEPENDENT LIVING CENTERS

(Federal Fiscal Year 1986)

Number of people served: 2,185

Types of services provided:

- Attendant care assistance
- Peer counselor training
- Information and referral
- Referral to DRS/other employment programs
- Housing assistance

## SERVICES FOR THE BLIND AND VISUALLY HANDICAPPED

When loss of vision creates a handicap to education, self care or employment for children or adults, direct services are available from State Services for the Blind and Visually Handicapped (SSB).

People who have physical or mental impairments in addition to visual disabilities also are served.

Last year approximately 6,650 people, from one-month to 108 years old, were served by rehabilitation counselors at Brainerd, Duluth, Hibbing, Mankato, Marshall, Moorhead, Rochester, St. Cloud and Twin Cities Metropolitan field offices.

Services for the Blind provides vocational rehabilitation services that include counseling, training to acquire alternative communication and travel techniques, vocational planning, job training and placement, adaptive equipment and follow-up services. SSB provided vocational rehabilitation services to 3,917 clients and successfully rehabilitated 537 individuals in 1986.

In addition to working with blind adults, SSB counselors work with parents, who often are overwhelmed by the birth of a blind child. In these instances, counselors provide information on child development and learning techniques and help ensure that blind children in schools are not excluded from classes such as physical education and home economics. In 1986, 825 children and their families were served. Medical and educational assessments and other related activities were the major services purchased.

Rehabilitation counselors who work with visually handicapped people teach them to travel alone, work with a cane, take care of their personal needs and housekeeping, write and read Braille and use a special typewriter or a computer.





## **INDEPENDENT LIVING**

A two-part Independent Living Program has been in operation for six years. The first part, funded by a federal demonstration grant, is designed to help blind children and adults who are multi-handicapped develop the skills and knowledge needed to live independently in their own homes, acquire an appropriate education and become eligible for vocational rehabilitation services. Counseling and training are provided to clients and family members. Consultation and in-service training also are provided to community-based facilities so that existing programs can be adapted to meet the clients' unique needs.

The second part of the Independent Living Program primarily serves older blind persons so they can function independently in their own homes and community. Services include counseling/training in alternative techniques such as mobility training, Braille, self-care techniques, cooking, home mechanics and the use of special aids and devices.

## **COMMUNICATION CENTER**

The SSB Communication Center is a statewide special library, transcriptional service and radio reading service. Any Minnesotan who is unable to read normal newsprint because of a visual or physical handicap is eligible for Communication Center services. In 1986, 11,700 persons were served.

Eligible clients and education institutions may borrow textbooks and leisure-time books on tape from the center's library of 6,000 book titles. Eligible individuals also may borrow a special phonograph, cassette player and closed-circuit radio.

The closed-circuit radio — Radio Talking Book — is a Minnesota-based radio reading service for newspapers, best sellers and magazines, broadcasting 24 hours every day throughout the year. The signal is transmitted across much of the state but, by law, is not available to the general public.

By request, the Communication Center prepares master transcriptions onto tape or into Braille of books or other printed material not available to blind persons. Eligible clients in educational institutions in Minnesota may call the center and request instructions for obtaining transcribed materials.

## **BUSINESS ENTERPRISE**

Another effort that provides an opportunity for independence is the Business Enterprise Program. The program provides training, professional management direction and administrative support to SSB clients who operate as independent business people under a franchise agreement.

Business opportunities include the establishment of cafeterias, lunchrooms, snack bars, gift/cigar shops and vendaterias or vending routes in federal, state, public and private buildings. The program staff provides ongoing contract management and support services to all operators.

In 1986, there were 86 individual businesses in operation earning an average annual income of \$18,416 for 89 blind individuals. Two new businesses were established during this past year.

## **ADMINISTRATIVE AND TECHNICAL SERVICES DIVISION**

The mission of the Administrative and Technical Services (ATS) Division is “to provide supportive services to the Department of Jobs and Training in bringing people and jobs together in Minnesota and to do this with excellence, quality and pride.”

### **OFFICE OF LABOR RELATIONS AND PERSONNEL SERVICES**

The Office of Labor Relations and Personnel Services develops policies on labor relations and personnel management programs, interprets and oversees administration of various labor agreements and is responsible for human resources planning and the employee performance appraisal system.

The office serves as the department’s representative in dealing with the various exclusive bargaining representatives, the State Negotiator’s Office, and the Department of Employee Relations.

In addition, the office handles personnel administration, such as filling of vacancies, classification, testing and recruitment, as well as providing technical assistance and interpretation of personnel policies and procedures.

The office also serves as the department’s insurance representative and is responsible for all individual contracts and written communication regarding employee health and insurance benefits.

### **RESEARCH AND STATISTICS OFFICE**

The Research and Statistics Office administers statistical programs to produce current employment and unemployment estimates and to monitor the activity of the various department programs. The staff also conducts special studies, prepares economic and labor market forecasts and projections, develops a variety of information for user groups and disseminates information through periodicals and reports or through direct responses to requests for data.

State and regional labor market analysis and special studies are conducted by the Labor Market Information (LMI) Unit. Higher education systems, Job Training Partnership Act and numerous other agencies use LMI data for planning purposes.

The office is the primary source of all employment and unemployment data compiled for Minnesota. Occupational employment projections and salary information are available to the year 1990.

The Minnesota Occupational Information Coordinating Committee (MOICC) is associated with the Research and Statistics Office. The Committee includes members from Vocational Education, Job Service, Vocational Rehabilitation, Economic Development and the Governor’s Job Training Council. MOICC’s focus is to make occupational information accessible and understandable of its users. It functions as a broker between information producers and user groups.

NEWSNET, a bimonthly occupational newsletter, is published by MOICC and distributed throughout Minnesota.

### **OFFICE OF ADMINISTRATIVE AND FINANCIAL MANAGEMENT**

The Financial Services section pays the department’s vendors, develops the financial detail of the state biennial budget and various federal budgets and prepares financial reports. It also controls unemployment insurance trust fund accounts, makes payments to clients and processes subgrants and contracts.

Financial Services’ systems process the federal grants and state funds which flow through the department to the various programs and provide audit coordination services to the agency.

The Administrative Services section maintains and operates the Central Office building in St. Paul and the department’s Minneapolis office. It supports the department’s statewide operation through additional administrative functions, including: security, space leasing, warehousing, property inventory, central purchasing, contract monitoring, remodeling, internal moving, forms management and supply, records management, mail services, duplicating and travel coordination.



## **MANAGEMENT ANALYSIS OFFICE**

The Management Analysis Office is the department's internal consultation center. It provides management and staff with analytical and technical assistance to innovatively solve problems and meet identified needs. Activities include group problem solving, quantitative and qualitative analysis such as work and information flow studies, technical writing and support, rulemaking and policy and procedural development.

Ongoing office responsibilities include maintaining the department's Policy and Procedures Manual; the Minnesota Precedents Manual, which summarizes unemployment insurance case law decisions; and the Office Reference Manual, a guide for professional support staff which was newly developed in 1986. The office continues as the department's liaison to the Minnesota State Register. Ongoing coordination of the department's rulemaking process included completing the emergency rules relating to the Jobs Bill. The permanent rules are well under way; an advisory committee was formed to provide input throughout this process.

The office manages the department's STEP (Strive Toward Excellence in Performance) program, which coordinates projects designed to improve the quality, quantity and cost effectiveness of state services. Completed STEP projects in 1986 included expanding program office hours, facilitating outstate referral to metro Job Service and studying word processing distribution.

Both the department's and the division's mission statements were designed with assistance from staff members. Work began on a departmental strategic planning and budgeting process to identify department-wide objectives and allocate resources to achieve those objectives.

## **TRAINING AND DEVELOPMENT OFFICE**

The Training and Development Office provides employees with development and skills enhancement opportunities. The office coordinates all non-programmatic training and employee development, as well as projects and programs designed to foster job satisfaction and employee involvement.

With emphasis being placed on the Individual Development Planning worksheet, the office provided assistance and training to supervisors in the use of the worksheets. Employees who indicated interest in career counseling were sent a questionnaire regarding their counseling needs and office staff members met with those employees. The office's computerized system for managing each employee's training history and needs allows quick and easy access to the information.

During the year, a clerical task force was formed to advise the office on clerical training and development needs. As a result, training was provided on "Mail Room Procedures" and an "Introduction to Word Processing" training was coordinated with Information Services.

The office has developed a system to bring low-cost training to employees in Greater Minnesota. By working with other state agencies, both in providing and participating in the training, overnight travel costs are eliminated and quality programs are offered. Mankato and Willmar are the pilot locations, but the system will expand to include other sites.

In 1986, the office conducted in-house training sessions on "Stress Management," "Handling Anger" and "Writing Skills" and coordinated the Employee Orientation Program. Each month, a "brown bag lunch" for supervisors presented them opportunities to informally share ideas and concerns. An all-employee brown bag lunch program offered hour-long sessions by experts on topics tying into the Employee Assistance Program. The Training and Development Office is the liaison with the state's Employee Assistance Program. It can arrange for confidential counseling on almost any topic for employees and their families.

## OFFICE OF INFORMATION SERVICES

The Office of Information Services is responsible for the development, operation and maintenance of the department's computer systems. In addition to continued improvement in the overall management of the office, operating within the changing structure of the department, there were several changes in equipment and systems in 1986.

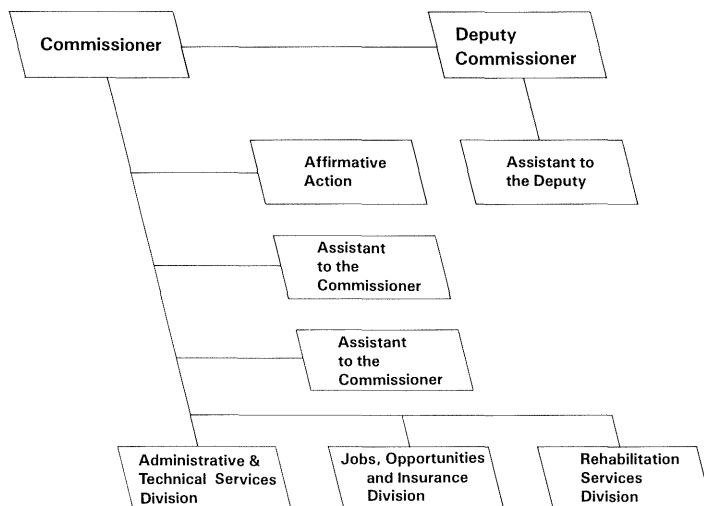
In the spring, the department began a reconfiguration of the statewide data network, doubling the number of outstate data lines. The original configuration dated back to 1980, when the outstate network was first installed. The reconfiguration, needed because of increased traffic over the network, which had risen from approximately 36,000 transactions per day in 1981 to well over 80,000, was completed in December. Improvements to the computer equipment included the main memory upgrade from 12 million characters to 16 million characters, resulting in faster throughput. This, combined with the improvements made in the statewide data network, greatly decreased on-line response time, thereby improving service to the department's clients.

An Electronic Mail System, providing the ability to send messages between individuals via the computer network, first started in support of Interstate Unemployment Insurance Claims processing, made strides early in the year through a "pilot" project involving top department management. The "pilot" was hailed as a success and Electronic Mail continued to expand throughout the year. In addition to sending messages, users can maintain their calendars and schedule meetings and facilities through the system.

A major system change was implemented in support of the Job Service in mid-1986. It involved a series of locally developed enhancements to the standard federal on-line data display and reporting systems that gave the Minnesota Job Service a unique system to best serve its clients.

Implementation of integrated computerized record keeping and word-processing systems in support of the Unemployment Insurance Appeals processes resulted in expanded office automation. The system uses laser technology for the high speed printing of documents and forms. Implementation in one area occurred in 1986 with the remainder planned for early 1987.

## DEPARTMENT ORGANIZATION



**DEPARTMENT OF JOBS AND TRAINING  
1986 EXPENDITURES**

**Job Service and UI Operations**

Personal Services & Personal Benefits	\$ 24,468,841
Nonpersonal Services	4,012,346
Subgrant & Client Payments	<u>9,365,031</u>

**Total** \$ 37,846,218

**State Job Training Office**

Personal Services & Personal Benefits	\$ 987,138
Nonpersonal Services	400,215
Subgrant & Client Payments	<u>50,796,804</u>

**Total** \$ 52,184,157

**Unemployment Insurance**

Personal Service & Personal Benefits	\$ 9,663,739
Nonpersonal Services	1,290,465
Subgrant & Client Payments	<u>301,730,327</u>

**Total** \$ 312,684,531

**Rehabilitation Services**

Personal Services & Personal Benefits	\$19,722,180
Nonpersonal Services	4,717,121
Subgrant & Client Payments	<u>23,774,560</u>

**Total** \$ 48,213,861

**Economic Opportunity Office**

Personal Services & Personal Benefits	\$ 1,292,687
Nonpersonal Services	439,282
Subgrant & Client Payments	<u>91,125,782</u>

**Total** \$ 92,857,751

**Administrative & Technical Services**

Personal Services & Personal Benefits	\$ 8,887,189
Nonpersonal Services	3,632,581
Subgrant & Client Payments	<u>-0-</u>

**Total** \$ 12,519,770

**TOTAL DEPARTMENT** \$ 556,306,288

## **GOVERNOR'S JOB TRAINING COUNCIL**

### **Business and Industry Representatives**

Gene Bier, Minneapolis  
Richard Burger\*, St. Paul  
Nancy Christensen, Shakopee  
John Faulds, Marshall  
Kenneth Hall\*, Minneapolis  
Clarence Harris, Minneapolis  
Mike Lynch, Minneapolis  
Austin Sullivan, Golden Valley  
Linda White, St. Paul

### **Local Elected Officials**

Marcella Gonsorowski, Newfolden  
James Scheibel, St. Paul  
David Torgerson, Clinton  
Van White, Minneapolis

### **State Legislature**

Sen. Ronald Dicklich, Hibbing  
Sen. James Heap, Golden Valley  
Sen. James Pehler, St. Cloud  
Rep. Wally Sparby, Thief River Falls

### **“Other” Representatives +**

Bernard Brommer, St. Paul  
Geraldine Evans, Rochester  
Harold Peters, Rogers  
Bill Peterson, St. Paul  
Heladio Zavala, St. Cloud

## **MINNESOTA JOB SERVICE EMPLOYER COMMITTEE**

### **State Steering Committee**

Van Cooley, Minneapolis  
Gabriel Ducharme, Walker  
John Faulds, Marshall  
James Grossman, St. Paul  
Oliver Houx, Duluth  
Thomas Johnson, Brainerd  
Mike Perrine, Fairmont  
James Tobiason, Anoka

## **SSB BUSINESS ENTERPRISE MANAGEMENT COMMITTEE**

John Albright, St. Paul  
Carol Olson, Minneapolis  
Curt Jones, Twin Cities  
Jim Collins, Duluth  
Peter Wisocki, Hopkins  
Al Alton, Brainerd  
Merle Ford, Minneapolis  
Carl Kuhl, Minneapolis

## **REHABILITATION SERVICES**

### **CONSUMER ADVISORY COUNCIL**

Thomas Bangsberg, Minneapolis  
Gregory DeWitt, St. Paul  
Jerome Froehlig, Minneapolis  
Robert M. Glenn, St. Paul  
Marjorie Goldberg, Minneapolis  
Margaret Imdieke, Minneapolis  
David L. Nash, M.C., Rochester  
William R. Thompson, Bloomington  
Percy Tornow, Harmony

## **GOVERNOR'S COMMISSION ON POVERTY**

Henry Aaby, Twin Valley  
Ronald Anderson, Minneapolis  
Steven Belton, Minneapolis  
Carol Bishop, Mankato  
Monte Bute, St. Paul  
Marge Carpenter, Bloomington  
Rep. Dale Clausnitzer, Maple Grove  
David Dalberg, Shoreview  
Geno Dulski, Minneapolis  
Rev. Peter Erickson, Minneapolis  
Vincent Gentilini, Chisholm  
Joan Anderson Grove, St. Paul  
Don Gurnoe, Prior Lake  
Warren Heisler Jr., White Earth  
Dennis Heitkamp, Moorhead  
James Hield, St. Louis Park  
Samuel Horowitz, Minneapolis  
Kathryn Jensen, Grand Rapids  
Rosemary Malsoki, Stacy  
Thomas McBurney, Minneapolis  
Darryl Meyer, Albert Lea  
Sen. Roger Moe, Erskine  
Luanne Nyberg, St. Paul  
Rev. David Olson, St. Paul  
Renee Pan, Bloomington  
Morton Ryweck, Minneapolis  
Terry Saario, St. Paul  
Joe Samargia, St. Paul  
Patrick Sheedy, St. Paul  
Cynthia Tidwell, Minneapolis  
Pauline Veeseer, Little Falls  
Paul Willette, Olivia  
Heladio Zavala, St. Cloud

## **STATE ADVISORY COUNCIL FOR THE BLIND**

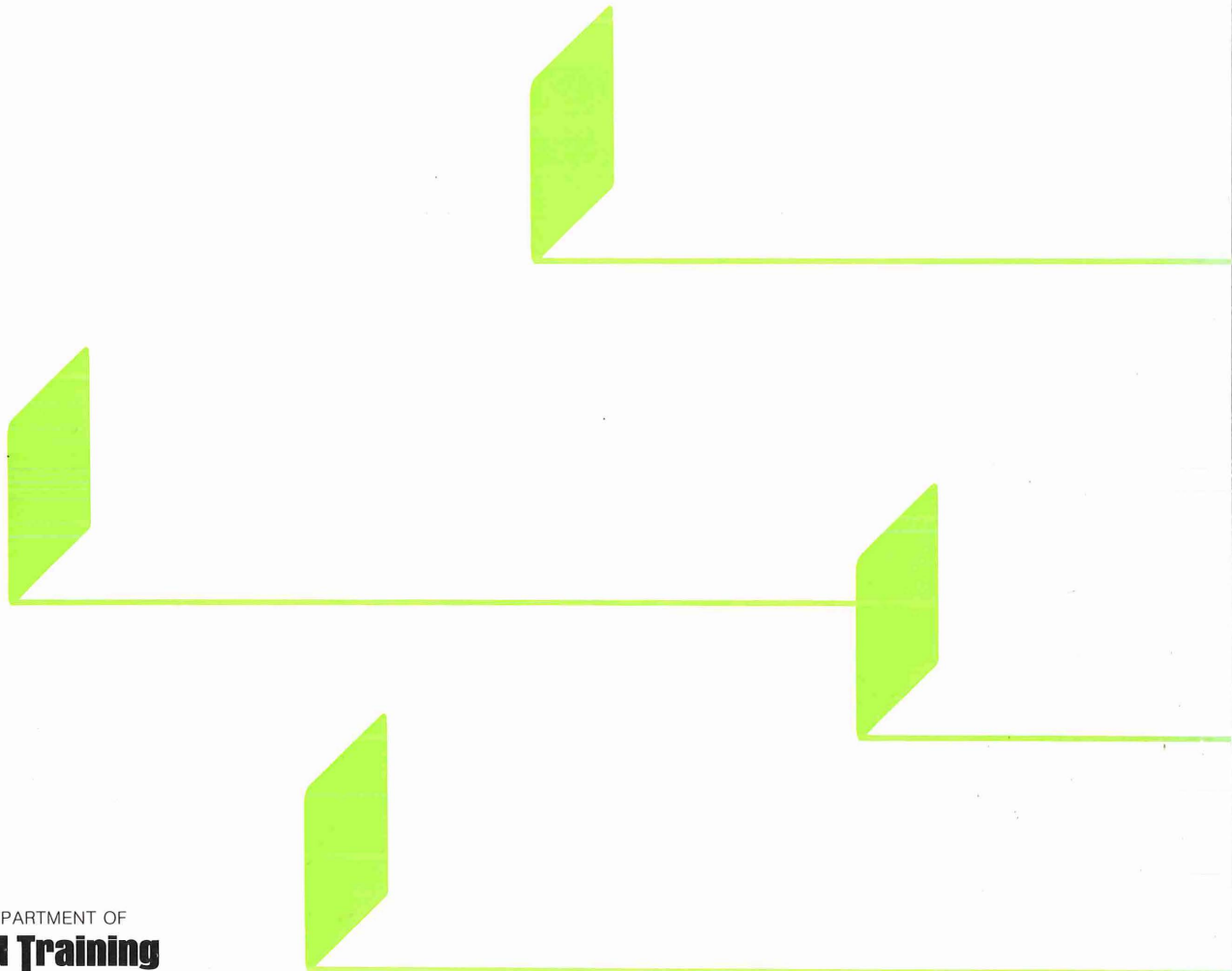
Rolland Baldwin, St. Paul  
Susan P. Baumgartner, Maple Grove  
Harriet Carlston, Paynesville  
Thomas Hein, St. Paul  
Leslie Paul Peterson, Minneapolis  
Joyce Scanlan, Minneapolis  
David A. Schwartzkopf, Rochester

## **INDEPENDENT LIVING ADVISORY COMMITTEE**

Roger Berg, Marshall  
Paul Bergquist, Mankato  
Susan Ecker, Fergus Falls  
Jeanne Forsmark, Hibbing  
John Mertens, St. Cloud  
Alfred (Bud) Morin, Plymouth  
Darwin Nelson, East Grand Forks  
Linda Nelson, St. Paul  
Anita Ortis, Hibbing  
Barbara Peterson, Rochester  
Mary Ellen Pischke, Oronoco  
Clarence Sindt Jr., Farmington  
Sandy Swenson, Hastings

\* Denotes former members who served during the past 12 months.

+ “Other” means representatives of organized labor, community-based organizations and local education agencies.



MINNESOTA DEPARTMENT OF  
**Jobs and Training**

390 North Robert Street, St. Paul, Minnesota 55101