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BRINGING PEOPLE

annual  report

AND JOBS TOGETHER

minnesota department of jobs and training

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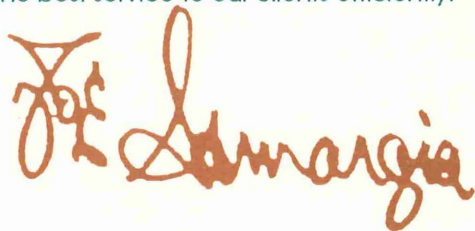
from the

**For the Department
of Jobs and Training**

In 1989 many activities were dominated by high technology. Premier among those, of course, was the wage detail conversion—probably the biggest computer project this state has ever seen. That conversion took us giant steps forward in fast, efficient service to all our clients. **Job Search became fully operational.** The computertized job-seeking capability is now in all our offices and is branching out to some other agencies where we share clients—technical and community colleges, community action agencies and others. **In the Tax Section** of Unemployment Insurance Operations is another example of technology saving us—and our clients—time and money. Automatic dialing of calls to employers who haven't paid taxes vastly increases our enforcement capability. This means other employers who do pay their taxes on time don't have to take up the slack for the delinquent ones. **Technology,** however, will never replace the human touch. As we increase our efficiency through automation, we expand our services wherever we can in directions that increase our personal contact and service to clients. **We were fortunate** to get some help from the 1989 Legislature for several programs that have a high degree of that "human factor." Minnesota was the first state in the country to put state

commissioner

funds into Head Start, the national program for disadvantaged preschoolers which DJT administers through the Economic Opportunity Office. This year the national budget recommends an increase for this program, so we feel we were a step ahead of the nation in our support. The State Job Training Office got increased funding, too, for the dislocated worker programs. In Rehabilitation Services, supported employment was expanded. **Within DJT,** we have a number of projects that touch the lives of many people in very human ways. At State Services for the Blind, the Friends of the Communication Center, a coalition of foundations and volunteers, will begin raising \$5 million to expand Radio Talking Book to reach many more blind and visually handicapped people. The welfare reform program known as STRIDE focuses on case management as an effective way to give clients positive directions and real practical help in getting back on their feet and off welfare. Re-Employ Minnesota, a successful program we piloted that uses case management to help the unemployed get back to work faster, has been continued into its second year with several more positions funded. **Overall,** for DJT, I think both these trends—more technological innovations and more concentrated personal service—will be trends of the future. They may seem to be opposites, but they actually share a very important common ground. They both are ways of getting the best service to our clients efficiently.



EQUAL OPPORTUNITY/AFFIRMATIVE ACTION POLICY — It is the policy of the Minnesota Department of Jobs and Training to provide equal opportunity to all employees and applicants for employment in accordance with all applicable equal employment opportunity/affirmative action laws, directives and regulations of federal, state and local governing bodies or agencies, specifically Minnesota Statute 363.

Jobs and Training will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, sex, disability, age, marital status or status with regard to public assistance.

Jobs and Training will take affirmative steps to ensure that all employment practices are free of discrimination. These practices include, but are not limited to, hiring, upgrading, demotion, transfer, recruitment or recruitment advertising, selection, layoff, disciplinary action and termination, rates of pay or other forms of compensation and selection for training.

Jobs and Training will commit the necessary time and resources, both financial and human, to achieve the goals of equal opportunity and affirmative action.

Jobs and Training will evaluate the performance of its management and supervisory personnel on the basis of their involvement in achieving these affirmative action objectives as well as other established criteria. Any employee of the agency who does not comply with the equal employment policies and procedures set forth in this statement will be subject to disciplinary action.

It is the responsibility of the manager and staff of the Equal Opportunity Program to monitor all equal employment opportunity activities and report their effectiveness as required by state and federal agencies.

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APRIL 27, 1990 It is the goal of the Department of Jobs and Training to bring people and jobs together in Minnesota. Photographs in this report illustrate the variety of jobs held by workers who are typical of the many people who are helped every year through DJT programs and services.

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, 1989, unless otherwise indicated.

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THE YEAR IN BRIEF J a n u a r y

Department outlined issues and programs for consideration at 1989 legislative session that began Jan. 3. . . . Record year-end balance in Unemployment Insurance Trust Fund was \$263.7 million. . . . Employee pledges and contributions to Open Your Heart to the Hungry and Homeless exceeded 1988 giving. . . . Satellite Job Service office opened in St. Paul skyway.

F e b r u a r y Fourteen area offices announced as recipients of cash awards for outstanding performance in local job placement efforts. . . . State unemployment rate was 4.9 percent.

M a r c h Commission on Economic Dislocation recommended that state appropriate \$1 million a year to help dislocated workers.

A p r i l Economic Opportunity Office announced grant of \$11.1 million in federal/state funds to weatherize some 6,400 homes. . . . EOO also reported a \$150,000 federal grant for distribution of U.S. surplus commodities. M a y About 700 department clerical and technical employees attended two-day training conference on self-development. . . . Following successful pilot project, Job Search system installed in Job Service offices throughout state.

J u n e Department joined other state agencies to promote services to the public in "A Taste of State Services" as part of the "Taste of Minnesota" celebration at the State Capitol. . . . Recycling of beverage cans and paper increased in most DJT offices around the state. J u l y DJT installed new computer program to process wage detail reports from employers. . . . State unemployment rate was 4.0 percent. . . . EDWAA (Economic Dislocation and

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Worker Adjustment Assistance Act of 1988), a federal program to help dislocated workers before they hit unemployment lines, administered by the State Job Training Office.

A u g u s t Job Service, State Services for the Blind and Data Processing joined in pioneering effort to train visually handicapped person as employment interviewer. . . . Department employees from Job Service, Rehabilitation Services and State Services for the Blind once more showed state fairgoers how to receive and benefit from DJT programs and services available to Minnesotans. S e p t e m b e r Direct deposit of unemployment insurance benefits was field tested in some area offices. . . . State jobless rate was 4.1 percent. . . . Energy Assistance Program providers met for training on rules and procedures for next fiscal year. O c t o b e r Rehabilitation Services Division joined in promotion of National Disability Employment Awareness Month. . . . DJT co-sponsored Adult Education Career Expo at Rosedale Shopping Mall to provide adults with access to education and job opportunities.

N o v e m b e r State unemployment rate dropped to 3.5 percent. . . . 1990 "Open Your Heart" fund drive for state employees kicked off Nov. 20. The campaign was coordinated by DJT staff. . . . State Services for the Blind held an open house for area employers that included one-on-one visits with a number of blind people who hold a variety of full-time jobs. D e c e m b e r Federal government allocated \$55.2 million to Minnesota Energy Assistance Program for fiscal year 1990, an increase of \$400,000 over previous year.

WAGE DETAIL PROJECT

Two years of work by the Wage Detail Project resulted in a successful statewide conversion Dec. 4 to a new computer system for the Unemployment Insurance (UI) Program. The new system, which utilizes the most advanced computer data base, was developed and implemented to meet a state requirement for the use of wage records to determine the amount of benefits that UI claimants are entitled to.

This new automation, which replaces an antiquated computer system, is the result of a partnership of state, federal and private organizations and may be the state's largest computer project to date.

The conversion provided new screens on computer terminals in all department field offices for the initial claims system, monetary determination system, benefit payment system, non-monetary determination system and intercept systems, such as child support.

The department no longer needs to request wage information from the employer when a worker files a UI claim. Under the new system, that information is obtained quarterly and is available on terminals throughout the state. The data is accessed when people apply for UI benefits.

Other features:

Claimants can have their UI benefits electronically deposited through "direct deposit" into their bank accounts.

Filing quarterly wage reports is easier for employers. DJT provides free software to employers so they can prepare wage detail reports on personal computers and submit this data on diskettes rather than on printed forms. Some employers prepare their quarterly data on minicomputers and submit them on magnetic tape. For those small employers who need to report on paper forms, DJT offers more efficient processing of the data through an optical

scanner that reads the forms and inputs the data. The scanner was tested in 1989 with 500 employers and the testing will be expanded to include up to 10,000 in 1990.

The department has streamlined the printing of UI benefit checks and forms by installing laser printers at its Central Office in St. Paul. Previously, pre-printed checks and forms were ordered from a local vendor and costly inventories had to be maintained. A new computerized mail inserter has been installed to mail checks and forms to UI recipients and employers.

INVESTIGATION UNIT

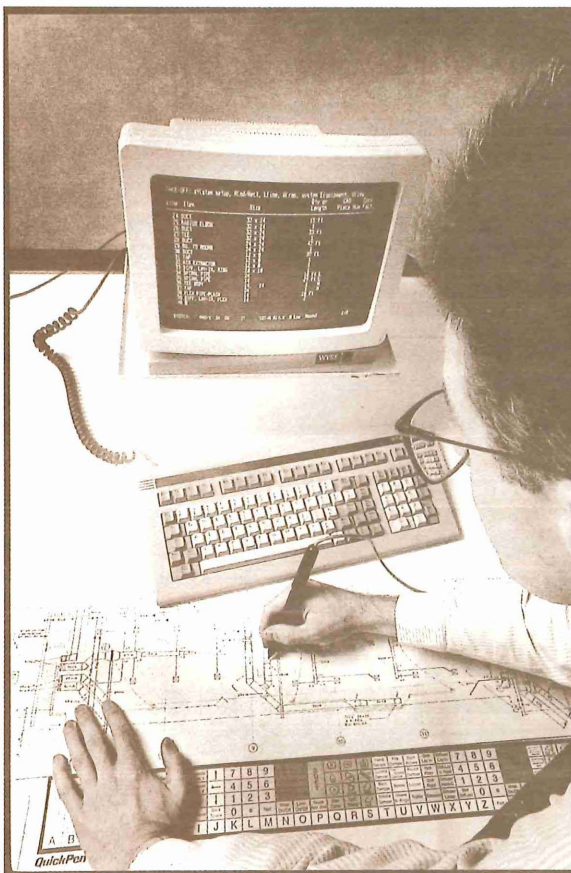
The new Investigation Unit was created by the Commissioner's Office in October 1989 "to insure that all programs administered by the department maintain a high level of efficiency and honesty."

Working closely with department employees, the primary duties of the unit's staff are to investigate suspected fraud. In addition, the staff handles the criminal investigative work and suspected misconduct affecting all Jobs and Training programs. Also included are investigations involving department grantees.

Just in the few months since the unit was organized, this more concentrated effort has resulted in a

considerable increase in the number of cases under investigation. For example, in the fourth quarter, 108 unemployment insurance cases being investigated were completed. This compares to 99 cases completed in the previous three quarters under the old investigative system that was operated as a part of another department office. Also by the close of 1989, 12 internal investigations had been completed and the staff had begun doing investigative work for a number of the community action agencies.

At the end of 1989, the staff consisted of a director, five investigators and a claims clerk.



PUBLIC INFORMATION AND EDUCATION OFFICE

The Public Information and Education (PIE) Office, in its role as the public relations and communications voice of the department, continued to inform the public, government officials, employers, department employees and other agencies about Jobs and Training programs and activities in a variety of ways.

PIE issued more than 100 news releases and advisories in 1989 to print and electronic media throughout the state. The staff also produced and distributed descriptive fact sheets and brochures on Jobs and Training programs and services.

Various staff-produced newsletters were published on a regular basis for employee, public and special interest audiences. In addition, the PIE Office was responsible for the production of the department's annual report to the governor, the Job Training Partnership Act annual report and the Rehabilitation Services Overview, a special publication for the users and operators of that division's programs.

During the year, the staff arranged and conducted news conferences on a variety of subjects that publicized state and department activities.

As it has for the past number of years, the PIE staff last fall helped organize the annual Open Your Heart to the Hungry and Homeless fund-raising campaign that involves all state agencies and state employees.

Finally, the PIE Office assisted in the planning and arrangements for a number of special events, including open houses of department offices, "Capital for a Day" observances in several Minnesota cities and some special ceremonies that involved the Governor's Office.

EMPLOYMENT PROGRAMS MARKETING

The Employment Programs Marketing staff developed and produced television, video and audio spots to promote department programs and services.

The unit has produced video and audio tapes for Job Service, Supported Employment Programs, State Services for the Blind, the Economic Opportunity Office and the Training and Development Office.

These programs have received exposure statewide on television, radio and cable television and through local Job Service offices. Several tapes have been

distributed nationally to employment and training agencies in other states.

Effective Jan. 1, 1990, the Employment Programs Marketing unit was transferred to the state Department of Administration so that these services now can be made available to other state agencies.

SERVICES FOR THE BLIND AND VISUALLY HANDICAPPED (SSB)

When loss of vision becomes a handicap to employment, education or personal independence for children or adults, direct services are available from Services for the Blind and Visually Handicapped.

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

Last year 6,457 clients, ranging in age from 10 months to 103 years, were served by rehabilitation counselors at Brainerd, Duluth, Hibbing, Mankato, Marshall, Moorhead, Rochester, St. Cloud and Twin Cities field offices.

Vocational Rehabilitation

Services for the Blind provides vocational rehabilitation that includes counseling, training to acquire alternative communication and travel techniques, vocational planning, job training and placement, adaptive equipment and follow-up services. In 1989, 4,151 clients received services in this program, and 450 completed their vocational rehabilitation plans and are gainfully employed.

Child Rehabilitation

Counselors also work with blind children and their parents, counseling and providing information to help the children to grow and learn and to develop the skills necessary to achieve personal and vocational independence as adults.

In 1989, 750 children and their families were served.

Independent Living

These programs and projects provided services to 1,556 clients in 1989, and 409 people were able to achieve a more independent life style.

The Center for Independent Living, Project Create, works with young adults

between the ages of 17 and 25 who are blind and also have a communication disorder. In addition, the center works with the staff of community-based residential and day programs, helping them to improve services for this population.

The Elder Options Program, funded by a federal grant, serves seniors who are blind or visually handicapped, assisting them to live as independently as possible. Four different models of service delivery are being studied for the effectiveness of various elements, including peer counseling.

The Self-Care Program, a long-standing, state-funded program, serves people 55 and older — with a goal of their becoming more independent in self-care activities. Older people in this program may be living in their own homes, or they may be living in long-term care facilities.

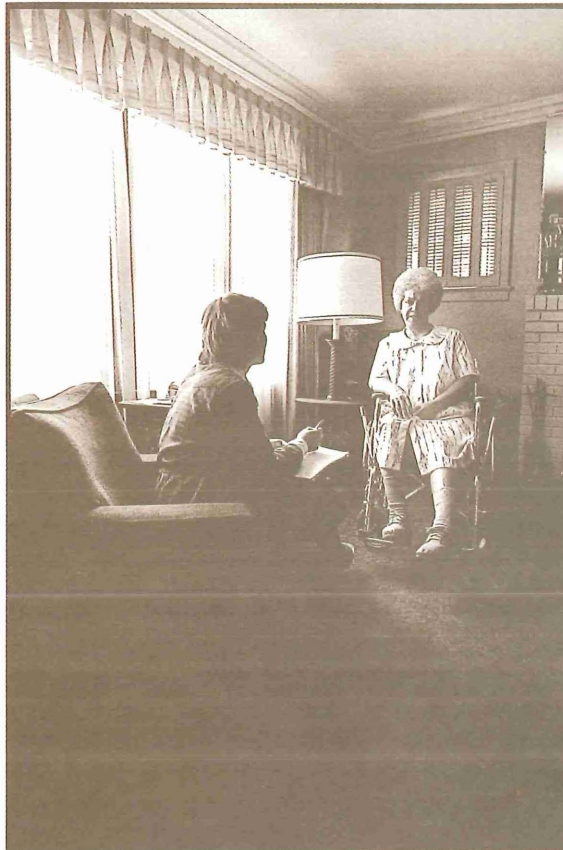
The Independent Living Program has other funding available to provide an array of services to people of all ages who have a severe visual disability, assisting them to function independently in their own communities.

Communication Center

The SSB Communication Center is a statewide special library, transcription and radio reading service. At the end of 1989, 11,825 individuals and 557 organizations were receiving services and using 18,000 pieces of audio equipment.

The explosion in demand for services continued in 1989 with an 81-percent increase in the number of college students requesting tapes and a 33-percent increase in job-related requests. The number of new master titles recorded increased by 31 percent. Requests for brailled material increased by 16 percent, from 6,833 to 7,905.

The Radio Talking Book Network ex-



panded transmission to Austin, Albert Lea, Appleton and Fergus Falls, which together could bring an additional 9,000 to 11,000 potential clients. The engineering staff replaced original RTB equipment that was installed over 20 years ago, produced a prototype control for in-center and in-home recorders and repaired 5,747 pieces of equipment.

A planning committee developed a new program called Dial-In-News, a reading service that provides a 24-hour telephone access to daily newspapers. The service began operation March 1, 1990.

Business Enterprises Program

Another opportunity for independence is the Business Enterprises Program (BEP) that helps blind vendors to operate as independent business people under franchise agreements.

The businesses are located in public, private and government buildings and in rest areas along the highways and include cafeterias, lunchrooms, gift shops and "venderias."

In 1989, the average annual income of blind vendors exceeded \$21,000. The program currently has 83 franchises and is expanding in post-secondary institutions and in highway rest areas.

ECONOMIC OPPORTUNITY OFFICE

The Economic Opportunity Office works to alleviate the effects of and to eliminate the causes of poverty in Minnesota. Of particular concern is the plight of children living in poverty. The office supports a network of agencies working throughout the state to aid Minnesota's low-income citizens in obtaining the skills, knowledge and motivations which will result in maximizing their personal independence and economic self-sufficiency.

Office functions include planning, evaluation, technical assistance and administration of both federal and state programs. The federal programs administered by the office include the Community Services Block Grant, Energy Assistance Block Grant, the Weatherization Program, Emergency Food Assistance Program and HUD (Housing and Urban Development) and Community Services homeless assistance programs. State programs include Head Start, the Minnesota Economic Opportunity Grant Program and the Transitional Housing Program.

Community Services Block Grant and Minnesota Economic Opportunity Grant

Funding is provided under these programs to 41 community action agencies in the state to design and implement local solutions to the problems caused by poverty. An example of the programs being operated is the Northeast Insurance Advocacy Project in Crookston, which has developed a counseling service for senior citizens experiencing problems with Medicare. The program's advocacy has resulted in saving or returning to the local community approximately \$100,000 in reduced premium costs and medical bills.

Energy Assistance Block Grant

The Energy Assistance Program helps low-income households cope with the high cost of energy in four ways: 1) with grants to pay heating expenses; 2) with financial help to deal with a crisis affecting the ability to maintain heat in the house; 3) by providing emergency repair to the energy-related components of the dwelling; and 4) by providing services such as negotiating with energy vendors on behalf of households, budgeting services, crisis counseling and providing information and referral.

In 1989, \$54.8 million of federal funding was used to serve 108,324 households.

The program staff also investigated the use of alternative periods for determination of eligibility. The purpose of the investigation was to learn the impact of using varying eligibility periods on the size of the eligible population and on administrative costs.

Head Start

The objective of the Head Start Program is to break the cycle of poverty by providing preschool children from low-income families with a comprehensive program to meet their educational, social, health, nutritional and psychological needs.

The program received state funding of \$11 million for the 1990-1991 biennium, an increase of annual state funding of approximately 500 percent. This increased level of supplemental funding will allow about 1,900 children to receive Head Start service annually.

Weatherization

The goal of the Weatherization Assistance Program is to cut energy consumption in

each weatherized dwelling and thus reduce the impact of high fuel costs on low-income households.

All local staff were trained in 1989 in using a more cost-effective weatherization procedure that was developed through a demonstration and research project. The new system relies on diagnostic equipment to determine what measures should be installed in a dwelling. All delivery agencies will be using these new procedures by April 1, 1990.

Emergency Food Assistance Program

The Emergency Food Assistance Program is one part of the response developed to cope with the growing incidence of hunger among Minnesota's low-income citizens. Through contracted nonprofit organizations, the office distributes to eligible households food products donated by the U.S. Department of Agriculture.

In 1989, the program distributed more than 5 million pounds of food, valued at \$2.75 million, to more than 136,000 households throughout Minnesota.

Emergency Housing Programs

The Economic Opportunity Office administers a variety of programs intended to address the growing problem of homelessness in Minnesota.

The Transitional Housing Program funded 21 local agencies during the year to maintain or expand programs which provide transitional housing and support services to the homeless. A total of 1,050 people were served by the local agencies.

The Emergency Shelter Grant Program provided funds for 38 shelters and for essential social services to homeless people. The program is funded through the Stewart B. McKinney Homeless Assistance Act.

The Emergency Community Services Homeless Program funds community action agencies for the purpose of providing comprehensive services to homeless people, including long-term service to help them make the transition out of poverty and assistance in obtaining social and income support services. The Economic Opportunity Office allocated \$233,478 to 41 local agencies in 1989 for this program.

ADMINISTRATIVE AND FINANCIAL MANAGEMENT

The Office of Administrative and Financial

Management processes federal grants, state funds, subgrants and contracts; develops financial data for budgets and reports; and pays vendors and clients. It also provides business services to the department's offices.

During the past year:

A procedure was implemented to move the cash used by the department in several of its major programs by personal computer and wire transfer to and from the contracted banks. This new procedure takes the place of transfer documents which previously were taken to the bank. In addition, bank balances now can be obtained each morning from the banks through the office's personal computer and dial-up machine.

The Community Service Block Grants (CSBG) joined the Job Training Partnership Act grants in having a combined contract for all parts of a major program group. The Minnesota Economic Opportunity Grant, CSBG and Special Allotment are now one contract to reduce paper, to shorten routing time and to standardize reporting requirements. Also involved is a change which allows simpler cash draw-down requests.

New laser printers and an automatic inserter were installed in the Central Office mailroom to reduce check and forms-writing time and mailing time. Benefit checks and claims are printed, personalized and signed by laser printers.

A computer-based, statewide ordering system has been implemented, permitting both the Central Office and field offices to order forms through their local network terminals.

LABOR RELATIONS AND PERSONNEL SERVICES

The Office of Labor Relations and Personnel Services processes personnel changes and represents the department in labor negotiations.

During the past year:

Working with field operations managers, the Minnesota Association of Professional Employees and the Department of Employee Relations, the Labor Relations/Personnel office staff completed the merger of the Unemployment Insurance representative and Job Service interviewer

classes into the new classes, Jobs and Training representative and Unemployment Insurance program analyst.

The working relationships with labor organizations were strengthened by increasing the number of "meet and confer" sessions.

A team of Labor Relations and Personnel staff and Data Processing staff completed a review of the current Management Information System. A request to redesign the data base to automate office records and provide data network access by managers has been written for implementation in 1990.

AFFIRMATIVE ACTION

The Affirmative Action Office works to eliminate and prevent discrimination in the department's employment practices. Harassment or any verbal or physical behavior which is perceived as creating an intimidating or hostile environment is a major concern for which this office provides confidential advice.

JOB SERVICE AND UNEMPLOYMENT INSURANCE OPERATIONS

During the past year Job Service (JS) and Unemployment Insurance (UI) staffs have merged duties and responsibilities to provide knowledgeable, one-stop quality service to Minnesota's unemployed and underemployed. At the heart of the operation are state-of-the-art computer systems complemented by staff training designed to promote better and more efficient services for our clients. The updated systems in Job Service and Unemployment Insurance now are operational in all offices.

Labor Exchange

The Minnesota Job Search program, introduced in 1987, continues to expand. This "applicant friendly" system generates 44 percent of the referrals for the agency and results in approximately 1,400 job placements a month. Applicants often find acceptable openings outside the occupational areas indicated on their applications. As of May 1, 1989, all Job Service locations were equipped with the Job Search system. Several technical colleges, community action programs and Job Training Partnership Act organizations also have made or will be making arrangements to install the new system.



Re-Employ Minnesota

A new program within the JS & UI Operations Division is the Re-Employ Minnesota (REM) Project. This Job Service/Unemployment Insurance cooperative effort seeks to reduce the length of time unemployed workers collect UI benefits by providing better services. Because REM was set up as an experiment, claimants are randomly assigned to control and experimental groups. Claimants in the control group receive the regular UI and JS services. Claimants assigned to the experimental REM group receive more concentrated services in a case management setting. REM

clients get intensive reemployment help the same day they file for benefits. Each one is assigned to a specific case manager who is limited to a caseload of 40 unemployed workers. This limitation allows the case manager to devote more time to each client, thus providing more personalized and intensive services.

Resources for the project come from the UI Penalty and Interest Fund. The goal is to reduce the average benefit period of experimental group REM clients by at least 20 percent. This level of reduction would result in a savings to the UI Trust Fund that would exceed the cost of running the program. A total of \$750,000 was set aside to administer

the program for one year. In the first year REM saved \$1,475,000 and reduced benefit duration by an average of 25 percent (4 weeks/claim) for the REM claimant group. The project netted a savings of \$725,000 for the UI Trust Fund and, based on this first-year success, the program has been renewed for another year.

Veterans

Veterans receive preferential treatment by Job Service. The federal government provides special funds for over 70 positions, and those employees deal only with veterans and their employment problems.

This past year all veterans' staff members, plus a number of supervisors, attended training at the National Veterans' Training Institute in Denver. This week-long training has proven valuable in teaching new concepts as well as renewing old ones.

One new concept is case management which trains staff to work with hard-to-place veterans. This includes assessment of needs, provision of or referral to supportive services, consistent and constructive dealing with veterans, tracking and follow-up.

Training

A new training course, introduced in 1989,

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was an intensive four-day session on "Interviewing Skills." Designed for JS and UI staffs who do interviewing as part of their jobs, the training was given to 86 employees in 1989. Others will be included in future sessions.

Activities

Labor exchange activities in 1989 were similar to the previous year. Employers listed 67,494 job orders and 65,092 people found jobs through the Job Match System. Another 14,740 were given information and assistance which helped them get jobs. A total of 106,469 people received such help as counseling, testing and referral to special services. Overall, Minnesota Job Service filled 85,746 job openings.

The veterans' staff, funded through the U.S. Veterans' Employment and Training Service, served 31,657 veterans and placed 7,804 in jobs. In addition, 1,143 were given counseling and 21,928 received other services.

Although drought conditions continued to affect crop activities in Minnesota during 1989, more migrant and seasonal farm workers than usual visited the state seeking employment. Job Service registrations were up 750 strong from the previous year but placements were off by nearly 60 percent. Bilingual staff members continued to serve needs of this worker group at selected offices.

A shift in areas where workers have been laid off as a direct result of increased import trade occurred in 1989. More workers from the Twin Cities became eligible for Trade Adjustment Assistance (TAA), primarily due to cutbacks in the electronics field. In prior years the majority of eligible workers were from northeastern Minnesota. Workers from 10 new certified employers received re-employment services during the year. Included were specialized training, job search allowances, relocation allowances and cash benefits called Trade Readjustment Allowances (TRAs).

The Targeted Jobs Tax Credit (TJTC) program provides employers with federal tax credits for hiring members of targeted groups, people who traditionally have difficulty finding jobs. Job Service determines the eligibility of targeted workers and gives certificates which allow employers to receive the tax credits. In 1989, Minnesota employers hired 6,932 targeted people, which provided them with tax credits of about \$16.6 million.

United States Employment Service Test Release Program

The General Aptitude Test Battery (GATB) was developed by the United States Employment Service and has been used since 1947 by state employment service offices. Because of its extensive research base, the GATB has come to be recognized as the best validated multiple-aptitude test battery in existence for use in vocational guidance. The GATB is also available in Spanish, for the deaf and for nonreaders.

Along with an interest inventory and achievement tests, the GATB is made available to qualified users in Minnesota's public and private sectors. By contracting with the Minnesota Department of Jobs and Training, schools, rehabilitation centers and other organizations are provided with some outstanding counseling tools for employability assessment and career planning.

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 help stabilize their income and 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 UI program assists them in their job-seeking efforts with vocational counseling, career-change seminars and out-of-the-area job search and relocation allowances.

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

Benefits Branch

On Dec. 4, 1989, the department successfully implemented a comprehensive new automated benefit claim system called Wage Detail, which had been under development for well over a year. This federally funded integrated system was made necessary by Minnesota's adoption of the quarterly system for calculating benefits. At this time, claimants will notice little change in the way they receive benefits, although this system does allow for the direct deposit of benefits to the claimant's bank account.

The chief change is the development of a data base system which, for the first time, integrates all of the separate claim subsystems into one related whole, insuring that data which is added in one area is accessed by the rest of the system as well. This allows such things as a common intake process in which the unemployed worker can file a claim and register for job-seeking help at the same time, using the same form. In addition, under this data base system a decision to allow or deny benefits causes an appropriate reaction in the payment subsystem.

The new system is effective now but its real value is in the future. As the UI program, in existence for over 50 years, is modified to reflect a future changing work force, Minnesota's data-base-oriented system will be able to accommodate those changes. In addition, as technology improves the methods of processing claims and payments, the system can adapt to them.

Because of the scope of this project over the last year, all but essential Benefits Branch activity was suspended as staff assisted in the development and implementation of the new system. Consequently, the evaluation of separation and eligibility issues and the staff training that resulted from those evaluations were not performed. In addition, the well-received seminars for employers were curtailed, and special projects were limited to the development of an agreement with the Federal Parent Locator Office to assist in locating absent parents through the use of UI files.

Tax Branch

The Tax Accounting Section determines which employers are subject to unemployment tax and which workers are covered for unemployment benefits, assigns tax rates, processes quarterly tax and wage detail reports and collects and accounts for all UI taxes.

During calendar year 1989, a total of 98,169 Minnesota employers paid into the UI Trust Fund. Payroll taxes and reimbursements paid into the fund totaled \$374.5 million. Employers paid an additional \$2.2 million in interest and penalties for late filing and payment of taxes. During the year, 13,338 new employers were identified as being liable for unemployment insurance coverage of their employees. Of the total, 3,212 became liable after acquiring a previously existing business, whereas 10,126 were newly established businesses. During the

same period, 11,328 accounts were terminated.

A new collection system was established in the Tax Branch. Included in the purchase of equipment was an IBM System 36 computer, a Melita Auto-Dialer and a Collection Management System. A new unit was established to operate this equipment.

The major benefit of this system is the ability to accelerate cash flow by contacting large numbers of debtors in a relatively short time at a much lower per-dollar collection cost. The auto-dialer equipment completely automates the dialing process. The primary focus is to place calls for a team of agents using predictive dialing techniques. The result is connection of only "live" calls to agents. The Collection Management System itself is a software package designed to reduce paperwork, increase productivity and improve management tools as well as tax collections.

During fiscal year 1989, the Field Audit Section completed more than 4,000 employer audits involving \$2.8 billion in payroll. These audits uncovered \$861 million in unreported wages and \$1.6 million in unreported taxes. The field auditors also assist employers with resolving more than 15,000 UI issues, determining liability for UI taxes, obtaining the necessary reports and collecting the appropriate tax. They collected \$5.12 million in delinquent taxes, interest and penalties. In addition, over 1,100 tax liens were initiated. The field auditors completed more than 2,200 wage investigations involving claims for benefits. Field audit staff wrote a new program for auditing employers via lap-top computers and conducted training in the use of 20 portable computers for auditing larger employers.

Benefit Payment Control

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

During 1989, the department found 10,561 cases of benefit overpayments amounting to \$5,361,711. While most overpayments were due to error, investigators did uncover 2,130 cases of fraud amounting to \$1,453,730.

The department also operates an

ongoing recovery program that in 1989 produced \$3,712,208.

Another activity in UI Benefit Payment Control is the Quality Control Program, a management information system that aids both state and federal UI program staffs.

The system, by an intensive review of a randomly selected sample of UI claims, provides information on the accuracy of UI benefit payments. An extensive data base is being accumulated and will be used in the future to improve the UI program in Minnesota. This data base was used in compiling the National Annual Quality Control Report, published for the first time in 1989.

In the fall of 1988, the U.S. Department of Labor selected Minnesota as the site for a National UI Quality Control Training Center. The center became operational in January 1989 and during the year conducted 38 weeks of training for 338 participants. Training sessions were attended by at least one person from every state in the union as well as Puerto Rico. Funding for the training center has been provided by the Department of Labor for two years with a third year optional.

Appellate

The Appellate Branch schedules and conducts hearings and issues decisions on all first-level appeals taken from unemployment insurance benefit and tax determinations.

In 1989, Appellate conducted hearings and issued decisions in 10,874 regular unemployment appeals. Those cases involved appeals from initial department determinations on unemployment benefit eligibility and disqualification issues.

By the end of 1989, nearly 85 percent of the decisions were issued within 45 days of the appeal. Over 59 percent were issued within 30 days of appeal. The 45-day period percentage is higher than the federal timeliness standard. The 30-day period falls 0.9 percent short of the 60-percent federal standard.

Appellate is in the process of obtaining new word processing equipment to improve productivity.

Commissioner Appeals

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 of tax rates assigned to employers.

In 1989, 2,100 appeals pertaining to benefit claims were received by the Commissioner Appeals Unit. The representatives of the commissioner issued 2,100 benefit decisions. There were 123 decisions pertaining to appeals in tax and liability cases. Only 21 appeals relating to federal program issues were received; 19 decisions were issued.

UI Management Services

The Unemployment Insurance Management Services Section develops and monitors the yearly program budget and develops and maintains UI management information systems.

The UI budget development and monitoring activity is handled by the Cost Model Management group. This team monitors staffing patterns weekly throughout the state and distributes staffing reports to every UI activity manager. Managers then are able to respond to workload variations quickly and efficiently. The system also is used for internal decision making, resource adjustments, identification of unnecessary or inefficient procedures, the annual budget allocation process and monitoring the use of resources by the UI program managers.

STATE JOB TRAINING OFFICE

The State Job Training Office (SJTO) administers state and federal programs that prepare youth and adults for entry into the labor force. These programs serve economically disadvantaged people who need special training to overcome employment barriers.

The SJTO also provides professional staff support to the Governor's Job Training Council, which coordinates employment and training programs in Minnesota, including those covered under the federal Job Training Partnership Act (JTPA).

Job Training Partnership Act

The Job Training Partnership Act (JTPA) is a 1982 federal law authorizing programs that help low-income and unemployed people to gain the necessary skills and obtain productive employment. The programs are funded through federal block grants given to the states to administer.

The SJTO allocates funds to 17 local regions known as service delivery areas

(SDAs). Within each SDA a local private industry council composed of business leaders, educators, labor and community representatives, and local elected officials works to plan and monitor the use of funds to meet local labor market supply and demand. Typically, local programs provide services such as assessment and career counseling, on-the-job training, job search assistance and placement, basic education, classroom training, work experience, and supportive services. The programs also offer remedial education to upgrade basic skills for adults and youth lacking a diploma or with low literacy skills. Employers can obtain pre-screened applicants, reimbursement of training costs and training designed for their firm's specific hiring needs.

The SJTO monitors local programs to ensure that their plans and objectives are being met in compliance with the law. The SJTO also provides technical assistance to SDAs, acts as a liaison to other state agencies and evaluates program performance according to state and national standards. Sixteen SDAs received incentive awards of additional funds in 1989 for meeting or exceeding the standards.

Minnesota received a JTPA, Title II-A, basic grant of \$24,145,594 for the program year ending June 30, 1989. This grant, 78 percent of the state's total JTPA allocations, funds three local programs in the 17 SDAs. The remaining funds coordinate job training programs and serve special needs groups.

Title II-A programs served some 13,600 adults and 6,730 youth over the age of 14. More than half the participants were welfare recipients. Of the total served, 6,347 adults found jobs at an average hourly wage of \$6.07 and 2,757 youth at \$4.80 an hour. An additional 980 youth were successful by developing practical skills in preparation for future employment. Other participants left to pursue further education, enroll in the military or enter other training programs.

In a follow-up study of some 5,000 participants, an 81-percent response rate showed that 69 percent were employed 13 weeks after leaving the program at average weekly earnings of \$233. Welfare recipients who became employed were earning an average of \$226 weekly and had worked an average of 8.4 weeks during the 13-week period surveyed.

JTPA/Education Coordination Programs

Eight percent of Minnesota's Title II-A JTPA allocation is used to develop cooperative programs between SDAs and educational agencies to serve low-income youths and adults. The funds are administered jointly by the State Technical College system and the SJTO.

As of June 30, 1989, a total of \$344,101 had been used to fund 12 innovative programs serving 537 people with special needs, including minorities, individuals with disabilities, displaced homemakers, limited-English speakers, high school dropouts, single parents, farmers in crisis, public assistance recipients and offenders/ex-offenders. Of the total served, 42 got jobs and 199 received educational services, including remedial basic academic skills training.

In addition, \$1,162,343 was allocated for programs in secondary schools, technical and community colleges, state universities and private vocational/trade schools. Basic reading and math skills were taught to 1,603 participants, all of whom were public assistance recipients.

The coordination programs generated a total of \$1.8 million in matching contributions.

Older Worker Training Program

Low-income people 55 years and older are given special attention under JTPA. Three percent of the state's Title II-A grant is used to prepare and place eligible older workers in private-sector employment.

In 1989, 15 projects were funded through a request-for-proposal process that served 703 people at a cost of \$726,058. Of that total, 407 were placed in private-sector jobs at an average hourly wage of \$5.20.

Senior Community Service Employment Program

A parallel to JTPA's older worker program is the federal Senior Community Service Employment Program (SCSEP), authorized under Title V of the Older Americans Act. The purpose of the SCSEP, which has just completed its twelfth year, is to foster and promote useful part-time employment in community service for unemployed low-income workers over 55. In addition to employment opportunities, the program provides physical examinations and necessary support services. The office contracted with 16 project operators in 1989, placing 431 participants in subsidized part-time positions

to provide income and increase their employability. SCSEP surpassed one of its performance goals with 67 participants placed in unsubsidized private-sector employment. The total cost of the program in 1989 was approximately \$1.5 million.

Dislocated Worker Program

JTPA Title III funds support employment and training services to dislocated workers. These are people who find themselves without jobs because of plant closings, permanent layoffs, skill obsolescence, technological changes or other disruptions.

Major worker dislocations in 1989 occurred in the state's banking, insurance, retail, electronics, manufacturing and food processing industries.

During program year 1989 (July 1, 1988 - June 30, 1989), Title III programs served 4,474 people, of whom 1,411 got private-sector jobs. The average wage at placement was \$8.54. Among the dislocated workers, 53 percent were between the ages of 22 and 39 and 61 percent were male. Ten percent did not have a high school diploma or equivalent. Title III funds made available to Minnesota totaled \$2,310,087.

Economic Dislocation and Worker Adjustment Assistance (EDWAA)

On July 1, 1989, the new dislocated worker program, Economic Dislocation and Worker Adjustment Assistance (EDWAA), was implemented. The EDWAA Act provided for the establishment of 11 substate areas and grantees to serve dislocated workers.

Fifty percent of EDWAA funds are allocated to the substate areas by formula, with an additional 10 percent of the funds reserved for substate areas on an as-needed basis. The remaining 40 percent of the funds will be used for plant-specific, industry-specific, or regional projects as in the past.

STRIDE

STRIDE (formerly PATHS) is a joint effort between the Jobs and Training and Human Services departments to implement the Federal Family Support Act of 1988. The goal is to help AFDC recipients achieve self-sufficiency. The program has targeted groups who are in danger of long-term dependence on public assistance. These target groups are caretakers who are under age 24 without a high school diploma or equivalent, have had little or no work experience in the last year, will be off AFDC within

two years due to the age of their youngest child or have received AFDC for 36 of the last 60 months.

Caretakers in the target groups are eligible to participate in case management, a voluntary program that provides vocational counseling and assessment of employment, training, education and support needs.

A second major component of STRIDE is the Employment and Training Block Grant. This grant funds mandatory orientation for all new caretakers and the Job Search Program. It also funds one of the following work programs, determined by county providers: Community Work Experience Program, Grant Diversion or On-The-Job Training.

For the fiscal 1990-91 biennium STRIDE will receive state funds of \$7.8 million for case management, which includes a 25-percent match from the county, and \$5 million for the Employment and Training Block Grant. The state can receive up to \$13 million in federal matching reimbursement, for a percentage of direct program and administrative costs.

STRIDE became operational in all 87 counties in 1988 and since the program's inception through June 30, 1989, 11,582 people have been served.

Food Stamp Employment and Training Program

Federal law requires all states to have a Food Stamp Employment and Training (FSET) Program. Each state must designate a participant group within its Food Stamp population, subject to federal approval. In Minnesota, this group consists primarily of Food Stamp recipients statewide who also receive Work Readiness assistance.

In federal fiscal year 1989, statewide FSET programs received \$2.9 million. The SJTO provides state-level administration for this program under a cooperative agreement between the departments of Human Services and Jobs and Training.

Minnesota Grant Diversion

The 1988 Family Support Act requires Grant Diversion to operate under the JOBS Program as a second Employment and Training Program. Sixty-two counties have elected to operate a Grant Diversion program. Minnesota Grant Diversion (MGD) uses the AFDC grant to provide wage subsidies to employers as an incentive to hire

AFDC recipients. Since July 1, 1989, all employment positions under MGD must be newly created jobs. The AFDC grant, as a wage subsidy, can also be combined with MEED, JTPA, or OJT funds.

Targeted for services under the program are voluntary STRIDE case management participants. MGD places participants into subsidized employment or jobs that become permanent at the end of the subsidy period, which is limited to nine months. MGD is funded at the state level with STRIDE funds and federal reimbursement is available for 50 to 60 percent of administrative and program costs.

Work Readiness

The Work Readiness Program is available to people whose income and resources are below the general assistance eligibility levels, but who are employable. Participants receive financial help at the same level as general assistance along with job-seeking services to help them find permanent employment. They also get help for such needs as transportation and clothing for interviews.

The Work Readiness Program is a joint effort of the SJTO and the Department of Human Services (DHS). From July 1, 1988, to June 30, 1989, approximately 20,000 new participants took part in the program at a cost of \$3.8 million.

Veteran's Employment and Training Program

Minnesota received \$142,000 of JTPA Title IV-C funds in 1989 to operate three programs providing employment and training services to eligible veterans. The programs are conducted in Detroit Lakes, Hennepin County and Mankato. During the year, 389 veterans were served with grant funds or matching contributions and 95 were placed in unsubsidized jobs as a result.

Minnesota Displaced Homemaker Program

Programs to serve displaced homemakers are now available in 83 of Minnesota's 87 counties. The 1989 legislative session increased funding to the Displaced Homemaker Program, allowing it to reach previously unserved counties and to open two new locations.

Displaced homemakers are women or men who have spent years in the home caring for their families and now, due to separation, divorce, death or disability of

spouse, must seek paid employment to be economically independent.

Under this program participants are helped to remove employment barriers through individual and group counseling, support workshops, personal development, vocational exploration and job-seeking skills.

During the 1987-89 biennium, more than 2,800 displaced homemakers were served. Of these, 33 percent became employed, 24 percent entered training and 13 percent began a combination of work and training. The average hourly wage was \$5.81.

Minnesota Employment and Economic Development (MEED) Wage Subsidy Program

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

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

For the biennium, July 1987 through June 1989, MEED served 12,425 people, 83 percent of them from these priority groups: AFDC or General Assistance eligible, farm households with severe financial problems, or households with no income.

Among those who left the program, 47 percent found permanent unsubsidized jobs earning an average hourly wage of \$5.37. After 60 days on the job, 75 percent were still working at an average hourly wage of \$5.21.

Minnesota Youth Program

The Minnesota Youth Program (MYP) serves young people from 14 to 21 and operates statewide at an annual funding base of \$2.35 million. In 1989, the state Legislature appropriated an additional \$500,000 a year to expand the program to include a school-to-work transition component for at-risk youth. Transition services include counseling, case management, basic education skills, training, remedial education, mentoring and tutoring.

In 1989, 3,466 youth were served. More than 2,750 of them were economically disadvantaged, 693 were from families receiving public assistance and 901 were

young people with disabilities. Nearly one-fourth were enrolled in remedial education.

In 1989, the Job Service Mini-Office Program was funded through the MYP. Youth were trained in procedures to operate mini-offices, which matched more than 13,000 youth with temporary jobs, including 8,000 in agriculture settings. MYP trainees worked under the supervision of Job Service personnel.

Summer Youth Employment and Training Programs

Summer Youth Employment and Training programs (SYETP) serve economically disadvantaged youth, 14-21 years old. From the total 1989 national appropriation of \$719 million, Minnesota received \$8.2 million. The funds went directly to local SDAs in accordance with the federal allocation formula and provided jobs for 6,711 youth in public and non-profit agencies.

The local programs, averaging 11.2 weeks in length, combined work and learning to increase the basic skill levels of young people.

Youth Intervention Program

In 1989, 23 youth intervention programs were funded for education, counseling and referral services for troubled youth and their families. Community-based programs kept the young people living with their families and out of correctional institutions, foster homes, residential facilities and chemical dependency treatment facilities. SJTO distributed \$225,000 to serve about 7,500 youth and their families at an average cost of \$375 per client.

Juvenile Justice Program

SJTO receives a block grant under the federal Juvenile Justice and Delinquency Prevention Act. Subgrants are awarded on a competitive basis to counties, cities, agencies and state departments for programs to prevent delinquency, work with delinquents or provide alternatives to the use of adult jails for juveniles. These awards are made by the Minnesota Juvenile Justice Advisory Committee, whose members are appointed by the governor.

In 1989, about \$900,000 funded 32 programs that provided direct, individual services to over 4,500 juveniles. Group activities such as recreation, special curricula classroom presentations, workshops and conferences served an additional 25,000 youth.

Opportunities Industrialization Centers

The Opportunities Industrialization Centers (OICs) offer community-based education, skills training, placement and supportive services to the economically disadvantaged. They specialize in serving hard-to-reach groups such as minorities and welfare recipients. In cooperation with state and local JTPA offices, the OICs also offer special programs for youth, older workers and male and female offenders at Stillwater and at the Volunteers of America correctional facility in Roseville. The operating centers include Twin Cities OIC, American Indian OIC, Ramsey County OIC and Anishinabe OIC at Mille Lacs Lake as the first OIC on an Indian reservation. Another OIC for the Bemidji area is planned.

The OIC programs enrolled and served 1,326 clients in 1989. Of these, 422 were placed in jobs with an average annual wage of \$10,679, and 128 moved on to advanced training or higher education. Of those placed, 204 were welfare recipients, 17 percent black, 16 percent white, 55 percent Native Americans and 11 percent other minorities.

REHABILITATION SERVICES

The Division of Rehabilitation Services (DRS) had an exciting and productive year. New programs were launched and others continued to ensure that services are responsive to the changing needs and expectations of consumers and employers.

MarketAbility, a DRS/STEP Project, involves the development of marketing plans for five geographic/economic areas of the state by teams made up of a cross-section of staff from the areas. The plans depend upon this local involvement to ensure that the unique needs of the regions are addressed. Marketing will be targeted to employers and designed to increase the visibility of the agency in the communities served.

Vocational Rehabilitation

This program offers the essential services people with disabilities need to find suitable employment. Assessment of strengths and aptitudes, personalized vocational planning and job placement are keys to successful rehabilitation. Other services such as training, education, rehabilitation technology, transportation, and supplies or equipment may be provided if necessary to achieve the vocational rehabilitation goals established with each person.

In 1989, this program had an active caseload of 21,306 clients. More than two-thirds of them are expected to become employed as a result of the services received. On the average, their rehabilitation will be accomplished in a little over two years.

Vocational Rehabilitation continues to work toward making services accessible to all people with disabilities. Special initiatives focused on meeting the needs of students with disabilities in the transition from school to work, people with traumatic brain injury and people with serious mental illness.

Projects With Industry

A federal grant program intended for corporations or private nonprofit service providers

was expanded to include state vocational rehabilitation agencies. DRS submitted one of the first proposals and received a grant to establish three Projects With Industry (PWIs) that will help rural students with disabilities find jobs in their community. A major factor in the success of the three PWIs has been the enthusiastic and committed involvement of local business leaders and educators.

PWIs have been operating in three of the division's field offices -- Mankato, Grand Rapids/Cloquet and Cambridge -- since early in 1988.

Supported Employment and Rehabilitation Technology

Counselors are helping more people with severe disabilities by using available resources. Increased training and consultation help improve staff awareness and skill in the emerging areas of rehabilitation technology and supported employment options.

Partnerships

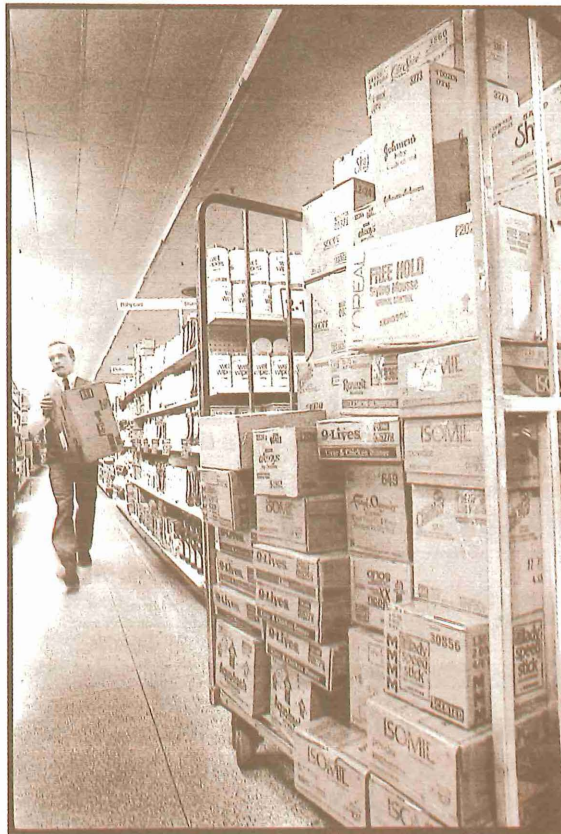
Numerous programs have been developed through partnership with the Multi Resource Center. One of the most recent is computer training for business people with severe disabilities. This project involves major corporations such as IBM,

General Mills, NSP and IDS. It includes development of curricula and jobs for graduates.

FlexWork was launched in November 1988. It serves people whose employment needs can best be met by working out of their homes and provides a variety of training and rehabilitation services. The newest program being developed is Computer Aided Design, due to begin the summer of 1990.

Independent Living Services

Independent Living Services is a two-part program to help people with severe disabilities live more independently and partici-



division of rehabilitation services

pate in community activities and, when possible, enter vocational rehabilitation.

In Part A of the program, counselors in local DRS field offices purchase or provide needed services. Part B is a grant program that provides funding to six regional Centers for Independent Living.

All six Centers for Independent Living have branch offices to serve greater geographic areas. In July 1990, a seventh center will open.

Minnesota Supported Employment Project

A 1985 federal Department of Education grant from the Office of Special Education and Rehabilitation Services established the Minnesota Supported Employment Project (MnSEP).

It is a multi-agency, five-year effort to effect systems change for programs that serve the employment needs of people with severe disabilities.

Using a variety of strategies such as job coaching and other supports, supported employment offers community-integrated job opportunities. Rehabilitation facilities, Developmental Achievement Centers, community support programs, schools, county social service agencies and DRS work together to provide the services necessary for these people to get and keep good jobs.

Minnesota is a trendsetter in a national initiative to convert to and/or expand supported employment services. In a survey conducted by Virginia Commonwealth University, Minnesota reported supported employment services delivered to 4,500 people during fiscal year 1988. The survey results reported to Congress in January 1989 clearly indicate Minnesota's leading position nationally in this conversion activity.

People with severe disabilities who benefit from supported employment include those with developmental disabilities or other related conditions, serious mental illness, traumatic brain injury, severe physical and multiple disabilities.

Extended Employment

The number of sheltered workshop employees who moved into community-based employment for part of their day was 260 in 1983. Last year, that number soared to 4,033. There has been revolutionary change in the way rehabilitation facilities provide employment opportunities.

A main reason behind these

changes was that the DRS Extended Employment Program changed how it gave funding to the facilities. In response to changes in the law, Extended Employment now uses a funding formula based on facility performance, economic/geographic factors and benefits for workers.

Disability Determination Services

In accordance with Social Security Administration regulations, the Disability Determination Services Section determines if Minnesotans claiming disability benefits meet the criteria for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits.

DDS was recently presented a Social Security Administration's Regional Commissioner's Citation for outstanding service to the residents of Minnesota. Recognition was given for DDS's position as a regional and national leader in accuracy, processing time and productivity.

The mission of the Administrative and Technical Services 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.

DATA PROCESSING OFFICE

The Data Processing Office operates the department's mainframe computer, which has 50 billion bytes of storage and supports over 65 million transactions a year, a telecommunications network that supports 1,100 terminals on 32 data lines to 65 remote sites, a centralized word processing system and an information center for department personal computer and mini-computer users; and oversees more than 50 programmers who provide application development and maintenance to eight major clients.

During 1989, staff:

Assisted in the design, development and implementation of the Job Search program through 44 minicomputers tied together in one statewide information system.

Expanded the mainframe software system in the development of the new Unemployment (UI) Claims and Benefit Payment System. Provided support to the Wage Detail Project, including the implementation of both the UI Wage Collection System and the new UI Claims and Benefit Payment System. The result is improved service to both employers and UI claimants.

Added two high-speed, high-capacity laser printers to support the UI Claims and Benefit Payment System.

Redesigned and installed a statewide teleprocessing network connecting all area offices.

INTERNAL SECURITY OFFICE

In 1989 the Internal Security Office moved to the ATS Division. It now provides department-wide services which help ensure the safety and security of employees, clients, property and data. Major areas of concern are building security, asset protection, fire safety, general safety and health safeguards, data security and computer security.

In 1989, the staff also:

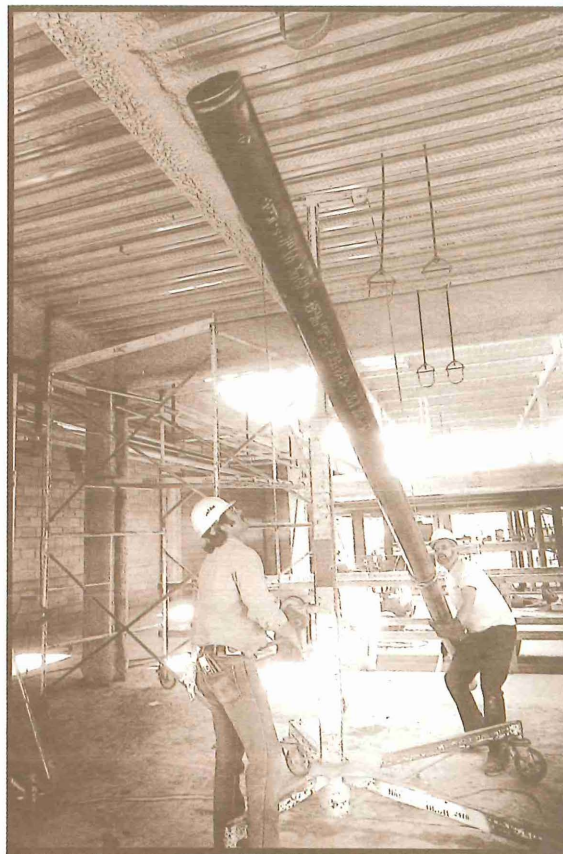
Set up a security system for the access of computer files.

Identified emergencies the department may face and developed recovery plans.

Improved the building-access procedures for the Central Office.

IRIS

In 1985, the Minnesota Legislature mandated that an Inventory, Referral and Intake System (IRIS) be developed to provide "single-point client intake with direct access to a statewide data base." The office coordinates all IRIS-related activities and develops project work plans and proposals. The office also works with the IRIS Coordinating Committee to ensure that legislative objectives are carried out.



Projects in 1989:

Staff completed, with assistance from the IR User Group, the report, *Recommendations Regarding the Development of an Inventory and Referral System*.

Obtained funding from the Legislature and worked with Dakota County on an IRIS prototype.

Continued work with the Department of Human Services in developing a state master index (SMI).

MANAGEMENT ANALYSIS OFFICE

The Management Analysis Office provides a variety of analytical, technical and management support.

Activities in 1989:

Helped design an automated monitoring system for the department's strategic planning system.

Led the project team that designed an improved automated information system for the Labor Relations and Personnel Services Office.

Set up the department's recycling program.

Led the project team that developed a policy governing the release of data gathered by the Research and Statistics Office.

Activities in 1989:

A survey of 96,000 affected households helped obtain approval and funding for a state dislocated workers' program.

Completed a study on employment and training needs of the homeless and began drafting legislation for funding of services to people in transitional housing.

With the Research and Statistics Office, submitted and gained funding from the Department of Labor for designing and implementing an early warning system for worker dislocation.

Developed an evaluation model by which the effectiveness of service delivery through Job Service offices may be gauged.

Developed or revised rules for the Economic Opportunity Office and the State Job Training Office. Also completed a plan for coordinating all departmental rules.

POLICY DEVELOPMENT OFFICE

Responsibilities of the Policy Development Office include the identification and development of employment and training policy issues, coordination of state and federal legislative activities, coordination of the department's rule-making process, compliance with the Minnesota Government Data Practices Act and preparation of fiscal notes.

RESEARCH AND STATISTICS OFFICE

The Research and Statistics Office collects, processes, analyzes and distributes labor market information. Customers include other offices of the department, other government departments and agencies, business firms and labor unions, educational and economic development planners and the general public.

The office is the state agent for the U.S. Bureau of Labor Statistics and the official source of all Minnesota employment and unemployment estimates. The staff also collects and analyzes data on Job Service, unemployment insurance and other agency operations as well as forecasts of future employment demand.

Summaries and current information appear in the *Minnesota Labor Market Review*, a monthly publication. Other ground-breaking publications produced over the last year or so are *Minnesota Employment*, a summary report, and *Minnesota Careers*, a report of occupational information aimed at Minnesota students.

The Minnesota Occupational Information Coordinating Committee (MOICC) is made up of members from state departments concerned with occupational employment and training issues. Its mission is to make occupational information accessible and understandable to users. *Newsnet*, a bimonthly occupational newsletter, is distributed throughout Minnesota.

TRAINING AND DEVELOPMENT OFFICE

The Training and Development Office provides department employees with learning opportunities for improving their work skills. The office coordinates training and employee development, plus projects and programs that increase job satisfaction and employee involvement.

Activities in 1989:

A two-day conference was held for all DJT clerical and technical employees.

"Creating Satisfied Customers," a two-day course, was offered to all department employees.

New supervisors and lead workers began management training, "Frontline Leadership," to be completed by December 1990.

A variety of other training in 1989 ranged from a CPR refresher course to special topics for working parents.

GOVERNOR'S JOB TRAINING COUNCIL

Business and Industry

Gene Bier, Plymouth
Dee Gaedder, Burnsville
Betty Lockwood, Marshall
Mike Lynch, Minneapolis
Austin Sullivan, Golden Valley
Linda White, Minneapolis

State Legislature/Agencies

Carl Kroening, Minneapolis
Bernie Omann, St. Joseph
Wally Sparby, Thief River Falls

Local Elected Officials

Marcella Gonsorowski, Newfolden
Dorothy Grotte, Fairmont
David Torgerson, Clinton

Organized Labor/Community-based Organizations

Betty Bednarczyk, Minneapolis
Bernard Brommer, St. Paul
Pat Kiminski, Cloquet
Efren Tovar Leon, St. Cloud
Harold Peters, Minneapolis
Bill Peterson, St. Paul

General Public

Nancy Christensen, St. Paul
Dr. Geraldine Evans, Rochester

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Kathy Cherry, Red Wing
Stephanie Corbie, St. Paul
Jane Duerre, Minneapolis
Thomas Gaige, Hibbing
Lois Johnson, Windom
David Kangas, Shoreview
Dan Klint, Coon Rapids
Jerry Krueger, St. Cloud
Stephen Larson, Mankato
Bill Malleris, Rochester
John Mertens, St. Cloud
Ruth McDowell, Thief River Falls
Linda Nelson, St. Paul
Karl Nitardy, St. Paul
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Dorothy Peters, Minneapolis
Mary Ellen Pischke, Oronoco
John Schatzlein, Bloomington
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Elizabeth Turner, Minneapolis
Leah Welch, Minneapolis
Charlie Wittwer, Hermantown
Linda Wolfod, St. Paul

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Richard Mathison, St. Paul
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Harold Draving, Minneapolis
Katherine Hallet, White Bear Lake
Linda Howard, St. Paul
Barbara Illsley, St. Paul
Wade Karli, Faribault
Jenny Kron, St. Paul
Stanley Potrude, Minneapolis
Jerry Pouliot, St. Joseph
Ruby Vine, Blaine

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Curtis Chong, Minneapolis
C. Milo Gilliland, Edina
Marilyn Guenther, Paynesville
Thomas Heint, St. Paul
Larry Jones, Minneapolis
Walter Kramer, Duluth
Leslie Paul Peterson, Minneapolis
Judith Wilder, Rochester

SSB BUSINESS ENTERPRISE OPERATOR/MANAGEMENT COMMITTEE

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Jim Collins, Duluth
Jim Duit, Staples
Merle Ford, Minneapolis
Gary Heit, St. Paul
Curt Jones, Twin Cities
Mike Lavigne, Mankato
Ken Miller, Duluth

JOB SERVICE AND UI OPERATIONS

Personal Services & Personal Benefits	\$ 22,891,929
Nonpersonal Services	4,091,926
Subgrant & Client Payments	2,560,989

TOTAL **\$ 29,544,844**

STATE JOB TRAINING OFFICE

Personal Services & Personal Benefits	\$ 1,295,094
Nonpersonal Services	418,746
Subgrant & Client Payments	49,718,108

TOTAL **\$ 51,431,948**

UNEMPLOYMENT INSURANCE

Personal Services & Personal Benefits	\$ 9,980,364
Nonpersonal Services	1,822,712
Subgrant & Client Payments	316,530,175

TOTAL **\$328,333,251**

REHABILITATION SERVICES

Personal Services & Personal Benefits	\$ 18,957,405
Nonpersonal Services	4,550,725
Subgrant & Client Payments	25,939,049

TOTAL **\$ 49,447,179**

STATE SERVICES FOR THE BLIND

Personal Services & Personal Benefits	\$ 4,418,090
Nonpersonal Services	1,432,071
Subgrant & Client Payments	3,117,601

TOTAL **\$ 8,967,762**

ECONOMIC OPPORTUNITY OFFICE

Personal Services & Personal Benefits	\$ 1,504,537
Nonpersonal Services	482,208
Subgrant & Client Payments	75,443,575

TOTAL **\$ 77,430,320**

ADMINISTRATIVE & TECHNICAL SERVICES

Personal Services & Personal Benefits	\$ 11,857,402
Nonpersonal Services	14,003,748
Subgrant & Client Payments	0

TOTAL **\$ 25,861,150**

TOTAL DEPARTMENT **\$571,016,454**