
ANNUAL PERFORMANCE REPORT

1994

MINNESOTA DEPARTMENT OF ECONOMIC SECURITY

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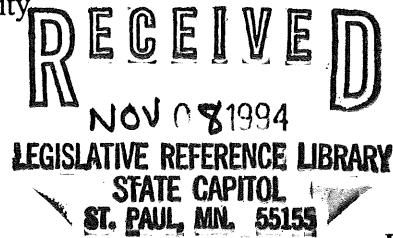
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Department of Economic Security

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AGENCY: Economic Security, Department of

MISSION:

The mission of the Minnesota Department of Economic Security is to help people help themselves achieve economic security.

GOALS:

- * Minnesotans will be able to live independently and be able to fully participate in their communities.
- * Minnesotans in temporary economic hardship will have their basic needs met and an opportunity for a prompt return to suitable employment.
- * Minnesotans will have the training and skills to be successful participants in the work force; and
- * Minnesotans employers will have labor market information that supports business growth and a labor exchange that provides the work force needed to compete in the world economy.

Table 1:

| <u>Program</u> | <u>Estimated Expenditures (\$ in Thousands)</u> | <u>Percent of Total</u> | <u>FTE Staff Positions</u> | <u>Percent of Total</u> |
|------------------------------|--|------------------------------------|---|------------------------------------|
| Rehabilitation | 58,526 | 17% | 541.1 | 27% |
| State Services for the Blind | 11,969 | 4% | 125.3 | 6% |
| Job Service/Reemployment Ins | 69,307 | 20% | 1,190.2 | 60% |
| Community Based Services | <u>203,671</u> | <u>59%</u> | <u>141.5</u> | <u>7%</u> |
| <u>Totals</u> | 343,473 | 100% | 1,998.1 | 100% |

ORGANIZATION:

The Department is organized into 4 programmatic areas: 1) Rehabilitation Services; 2) State Services for the Blind; 3) Job Service/Reemployment Insurance; and 4) Community Based Services. Some Department of Economic Security programs are provided directly from Department of Economic Security offices throughout the State (Job Service, Reemployment Insurance, Rehabilitation Services and Services for the Blind). Other programs are contracted to community based agencies which provide the services. (Job Training Partnership Act, dislocated workers, displaced homemakers, emergency food and; housing, economic opportunity, head start, energy assistance, weatherization and youth programs). In these programs the Department serves as the administrator, which includes monitoring, training, and other forms of technical assistance.

WAYS TO IMPROVE PROGRAM OUTCOMES:

The Department of Economic Security is predominantly federally funded. Data collection devices tend to be prescribed by the sponsoring agency and controlled by budgetary constraints placed upon the Department.

Several measures are now and data collection efforts will commence immediately. Upon the availability of the data the effectiveness of those programs may be more accurately evaluated. Current efforts are underway to employ current technology which will facilitate the reporting of data in a more accurate and timely manner. These efforts will also bring together data in a way that crosses traditional program boundaries so that outcomes can be focused on a broad set of data.

Several internal initiatives are contemplated which would streamline some programs and increase productivity.

1994 ANNUAL PERFORMANCE REPORT

SUMMARY

AGENCY: Economic Security, Department of

PROGRAM: 01-Rehabilitation Services

EXPENDITURES AND STAFFING (F.Y. 1994)

(\$ IN THOUSANDS)

| | | | |
|----------------------------|----|--------|----------------------|
| TOTAL EXPENDITURES: | \$ | 58,526 | 17% of Dept's Budget |
| FROM STATE FUNDS | \$ | 17,627 | |
| FROM FEDERAL FUNDS | \$ | 40,809 | |

| | | |
|-----------------------------|-------|---------------------|
| NUMBER OF FTE STAFF: | 541.1 | 27% of Dept's Staff |
|-----------------------------|-------|---------------------|

PROGRAM GOALS

Rehabilitation Services mission is to assist Minnesotans with disabilities to reach their goals for working and living in the community. It is organized into four activities: Vocational Rehabilitation (VR) Services, Independent Living (IL) Services, Extended Employment (EE) Services, and Disability Determination Services (DDS).

Rehabilitation Services seeks to improve program quality throughout all activity services and has established five strategic divisional goals to:

- 1) Create and build coalitions to further choices and opportunities for Minnesotans with disabilities. [M.S.268A.03(i)and(J)][Rehab Act section 101(a)(29) and(33)]
- 2) Ensure that all people with severe disabilities have equitable access to opportunities for living and working in communities.[M.S.268A.03(d)][Rehab Act 101(a)(5)]
- 3) Successfully implement the Rehabilitation Act, its rule and regulations, and the State Rule.[M.S.268A.03(b)]
- 4) Effectively utilize technologies to improve program operations and service delivery systems.[Rehab Act section 123(8)(A)]
- 5) Utilize Total Quality Organization principles in all that the program does.[Rehab Act section 123(8)(A)]

DESCRIPTION OF SERVICES:

Rehabilitation Services is organized into four activities: Vocational Rehabilitation Services, Independent Living Services, Extended Employment Services and Disability Determination Services.

Historically people with disabilities have not had equal access to employment service programs. Vocational

Rehabilitation Services has filled this gap since 1918. Over the years, Extended Employment and Independent Living Services have been added to serve this populations' vocational needs, and Social Security Disability Insurance (SSDI) and Supplemental Security Insurance were (SSI) added to meet the financial needs of those unable to work.

These activities provide a comprehensive array of services focused on helping a) persons with severe disabilities to become employed and/or maintain employment; b) and for those who are not able to work due to the severity of their disability, to determine their eligibility for SSDI or SSI benefits. The purposes of these activities are:

To assist persons with disabilities to achieve their employment goals and increase their financial independence, with priority given to persons with severe disabilities.
[M.S.268A.03(b)][Rehab. Act, Sec.123 (1),(2),(3),and(6)]

To enhance the ability of persons with severe disabilities to live independently and function more independently with their families, and in their homes and communities.
[M.S.268A.03(h)][Rehab. Act, Sec.704(e) and 704(g)]

To provide employment, by providing grants to Community Rehabilitation Programs (CRP's) which provide support services to people with severe disabilities who, without receiving these ongoing vocational and other support services, would be unable to work. Individuals are placed in employment in supported and in-house environments in their communities.
[M.S.a.09] (E)][Rehab. Act, Sec.101(a)(16)]

To determine if Minnesotans who are claiming disability under the SSDI and/or SSI programs meet the disability criteria to qualify for benefits. [M.S.268A.03(d)](DDS)(Federal Regulations 404.1503)

The Vocational Rehabilitation (VR) Services Activity provides vocational rehabilitation counseling, job development and job placement services for persons with severe disabilities who have substantial barriers to employment. The typical consumer has multiple vocational needs, and has been unable to access traditional methods for achieving employment, such as Job Service or training programs, because of the severity of the disability.

Services are provided to eligible persons by 172.5 rehabilitation counselors located in 46 field offices throughout the state. Rehabilitation counselors provide the direct core services of vocational counseling, career planning, job development, job placement, and follow-up services for a minimum of 60 days to assure that the employment is appropriate.

Vocational rehabilitation counseling is a process whereby the consumer and counselor work together as partners to identify the consumer's vocational interests and aptitudes, determine an appropriate vocational goal, and develop and implement an action plan to achieve that vocational goal. The counselor must be able to determine the consumer's functional limitations and handicap to employment based on a comprehensive assessment and review of medical records; assist the person to identify goals that are realistic and consistent with the person's skills, abilities, and values; break the goals into achievable objectives that will help the person maintain his or her motivation during the rehabilitation process; and identify and resolve potential barriers that may hinder the person's ability to achieve the goals.

Typical barriers that the consumer and counselor must mutually resolve include disability related issues (e.g., developing strategies to accommodate functional limitations that impact the person's ability to work), mental health issues (e.g., fear of failure), access issues (many schools, businesses and public transportation systems are not accessible), issues of poverty (a large percentage of persons with disabilities live in poverty), and

cultural issues. The counselor must also work closely with the consumer's family and significant others to resolve their concerns about the ability of a person with a severe disability to work and become more independent from the family, and with community resources to ensure that the person can access needed training and other services. The counselor also must work closely with the potential employer to address concern about the person's ability to be a productive employee, and to assist the employer to make reasonable accommodations so that the person can indeed be a productive and valued employee.

Additional services which may be purchased to support the consumer's individualized written rehabilitation plan include training, assistive technology, worksite modifications, and transportation. When developing the (INRP) with the consumer, counselors coordinate closely with county agencies, schools, and other service providers to ensure that services are comprehensive and non-duplicative.

The Independent Living (IL) Services Activity provides comprehensive services to people with severe disabilities to enhance their ability to live independently and function in their homes, families and communities. Services provided include: individual and systems advocacy, independent living skills training, individual and peer counseling, support groups, information and referral, education and technical assistance to the community, and assistance in obtaining transportation, equipment, attendant care services, housing, education, recreation, health care, and the purchase of low and high tech equipment or technology, modification of home and work environments and other services as appropriate.

There are two components to this activity. One is a grant program that supports a network of consumer-controlled, community-based, cross disability, nonresidential, private non-profit Centers for Independent Living (CILS) designed, governed and operated by persons with disabilities. The second component is an agency-based State Independent Living Services (SILS) program operated cooperatively with the Vocational Rehabilitation (VR) Activity.

The SILS and CIL assist persons with severe disabilities who, with the provision of services, may be able to participate in the VR Activity and become employed.

The Extended Employment (EE) Service activity contracts with CRPs to provide a wide variety of employment services to individuals with severe disabilities. Individuals benefitting through this funding have disabilities with functional impairments severe enough to preclude their being competitive in jobs, even at the minimum wage level, without ongoing support services. If an individual's future plan is for competitive employment; CRPs assist the individual to obtain competitive employment following a period of employment with supports.

These employment support services are provided by a network of 29 public and private non-profit CRPs programs in a service delivery system which covers the state. Contracts are awarded to those CRPs which agree to provide services in compliance with Minnesota Rule 3300.1950 to 3300.3050.

EE funds partially offset the costs of the ongoing, support services that CRPs provide. These support services are ongoing for the duration of the individual's employment through the EE program.

Individuals in need of ongoing support services are employed in two settings. The first setting is in the larger community including manufacturing, service, retail and government. Individuals requiring on going support services to remain employed in a community setting are considered to be employed in supported employment. Supported employment in the community allows the individual a wider choice of jobs and greater contact with non-disabled peers. Typical supported employment services include:

- Job coaching (on site job training, on or off site support services)
- Job skills training (training in skills needed to find and keep a job)

- Job modification (modification of the job site and work processes to allow the individual to successfully perform the job)
- Other ongoing services (employer/employee relations problem solving and negotiation, money management, independent living skills, transportation, grooming and personal care skills, behavioral management, social skills training, and other skills training needed to maintain employment).

The second setting is in the CRP. Many CRPs operate manufacturing and processing operations as small to mid-sized businesses, producing goods and services for direct sale or under contract to another business. Individuals requiring continued support services to remain employed in a CRP are considered to be employed in long term employment.

The Disability Determination Services (DDS) Activity permits citizens of Minnesota to obtain all Social Security benefits they are eligible for under federal law [M.S.268A.03(d)] by determining, in accordance with Social Security Administration (SSA) regulations, if Minnesotans who are claiming disability under the (SSDI) and/or SSI programs meet the disability criteria to qualify for benefits.

When Minnesotans apply for SSDI or SSI benefits, the DDS gathers medical and vocational information, purchases medical examinations for claimants when necessary to document their disability, analyzes the medical and vocational information, and makes recommendations for eligibility.

DDS also refers those individuals who may benefit from other services to programs such as VR and State Services for the Blind. In FY '92, DDS made 3,761 referrals to rehabilitation agencies; in FY'93, 5,319; and to date in FY'94, 4,867.

SSI disability payments were received by 44,626 Minnesota residents of limited income and resources in 1993. Monthly SSI payments of \$16.8 million were made to Minnesota households with disabled children or disabled adults.

In addition to SSI disability payments, 49,630 disabled workers received SSDI payments in Minnesota in 1993. Payments to these workers and their dependents totaled \$34 million each month.

BACKGROUND INFORMATION:

MEASURES OF ACTIVITIES (A), WORKLOAD (W), UNIT COSTS (UC), OTHER DATA (O)

| <u>TYPE</u> | <u>MEASURE</u> | <u>F.Y 1993</u> | <u>F.Y. 1994</u> |
|--|---------------------------------------|-----------------|---------------------|
| O | Est.No.of Unemployed Disabled | N /A | 225,871 |
| O | Est. No. of Severely disabled | N /A | 14,300 |
| <i>Vocational Rehabilitation Services:</i> | | | |
| W | No. Served | 2,387 | 24,037 ¹ |
| W | No. Served with multiple disabilities | 9,468 | 10,500 ¹ |
| W | No. of new applicants for Service | 10,216 | 8,955 ¹ |
| W | No. of eligibility decisions made | 14,157 | 10,046 ¹ |

| | | | |
|------|--|----------|-----------------------|
| O | Average no. of months from application to job placement and case closure | 33.4 | 31.9 |
| | Independent Living Services: | | |
| W | No. receiving direct case services: | | |
| | DRS Program | 373 | N.A. |
| | IL Center Program | 2,289 | N.A. |
| W | No. receiving information and referral services | 7,722 | N.A. |
| A | No. of hours of community education | 10,459 | N.A. |
| | Extended Employment Services: | | |
| W | No. working in extended employment | 7,115 | 7,496 |
| | <i>Disability Determination Services:</i> | | |
| A | No. of claims received | 38,723 | 40,200 ² |
| W | No of claims adjudicated | 37,245 | 39,704 ² |
| U.C. | Cost per case | \$311.00 | \$314.00 ² |
| O | Referrals to rehabilitation agencies | 5,319 | 964,892 |

¹ Performance through Aug.23rd

² Estimate Based on 1st 3 Quarters of FY '94 Data

PROGRAM DRIVERS:

The activities described above deliver services to achieve the following Minnesota milestones goals:

- People who need help providing for themselves (because of disability) will receive the help they need.
- All Minnesotans with disabilities will have the economic means to maintain a reasonable standard of living.
- Minnesotans with disabilities will have the education and training to make the state a leader in the global economy by providing vocational counseling and training opportunities leading to employment.

General Program Drivers: Based on a study conducted by the U.S. Census issued in December 1993 entitled "Americans With Disabilities: 1991-92", it is estimated that 470,000 persons of working age in Minnesota have disabilities. It is imperative that all Minnesotans, including those with disabilities, have the opportunity for free choice, self determination, self direction, and full participation in the social and economic life of their communities and to contribute socially and economically to the health of their communities and the economy.

Vocational Rehabilitation (VR) Service Activity Drivers:

Based on an estimated 470,000 persons having disabilities in Minnesota 48 percent or 226,000 of these people are unemployed. Census data also indicate that 214,000 of these persons have severe¹ disabilities and only 23 percent of them are employed.²

The Rehabilitation Act of 1973 as amended requires states to implement an "order of selection." That is, states must prioritize services to serve those persons who have severe disabilities the states do not have adequate staff and funding to serve all persons with disabilities who could benefit from VR services. The Minnesota Vocational Rehabilitation program went on an order of selection effective October 1, 1993.

It is anticipated that the population of persons with disabilities will expand due to the aging of the population and the emergence of diseases and disabling conditions whose incidence is increasing, such as AIDS and traumatic brain injuries. Also, as new medical technology is developed to increase the survival rates of persons with severe injuries and illnesses, more persons with severe disabilities will survive and need VR services to return to or enter employment.

The 1992 Amendments to the federal Rehabilitation Act created a new advisory body, the State Rehabilitation Advisory Council (SRAC), with 16 members appointed by the Governor. In addition to its statutorily prescribed role, the broad representation of program stakeholders on the SRAC imparts substantial community influence to this body on matters relating to persons with disabilities. Five specific duties are assigned to the SRAC by the Rehabilitation Act: 1) advise the state agency on the performance of its vocational rehabilitation programs, particularly regarding eligibility, effectiveness of services and the functions of other state agencies that affect persons with disabilities and their rehabilitation goals; 2) participate in the preparation of the vocational rehabilitation *Strategic Plan* and *State Plan*; 3) review and analyze consumer satisfaction with vocational rehabilitation services; 4) report to the Governor and United States Secretary of Education on the status of vocational rehabilitation programs; and, 5) coordinate with other disability-related state councils. While Minnesota has worked with a comparable advisory body of consumers and advocates for persons with disabilities since 1976, under state law, the federally mandated SRAC has a strengthened role and increased responsibilities relative to its predecessor. Thus, the impact of the SRAC-state agency relationship is appreciably greater. Notably, the SRAC is assigned a partnership with the agency in the development of two federally required planning and reporting documents, the three year *Strategic Plan* and the *State Plan for the State Vocational Rehabilitation Services Program*. The 1992 Amendments underscore the SRAC's partnership role by requiring that the state agency consult with and receive recommendations of the SRAC. The state's rejection of any SRAC recommendations must then be justified in writing to the federal agency. Because approval of the *Strategic Plan* and the *State Plan for Vocational Rehabilitation Services* by the U.S. Department of Education is a prerequisite for the release of federal program funding to the state agency, the findings and determinations of the SRAC have significant implications for the state's vocational rehabilitation programs and funding.

¹An individual with a disability who has a severe physical or mental impairment which seriously limits one or more functional capacities (such as mobility, communication, self-care, self-direction, interpersonal skills, work tolerance, or work skills) in terms of an employment outcome; whose vocational rehabilitation can be expected to require multiple vocational rehabilitation services over an extended period of time; and has one or more physical or mental disabilities resulting from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, hemophilia, respiratory or pulmonary dysfunction, mental retardation, mental illness, multiple sclerosis, muscular dystrophy, musculo-skeletal disorders, neurological disorders (including stroke and epilepsy), paraplegia, quadriplegia and other spinal cord conditions, sickle-cell anemia, specific learning disabilities, end-stage renal disease, or another disability or combination of disabilities determined on the basis of an assessment of determining eligibility and vocational rehabilitation needs to cause comparable substantial functional limitations.

²"Americans With Disabilities: 1991-1992", Data From the Survey of Income and Program Participation. John M. McNeil, US Dept. of Commerce, Economics and Statistics Administration, Bureau of the Census, adjusted to the Minnesota census data.

The Federal Rehabilitation Administration is in the process of establishing program performance indicators for the VR and IL Programs as required by the Rehabilitation Act of 1973 as amended. Those performance measures, when finalized, may change the data collected and the performance measures currently used in this report.

IL Activity Drivers:

The activity drivers described previously pertaining to the VR Activity similarly apply to the IL Activity.

The Rehabilitation Act Amendments of 1992 created a separate Governor-appointed entity titled the Statewide Independent Living Council (SILC). This mandated body has significant responsibility and authority to develop and monitor independent living services provided by this and any other Federal, State, or private entity. The SILC has responsibility for and authority to develop and submit to the U.S. Department of Education, in conjunction with the Divisions of Rehabilitation Services and the State Services for the Blind and Visually Handicapped, the State Plan for Independent Living Services which must include a plan for the development of a statewide network of CIL. The signature of the chair of the SILC is required on the State Plan for along with that of the Assistant Commissioners for Rehabilitation Services and State Services for the Blind and Visually Handicapped. Only with a State Plan signed by all three persons and approved by the U.S. Department of Education can the state receive the federal IL funding. Therefore, decisions of this separate entity can dramatically effect state CIL center services.

To enable persons with severe disabilities to gain and maintain control of their lives, it is necessary to obtain information, support services, skills training, and other assistance available through CIL. As persons with disabilities become aware of these community based services and communities become more aware of the need to make the community more accessible, the need and demand for Center based services will continue to increase.

Additional significance is placed on independent living services due to the mandates of the Rehabilitation Act Amendments of 1992 assuring consumer choice and control of the services they receive and tangible progress in involving and serving minority and undeserved populations.

In addition, the ADA of 1990 and the Minnesota Human Rights Act require full access to public and private accommodations and services. CILs are specifically trained to assist consumers and the community to comply with these requirements.

The most significant driver affecting the accomplishment of these goals and other mandated services and activities is the availability of appropriate funds and other resources.

EE Activity Drivers:

The EE rule had not been revised or updated since 1987, and stakeholders in the EE activity wanted to improve the administrative and programmatic effectiveness of EE in providing employment assistance to Minnesotans with severe disabilities who require ongoing support services to secure and retain employment.

In October of 1993, the first of three improvement projects to redesign and re-engineer the EE. The first of these projects, the Stage I Redesign Project, focuses on achieving administrative efficiency in the management of the program through a redesigned information system, non-controversial technical changes to the funding rule, and the implementation of program monitoring. A second project, the Stage II Revision Project, will conduct customer focus groups and convene a stakeholder task force to provide and advise on substantive programmatic changes, including the promulgation of amendments to the funding rule through the controversial rules process. The last project, Stage III Community Rehabilitation Program Plan, will address the integration of EE services with program level service delivery and planning.

In addition to stakeholder interest in EE program change, the 1992 Amendments to the Rehabilitation Act

restricted the use of federal funds that had been used to cover part of the cost of administering the EE program, thus creating a substantial fiscal problem which also necessitated change in the administration of the program. It is hoped that the Stage I Redesign Project will achieve the efficiency required to manage the program within remaining resources, but this is by no means assured.

Concurrent with the concerns about fiscal, programmatic, and rule issues noted above, increased demands for employment support services and absent corresponding increases in funding, have created severe capacity problems for CRPs who provide EE services. It is also anticipated that consumer and advocate expectations for more community employment and greater economic independence will be a continual pressure on the EE program.

Faced with these factors, the EE program will focus not only on increasing supported employment opportunities but also on promoting the financial independence of EE workers through increasing the number of hours individuals may work, their wage level, and their opportunities to interact with non-disabled peers.

Disability Determination Service (DDS) Activity Drivers:

Due to austere budgetary times, a major issue continuing to face the DDS Activity is to manage increasing workloads with restrictive funding. Automating every aspect of the disability process is a major goal in an effort to become as effective and efficient as possible.

Medical costs for purchasing necessary consultative examinations (CE's) for consumers and for purchasing medical evidence of record (MER) to document disabilities will continue to increase. Minnesota will try to offset these increased costs by keeping the number of consultative examinations per total applications down by careful screening and ordering of exams on disability applicants.

In 1994-1995, DDS will continue to face the challenge of re-adjudicating a large number of claims as the result of the Schoolcraft lawsuit settlement involving claims in which drug addiction, or alcoholism has been alleged. While the number of cases is not precise, the workload could involve up to 9,000 claimants over a two-year period.

If the SSA sees a need for Minnesota to take on any special caseload, additional space and staff. Additional federal funding would be available to accomplish this, and the plan would add a special adjudicative unit will be required handle special work assignments as a means of being most efficient and productive.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 01-Rehabilitation Services

ACTIVITY: Vocational Rehabilitation (VR)

OBJECTIVE, MEASURE

OBJECTIVE 1: The number of persons who become more self-sufficient as a direct result of VR services increase 6% by 1997 as the activity shifts its resources to serving persons with the more severe disabilities.

MEASURE 1: Number of Persons Successfully Employed. (Measured at this total employment level).

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|-----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Competitive Labor Market | 2751 | 2691 | | | | |
| Self Employed | 90 | 87 | | | | |
| Supported Employment ¹ | 338 | 441 | | | | |
| Long Term Employment ² | 450 | 390 | | | | |
| Other | 20 | 15 | | | | |
| Total | 3649 | 3624 | 3775 | 4000 | 4000 | 4000 |

¹ Supported employment is defined in Minnesota statutes as employment of a person with a disability so severe that the person needs ongoing training and support to get and keep a job in which: the person engages in paid work in a position removed from the service vendor's site where individuals without disabilities who do not require public subsidies also may be employed; public funds are necessary to provide ongoing training and support services throughout the period of the person's employment; and the person has the opportunity for social interaction with individuals who do not have disabilities and who are not paid caregivers (M.S. 268.A.01).

Long Term Employment (also known as in-house employment) is defined as paid work that occurs on the premises of a CRP or day training and rehabilitation center.

MEASURE 2: The number of people receiving vocational services that lead to employment will increase annually through 1997. (Measured at the total service level).

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|---|----------------|----------------|----------------|----------------|----------------|----------------|
| Vocational Counseling and Guidance to Plan Services | 4631 | 5106 | | | | |
| Rehabilitation Technology | 362 | 811 | | | | |
| Skill or Academic Training | 6785 | 7087 | | | | |
| Physical and mental restoration services | 269 | 204 | | | | |
| Job development, placement, and follow-up services | 2289 | 2387 | | | | |
| TOTAL (Unduplicated Count) | 10225 | 10707 | 11207 | 11807 | 11807 | 11807 |

MEASURE 3: Average gain in weekly earnings from date of application to case closure for persons who are successfully employed will increase 3% annually.

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Gain in Weekly Earnings | \$183 | \$191 | \$197 | \$203 | \$209 | \$215 |
| Average Wage at Time of Application | \$22 | \$23 | \$24 | \$25 | \$25 | \$25 |
| Average Wage at Time of Case Closure | \$205 | \$214 | \$221 | \$228 | \$234 | \$240 |

OBJECTIVE 2: 75% of consumers will express a high level of satisfaction with the services provided by VR.

[NOTE: The process for measuring this objective has been developed and is currently being pilot tested. The performance measurements listed below to establish the baseline will not be available until March 1995.]

MEASURE 1: Consumers feel after completion of services that their earned income leads to increased financial independence, provides necessary services and prepares them to maintain a job.

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | | | 75% | 75% | 75% | 75% |

OBJECTIVE 3: Consumers will have equitable and timely access to VR services.

MEASURE 1: 90% of eligibility decisions are completed within 60 days unless the consumer requests an extension (e.g., the consumer is hospitalized).

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 20.3% | 24.5% | 65% | 85% | 90% | 90% |

MEASURE 2: Consumers feel VR and vendors provide timely services.

See Objective 2 - The process for measuring this is being developed as part of the consumer satisfaction study.

MEASURE 3: The percent of consumers of color and Hispanic origin with active plans leading to employment reflects their representation in the general state population*.

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| African American | | | | | | |
| VR Percentage | 3.6% | 3.9% | 3.9% | 3.9% | 3.9% | 3.9% |
| State Percentage | 2.2% | 2.2% | | | | |
| American Indian | | | | | | |
| VR Percentage | 2.2% | 2.5% | 2.7% | 2.9% | 2.9% | 2.9% |
| State Percentage | 1.1% | 1.1% | | | | |
| Asian American | | | | | | |
| VR Percentage | 1.2% | 1.2% | 1.2% | 1.2% | 1.2% | 1.2% |
| State Percentage | 1.8% | 1.8% | | | | |
| Hispanic Origin | | | | | | |
| VR Percentage | 1.0% | 1.2% | 1.2% | 1.2% | 1.2% | 1.2% |

State Percentage 1.2% 1.2%

* The activity recognizes that the VR percentage should be higher than the State percentage because national studies indicate that the rate of disability among people of color is substantially higher than for the population in general. However, there is no rate of disability statistics available for Minnesota's population to objectively determine what the VR goal should be.

MEASURE 4: Number of persons receiving services who represent disability groups traditionally undeserved by the program will increase 22% by 1997.

| ACTUAL PERFORMANCE | <u>FY 1992</u> | <u>FY 1993</u> | <u>FY 1994</u> | <u>FY 1995</u> | <u>FY 1996</u> | <u>FY 1997</u> |
|--|----------------|----------------|----------------|----------------|----------------|----------------|
| Number of persons with: Traumatic brain injury, Serious Mental Illness, Deaf/Hard of Hearing, and HIV/AIDS | 6,007 | 7,219 | 7684 | 7684 | 7684 | 7684 |
| TOTAL % INCREASE | Base | 20.2% | 22% | 22% | 22% | 22% |

* Data on the number of persons with HIV/AIDS currently receiving services is not available.

DEFINITION, RATIONALE, DATA SOURCE:

The mission of the VR activity is to assist Minnesotans with disabilities to reach their goal of working in the community. The objectives of improving self-sufficiency through employment, increasing satisfaction with services, and providing equitable and timely access to services provide a direct measurement of the activity's success in achieving this mission.

Data provided is derived from two sources: the program maintains a comprehensive data base on consumer demographics and services provided. Numbers reported are based on the (FFY). Comparisons made to the state's general population are based on the 1990 U.S. Population Census (data provided by the Minnesota State Planning Agency).

DISCUSSION OF PAST PERFORMANCE:

VR has achieved its objectives in 1993 and 1994 by maximizing our resources through internal restructuring and by identifying state funds that can be used as match for federal dollars. The activity has now maximized available state match dollars for 1995, and will have difficulty accessing new federal dollars thereafter. Performance will remain static in 1995 and beyond as inflation decreases purchasing power.

Examples of this include:

Increasing the cultural diversity of the people the activity serves: The representation of American Indians on caseloads was increased by hiring American Indians to provide culturally sensitive services on the reservations in Northeast Minnesota, and by shifting 1.5 staff to serve the Minneapolis American Indian community. This initiative has been very successful, but further progress can not be achieved without new resources. Resources are not available to replicate this model in the African American, Asian American and Hispanic communities.

Increasing services to traditionally under served populations: During a two-year period (FFY 1992 and 1993) a 22% increase was achieved in the number of people with traumatic brain injury, serious mental illness, and deaf/hard of hearing, this was accomplished by funding 13 demonstration grants to encourage the private sector to develop and implement innovative and effective services that support and complement the services of the VR activity. Progress will remain static in 1995 and beyond because new resources are not available to expand this initiative.

PLAN TO ACHIEVE TARGETS:

VR has initiated several activities that will assist in achievement of the objectives. Examples include:

Objective 1: The number of persons who become more self-sufficient will increase 6% by 1997.

On October 1, 1993, VR implemented a federally mandated order of selection giving priority to persons with severe disabilities. It is anticipated that this will cause a decline in the number of people placed into employment because of the complexity of the vocational handicaps and barriers to employment that persons with severe disabilities face. To counteract this, 11 new counselor positions were added in SFY 1993 and 1994 to allow more time for one-on-one vocational counseling and career planning, and to develop and implement a plan to assist the individual achieve his or her personal goals for working in the community. In addition, VR has added six placement coordinator positions to assist people in obtaining employment faster, and to increase the number of contacts with employers representing fast growing and higher paying job classifications. VR anticipates adding two to four new placement positions in 1995.

In addition to doing direct job placement, the placement coordinators develop and coordinate Business Advisory Councils (BACs) representing employers in the local community, and provide leadership to local employers on their responsibilities under the Americans with Disabilities Act. The BACs provide leadership, management and technical expertise to the operation of the VR placement services. There are currently six BACs operating in outstate Minnesota; in 1995 VR will add a metro area BAC and nine additional BACs in outstate Minnesota.

Each field office develops an annual Resource Investment Plan (RIP) indicating how they will invest their human and financial resources. Production goals are established for each office, and if they do not meet their goals in a given year, the team must develop an action plan indicating how they will achieve the goal in the following year.

Objective 2: 75% of consumers will express a high level of satisfaction with the services provided by VR.

It is presumed that if consumers have a high level of satisfaction with the quality and scope of services provided, then VR has provided a "user-friendly" system that promotes the ability of the consumer to achieve his or her goals for working in the community.

Historically, VR has measured consumer satisfaction in a variety of informal ways including consumer surveys, focus groups with consumers and advocates, and input from CRPs. VR IS currently developing a comprehensive objective system to measure consumer satisfaction. This information will be available in March 1995 and will be used to improve the service delivery system.

As part of its RIP, each field office is required to develop strategies to ensure consumer satisfaction. If a field office does not meet the 75% consumer satisfaction criteria in 1995 (the baseline year), it will be required to develop an action plan specifying how it will achieve the target in 1996.

Objective 3: Consumers will have equitable and timely access to VR services.

In order to achieve the agency's mission, all Minnesotans must have equitable and timely access to services

regardless of race, country of origin, gender, disability status, and sexual orientation.

Consumers have frequently expressed concern about the length of time it takes to receive services after they complete an application. The program has added counselors so that initial interviews can be conducted sooner, and VR has initiated a variety of activities to expedite the process of obtaining medical and other pertinent records for eligibility decisions. Federal regulations now mandate that an eligibility decision be made within 60 days of application unless a legitimate reason exists to extend the eligibility process, e.g., the person is not yet medically stable.

A review of VR performance indicates that people of African American descent and people of Hispanic origin are less successful in the VR program. Several new initiatives are being developed to address this issue. A cultural diversity workgroup has been established to identify barriers that people from diverse cultures face in achieving success in the VR program, and to develop training or other corrective action to resolve the barriers. The agency is actively recruiting people from diverse cultures for professional positions within the VR program to improve the diversity of staff. VR is also working with Mankato State University to encourage recruitment of more people from diverse cultures into its graduate training program in rehabilitation counseling to diversify the pool of qualified job applicants.

In 1993, VR assisted the Red Lake Nation Indian Reservation in applying for federal funding to establish a separate VR agency under its tribal right to self-determination. The grant was fully funded. VR currently providing technical assistance and support to ensure that this innovative and culturally sensitive program is successful and becomes a model for other Indian reservations should they decide to pursue self-determination. As an alternative model, VR has hired three American Indian professional staff to provide culturally appropriate services on the Indian Reservations located in Northeast Minnesota, has reassigned 1.5 FTE staff to serve the south Minneapolis American Indian community, and is planning to add positions in Bemidji and northeast Minneapolis.

VR is seeking opportunities to expand services to other minority populations by developing partnerships and seeking funding to develop culturally appropriate services. However, VR's ability to seek federal demonstration grant funding is limited because a state match is usually required.

Through research and development activities, this program activity seeks to develop innovative strategies and programs in order to serve persons with the more complex and challenging disabilities. To accomplish this, applications for federal, state and private grant funds were successfully prepared. Examples of current and recent federal grants received include Supported Employment Systems Development, Supported Employment Services for Persons with Traumatic Brain Injury, School to Work Transition Services, Projects With Industry, Community Support Networks for Persons with Traumatic Brain Injury, and Development of VR Services for Persons with HIV/AIDS. In order to develop increased capacity of services in local communities, the agency has awarded 16 grants to private non-profit agencies to assist VR in serving persons with serious mental illness, traumatic brain injury, and deaf/hard of hearing.

OTHER FACTORS AFFECTING PERFORMANCE:

Many consumers with severe disabilities need long term supports in order to maintain their employment in the community. The EE Activity is a primary provider of these supports. There is currently a substantial delay in obtaining the needed supports, and thus finalizing the job placement, because the EE activity is operating over capacity and has waiting lists. This has especially hindered VR ability to place people with traumatic brain injury and serious mental illness.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of
 PROGRAM: 01 - Rehabilitation Services
 Activity: Independent Living

OBJECTIVE, MEASURE

Objective 1: The ability of individuals with severe handicaps to live and function more independently will increase.

MEASURE 1: Number of Independent Living Goals Achieved by Clients.

INDEPENDENT LIVING CENTER PROGRAM:

ACTUAL PERFORMANCE

| | <u>F.Y.1991</u> | <u>F.Y.1992*</u> | <u>F.Y.1993</u> | <u>F.Y.1994**</u> | <u>F.Y.1995</u> | <u>F.Y.1996</u> | <u>F.Y.1997</u> |
|---------------|-----------------|------------------|-----------------|-------------------|-----------------|-----------------|-----------------|
| Self Care | | | 263 | 264 | 260 | 268 | 270 |
| Communication | | | 33 | 35 | 37 | 39 | 40 |
| Mobility | | | 57 | 54 | 59 | 60 | 61 |
| Residential | | | 158 | 159 | 156 | 158 | 154 |
| Educational | | | 110 | 110 | 109 | 111 | 113 |
| Vocational | | | 97 | 98 | 99 | 106 | 108 |
| Other | | | 559 | 548 | 563 | 512 | 558 |
| Total | | | 1277 | 1268 | 1283 | 1313 | 1304 |

STATE INDEPENDENT LIVING SERVICES PROGRAM:

ACTUAL PERFORMANCE

| | <u>F.Y.1991</u> | <u>F.Y.1992*</u> | <u>F.Y.1993</u> | <u>F.Y.1994**</u> | <u>F.Y.1995</u> | <u>F.Y.1996</u> | <u>F.Y.1997</u> |
|---------------|-----------------|------------------|-----------------|-------------------|-----------------|-----------------|-----------------|
| Self Care | | | 21 | 22 | 23 | 24 | 21 |
| Communication | | | 20 | 23 | 24 | 21 | 22 |
| Mobility | | | 86 | 85 | 87 | 85 | 87 |
| Residential | | | 46 | 43 | 46 | 45 | 47 |

| | | | | | |
|-------------|-----|-----|-----|-----|-----|
| Educational | 16 | 19 | 22 | 24 | 19 |
| Vocational | 5 | 8 | 12 | 13 | 8 |
| Other | 5 | 8 | 5 | 7 | 10 |
| Total | 199 | 208 | 219 | 219 | 214 |

* Information not available for FY 1992

** FY 94 information estimated

DEFINITION, RATIONALE, DATA SOURCE:

Obtaining "more adequate housing" and "architectural barriers removal" represent reasonable accommodations which allow more freedom of movement around an individual's home. The remaining measures represent various outcomes which allow individuals with severe disabilities to function more independently and increases their physical and/or mental ability to carry out the normal functions of life.

These measures reflect the purposes for which the IL Program was established as reflected in the Three-Year State Plan for the Independent Living Rehabilitation Services Program under the Rehabilitation Act of 1973, as Amended. It provides services needed to assist individuals with severe disabilities to obtain services that have never been available before.

These measures are gathered continuously by CILS and the IL staff. The data is collected and analyzed annually by I L activity staff. The degree of increased independence and participation in the social and economic fabric of the community by persons with significant disabilities is the essential element these measures are designed to reflect.

Rationale: The IL Activity is a direct consumer service program established, pursuant to federal regulations, by the Rehabilitation Act of 1973 as amended. It is established to provide needed services to persons with severe disabilities to assist them to live more independently or gain employment. The services provided, and the program and policy initiatives, are relevant to achieving State public policy as outlined in M.S. 268A and federal/congressional policy implemented by Public Law 93-112 as amended, specifically Title VII.

The purposes of the outcome measures are to:

1. Measure the impact of this program on persons with disabilities (number served);
2. Identify the number of persons who complete their plan of services; and
3. Assess the number and types of goals that were achieved by the transition service program.

Data Source: This data is entered into the activities computer system by counselors/supervisors during the provision of services as the information becomes available.

DISCUSSION OF PAST PERFORMANCE:

In recent years, new services have been developed that enable persons with the more severe disabilities to benefit from services (e.g., supported employment, assistive technology), and new disability groups have emerged (e.g., traumatic brain injury, HIV illness, AIDS). Resources are needed to develop the services and technical expertise to serve new disability groups as they emerge and fully implement these new services. Achievement of goals rely heavily on additional resources to address these changes and needs. Many lower-functioning and multiply disabled deaf adults encounter personal crises because of their inability to manage day-to-day problems. These crises result in a) the loss of or the inability to fully participate in society and to obtain employment; and b) the need for

additional governmental services and benefits to intervene in and "fix" the crises.

These measures and other specific objectives outlined in the State Plan for Independent Living (SPIL) are monitored by the IL staff, the SILC, and the CILs.

Significant importance has been placed on independent living services due to the mandates of the Rehabilitation Act Amendments of 1992 which assure consumer choice and control of the services they receive. Tangible progress in involving and serving minority and underserved populations is mandated by these amendments but the effect of this law on consumer choice and control of services received is not yet known.

The ADA of 1990 and the Minnesota Human Rights Act require full access to public and private accommodations and services; in which CILs are specifically trained to assist consumers and the community in complying with these requirements. Significant effort has gone into facilitating implementation of the ADA at CILs and the state agency has expended considerable resources to do so. The extent of the impact has yet to be known and will likely effect the activity for years.

The Federal Rehabilitation Administration is in the process of establishing program performance indicators for independent living as required by the 1992 amendments to the Rehabilitation Act. Those performance measures, when finalized, may change the data collected and the current performance measures used in this report.

PLAN TO ACHIEVE TARGETS:

The IL is initiating several activities to improve the services people with disabilities receive. Some are reflected in the measures.

IL and VR are assisting the newly created Governor appointed SILC with funding, technical assistance and staff time. The SILC is mandated to increase collaboration and cooperation with the SRAC for the vocational rehabilitation programs of both the Divisions of Rehabilitation Services and the State Services for the Blind and Visually Handicapped as well as other councils and programs that affect IL. This partnership will result in better quality programs and attainment of goals and measures. The recently reauthorized Federal Technology Act requires coordination with the SILC. These mandates for increased communication, collaboration, and joint planning are expected to be included in other legislation as well. Less duplication, maximized service delivery, and improved planning for the future are expected.

The newly state-funded transition services to school age youth activity is being administered collaboratively between the IL and the VR activity. Services are delivered by CILs in concert with local schools and vocational rehabilitation counselors in accordance with the students' Individual Education Program. This new service delivery effort is expected to enhance the overall services students receive due to the increased level of involvement of several systems' resources and expertise. The impact of this new service delivery effort on any of the service components could be extensive.

OTHER FACTORS AFFECTING PERFORMANCE:

Factors Beyond Agency's Control That Affect Performance:

Individual consumer choice, consumer health issues, and the availability of services in the consumer's community has a great impact on performance. In addition new disabilities are emerging which have already impacted the focus and level of services.

It is anticipated that the population of persons with disabilities will increase due to the ageing of the population and the emergence and increase of diseases and disabling conditions, such as AIDS and traumatic brain injuries. Also, as new medical technology is developed to increase the survival rates of persons with severe injuries and illnesses, more persons with severe disabilities will survive and need independent living services to gain or maintain their independence, and/or to return to or enter employment.

- Measures:
- Centers for Independent Living measures.
 - Number of persons with disabilities who receive independent living services from Centers for Independent Living.
 - Units of service* provided by Centers for Independent Living.
- * A unit of service is equivalent to one hour of service.

Funding available to CILs from state and non-state sources and program service priorities determined by the CILs is not known.

AGENCY: Economic Security, Department of

PROGRAM: 01 - Rehabilitation Services

ACTIVITY: Extended Employment

OBJECTIVE, MEASURE

Objective 1: To increase the hours worked and the wages paid to individuals with severe disabilities and each individual's opportunity to interact with non-disabled peers.

MEASURE (1): Number of individuals with severe disabilities who worked due to receiving services funded by the EE Activity.

ACTUAL PERFORMANCE

| | <u>F.Y.1992</u> | <u>F.Y.1993</u> | <u>F.Y.1994</u> | <u>F.Y.1995</u> | <u>F.Y.1996</u> | <u>F.Y.1997</u> |
|--------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Number employed EE | 7135 | 7115 | 7496 | 7600 | 7650 | 7700 |
| Number employed SE | 4852 | 5001 | 5336 | 5400 | 5450 | 5500 |
| Number employed in-house | 4719 | 4561 | 4804 | 4850 | 4900 | 4950 |

MEASURE 2: Number of placement in Competitive Employment of Individuals Served by the EE Program

ACTUAL PERFORMANCE

| | <u>F.Y.1992</u> | <u>F.Y.1993</u> | <u>F.Y.1994</u> | <u>F.Y.1995</u> | <u>F.Y.1996</u> | <u>F.Y.1997</u> |
|---------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Number of Placement | 251 | 250 | 199 | 260 | 270 | 280 |

MEASURE 3: The Economic Impact of Extended Employment Services On The individual with Severe Disabilities

ACTUAL PERFORMANCE

| | <u>F.Y.1992</u> | <u>F.Y.1993</u> | <u>F.Y.1994</u> | <u>F.Y.1995</u> | <u>F.Y.1996</u> | <u>F.Y.1997</u> |
|------------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Actual Avg. Hours Worked EE* | | | 18 | 20 | 22 | |
| Actual Avg. Hours Worked SE* | | | 18 | 25 | 30 | |
| Actual Avg. Hours Worked In-house* | | | 18 | 20 | 22 | |
| Avg. Weekly Wages EE | \$2.65 | \$2.76 | \$2.83 | \$2.95 | \$3.06 | \$3.18 |
| Avg. Weekly Wages SE | \$3.72 | \$3.76 | \$3.80 | \$3.95 | \$4.10 | \$4.25 |
| Avg. Weekly Wages In-house | \$1.91 | \$2.01 | \$2.05 | \$2.10 | \$2.20 | \$2.30 |

* these measures will not be available until the 2nd quarter of SFY '95

DEFINITION, RATIONALE, DATA SOURCE:

The number of persons receiving EE services is a direct count of the number of persons with severe disabilities who have received ongoing support services in supported or in-house employment, during the fiscal year, to allow them to maintain employment.

The number of individuals from EE who are placed in competitive employment is a computer count of the number

of persons who were placed into competitive jobs through the receipt of EE services.

The hourly wages earned by employees receiving EE services in supported or in-house employment is a measure of the economic impact of EE on the lives of these employees. It also is a direct outcome measure of the earnings of EE.

The hours per week worked by employees receiving EE services in supported or in-house employment also is a measure of the economic impact of extended employment services on individuals with severe disabilities employed in the program.

Rationale: The EE activity, through contracts with CRPs provides training and other services to employees who are able to maintain employment only if they have ongoing services to assist with employer/employee relations problem solving and negotiation, money management, independent living skills, transportation, grooming and personal care skills, job seeking skills, job and safety training, behavioral management, social skills training, and other skills training needed to maintain employment.

The "number of persons working" outcome measure measures the scope of this program and its impact on persons with severe disabilities who are unable to work without ongoing support and assistance.

The placement measure directly measures the number of EE who move from EE activity (supported or in-house) to employment in competitive jobs.

The outcome measures of economic impact are direct outcome measures of the financial impact of EE on the EE employees themselves.

Data Source: Information is obtained from a network of private non-profit and governmental agencies to provide EE services. This information is then entered into the EE data base and aggregated to measure the number of persons receiving services, the total hours employees worked the number of competitive placements, and the total wages earned by EE employees. The average hourly pay and average weekly hours worked are calculated from base data through normal statistical methods.

DISCUSSION OF PAST PERFORMANCE:

The average number of hours worked per week is not presently available from the activity's information system. The current design of the information system collects data on a quarterly basis. Translating quarterly information to average hours of work is at best a statistical estimate and not a true representation of the average hours worked by employees in the activity.

PLAN TO ACHIEVE TARGETS:

This focus will be achieved by:

- Establishing a funding structure which encourages CRPs to continue to voluntarily shift employees to supported employment;
- Revising Minnesota Rules 3300.1950 to 3300.3050 including the funding formula;
- Developing and installing a new Management Information System (MIS) in the first and second quarter of SFY '95. This change in the MIS system will allow EE to report the average hours of work per week measures; and
- Increasing the hours and wages of individuals in the system

OTHER FACTORS AFFECTING PERFORMANCE:

Factors Beyond Agency's Control That Affect Performance: The number of job placements is directly affected by the state and local economic climate and employment outlook as well as the cost to CRPs of providing support services with limited resources. The CRPs ability to continue to improve the economic condition of individuals with severe disabilities is directly related to their ability to continue to receive adequate reimbursement for the cost of providing the needed support services. In the upcoming biennium, CRPs will continue to supplement EE funding with production income, county and other funding. However, their ability to provide support to additional people who are not funded by state or county programs will continue to be limited due to economic conditions in both the private and public sectors. County funding is not expected to increase.

AGENCY: Economic Security, Department of

PROGRAM: 01 - Rehabilitation Services

ACTIVITY: Disability Determination Services

OBJECTIVE, MEASURE

Objective 1: To maintain case processing time at less than 69 days from the receipt of an application for disability benefits to the date of decision.

Measures: 1: - Case Processing Time - Title II
2: - Case Processing Time - Title XVI

ACTUAL PERFORMANCE:

| OBJECTIVES | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|-------------------------------------|------------------|------------------|------------------|-------------------|------------------|------------------|
| Case processing time - Title II | 60.3 | 56.5 | 61.2 | 69 (thru 5/94) | 69 | 69 |
| Case processing time - Title XVI | 63.8 | 58.7 | 65.6 | 69 (thru 5/94) | 69 | 69 |

DEFINITION, RATIONALE, DATA SOURCE:

The case processing time is the period of time calculated from the time that the consumer applies for SSI or SSDI benefits to the time when DDS actually makes the decision on the case.

Most of the applicants for benefits under SSI or SSDI need financial assistance to meet their basic needs because of a disability. The actual decision triggers benefits to the person, or offers them appeal rights on that decision or allows them to choose other options for their life. A shorter case processing time lets applicants plan their lives and receive assistance as quickly as possible.

The federal government has a computer system that tracks time on cases and puts out weekly and monthly reports that allow DDS to see where its processing time, on the average, falls in relation to other DDS's in the region and the country. The state's own computer system tracks cases on a weekly basis and identifies cases by age. At this time, DDS does not have data for the age of a case from date of application, but only from the date that it actually is logged into DDS. DDS will add a total Social Security computer system in the next three to five years.

DISCUSSION OF PAST PERFORMANCES:

In FY '93 DDS maintained the lowest processing times in Region V (Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin). Processing times on both Title II and Title XVI claims were three weeks better than the national averages.

OTHER FACTORS AFFECTING PERFORMANCE:

Due to increased applications, DDS has experienced an increase in its pending cases. Workload increases require

increased staff time and resources. Social Security allocates DDS funds to each state based on its best calculations of the country's needs, but workload increases beyond SSA's predictions may leave DDS short of staff to do the work and support the extra cases. As a result of these unbudgeted work increases, DDS has to do more with less, and case processing time can be lengthened.

OBJECTIVE, MEASURE

Objective 2: To keep case processing costs within a range acceptable to SSA and cost efficient in the processing of eligibility of SSI and SSDI claims and keep case processing costs to below the regional average.

Measures 1:- DDS processing cost per claim.
 2:- Region V average cost.

ACTUAL PERFORMANCE:

OBJECTIVES

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---|------------------|------------------|------------------|------------------|------------------|------------------|
| DDS/Processing Cost per Claim (thru 6/94) | \$325 | \$311 | \$304 | \$314 | \$329 | \$345 |
| Region V Average Cost | \$322 | \$310 | \$324 | \$324 | \$340 | \$357 |

DEFINITION, RATIONALE, DATA SOURCE:

All of the DDS operating costs go into the average case processing cost per case. This is derived from the federal budget for a year, divided by the number of claims cleared in that budget year.

DDS needs to provide accurate, timely disability decisions, but it also is required by SSA to manage its work process in a cost effective manner, allowing the program to continue to operate and process claims.

DDS reports on its expenditures on a monthly, quarterly and yearly basis and the federal system identifies clearances. The federal system then calculates case processing costs.

DISCUSSION OF PAST PERFORMANCE:

In FY '93, DDS finished the year almost at Region V's case cost average. In FY '94, DDS has processed more cases and maintained expenditures in order to keep its case costs at or below the Region's case cost. Because Minnesota is a costly state due to personnel costs, medical costs, etc., this takes careful fiscal attention and is being achieved as evidenced in actual performance data.

OTHER FACTORS AFFECTING PERFORMANCE:

There are expenses that may not be anticipated that could affect the case cost such as litigation, a natural disaster, equipment breakdown, etc. If other states do not experience the same expenses, the case cost could rise beyond the average for the region. Also, salaries of DDS personnel are determined through negotiations between the State

of Minnesota and the various employee unions, which is a process outside of the agency's control.

OBJECTIVE, MEASURE

Objective 3: To accurately process all SSI and SSDI applications.

Measures: 1: - Number of cases processed.
2: - DDS accuracy rate.

ACTUAL PERFORMANCE:

OBJECTIVES

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Number of Cases Processed | 33,574 | 37,245 | 39,704 | 37,990 | 39,443 | 41,020 |
| DDS Accuracy Rate | 95.2% | 97.8%* | 98.2%** | 98+% | 98+% | 98+% |

*Best Rate in Region V.

**Cumulative thru 1st quarters of FY '94.

DEFINITION, RATIONALE, DATA SOURCE:

A sample of completed cases is sent to SSA reviewing agencies. Based on their sample review findings, the accuracy rate for the DDS is determined.

A standardized level of documentation is required by SSA to ensure an accurate decision on a disability claim. Once that evidence is secured, SSA requires a correct method of evaluating the evidence to come to a correct decision about granting or denying benefits. SSA requires that a state produces a quality product and monitors this by evaluating a sample of all claims determined in DDS.

The accuracy reports are created by the federal government on a monthly, quarterly, and yearly basis.

DISCUSSION OF PAST PERFORMANCE:

In FY '93, DDS ranked among the top five DDS' in the nation in initial claims accuracy most of the year. In FY '93, DDS had the best accuracy in Region V.

OTHER FACTORS AFFECTING PERFORMANCE:

Changes in federal regulations or policies which may require a period of time for DDS staff to achieve a level of adjudicative proficiency could affect performance accuracy.

PLAN TO ACHIEVE TARGETS:

DDS works closely with the regional representatives of SSA to clarify issues before they can impact on DDS objectives. DDS also has its own Quality Assurance Unit that performs a random sample review of determined cases. This Unit helps determine training needs and quality trends in DDS based on its review of cases. The supervisory staff of the adjudicators in the DDS do regular reviews of the cases to determine if the direction of the work is correct and if the case is being delayed for any reason. Finally, the fiscal staff of DDS meets regularly with the

management staff to update them on the expenditures of DDS, areas of fiscal concerns, trends, etc. Most significantly for FY '95, DDS has prepared a proposal for a one-time Electronic Data Processing purchase, following guidelines and recommendations of SSA. By completing the Local Area Network (LAN) in DDS giving everyone an intelligent workstation, Minnesota will meet an SSA goal and will be able to meet all baseline functions as set forth by SSA, become more productive and efficient and ultimately, save on staff increases. All of this close attention to the objectives, within DDS, helps DDS meet the objectives as identified in this report.

1992 ANNUAL PERFORMANCE REPORT

SUMMARY

AGENCY: Economic Security, Department of

PROGRAM: 02 - State Services for the Blind and Visually Handicapped

EXPENDITURES AND STAFFING (F.Y. 1994)

(\$ IN THOUSANDS)

| | | | |
|----------------------------|----|--------|---------------------|
| TOTAL EXPENDITURES: | \$ | 11,969 | 4% of Dept's Budget |
| FROM STATE FUNDS | \$ | 3,595 | |
| FROM FEDERAL FUNDS | \$ | 7,589 | |
| FROM SPECIAL | | | |
| REVENUE FUNDS | \$ | 785 | |

NUMBER OF FTE STAFF: 125.3 6% of Dept's Staff

PROGRAM GOALS

- Increase the number of blind persons employed (M.S. 248.07, subd.4)
- Increase the number of blind persons managing their own home or living independently (M.S. 248.07, subd.5)
- Increase the number of blind citizens who gain access to the printed word, through alternative reading media (M.S. 248.07, subd.5)

DESCRIPTION OF SERVICES:

The mission of MDES's State Services for the Blind (SSB) is to facilitate the achievement of vocational and personal independence by adults and children who are blind or visually handicapped.

The program is delivered through:

Rehabilitation Services: Through 9 field offices statewide, provides direct rehabilitation services to persons of all ages who are blind or visually handicapped, including those who have additional physical and/or mental impairments, when the loss of vision causes a handicap to vocational, educational or personal independence. Distinct service types include: Vocational Rehabilitation, Child Rehabilitation, Independent Living and Self Care for older blind persons. Services include counseling, instruction in alternative techniques including braille and travel training, vocational training, job placement and adaptive equipment through the SSB Resource Center.

Business Enterprises: Creates statewide small business franchise opportunities for persons who are blind. Blind vendors operate businesses in public and private buildings, including post-secondary institutions. They also manage vending facilities at rest areas on interstate and state highways. The businesses include lunchrooms, snack bars, gift shops, vendeterias and vending routes.

Communication Center: Through paid staff and over 450 trained volunteers, provides lifelong information, library and literacy services statewide to Minnesotans who are unable to read normal newsprint because of a visual or physical disability. Custom recorded-and/or braille textbooks and job and leisure materials assist persons who are

blind (and in some cases persons who have a physical disability) in achieving their ultimate goal of personal or vocational independence. The Radio Talking Book, a radio reading service, broadcasts daily newspapers, current magazines and books 24 hours per day. Dial-In News, a newspaper reading service, enables a consumer to access the daily newspaper at home by touchtone phone 24 hours a day. Both programs give persons who are blind access to the same information as the general public.

Client/Staff Support: Supports other programs to assist consumers in reaching their rehabilitation goal and in maintaining positive relationships with partners. Services include certification of legal blindness for homestead and tax benefits; "The Store" (an outlet for consumer adaptive aids and devices); consumer equipment lease and device distribution programs; advisory council support; program development and evaluation; financial management of client and administrative budgets; purchasing; contract management; and administrative and technical support.

BACKGROUND INFORMATION:

MEASURES OF ACTIVITIES (A), WORKLOAD (W), UNIT COSTS (UC), OTHER DATA (O)

| <u>TYPE</u> | <u>MEASURE</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> |
|--------------------|-------------------------------------|-------------------------|-------------------------|
| A | No. of vocational clients served | 3,774 | 3,774e |
| A | No. of indept living clients served | 1,355 | 1,450e |
| U | Average net profit for vendor | \$ 24,950 | \$ 26,000e |
| O | Operational Charge | \$311,350 | \$ 317,000e |
| A | Braille pages produced | 712,000 | 750,000 |
| A | Audio cassettes produced | 66,918 | 69,000 |
| O | No. of volunteers | 451 | 520 |
| W | Affidavits of blindness processed | 5,022 | 5,405 |
| O | The Store sales volume | \$ 44,850 | \$ 90,352 |

PROGRAM DRIVERS:

Aging Population. The over-55 years of age population is the fastest growing sector of the Minnesota population, with an even faster growing incidence of blindness or visual impairments. Today, one Minnesotan in eight is elderly. Visual impairment is among the top ten chronic conditions faced by older Minnesotans.

Employment. Nationally, 70% of all persons who are blind and interested in employment are not working. As the "Baby Boom" generation ages, there will be an increase in working persons experiencing vision loss and needing adjustment to blindness services to regain or maintain employment. As the computer revolution continues, there will be an increased number of individuals needing training on, and access to, technological and adaptive equipment in order to work.

Children/Education. Minnesota educators report increases in the number of children and young adults who are blind and visually handicapped. There is also renewed emphasis on literacy spurred by heightened consumer expectations and the strengthened Braille Law.

Technological and Medical Advancements. Due to medical advancements, more newborns with severe disabilities are surviving. Adults are living longer and surviving serious accidents and injuries. There is an increasing number of persons with severe disabilities in need of services.

Diverse Population and Workforce. The population and workforce in Minnesota is becoming more diversified. Increased efforts will be needed to reach certain segments of the blind population that are underserved such as

American Indian, Southeast Asian-Americans, and African-American.

Total Quality Management (TQM). The agency and program are moving toward utilization of TQM principles which will emphasize outcome-based measurements, improved customer satisfaction, and quality.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 02 - Services for the Blind and Visually Handicapped (XX)

OBJECTIVE, MEASURE

OBJECTIVE 1: The number of persons employed through the program will increase to 180 per year by the year 2000

MEASURE (1): Number of persons employed per year

ACTUAL PERFORMANCE

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| 98 | 131 | 140e | 145e | 150e | 160e |

DEFINITION, RATIONALE, DATA SOURCE:

This outcome measure directly demonstrates the achievement of successful employment outcomes for blind consumers. It reflects the accomplishment of an employment goal, following the provision of vocational rehabilitation services and the maintenance of the employment for at least 60 days.

Services provided under an Individualized Written Rehabilitation Program (IWRP) have a direct and positive impact on the employment outcome. The IWRP is a joint agreement between the blind consumer and the rehabilitation counselor that describes in detail the nature of services to be provided, the expected vocational outcome to be achieved, intermediate and long term objectives and the expected time for service provision. While service provision under an IWRP can be short-term in nature, more typically the services will be provided over many months, or even years in the case of post-secondary training programs.

Quality of employment outcomes is further defined by wage levels at time of case closure. Data is also available to permit comparison of wages before and after the provision of rehabilitation services.

Information is obtained at time of case closure from the consumer and/or the employer. Agency-maintained wage data is used to verify information. Data is transmitted annually to the federal Department of Education in the RSA-911 report.

Labor market conditions can impact the ability of agency staff to assist persons in finding suitable employment, consistent with their established job goal.

DISCUSSION OF PAST PERFORMANCE:

The large increase in the number of persons employed was attributed to the strong employment market in Minnesota, focusing counselor's caseloads on employment, increased marketing efforts with employers and a strong emphasis on adjustment to blindness training.

PLAN TO ACHIEVE TARGETS:

SSB will be developing outcome criteria with partners (Community Rehabilitation Programs) emphasizing employment along with an aggressive program creating work experience opportunities for consumers. Continued interaction with various employer groups and expanded assistive technology services will contribute to the attainment of SSB's employment goals.

OBJECTIVE 2: The numbers of persons regaining their ability to manage their own home or living independently will increase to 950 per year by the year 2000.

MEASURE (1): Number of persons achieving home management or independent living outcomes per year.

ACTUAL PERFORMANCE

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 751 | 866 | 870e | 880e | 895e | 910e |

DEFINITION, RATIONALE, DATA SOURCE:

This outcome measure directly demonstrates the achievement of successful self-care and independent living outcomes for blind consumers, including persons classified as "homemaker" under the federal Rehabilitation Act. It reflects the accomplishment of self-care and independent living/homemaker goals following the provision of rehabilitation services.

Rehabilitation services which result in either independent living, homemaker or self-care outcomes are driven by an IWRP. The IWRP is a joint agreement between the blind consumer and the rehabilitation counselor that describes in detail the nature of the services to be provided, the expected outcome to be achieved, intermediate and long term objectives and the expected time for service provision.

Persons achieving independent living, homemaker and self-care outcomes are typically elderly. The average age of persons served in these program categories is over 70. The programs are designed to eliminate the need for more costly care and service options and thereby minimize the potential for additional public support. The lack of ability to prepare food, move about freely in the environment, manage medication, read a variety of important information and other similar tasks may result in unnecessary placement in nursing homes or other restricted environments. Programs such as SSB provide training and other services to mitigate such restrictive placement.

Information is obtained at the time of case closure from the blind consumer and from direct observation by the rehabilitation counselor. Data regarding federal programs is transmitted annually to the U.S. Department of Education in the RSA-911 report. SSB maintains comparable data on non-federal programs.

Potential lack of resources may have an adverse impact on these goals, given the increasing rate of growth in the older population is not being matched by increases in resource availability.

DISCUSSION OF PAST PERFORMANCE:

SSB realized a large increase in the number of referrals in 1994, and a similar increase in 1995 is anticipated. The Ophthalmologist/Optometrist Reporting Law of 1992 was significant along with the continued aging of the population, in causing these increases. SSB has changed counselor caseloads in order to focus on working with this population.

PLAN TO ACHIEVE TARGETS:

An aggressive marketing campaign and development of "group" service delivery programs will increase program capacity. SSB anticipates receipt of a major federal grant to develop new programs which should increase the number of persons being served and realizing successful outcomes.

OBJECTIVE 3: The number of persons provided transcribed materials will increase to 18,000 per year by the year 2000.

MEASURE (1): Number of persons provided transcribed materials.

ACTUAL PERFORMANCE

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| 13,536 | 15,769 | 15,900e | 16,200e | 16,500e | 16,800e |

DEFINITION, RATIONALE, DATA SOURCE:

The number of persons provided transcribed materials is the number of people determined eligible for and receiving Communication Center services. This includes persons receiving inkprint materials translated into braille onto cassette tape, broadcast over the Radio Talking Book Network, or converted to an audio, digitalized format available by phone. Without alternative communication formats, blind persons cannot access the printed word.

It is generally recognized that literacy can be measured indirectly by library usage. As usage of the Communication Center increases, it is assumed that more blind persons have regained or maintained their literacy.

Data is collected in a data base as the process of providing service occurs.

SSB responds to consumer needs for information. Those needs have been consistently increasing, pushed up by forces beyond control of the SSB. Requests for materials vary from rather simple translation tasks to those which are extensive and complex. Recent changes in statute which promote broadened braille training in the schools as well as consumer pressures and implementation of the Americans with Disabilities Act are expected to increase requests for service.

DISCUSSION OF PAST PERFORMANCE:

The recent development of local option newspaper projects in Fergus Falls, Duluth and Rochester resulted in an increase in consumers requesting Radio Talking Book services. Marketing in those communities and regions of the state provided more awareness of overall services, also affecting increases both in consumers and in requests to other areas of the Center. A targeted marketing approach was developed through closer work with the Friends of the Communication Center providing better visibility and increased development of funding for further exploration and usage of new technology and software. New technology and software allowed the braille section to meet increased demands and enabled the Center to increase the numbers of recording volunteers who could produce materials through the use of open reel tape recorders provided to them in their home.

PLAN TO ACHIEVE TARGETS:

The increase anticipated in consumers receiving materials will be achieved through a more aggressive marketing plan including mailings to senior centers, health professionals, service clubs and organizations. Increased training of new volunteers will continue to be a focus, with concentration on a wider variety of skill areas (e.g. law tape textbook transcribers and Nemeth or math braillists). Continual exploration of new technology and software will be instrumental in being able to meet increasing demands for the printed word.

OTHER FACTORS AFFECTING PERFORMANCE:

1994 ANNUAL PERFORMANCE REPORT

SUMMARY

AGENCY: Economic Security, Department of

PROGRAM: 03 - Job Service/Reemployment Insurance

EXPENDITURES AND STAFFING (F.Y. 1994)

(\$ IN THOUSANDS)

| | | | |
|----------------------------|----|--------|----------------------|
| TOTAL EXPENDITURES: | \$ | 69,307 | 20% of Dept's Budget |
| FROM STATE FUNDS | \$ | 24 | |
| FROM FEDERAL FUNDS | \$ | 69,283 | |

| | | |
|-----------------------------|---------|---------------------|
| NUMBER OF FTE STAFF: | 1,190.2 | 60% of Dept's Staff |
|-----------------------------|---------|---------------------|

PROGRAM GOALS:

JOB SERVICE

- Increase the number of listed openings in target occupations and industries by 10%.

REEMPLOYMENT INSURANCE

- Reduce the spell of unemployment.
- Reduce number of "blocked" claims due to incomplete employer information.

RESEARCH AND STATISTICS OFFICE

To provide employees labor market information that supports business growth and provide a workforce needed to compete in the world economy.

DESCRIPTION OF SERVICES:

The mission of the Minnesota Department of Economic Security Job Service/Reemployment Insurance Division is to deliver workforce development, employment and reemployment insurance related services which enhance opportunities and economic security for our customers.

The Job Service/Reemployment Insurance programs are delivered through a network of 46 service sites throughout the state in addition to the central administrative office in downtown St. Paul. Some services are available to all Minnesotans depending on each programs specific eligibility standards.

These programs and services of the Job Service/Reemployment Insurance division are funded by various Federal sources. Because of federal requirements programs are to operate and provide levels of service to meet or exceed Federal Standards in partnership with Minnesota law.

The Research and Statistics office collects, analyzes and disseminate Labor Market information on employment and unemployment to assist units of government, job seekers and employers in planning for their economic development needs and project; occupational records.

Programs are delivered through:

Job Service (JS): Through 41 field offices statewide, job services are offered to the public. These services include: direct placement; testing; Trade Adjustment Assistance including referral to training; veteran placement activities; Alien Labor Certification which provides labor certification and determines that prevailing wages are paid; counseling to job seekers; Federal Bonding referral to those who cannot get commercial bonding; Summer Jobs Program primarily for students; and Targeted Jobs Tax Credit referrals.

Performance of the Job Service mission also involves coordination with JTPA providers and contractors, local vocational colleges and any other service providers which help develop and place workers, and staff employers.

Reemployment Insurance (RI): Through 36 full time field offices, co-located with Job Services, and a number of seasonal itinerant points, statewide RI service is provided to workers and employers. These include RI benefits to workers, an appeal process for workers and employers, employer tax services, and a benefit payment control activity to insure program integrity.

Employer tax activities provide for funds to be disbursed to unemployed workers, while benefits programs ensure that unemployed workers who meet eligibility standards are provided temporary economic support while finding employment. The appeal process is to settle disputes concerning employers or recipients, and Benefit Payment Control ensures all parties act within the law and not abuse the program.

BACKGROUND INFORMATION:

MEASURES OF ACTIVITIES (A), WORKLOAD (W), UNIT COSTS (UC), OTHER DATA (O)

| <u>TYPE</u> | <u>MEASURE</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | |
|--------------------|-----------------------|-------------------------|-------------------------|-----------|
| W | Job Openings | 51,002 | 99,706 | |
| W | Placements | 60,310 | 55,000 | |
| A | Active Applicants | | 313,489 | |
| W | Claimants Placed | 11.95% | 13.00% | |
| W | Alien Labor Cert. | 235 | 235 | |
| W | TJTC Vouchers | 6,029 | 5,500 | |
| A | Veterans Program | 36,877 | 39,891 | |
| A | Taxable Employers | 104,429 | 105,127 | estimated |
| W | Claims Established | 214,000 | 200,000 | estimated |
| W | Benefits Paid | \$386,000,000 | \$377,135,000 | estimated |
| W | Appeals | 13,000 | 13,621 | estimated |

PROGRAM DRIVERS:

Economic Conditions: Programs in the JS/RI Division are affected primarily by external economic conditions. Economic downturns or recessionary periods drive workloads in reemployment Insurance activities, and make Job Service programs more difficult. Those programs which include some training component are more active in preparing customers for periods of economic expansion. During those times of economic expansion, Job Service programs are more active and successful, while Reemployment Insurance is less active with clients but does replenish the benefit payment fund through tax activities. RI workloads during these times generally become more complex and time consuming.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 03 - Job Service/Reemployment Insurance

OBJECTIVE, MEASURE:

OBJECTIVE 1: Increase job opening listings in target occupations and industries by 10%.

MEASURE (1): Previous year listed job openings compared to employer tax files by industry.

MEASURE (2): Increase listed openings by 10% in those industries and occupations found in Measure (01).

ACTUAL PERFORMANCE:

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------------|------------------|------------------|---|------------------|------------------|
| Percentage Listed | | | | | |
| By Industry | | | Data Not Available until Spring of 1996 | | |
| Percentage of Increase | | | | | |
| in Job Openings By | | | | | |
| Industry | | | Data Not Available until Spring of 1996 | | |

DEFINITION, RATIONALE, DATA SOURCE:

Job Openings listed by the Department are placed by employers statewide. Department representatives contact employers when possible to promote the Department services and encourage employers to list job openings as they become available. Employers use Department services on a "use always" to "never use" basis. Jobs listed also cover a wide range, from highly skilled, long term jobs, to low skill, low paying jobs.

In order to target Department efforts a baseline of current performance in this area is necessary. A project is currently underway to develop a data base of job openings by employer, by industry, by occupation, by growth, and likelihood of long term employment.

This data base will enable the Department to target those areas likely to have quality openings which are defined as those providing at least the average wage for that occupation and industry.

Data used to measure this performance exists in separate data bases. Job openings exist in a historical listing by occupation and employer. Employers are maintained in a tax data base by industry. These data will be combined to produce baseline data to be used to target efforts.

DISCUSSION OF PAST PERFORMANCE:

This is a new effort and as such there is no past performance to compare.

PLAN TO ACHIEVE TARGETS:

Baseline of penetration in those areas of occupation and industry defined as "target" openings will be developed as indicated by Measure (1).

When that performance baseline is established, resources in the form of staff dedicated to employer contacts will be deployed specifically to those employers in the targeted industries. Those staff will describe Department services and market those services to increase listed openings.

Those openings will be aggressively marketed to job seekers who may have the skills and experience to fill those openings.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 03 - Job Service/Reemployment Insurance

OBJECTIVE, MEASURE

OBJECTIVE 2: Reduce the average length of RI claims for those unattached to an employer by two weeks by FY '96.

MEASURE (1): Average spell of unemployment.

ACTUAL PERFORMANCE:

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | [<u>F.Y. 1995</u> | PROJECTED <u>F.Y. 1996</u> |] <u>F.Y. 1997</u> |
|------------------|------------------|------------------|-----------------------|-------------------------------|-----------------------|
| # of weeks | | | | | |
| Unemployed | | | | | |

Data Not Available until Spring 1996

DEFINITION, RATIONALE, DATA SOURCE:

Past practice has focused on providing benefits to claimants when due and in a timely manner. This measure demonstrates the impact of program intervention in terms of increased employment stability and increased self-reliance of claimants while maintaining economic support in times of need.

The legislative intent of the program is to provide economic support to claimants until they return to work. claimants can be divided into two broad categories. Those with firm attachment to an employer and those who do not. In the first instance unemployment is usually tied to seasonal factors which affect economic conditions and it is cyclical. Employees are laid off and recalled on a regular basis. Those in the second category are more randomly affected by economic conditions, occupational changes, job seeking skills and lack of stable work history. This group is more able to benefit from program intervention. The Eligibility Review Program, job seeking skills, job clubs, and employment plans are all intended to increase the self-reliance and employment stability of those seeking reemployment benefits.

A more rapid return to work after intervention is a measure of successful intervention. It benefits the reemployed, preserves benefit dollars, lowers tax rates, and contributes to economic stability. Data to measure this objective exists in automated systems which compile filing dates, weeks claimed and reported reasons for discontinuing reporting.

DISCUSSION OF PAST PERFORMANCE:

This has not been a factor of consideration in the past. There has not been an attempt to measure the success of intervention. The only factor measured was how quickly and accurately benefits were paid.

PLAN TO ACHIEVE TARGETS:

The Division will develop desired outcome measures and collect data to determine the effect of various intervention strategies. coordination of strategy development and desired outcomes will involve the participation of the public including employees, employers, the unemployed, and the Division.

OTHER FACTORS AFFECTING PERFORMANCE:

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 03 - Job Service/Reemployment Insurance

OBJECTIVE, MEASURE

OBJECTIVE 3: Increase the percentage of claims that can be processed without delaying to review insurance issues.

MEASURE (1): The number of "blocked" claims as a percentage of total claims filed.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| % of blocked Claims vs. claims filed | .7% | .7% | .7% | .66% | .6% | .5% |

DEFINITION, RATIONALE, DATA SOURCE:

Information is collected from employers concerning earning of workers. This information is collected on a quarterly basis and is used to establish monetary eligibility for those workers filing for benefits. This process is subject to Federal Desired Levels of Achievement (DLA) and service due our customers. The Federal DLA is 87% of claims paid within 14 day of the end of the first week. If the wage data is not available payment is delayed, additional expense is incurred, and benefit recipients suffer needless hardship.

Reducing the percentage of these "blocked" claims increases timeliness and reduces costs associated with manually collecting the needed information.

Data used to measure performance in this area include the total number of claims filed, and the number of requests for wage reviews.

DISCUSSION OF PAST PERFORMANCE:

While a measure of Timely First Payments has been a performance factor many years, and achievement has exceeded the Federal DLA, delays due to incomplete wage data has not been specifically addressed. Therefore, this is a new measurement factor.

PLAN TO ACHIEVE TARGETS:

The Tax Branch will be working to improve the education process and communication with employers. Efforts affecting this must be directed toward prevention of those factors which result in "blocked" claims. Cooperation

with employers and education about the process, causes of problems and the results in terms of additional time and expense, will impact this objective. This is not viewed as a short term fix, but as a long term component of improved process in the RI system.

OTHER FACTORS AFFECTING PERFORMANCE:

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 03 - Job Service/Reemployment Insurance

OBJECTIVE, MEASURE

OBJECTIVE 4: To develop and produce pertinent labor market information to support the programs of the Department of Economic Security and to assist job seekers, employers, educational institutions, job training agencies, researchers, the news media, and various other data users.

MEASURE (1): Data users will receive information in appropriate, useable formats which meet their particular needs.

ACTUAL PERFORMANCE:

Telephone requests for data products are projected to increase as follows:

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| 6,000 | 6,200 | 6,500 | 6,800 | 7,000 | |

Demand for training sessions on LMI usage is anticipated to increase as follows:

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| 15 | 18 | 25 | 30 | 35 | |

MEASURE (2): Requests for data are handled within two working days for short requests and within mutually agreed upon time frames for longer requests.

ACTUAL PERFORMANCE:

LMI customer service and analysis staff consistently meet these time frames, as measured by customer satisfaction surveys and focus groups.

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| | | | | | |

Data to be available in 1995

DEFINITION AND RATIONALE

Current and regularly updated data on local labor market conditions include the LMI products which are made available to all types of data users. To assist in business development, the private sector needs ready access to information on local labor availability, employment levels by industry and occupation, prevailing wages in the various occupations, and labor shortage and surplus imbalances. Educational institutions need this information for curriculum planning and economic research into local economic conditions. Job seekers need current information on growing occupations and the skills, experience and training which employers require for openings in these occupations.

Customer survey programs and focus groups which assess customer satisfaction with the Research office's performance are conducted regularly and planned for the upcoming year.

DISCUSSION OF PAST PERFORMANCE

The Research and Statistics Office of the MN Department of Economic Security continues to refine its data products and tailor its services to the needs of users. Implementation of an electronic bulletin board in FY '93 provided user access to a variety of LMI data bases. Joint efforts with JTPA planners and administrators has resulted in customized LMI products for this significant user group. The development of a training package for department staff has significantly broadened the knowledge of LMI products and their users.

The department makes further use of the expertise of LMI staff through integration in such initiatives as One Stop Service Centers and the reorganization of departmental service provision.

1994 ANNUAL PERFORMANCE REPORT

SUMMARY

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

EXPENDITURES AND STAFFING (F.Y. 1994)

(\$ IN THOUSANDS)

| | | | |
|---------------------------------|----|-----------|------------------------|
| TOTAL EXPENDITURES: | \$ | 203,671 | 59% of Dept's Budget |
| FROM STATE FUNDS | \$ | 28,187 | |
| FROM FEDERAL FUNDS | \$ | 145,997 | |
| FROM SPECIAL | | | |
| REVENUE FUNDS | \$ | 29,487 | |
| NUMBER OF FTE STAFF: | | 141.5 | 7% of Dept's Staff |

PROGRAM GOALS

Community Based Services (CBS) provides anti-poverty and training programs through Community Action Programs (CAPs), Private Industry Councils (PICs) and other community-based groups which promote economic security for Minnesotans by:

- Funding locally designed programs and services which promote self-sufficiency,
- Funding employment and training services linking people to the world of work, and
- Leveraging additional resources through community collaboration.

DESCRIPTION OF SERVICES:

The following descriptions summarize services in ten major CBS activity areas.

ENERGY ASSISTANCE ACTIVITY:

The goal of this activity is to meet the immediate home-heating energy needs of low-income households [through P.L. 103-252], particularly those households with the lowest incomes and highest heating costs, by reducing their heating costs and maintaining heat in their houses; and to reduce the heating energy needs of low-income households through conservation activities.

Energy Assistance is a federally funded program, operated at the local level by 41 delivery agencies. These include 26 CAPs, nine county governments and six tribal governments.

There are three types of services available to low-income households: 1) They may receive financial benefits (primary heating assistance) to assist them with the actual costs of heating their homes. 2) They may receive crisis benefits in order to maintain heat in their homes. This includes financial assistance to avoid energy disconnections or shortage of delivered fuels and also includes energy-related repair assistance to maintain a functional heating plant

in their building. 3) These households may also receive assistance to help reduce their home energy consumption through Weatherization services.

A household must be vulnerable to increases in home-heating energy costs to receive assistance. The highest levels of assistance go to households with the lowest incomes and highest heating costs.

WEATHERIZATION ACTIVITY:

The goal of this activity is to improve the energy efficiency of low-income dwellings with priority for elderly, disabled, households with children, and households with very high energy consumption (P.L. 101-440).

The **Weatherization Assistance Program for Low-Income Persons** provides funds to local delivery agencies to weatherize individual dwelling units where eligible households reside. Services are based on individual dwelling unit needs determined through an energy audit. The work may include: insulation, caulking and weatherstripping, and furnace efficiency activities. Subgrantees must meet production goals established by the Department of Energy. Local delivery agencies include 25 CAPs, one private non-profit, one county government, and seven tribal governments.

HEAD START ACTIVITY:

The goal of the **Head Start Program** is to break the cycle of poverty for families with children ages three to five through the development of a greater degree of social competence in the children, and to promote economic self-sufficiency for the parents. Every child receives a comprehensive health care program including medical, dental, mental health and nutrition services as well as a variety of individualized learning experiences. Every parent is encouraged to become involved in parent education, program planning and operating activities. Parents have a voice in administrative and managerial decisions. The social services component represents an organized method of assisting families to assess their needs and then providing those services or linking them with appropriate community services that will build upon the individual strengths of families to meet their own needs.

Head Start is governed by federal program performance standards. In the state, 26 CAPs and single purpose agencies, one school district and seven Indian Reservation governments deliver the program.

COMMUNITY ACTION/SELF-SUFFICIENCY ACTIVITY:

The goal of the **Community Services Block Grant (CSBG) and the Minnesota Economic Opportunity Grant (MEOG)** is to alleviate the causes of poverty by providing locally designed programs and by leveraging additional resources.

CAPs provide Minnesota's low-income citizens the opportunity to obtain the skills, knowledge and motivation to become self-sufficient; help remove the causes of poverty in Minnesota communities; and alleviate the effects of poverty in Minnesota. Activities are locally determined to provide a range of services based on local needs which go beyond traditional human service delivery concepts. Activities address three program models: intervention programs designed to provide immediate basic needs to households in economic crisis; case management programs providing assistance in developing personal and economic self-sufficiency; and community investment, including economic development initiative and entrepreneurial projects. Issues addressed include nutrition, literacy, transportation, housing, job training energy conservation, Head Start, youth employment and recreation, services to seniors, crisis assistance advocacy, information and referral.

The goal of the **Displaced Homemaker Program** is to provide personal growth and pre-employment services to displaced homemakers and assist them in achieving economic self-sufficiency.

The Displaced Homemaker Program helps consumers to identify and remove their barriers to employment, develop

confidence, and learn the choices available to them in their transition to independence. Group and individual counseling, personal growth and vocational assessment, job seeking skills and resume preparation, and referral to support services, training, and employment are among the pre-employment services provided to consumers. Income guidelines and displacement determine eligibility. Services are provided statewide by 12 program providers.

FOOD AND SHELTER/SELF-SUFFICIENCY ACTIVITY:

The goal of **The Emergency Food Assistance Program (TEFAP)** is to distribute U.S. Department of Agriculture (USDA) surplus commodities statewide to individuals with incomes at or below 185% of the federal poverty level, and to food banks, food shelves, emergency meal sites and emergency overnight shelters.

The **Minnesota Food Shelf Network Program** provides funds to food shelves. The food shelves purchase nutritious food items for distribution to individuals and families in need.

The goal of the **Community Food and Nutrition Program** is to increase participation of eligible households in public food and nutrition programs.

The homelessness programs (the **Emergency Shelter Grant Program - ESGP**, the **Emergency Community Services Homeless Grant Program - EHP**, the **Transitional Housing Program - THP**, and the **Supplemental Assistance for Facilities to Assist the Homeless - SAFAH**) provide a range of comprehensive services to homeless individuals and families, and imminently homeless.

THP, funded under M.S. 268.38, provides operating funds to 45 non-profit transitional housing programs to help homeless persons obtain the skills and income to live independently.

ESGP helps meet the rehabilitation service and operational costs of emergency homeless shelters, transitional housing programs, and homelessness-prevention programs through 46 grants statewide.

EHP provides funding to 29 CAP's, 11 reservation governments, and the Midwest Farmworkers' Employment and Training, Inc., to address homeless and emergency shelter issues as determined locally.

The Stewart B. McKinney Homeless Assistance Amendments Act of 1990, P.L. 101-645 authorizes ESG, EHP, and SAFAH.

JTPA ACTIVITY:

A goal of the **Job Training Partnership Act (JTPA)** is to deliver employment and training services to disadvantaged adults giving them the necessary skills so that they become economically and socially self-sufficient through the following types of services:

Direct Training:

On-the-Job Training: Provides training on-site with potential employers. Employee wages are subsidized to compensate employers for initial decreased productivity of trainees and to provide for extraordinary training costs.

Work Experience: Provides subsidized employment allowing consumers to learn marketable work habits.

Classroom Training: Provides skill training to consumers matching the needs of the consumers and the labor market.

Participant Assessment: Provides career counseling and personal assessment, allowing training to directly match the needs of consumers and the labor market.

Basic Skills Training: Provides literacy and marketable work habits training to consumers.

Training Related and Supportive Services:

Job Search Assistance: Provides assistance to trained consumers in seeking unsubsidized employment.

Supportive Services (such as child care): Provides services to consumers who need them in order to pursue training.

Needs Based Assistance and Financial Assistance: Provides cash assistance to consumers who need it in order to pursue training.

Employer Services:

Customized Training: Provides assistance to employers in designing customized training for consumers which meets their needs.

Consumers Information: Provides information to employers on trained individuals who can assume positions.

YOUTH PROGRAMS/VIOLENCE PREVENTION ACTIVITY:

The goal of this activity is to reduce the number of youth entering or re-entering the juvenile justice system.

Minnesota's Juvenile Justice Program provides grants on a competitive basis to counties, cities and community-based organizations, for prevention and intervention programs targeting youth at risk of involvement or re-involvement with the juvenile justice system. The Juvenile Justice Advisory Committee (appointed by the Governor) awards subgrants serving youth up to 18 years of age and their families, and provides training for youth-serving professionals. Depending upon the program, services may be available statewide, within one or more counties, in a city or in a neighborhood. In 1994, Juvenile Justice grantees served over 8,600 youth and their families. It is estimated that at least 80% of the youth served will be young people of color.

Youth Intervention programs are 23 non-residential, community-based programs which provide early intervention services to at-risk youth and families addressing issues such as: shoplifting, vandalism, theft, prostitution, fire starting, family problems, child abuse, truancy and chemical abuse. Programs deal with youth ages 8 to 17 in the context of family, school and community. Twelve programs operate in the Twin Cities metropolitan area and eleven programs operate in Greater Minnesota. All programs must obtain a 2:1 funding match from their local municipalities and/or counties.

The goal of the **City Grants Program** is to develop community-based violence prevention initiatives that take truant and at-risk youth off the streets and provide them with after-school activities and social services. Minneapolis, St. Paul and Duluth were selected as the sites for FY '95 demonstration grants where funds are being used across a broad range of prevention strategies: summer recreational programs, curfew counseling and referral services, truancy reduction services, after-school programs, academic enrichment and leadership development, work readiness skills and dropout recovery programs.

Bonding Initiative - Truancy and Curfew Centers. Capitol improvement funds (\$500,000) will be available through the Request for Proposal (RFP) process to construct two truancy and curfew centers: one in Hennepin County and one in Ramsey County. Establishing two Truancy and Curfew Centers will provide a safe, secure location for truants who are picked up by local law enforcement agencies. Each center will act as a central point for providing assessment, intervention, counseling and other services. In the evening, the centers will provide services to young persons who are picked up for violating local curfew ordinances. A portion (25%) of the funding is earmarked for the YouthBuild Program (or other employment and training programs), providing

at-risk youth with an opportunity to learn practical job skills during the construction of a new facility or renovation of an existing building.

YOUTH EMPLOYMENT AND TRAINING ACTIVITY:

The goal of this activity is to enhance the long-term employability of economically disadvantaged and/or at-risk youth; and to place economically disadvantaged and/or at-risk youth in unsubsidized employment.

The **JTPA Title IIB Summer Youth Program** is targeted to economically disadvantaged youth between the ages of 14 and 21. Funded under the JTPA, the program operates through the Service Delivery Areas (SDAs)/Private Industry Council (PIC) delivery system. Summer youth participants were enrolled in community service projects that addressed unmet human service, public safety, environmental and educational needs. Programs are designed to integrate work and learning.

The **Minnesota Youth Program** provides services year-round complementing the JTPA Title IIB program which operates in the summer months only. Young people must be between the ages of 14 and 21. The education, skill training and support service needs of each youth are assessed and used as the basis for designing individualized service strategies. Participants are provided with academic enrichment which, at a minimum, counteracts the erosion of basic skills and, to the extent possible, increases the young person's reading and math skills.

The **JTPA Title IIC Program** provides year-round employment and training services to youth who are basic-skills deficient, youth whose educational attainment is below grade level, pregnant or parenting youth, youth with disabilities, homeless or runaway youth, offenders and school dropouts. Services provided include vocational counseling, academic and vocational training, work experience, private sector internships, and job placement assistance.

The **Minnesota YouthBuild Program** provides specialized training, work experience, leadership skills and education for youth at risk of not completing their high school education. Youth must be between the ages of 16 and 24. A unique requirement of the program design is that work projects must result in the expansion or improvement of residential units for homeless persons and very-low-income families or social service, educational, or health facilities that primarily serve these populations. Target groups include youth who are at risk of involvement with the juvenile justice system, dropouts and potential dropouts, youth with disabilities, teen parents and public assistance recipients.

WORK AND TRAINING ACTIVITY:

The goal of this activity is to assist recipients to avoid or end public assistance dependency and become self-sufficient.

MDES, in coordination with the Department of Human Services, is responsible for managing the **Success Through Reaching Individual Development and Employment (STRIDE), Work Readiness, and Food Stamp Employment and Training (FSET), and Refugee and Immigrant Services**. The programs are operated by Local Service Units. MDES is responsible for establishing and maintaining reporting systems, drafting rules and bulletins, developing monitoring guides, overseeing of special projects, establishing certification standards, certifying and decertifying service providers, provision of technical assistance and training, and distributing public information to promote awareness of services.

The purpose of Project STRIDE is to provide employment and training services to Aid to Families with Dependent Children (AFDC) recipients in order to help the recipients avoid or end long-term public assistance

dependency and become self-sufficient. The program operates under federal laws and regulations, state law, and state administrative rules.

The purpose of the Work Readiness program is to provide employment and training services to recipients of Work Readiness cash assistance in order to help the recipients avoid or end public assistance dependency and become self-sufficient. As of January 1, 1993, eligibility is limited to six months per year (seven months for persons who are functionally illiterate).

The Work Readiness employment and training programs also serves as Minnesota's federal FSET and Training (FSET) program. The program operates under federal law and is funded by the USDA.

DISLOCATED WORKER ACTIVITY:

Goals of this activity are to:

- Provide intervention services to workers shortly after dislocation from employment in order to initiate an immediate transition to new, suitable employment.
- Retrain dislocated workers for employment in occupations or industries that offer the opportunity for stable reemployment.
- Place program participants in suitable employment which offers compensation comparable to their previous employment, wage growth, and stability.

The **Dislocated Worker Programs** assist workers with a long attachment to the labor force in their transition to new employment when they are dislocated from employment as a result of plant closures, permanent mass layoffs, skill obsolescence, technological change, international trade, and other economic disruptions. The transition assistance primarily includes skill and aptitude testing, career/job counseling, job search assistance, job development and retraining assistance.

BACKGROUND INFORMATION:

MEASURES OF ACTIVITIES (A), WORKLOAD (W), UNIT COSTS (UC), OTHER DATA (O)

| <u>TYPE</u> | <u>MEASURE</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> |
|--|----------------|------------------|------------------|
| ENERGY ASSISTANCE ACTIVITY | | | |
| (W) Primary Heat Assistance | Hslds | 109,342 | 111,424 |
| (C) Average benefit | | \$354 | \$467 |
| (W) Crisis Assistance | Hslds | 11,449 | N/A |
| (UC) Average benefit | | \$230 | N/A |
| (W) Energy Related Repair | Hslds | 4,014 | N/A |
| (UC) Average benefit | | \$1,811 | N/A |
| WEATHERIZATION ACTIVITY | | | |
| (UC) Avg. cost per unit | Hslds | \$1,697 | \$1,734 |
| (W) Number of hhs. served | Induls | 6,757 | 7,169 |
| HEAD START | | | |
| (O) Total Funding | | \$32.4 million | \$43.7 million |
| (W) Total children funded from all funding sources | | 10,127 | 12,361 |
| (O) Federal Funding | | \$25 million | \$33.5 million |
| (W) Children funded with federal dollars | | 7,836 | 9,476 |

| | | | |
|------|------------------------------------|---------------|----------------|
| (O) | State Funding | \$7.4 million | \$10.2 million |
| (W) | Children funded with state dollars | 2,291 | 2,885 |
| (UC) | Average federal costs per child | \$3,382 | \$3,540 |

COMMUNITY ACTION ACTIVITY

| | | | |
|-----|--|--------------|-------|
| (W) | MEOG/CSBG - serves approximately 20 percent of Minnesota's population annually | | |
| (W) | Displaced Homemaker Program | Indvls 1,975 | 1,810 |

FOOD AND SHELTER ACTIVITY

| | | | |
|-----|--|--------------|-----|
| (W) | Transitional Housing | Indvls 2,212 | N/A |
| (W) | Minnesota Food Shelf Program -participating food shelves | 350 | N/A |
| (W) | Community Food and Nutrition Program -Senior citizens | 300 | N/A |
| | minority households | 850 | N/A |
| (W) | Supplemental Assistance for Facilities to Assist the Homeless families | 61 | N/A |

JTPA ACTIVITY

| | | | |
|-----|-------------------|--------------|-----|
| (W) | JTPA IIA ADULT | Indvls 9,151 | N/A |
| (W) | JTPA IIA WELFARE | Indvls 7,903 | N/A |
| (W) | JTPA VOC. ED. | Indvls 1,559 | N/A |
| (W) | JTPA IV C VETS | Indvls 82 | N/A |
| (W) | JTPA OLDER WORKER | Indvls 451 | N/A |
| (W) | OLDER AMERICANS | Indvls 420 | 433 |

YOUTH PROGRAMS/VIOLENCE PREVENTION ACTIVITY

| | | | |
|-----|--------------------|--------------|-------|
| (W) | JUVENILE JUSTICE | Indvls 8,600 | 4,000 |
| (W) | YOUTH INTERVENTION | Indvls 8,000 | 8,114 |

YOUTH EMPLOYMENT AND TRAINING ACTIVITY

| | | | |
|-----|-------------|-------------------------------|-------|
| (W) | JTPA IIB | Indvls 7,689 | 7,500 |
| (W) | JTPA IIC | Indvls N/A | 4,480 |
| (W) | MN YOUTH | Indvls 3,500 | 3,500 |
| (W) | YOUTH BUILD | Youth Employed 150 | 250 |
| (W) | | Families Provided Housing 200 | 200 |

WORK AND TRAINING ACTIVITY

| | | | |
|-----|---------|---------------|--------|
| (W) | STRIDE | Indvls 21,007 | 21,889 |
| (W) | WR/FSET | Indvls 32,472 | 35,614 |

DISLOCATED WORKER ACTIVITY

| | | | |
|-----|----------------------|--------------|-------|
| (W) | JTPR, TITLE III | Indvls 5,253 | 7,278 |
| (W) | MN DISLOCATED WORKER | 11,264 | N/A |

CSBG = COMMUNITY SERVICES BLOCK GRANT

TEFAP = THE EMERGENCY FOOD ASSISTANCE PROGRAM

EDWAA = ECONOMIC DISLOCATION WORKER ADJUSTMENT ASSISTANCE ACT

WR/FSET = WORK READINESS/FOOD STAMP EMPLOYMENT AND TRAINING

JTPA = JOB TRAINING PARTNERSHIP ACT

PROGRAM DRIVERS:

ENERGY ASSISTANCE ACTIVITY:

The following factors influence the program activities and funds budgeted for those activities: federal funding levels, number of households who are eligible and apply, previous years heating costs, current heating costs determined by weather and energy prices, and housing conditions/situations.

WEATHERIZATION ACTIVITY:

Factors influencing Weatherization performance include: Federal funding levels, Federal rule changes, including changes in allowable average cost per unit; and availability of other funding such as Energy Assistance conservation funds and utility contributions. Technical factors such as changes in state of the art methods and tools also affect performance.

HEAD START ACTIVITY:

The most important factor affecting the Head Start program is continued federal and state funding. Other factors such as increased cost per child, increased federal attention given to the 0 - 3 age group initiatives and collaboration, and increased numbers of eligible children based on updated census data will also impact program activity.

COMMUNITY ACTION/SELF-SUFFICIENCY ACTIVITY:

Program funding, staffing, welfare reform, labor market, day care/support service availability, and support services funds affect performance.

The availability of funding from non-CAP sources impacts CSBG/MEOG activity.

The competitive demand for volunteers and maintenance of existing programs currently utilizing volunteers will affect their availability.

FOOD AND SHELTER/SELF-SUFFICIENCY ACTIVITY:

The Emergency Food Assistance Program: Receipt of TEFAP foods has diminished over the years making statewide coverage more difficult.

The amount of food products received from USDA obviously drives programs services.

Unemployment rates affect the need for food shelves as do other economic factors.

Emergency Shelter Grant Program: The ability of the grantees to access other funding resources, including foundations, private donations, etc., affect shelter availability and prevention services. Federal funding allocation levels and the proposed consolidation of ESG and other HUD programs into direct allocations to localities.

Emergency Housing Program: Federal funding levels, economy, employment rate, and amount of other available resources all affect the ability of the EHP to meet its objectives.

Transitional Housing: General economic conditions, housing markets, and participant ability to access job market all impact the need and availability for transitional housing services. Many participants receive public assistance through AFDC. AFDC grants have not kept pace with inflation for many years and are not enough to meet poverty level income. Achieving these objectives will depend on the ability of households to find other sources of income, and on future AFDC policies.

Community Food and Nutrition Program: Baseline data is difficult to establish. Other factors such as changing demographics of the target population, general economic climate, and improvements in the general information and referral network could all effect participation in the program. No external factors should inhibit attendance at workshops.

JTPA ACTIVITY:

Service Coordination, Integration, and One-Stop Centers: The state is engaged in efforts to coordinate and integrate employment and training services to provide better services to consumers and employers. These efforts are designed to create a one-stop career center providing a wide array of programs meeting the needs of its customers. JTPA program providers will play a crucial role in this coordination/integration effort as duplication is eliminated and service gaps are filled.

Welfare Reform: Current state and federal welfare reform proposals call for training public assistance recipients which can result in placement in unsubsidized employment within two years after commencement of services. It is expected that JTPA programs will be affected by any such proposal as there will be an increased scrutiny placed on operators to provide such individuals with training directly related to the needs of the labor market.

Retention: There continues to be an emphasis on helping individuals retaining positions after placement. This means that JTPA programs must deliver employment and training services which result in placement in jobs providing wages adequate for self-sufficiency and fringe benefits.

Basic Skills: Recent national studies on adult literacy have indicated that many individuals in the adult population lack the basic skills to assume many of the jobs that will exist in the future. This becomes a real problem when an adult is dislocated from a position and is unable to obtain a new one because of a lack of basic skills. JTPA programs will need to support programs which provide basic skills to adults which can equip them for future positions.

YOUTH PROGRAMS/VIOLENCE PREVENTION ACTIVITY:

Over-Representation of Minorities in the Juvenile Justice System : Minority populations are over-represented in all aspects of Minnesota's juvenile justice system, from arrest, detention and court appearances through probation and incarceration. Minority populations also have higher dropout rates and high teen pregnancy rates.

Economic, Social and Educational Conditions: High-crime neighborhoods are typically poor and socially disorganized. That is, the social institutions in those neighborhoods tend to be weak and, accordingly, fail to provide social controls against criminal behaviors. Under these conditions, crime and violence flourish. Schools increasingly are sites of violence and victimization, although the school is not the point of origin for this violence.

Drugs and Other Substances: Substance abuse has had a profound impact on law enforcement and on both juvenile and criminal justice in the last decade. Between 1980 and 1989, the drug abuse arrest rate for juveniles generally increased 17% nationally.

Gangs: Gangs seem to fill a desperate need on the part of many at risk-youth for stability, structure and a sense of belonging, and there is a major correlation between neighborhood poverty and social disorganization and gang activity.

Accessibility of Weapons: The phenomenon of the past decade that has had a major effect on youth violence and homicide has been the ready availability of firearms. The widespread use of weapons, especially in the core cities, also increases significantly the exposure of young children to violence and violent death.

Abuse and Neglect: The presence of any family violence in a child's home has a significant impact on subsequent violent offending by that child.

YOUTH EMPLOYMENT AND TRAINING ACTIVITY:

Limited Resources: There were over 7,000 economically disadvantaged youth on the waiting list for services through the Minnesota Youth Program and the JTPA Summer Youth Program.

Children in Poverty and Children of Color: Children in poverty and children of color are failing in the public school system at rates much higher than others. Youth employment and training programs must maintain current service levels to young people of color and low-income youth and families.

The Need To Integrate Work and Learning: There is a growing mismatch between students' classroom learning experiences and the knowledge and skills needed to begin and advance in their lifework. If youth are to be successful in tomorrow's work force, youth programs must do a better job of preparing them by providing multi-year, sequential work opportunities that are integrated with career exploration, work readiness and educational enrichment.

WORK AND TRAINING ACTIVITY:

STRIDE: State and federal welfare reform proposals stress more recipient accountability coupled with greater emphasis on early labor force attachment for STRIDE participants. State reforms are broad-based and some efforts require federal waivers to implement. Movement into employment at an earlier date requires greater coordination with Job Service and JTPA program operators. Less emphasis will be placed on education. Post-secondary training should result in training-related employment which will demand that providers properly assess participants prior to enrollment in post-secondary activities.

Work Readiness/FSET: Preparations are underway to eliminate the Work Readiness program beginning July 1995. Savings will be channeled to the Governor's Work First proposal for first-time AFDC applicants and other similar family-oriented programs. Work Readiness presently serves as Minnesota's FSET Program required by the USDA for non-exempt food stamp recipients who are eligible for and participating in Work Readiness. Efforts are underway to develop a replacement program for Work Readiness which will meet federal food stamp requirements.

DISLOCATED WORKER ACTIVITY:

The general economy of the state and the nation; the strengths and weaknesses of Minnesota industries; and competitive practices all impact job opportunities, wages and training demands. As technologies change, the dichotomy of job vacancies and workers needing jobs present continuous challenge to the system.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: ENERGY ASSISTANCE

OBJECTIVE, MEASURE:

OBJECTIVE 1: Provide an average Energy Assistance heating assistance benefit equal to 75 % of recipient home heating costs for all eligible households receiving assistance.

MEASURE (1): Compare the total home heating energy costs of eligible households to the amount of Energy Assistance heating assistance payments provided to those households.

ACTUAL PERFORMANCE

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|--------|------------------|------------------|------------------|------------------|------------------|------------------|
| Actual | 73 % | 76 % | | | | |
| Target | | | 90 % | 75 % | 75 % | 75 % |

DEFINITION, RATIONALE, DATA SOURCE:

This measurement is based on average percentage of space heating fuel use, statewide average cost reported per fuel source used, and average assistance amounts per fuel source. It allows the activity to measure the percentage of heating costs of the household that the average assistance amount pays for.

Heat cost and assistance amount data are collected by local delivery agencies for all Energy Assistance households. This data is provided in summary form to MDES.

DISCUSSION OF PAST PERFORMANCE:

Federal funding has been declining since 1986. Funding plays a major factor in determining assistance levels by income category. Weather and energy prices affect the households' heating bills and use of energy. The number of households and types of housing situations affect the type of assistance available to those households, including owner/renter, energy use history, housing type, energy source and energy use data. The FY'94 measures will be influenced by the federal emergency funding in which every eligible household received supplemental heating assistance payments.

PLAN TO ACHIEVE TARGETS:

The program will adjust its payment tables in order to meet funding constraints. The payment tables affect the measures. The program establishes payment tables based on historical energy cost data, anticipated energy cost increases or decreases, projected weather factors, funding and estimated number of households to apply.

OTHER FACTORS AFFECTING PERFORMANCE:

The energy assistance program performance will be affected by fuel prices, winter weather and economic conditions.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: WEATHERIZATION

OBJECTIVE, MEASURE:

OBJECTIVE 1: To reduce the average annual heating energy consumption of households served by Weatherization assistance by 18%

MEASURE (1): The energy consumption of households prior to receiving services will be compared to the consumption after services are delivered.

ACTUAL PERFORMANCE

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|--------|------------------|------------------|------------------|------------------|------------------|------------------|
| Actual | 17.7 % | 17.7 % | | | | |
| Target | | 18% | 18% | 18% | 18% | |

DEFINITION, RATIONALE, DATA SOURCE:

Actual performance has been measured by periodic point-in-time studies of energy bills prior to and following Weatherization services. A new process for measuring energy savings is being implemented for FY'95. This process would measure British Thermo Unit (BTU) consumption per degree day before and after services are performed. The data source will be a randomly selected sample of homes from each delivery area during the winter months.

DISCUSSION OF PAST PERFORMANCE:

Past performance in the Weatherization program has been affected by funding levels and changes in federal rules. Total Weatherization funding decreased steadily over the last several years, from a high of \$20 million in 1986 to approximately \$12.5 million in FY'93. This impacts the total number of houses weatherized each year. Actual energy saved in each home has been impacted by recent federal rule changes related to the maximum average dollars spent in each home, and increased flexibility in allowable heating plant conservation activities. Federal priority for service has been elderly and disabled households. Recent federal statute changes have added households with children and high consumers of energy to the priority list.

PLAN TO ACHIEVE TARGETS:

The Weatherization program can improve the average energy savings per dwelling unit by targeting high consumption households. Recent federal law changes encourage this targeting. Data provided by the Energy Assistance program will ensure that Weatherization delivery agencies are aware of households with very high energy costs. Increased emphasis on training opportunities for delivery agency personnel will also improve performance. Training will emphasize new conservation techniques to ensure the greatest energy savings per dollar spent.

OTHER FACTORS AFFECTING PERFORMANCE:

The Weatherization program's performance will be affected by: federal changes in the maximum average cost per

unit, other federal rule changes, and new conservation technology.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: HEAD START

OBJECTIVE, MEASURE:

Objective 1: To bring about a greater degree of social competence in children through provision of a comprehensive array of services in health, education, social services and parent involvement.

Measure (1): The percentage of Head Start eligible children receiving Head Start services.

Objective 2: To increase the number of Head Start parents enrolled in employment and training programs, such as STRIDE, annually.

Measure (1): The percentage of AFDC families in Head Start who participate in an employment and training program, such as STRIDE, will increase 5% annually from the previous year.

Measure (2): By the year 2000, 100% of Minnesota Head Start grantees will have interagency agreements as evidence of collaboration with community agencies providing employment and training services.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE] | | |
|---|---------------------------------------|------------------|------------------|-------------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Percent of Head Start eligible children served | 38% | 38% | 36% | 35% | N/A | N/A |
| Percentage of AFDC families in Head Start who participate in an employment & training program | Data Not Available Until Spring 1996. | | | | | |
| Percentage of Minnesota Head Start grantees will have interagency agreements with community agencies providing employment and training services | Data Not Available Until Spring 1996. | | | | | |

DEFINITION, RATIONALE, DATA SOURCE:

OBJECTIVE 1, MEASURE (1):

Definition: Number of children receiving Head Start services divided by number of Head Start eligible children.

Rationale: National research has demonstrated increased social competence as evidenced in lower arrest rates for children receiving comprehensive services. The above measure demonstrates provision of these services.

Data Source: U.S. census data and federal and state appropriation legislation.

OBJECTIVE 2, MEASURE (1):

Definition: Percent of AFDC families in Head Start that participate in an employment and training program.

Rationale: Participation by AFDC parents enrolled in Head Start is an important indicator of progress toward self-sufficiency.

Data Source: Federal and state program information reports.

OBJECTIVE 2, MEASURE (2):

Definition: Percent of grantees with interagency agreements.

Rationale: Interagency agreements represent evidence of joint planning, resource sharing and service coordination.

Data Source: Federal and state program information reports.

DISCUSSION OF PAST PERFORMANCE:

Since 1988, the state has provided funding to Head Start to increase the number of children receiving services. Employability and child care are two priorities in the Minnesota Head Start Collaboration Project, CORNERSTONE, and interagency agreements have been required with appropriate partners since 1993.

PLAN TO ACHIEVE TARGETS:

The program plans to: maintain state and federal support of Head Start services; continue to prioritize employment, training and wrap-around child care; continue to require interagency agreements as evidence of collaboration; begin to collect data from Head Start grantees regarding parental enrollment in employment and training programs.

OTHER FACTORS AFFECTING PERFORMANCE:

Continued federal and state funding.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: COMMUNITY ACTION/SELF-SUFFICIENCY

OBJECTIVE, MEASURE - Community Services Block Grant/Minnesota Economic Opportunity Grant:

Objective 1: Maintain the number of households utilizing CAP services that achieve economic self-sufficiency.

Measure (1): The number of participants completing the program who have achieved or partially achieved economic self-sufficiency.

Objective 2: Reduce the impact of poverty upon 200,000 households utilizing CAP services through the provision of a range of effective programs and activities.

Measure (1): The percentage of households who report the CAP services to be valuable in reducing their burden of poverty.

Measure (2): The percentage of households who report not finding CAP services elsewhere in their communities.

Objective 3: Increase the resources leveraged by CAP.

Measure (1): Total value of federal, state, local, public and private funds administered by community action network.

Objective 4: Increase the volunteer support of CAPs and projects.

Measure (1): The number of volunteers.

Measure (2): The number of hours donated by volunteers.

Measure (3): The financial value of hours of service provided by volunteers.

ACTUAL PERFORMANCE

| | | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE | |
|--|------------------|----------------------|------------------|------------------|-----------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Number of participants completing program/achieved economic self-sufficiency | 800 | 1,446 | N/A | 1,500 | 1,500 | 1,500 |
| Number of households reporting CAP services to be valuable | N/A | N/A | N/A | 50% | 60% | 70% |
| Number of households reporting not finding CAP services elsewhere | N/A | N/A | N/A | 50% | 60% | 70% |

| | | | | | | |
|--|--------|-----|-----|--------|------|------|
| Total value other federal, state, local, etc., funds administered by CAP | 183m | N/A | N/A | 190m | 195m | 200m |
| The number of volunteers | | | | | | |
| The number of hours donated by volunteers | 1.5m | | | 1.55 | 1.6 | 1.65 |
| Value of hours of service provided by volunteers | \$7.5m | N/A | N/A | \$7.7m | \$8m | 8.5m |

DEFINITION, RATIONALE, DATA SOURCE:

Most local CAAs allocate a significant portion of their resources to promoting economic self-sufficiency. Objective 1, Measure (1) provides some insight into their programs' effectiveness, though local decisions about resource allocation also significantly affect results. CAAs report detailed statistics regarding income sources of case management participants to the Minnesota Community Action Data System.

For Objective 2, Measures 1 and 2 data collection would require the creation of a scientifically designed survey to measure client assessment of service and resources.

For Objective 3, Measure 1, the resources leveraged is any funding a CAA reports to the Minnesota Community Actions Data System. Community Service Block Grants/Minnesota Economic Opportunity grants provide the capacity with which to generate additional funding to support anti-poverty activities. While each local CAA defines their own mission and strategies, in aggregate they have demonstrated a willingness and an ability to effectively leverage additional public and private funding.

For Objective 4, Measure 1, 2 and 3 the hours volunteered and number of volunteers are collected by CAAs and reported annually to the Minnesota Community Action Data System. The dollar value for volunteer resources is calculated by assigning a value of \$5 per hour which may not accurately reflect the higher range salaries of some volunteers including physicians, directors, etc.

DISCUSSION OF PAST PERFORMANCE:

Objective 1: The number of participants achieving self-sufficiency has been increasing over the long-term.

Objective 2: Existing data from local CAAs indicates a high level of satisfaction with service quality.

Objective 3: The total value of the resources leveraged has been increasing over the long-term.

Objective 4: Over the long-term, the strong volunteer participation in CAA has continued to increase.

PLAN TO ACHIEVE TARGETS:

Objective 1: Community Action Agencies develop locally designed plans to respond to the needs of their service areas within the broad parameters of the law. The objectives cited are central to the mission of assisting households to achieve self sufficiency. This objective assumes the current trend will continue.

Objective 2: As technological tools and skills become more available statewide, the ability to collect and act on feedback will continue to improve.

Objective 3: Continue to assist local CAAs to gain access to resources which support their mission. Promote collaboration with public and private health, education and human service organizations.

Objective 4: As technological tools and skills become more available statewide, the ability to identify and effectively utilize volunteer resources should continue to improve.

OTHER FACTORS AFFECTING PERFORMANCE:

Program funding, welfare reform, child care availability, educational training and support services resources affect performance.

The availability of funding from non-CAP sources impacts CSBG/MEOG activity.

The competitive demand for volunteers and maintenance of existing programs currently utilizing volunteers will affect their availability.

OBJECTIVE, MEASURE - Displaced Homemaker Program:

OBJECTIVE 5: To assist 50% of participants annually to enter employment or training.

MEASURE (1): The number of displaced homemakers entering employment compared to total participants.

MEASURE (2): The number of displaced homemakers entering training compared to total participants.

OBJECTIVE 6: To assist 20% of participants annually to access social service and other employment and training resources, and other completions.

MEASURE (1): The number of displaced homemakers assisted to access compared to total number of participants.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE | | |
|---------------------------------------|----------------------|------------------|------------------|-----------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Entered Employment | 332 | 330 | 315 | 300 | 300 | 300 |
| Entered Training | 254 | 252 | 249 | 225 | 225 | 225 |
| Assisted to Access Other Resources | 262 | 244 | 224 | 200 | 200 | 200 |

DEFINITION, RATIONALE, DATA SOURCE:

(OBJECTIVE 5:) Training is defined as remedial education; and vocational, skill, or collegiate certificate or degree programs. Employment is defined as part or full-time employment for wages or employment/education combination.

(Objective 6:) Resources are defined as "active with another program," and "completed program objectives" categories. Information is collected by the MDES Management Information System (MIS). Programs report data on a monthly basis. Maximum enrollment in the program is for one year .

DISCUSSION OF PAST PERFORMANCE:

(OBJECTIVE 5:) Displaced Homemaker performance has been affected by economic conditions and program expansion from 10 to 12 programs without a corresponding increase in funds.

(OBJECTIVE 6:) There is need for revised data collection/follow-up on consumer satisfaction.

PLAN TO ACHIEVE TARGETS:

A follow-up development tool is needed.

OTHER FACTORS AFFECTING PERFORMANCE:

Program funding, staffing, welfare reform, labor market, day care/support service availability, and support services funds affect performance.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: FOOD AND SHELTER/SELF-SUFFICIENCY

OBJECTIVE, MEASURE - TEFAP:

OBJECTIVE 1: Coordinate mass distributions of USDA commodities through distribution points that provide equal access to low-income individuals statewide.

MEASURE (1): Number of households served.

MEASURE (2): Number of pounds of food distributed.

OBJECTIVE 2: Coordinate distribution of USDA commodities to soup kitchens and emergency shelters serving the homeless statewide.

MEASURE (1): Number of meals.

MEASURE (2): Number of pounds shipped.

OBJECTIVE 3: Coordinate the distribution of USDA commodities to food shelves/food banks serving the low-income households statewide.

MEASURE (1): Number of households served.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE] | | |
|-------------------------------|----------------------|------------------|------------------|-------------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| TEFAP Households Served | 132,000 | 130,000 | 129,000 | 127,000 | 127,000 | 127,000 |
| TEFAP Pounds Food Distributed | 5.8M | 4.3M | 4.2M | 4M | 3.9M | 3.8M |
| Soup Kitchen Meals | 745,750 | 442,226 | 640,000 | 600,000 | 600,000 | 600,000 |
| Soup Kitchen Pounds Shipped | 765,000 | 772,000 | N/A | 2M | 2M | 2M |
| Food Shelf Households Served | N/A | 566,216 | 600,000 | 600,000 | 550,000 | 525,000 |

DEFINITION, RATIONALE, DATA SOURCE:

Households served must be at or below 185% of federal poverty guidelines. Data source are records maintained at state level from grantees. Pounds distributed indicate the vast volume of the program.

Soup kitchens/shelters report quarterly on meals served with USDA food products.

There are also annual reports from food shelves to the state.

DISCUSSION OF PAST PERFORMANCE:

Past performance is decided by amount of commodity products allocated to the state, making it necessary to go from monthly distribution to three times a year.

PLAN TO ACHIEVE TARGETS:

Product received will be distributed equitably throughout the state in a manner that will serve the most people.

OTHER FACTORS AFFECTING PERFORMANCE:

Receipt of TEFAP foods has diminished over the years, making statewide coverage more difficult.

Amount of food products received from USDA;

OBJECTIVE, MEASURE - Minnesota Food Shelf Network:

OBJECTIVE 4: Distribute funds available to food shelves statewide.

MEASURE (1): Number of food shelves receiving funds.

MEASURE (2): Number of households receiving food.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE | | |
|----------------------------------|----------------------|------------------|------------------|-----------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Number food shelves | | | | | | |
| receiving funds | 325 | 350 | 350 | 350 | 350 | 350 |
| Number households receiving food | | | | | | |
| Not presently available..... | | | | | | |

DEFINITION, RATIONALE, DATA SOURCE:

There are approximately 350 food shelves in Minnesota. To be eligible to participate a food shelf must 1) be non-profit, 2) distribute food without charge, and 3) not limit food to race, religion, etc.

Rationale: It is important that all persons in need of food have access to food products.

Data is from an annual report submitted by Minnesota Food Shelf Association.

DISCUSSION OF PAST PERFORMANCE:

This is a new program. The information will be available in the future.

PLAN TO ACHIEVE TARGETS:

Meet regularly with the Minnesota Foodshelf Association.

OTHER FACTORS AFFECTING PERFORMANCE:

Unemployment rates affect need for food shelves and other economic factors.

OBJECTIVE, MEASURE - Emergency Shelter Grant Program (ESGP)

OBJECTIVE 5: To assist in the creation of transitional housing programs in areas of need of, but lacking, such services.

MEASURE (1): The number of transitional housing programs established in areas of need, or for populations in need, will be increased by 5%.

OBJECTIVE 6: To maintain the existence of emergency shelters and transitional housing programs in the state.

MEASURE (1): The net capacity of shelter and transitional housing programs will increase by 390 per year.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE | | |
|--|----------------------|------------------|------------------|-----------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Percentage Increase of Transitional Housing Programs in Areas of Need | 8.3% | 18.4% | 5.2% | 4.9% | 0% | 0% |
| Shelters/Transitional Housing Capacity Increase/Decrease by Percentage | 2,584 | 1,290 | 12,690 | 390 | 390 | 390 |

DEFINITION, RATIONALE, DATA SOURCE:

Data from the Quarterly Shelter Survey will measure the increase in needed programs. Capacity of shelter and Transitional Housing program is the number of persons that can be served at a point in time. The maintenance of effort measure will be assessed by the Quarterly Shelter Survey.

DISCUSSION OF PAST PERFORMANCE:

Since 1992, the total number of transitional housing programs has increased from 65 to 81m. in 1994. The numbers of persons reported sheltered in transitional housing on the night of Quarterly Shelter Survey measured were 1,087 in February 1992, and 1,739 in February 1994.

Since 1992, only one emergency shelter has discontinued services. According to the Quarterly Shelter Survey, the number of persons sheltered in overnight shelters and transitional housing programs increased from 2,584 in

February 1992 to 3,258 in February 1994.

PLAN TO ACHIEVE TARGETS:

Planning and analysis of where and what programs are needed will be followed-up with technical assistance in development and funding. Continued funding along with technical assistance in accessing all available resources will be provided.

OTHER FACTORS AFFECTING PERFORMANCE:

The ability of the grantees to access other funding resources, including foundations, private donations, etc. will affect federal funding allocation levels and the proposed consolidation of ESGP and other Housing Urban Development programs into direct allocations to localities.

OBJECTIVE, MEASURE - Emergency Housing Program (EHP):

OBJECTIVE 7: To maintain services provided to homeless and imminently homeless individuals and families by CAPs, Indian Reservation governments, and Midwest Farmworker Employment and Training.

MEASURE (1): Number of homeless and imminently homeless individuals served annually.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE | | |
|---|----------------------|------------------|------------------|-----------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Number homeless/imminently homeless individuals served | 14,643 | 14,914 | N/A | 14,700 | 14,700 | 14,700 |

DEFINITION, RATIONALE, DATA SOURCE:

Since each subgrantee determines the most appropriate strategy for alleviating homelessness within its jurisdiction, the disparate activities are in aggregated form only.

DISCUSSION OF PAST PERFORMANCE:

Number of target population served has remained steady.

PLAN TO ACHIEVE TARGETS:

To ensure continued services, other resources will be sought to assist target population.

OTHER FACTORS AFFECTING PERFORMANCE:

Federal funding levels, economy, employment rate, and amount of other available resources all affect the ability of the EHP to meet its objectives.

OBJECTIVE, MEASURE - Transitional Housing:

OBJECTIVE 8: At least 50 % of transitional housing participants will obtain permanent affordable housing.

MEASURE (1): The annual percentage of transitional housing program participants who move into permanent affordable housing upon exit from the program.

OBJECTIVE 9: Eighty percent of transitional housing participants will attain sufficient income to meet basic needs.

MEASURE (1): Annual percentage of transitional housing program participants with income equal to or greater than the poverty level after program completion.

ACTUAL PERFORMANCE:

| | [ACTUAL PERFORMANCE] | | | PROJECTED PERFORMANCE | | |
|---|----------------------|------------------|------------------|-----------------------|------------------|------------------|
| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
| Participants moving into permanent, affordable housing | 43.2% | N/A | N/A | 50% | 50% | 50% |
| Participants income equal or greater than poverty level | N/A | N/A | N/A | 80% | 80% | 80% |

DEFINITION, RATIONALE, DATA SOURCE:

Permanent affordable housing is housing which has no time limit on length of stay and does not require the resident to pay more than 50% of family income for housing costs.

Income includes resources obtained by the household in the month prior to exit from the program which can be given a monetary value. Data source is transitional housing client data.

DISCUSSION OF PAST PERFORMANCE:

Data to measure performance under Objective 2 was collected in FY'94 for the first time. The results of the data collection efforts are not yet known.

PLAN TO ACHIEVE TARGETS:

The program will further the education of transitional housing programs about how to access available resources, encourage them to develop linkages with housing providers, and continue funding.

OTHER FACTORS AFFECTING PERFORMANCE:

General economic conditions, housing markets, and participant ability to access job market all affect performance. Many transitional housing participants receive public assistance through AFDC. AFDC grants have not kept pace with inflation for many years and are not enough to meet poverty level income. Achieving these objectives will depend on the ability of households to find other sources of income, and on future AFDC policies.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: WORKFORCE TRAINING AND DEVELOPMENT

OBJECTIVE, MEASURE - ADULT PROGRAMS:

OBJECTIVE 1: To improve the self-sufficiency potential of Minnesotans dependent or potentially dependent on income maintenance programs.

MEASURE (1): To serve "hard-to-serve" individuals at a level of at least 65% of the total number the of programs' participants.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Hard-to-Serve | N/A | N/A | 70% | 70% | 70% | 70% |

OBJECTIVE, MEASURE:

OBJECTIVE 2: To place individuals in positions upon program termination which provide long-term employment.

MEASURE (1): To meet Department of Labor performance standards for adults and adult welfare recipients for retention in jobs 13 weeks following program termination.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Adult Follow-up | | | | | | |
| Empl Rate | 68.2% | 68.2% | 68.2% | 70% | 73% | 75% |
| Federal Standard | Std:60.4% | Std:57.5% | Std:57.5% | Std: 60% | Std: 60% | Std:60% |
| Adult Wel Follow-up | | | | | | |
| Empl Rate | 65.4% | 63.5% | 63.5% | 65% | 68% | 70% |
| Federal Standard | Std:53.4% | Std:46.7% | Std:46.7% | Std: 50% | Std: 50% | Std: 50% |

OBJECTIVE, MEASURE:

OBJECTIVE 3: To place individuals in positions which pay a wage sufficient for social self-sufficiency.

MEASURE (1): To meet Department of Labor performance standards for adults and adult welfare recipients for wages received during the 13th week following program termination.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Adult Follow-up | | | | | | |
| Wkly Erngs | \$266 | \$277 | \$280 | \$285 | \$287 | \$290 |
| Federal Standard | Std: \$235 | Std: \$225 | Std: \$225 | Std: \$230 | Std: \$230 | Std: \$230 |
| Adult Wel Follow-Up | | | | | | |
| Wkly Erngs: | \$260 | \$281 | \$285 | \$287 | \$290 | \$293 |
| Federal Standard | Std: \$236 | Std: \$226 | Std: \$226 | Std: \$230 | Std: \$230 | Std: \$230 |

DEFINITION, RATIONALE, DATA SOURCE:

Definition of Follow-Up: What is measured is the employment status of program terminees in the 13th week following program termination, whether or not the terminees were originally placed at program termination. A random sample of terminees is selected from each service delivery area from throughout the state and conclusions are reached about the program terminnee population as a whole. Earnings are only calculated from those individuals who were employed in the 13th week following termination.

Definition of Hard-to-Serve: JTPA Section 203 gives the definition of hard-to-serve consumers as follows:

- Individuals who are basic skills deficient
- Individuals who are school dropouts
- Individuals who are recipients of cash welfare payments, including recipients under the JOBS program
- Individuals who are offenders
- Individuals with disabilities
- Individuals who are homeless
- Individuals who meet criteria specified by local service delivery areas

Rationale: The follow-up measures are designed to measure the long-term success of the JTPA program. Plans are being made at the national level to set performance standards based on longer term data such as Wage Detail information. Minnesota is looking at the data to see how the information can aid in achieving better results from programs. The hard-to-serve measure is designed to ascertain the degree to which the JTPA program is serving those individuals who truly need the service to overcome barriers to employment.

Data Source: Follow-up data is obtained from telephone interviews with the consumer. Hard-to-serve data is obtained from the program operators and is compiled in the CBS data base.

DISCUSSION OF PAST PERFORMANCE:

JTPA performance has been affected by economic conditions, sometimes causing an upturn in the unemployment rate and downturn in JTPA "successes."

JTPA has also been affected by the 1992 Amendments which mandated that the program serve more hard-to-serve consumers. JTPA program operators have had to adjust their services in order to deliver a more intensive kind of program. With approximately the same amount of funds available, program operators have been forced to serve fewer consumer.

PLAN TO ACHIEVE TARGETS:

JTPA will continue to individualize services and to be customer-driven and focused. JTPA will participate in any one-stop career center initiative. In addition, JTPA will continue to concentrate on delivering training which is directly related to the needs of the labor market.

OTHER FACTORS AFFECTING PERFORMANCE:

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: YOUTH PROGRAMS/VIOLENCE PREVENTION

OBJECTIVE, MEASURE - Juvenile Justice Program:

OBJECTIVE 1: Each year, not more than 25% of youth referred to the Juvenile Justice Program for a delinquent offense will re-offend while in the program.

MEASURE (1): The number of youth participating in the Juvenile Justice Program for a delinquent act who re-offend in comparison to the total number of youth in the program.

OBJECTIVE 2: Each year, not more than 20% of non-delinquent youth enrolled in the Juvenile Justice Program will commit a first delinquent offense while in the program.

MEASURE (1): The number of non-delinquent youth who commit a first delinquent offense while in the program in comparison to the total number of youth in the program.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|----------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Delinquent Youth | N/A | N/A | 25% | 25% | 20% | 20% |
| Non-Delinquent Youth | N/A | N/A | 20% | 20% | 15% | 15% |

DEFINITION, RATIONALE, DATA SOURCE:

The activity's objective is to focus on preventing delinquent and non-delinquent youth who are enrolled in the program from re-entering or entering (for the first time) the juvenile justice system. The data will be available through quarterly reports submitted to MDES from juvenile justice grantees.

DISCUSSION OF PAST PERFORMANCE:

In prior years, the Juvenile Justice funds were allocated to the counties to provide alternatives to using adult jails for juveniles, in order to comply with the federal jail removal mandate. Since Minnesota is now in compliance with the jail removal mandate, federal resources may now be used to prevent the involvement of youth in the juvenile justice system by developing and strengthening programs which provide family and community based services.

PLAN TO ACHIEVE TARGETS:

MDES is in the process of establishing baseline data for the Juvenile Justice Program. Each grantee will be required to track youth in the program and identify those who re-offend or first-offend while in the program.

OTHER FACTORS AFFECTING PERFORMANCE:

The need for prevention services for children and families who are at risk of child abuse, family violence, chemical

MEASURE (1): Dollar expenditure and documentation of youth employment during the construction of a new facility or renovation of an existing facility.

ACTUAL PERFORMANCE:

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| N/A | N/A | N/A | \$500,000 | | |
| (under contract) | | | | | |

DEFINITION, RATIONALE, DATA SOURCE:

Guidelines/procedures will be established by the Department of Finance for this new MDES activity. The legislation requires that two truancy and curfew centers be constructed or renovated, one in Hennepin County and one in Ramsey County.

DISCUSSION OF PAST PERFORMANCE:

This is a new initiative with FY '95 appropriated funds.

PLAN TO ACHIEVE TARGETS:

Procedures will be established by the Department of Finance for bonding/funding issues. Zoning and building issues will be consistent with local ordinances and regulations. A Request for Proposal (RFP) process will be used to select the grant recipients in Ramsey County and Hennepin County.

OTHER FACTORS AFFECTING PERFORMANCE:

1) Price availability of property or land, and 2) cooperation and support from local building trades union representatives.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security

PROGRAM: 04 - Community Based Services

ACTIVITY: YOUTH EMPLOYMENT AND TRAINING PROGRAMS

OBJECTIVE, MEASURE - JTPA Title IIC - Youth Training Program:

OBJECTIVE 1: Place participating youth in unsubsidized employment as specified under JTPA Performance Standards issued by the Department of Labor (which take into account local labor market conditions).

MEASURE (1): Placement: The number of youth placed in unsubsidized employment in relation to the number of youth terminated from the program each year.

OBJECTIVE 2: Enhance the long-term employability of youth as specified under JTPA Performance Standards issued by the Department of Labor.

MEASURE (1): Employability Enhancement: a) the number of youth who completed a major level of education, b) the number of youth who returned to full-time school, c) the number of youth who entered non-JTPA funded employment and training programs, d) the number of youth who remained in school, and e) the number of youth who completed JTPA youth employment competencies.

ACTUAL PERFORMANCE

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|-----------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Placements | N/A | N/A | N/A | 49% | 49% | 49% |
| Complete Level of Education | N/A | N/A | N/A | 10% | 10% | 10% |
| Return to School | N/A | N/A | N/A | 10% | 10% | 10% |
| Enter Non-JTPA Training | N/A | N/A | N/A | 2% | 2% | 2% |
| Remain in School | N/A | N/A | N/A | 10% | 10% | 10% |
| Attained Yth Competencies | N/A | N/A | N/A | 9% | 9% | 9% |

DEFINITION, RATIONALE, DATA SOURCE:

Definitions of JTPA Performance Standards for Title IIC are specified in the Job Training Partnership Act. The data will be available through monthly reports submitted to MDES from the SDAs/PICs.

DISCUSSION OF PAST PERFORMANCE:

The JTPA Title IIC Youth Training Program completed its first year of operation on June 30, 1994. End of-year program performance data for FY '93-94 is not available at this time.

PLAN TO ACHIEVE TARGETS:

JTPA SDAs complete plans which are monitored by MDES against actual performance.

OTHER FACTORS AFFECTING PERFORMANCE:

There are over 45,000 economically disadvantaged youth eligible for program services. Current resources permit MDES to serve less than 4,000 youth per year.

OBJECTIVE, MEASURE - Youth Build:

OBJECTIVE 3: Each year, 30% of YouthBuild participants who terminate from the program will enter unsubsidized employment.

MEASURE (1) The number of youth who enter unsubsidized employment in relation to the number of youth who terminate from the program annually.

OBJECTIVE 4: Each year, 80% of YouthBuild participants who terminate from the program will remain in school and/or complete a major level of education.

MEASURE (1): The number of youth who remain in school and/or complete a major level of education in relation to the number of youth who terminate from the program annually.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Enter Employment | N/A | N/A | 30% | 30% | 35% | 35% |
| Remain in School | | 80% | 80% | 85% | 85% | |

DEFINITION, RATIONALE, DATA SOURCE:

The Minnesota YouthBuild Program is a pre-apprenticeship training program targeting juvenile offenders, public assistance recipients, minorities and youth at risk of dropping out of school. The program provides specialized training, work experience and education for at-risk youth in projects that result in the expansion or improvement of residential units for homeless persons and low-income families. Data regarding program outcomes is available through quarterly reports submitted to MDES by YouthBuild grantees.

DISCUSSION OF PAST PERFORMANCE:

Each year, over 200 homeless individuals and low-income families benefit from work performed by over 250 at-risk youth. The education component of the program focuses on applied basic skills with a problem solving emphasis. The work experience component provides youth with an opportunity to develop skills working with tools and performing job functions related to the renovation of residential units. The job-readiness component is organized around actual jobs in the community where youth reside.

PLAN TO ACHIEVE TARGETS:

Minnesota YouthBuild grantees complete plans which are monitored by MDES against actual performance.

OTHER FACTORS AFFECTING PERFORMANCE:

1) Weather-related construction delays; 2) Limited funding

OBJECTIVE, MEASURE - Minnesota Youth Program (MYP):

OBJECTIVE 5: Each year, 85% of total MYP participants will return to school or enter unsubsidized employment.

MEASURE (1) The number of youth who return to school or enter unsubsidized employment in relation to all youth who terminate.

OBJECTIVE 6: Each year, 60% of MYP participants will demonstrate documented gains (one grade level or better) in reading and math skills.

MEASURE (1): Pre-and-post participation test scores in reading and math.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Return to School/ Enter Employment | | | 85% | 85% | 90% | 90% |
| Increase in Reading/Math Skills | | | 60% | 60% | 70% | 70% |

DEFINITION, RATIONALE, DATA SOURCE:

The outcome measures specified for MYP demonstrate whether the program is an effective dropout prevention strategy. The second measure indicates whether the program impacts the basic skills of youth. MYP enrollers are provided with academic enrichment linked to work experience which reinforces the relationship between skills acquired on the job and what is learned in an educational setting. The data is available through monthly reports submitted to MDES by the SDAs/PICs.

DISCUSSION OF PAST PERFORMANCE:

MYP provides at-risk youth with meaningful, well-supervised work experiences which demonstrate the value of work performed to the individual and the community. The academic enrichment component focuses on applied basic skills with a problem solving emphasis. In 1994, there were over 7,000 economically disadvantaged youth on the waiting list for services.

PLAN TO ACHIEVE TARGETS:

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: WORK AND TRAINING

OBJECTIVE, MEASURE - STRIDE:

OBJECTIVE 1: Percentage of STRIDE participants who enter employment following employment and training services.

MEASURE (1): The annual number of STRIDE participants who terminate the program as employed individuals compared to total number of program terminations.

OBJECTIVE 2: Increase STRIDE program terminees' average hourly wage at termination by 4% each year.

MEASURE (1): Annual hourly wage rate for STRIDE terminees employed compared to previous year annual hourly wage rate of STRIDE terminees employed.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Entered Employment | | | | | | |
| Rate | 28.8% | 30% | 32.9%* | 35% | 35% | 35% |
| Increase Hourly Wage | | | | | | |
| Rate | 42% | 1% | 34%* | 4% | 4% | 4% |
| Continued Employment | N/A | N/A | N/A | | | |
| Percentage Completing ABE/ Remedial Education | N/A | N/A | N/A | | | |
| Percentage Completing Post- Secondary Programs | N/A | N/A | N/A | | | |

* Estimate

DEFINITION, RATIONALE, DATA SOURCE:

Definition: Post-secondary education consists of courses of educational activity which lead to a diploma or certificate of completion which enable recipients to enhance their skill levels in a particular field of instruction.

Rationale: Recipients who attain a post-secondary degree or certificate are more likely to succeed in the world of work and become self-sufficient through higher earnings.

Definition: Educational instruction which will increase recipients ability to function in the world of work or which will provide a high school diploma or GED certificate.

Rationale: Recipients with less than a high school diploma or GED are at risk of remaining on AFDC longer than those who have completed secondary educational requirements.

1994 ANNUAL PERFORMANCE REPORT

AGENCY: Economic Security, Department of

PROGRAM: 04 - Community Based Services

ACTIVITY: DISLOCATED WORKERS

OBJECTIVE, MEASURE:

OBJECTIVE 1: The "Entered Employment" rate for Minnesota dislocated workers will exceed the established federal standard for Title III, EDWAA, with the state rate increasing to 75% by 1997.

MEASURE (1): The annual percentage of enrolled participants entering employment, as compared to the federal standard for the Title III, EDWAA dislocated worker program.

ACTUAL PERFORMANCE:

| | <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|----------------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Entered Employment Rate | 69% | 71% | 72% | 73% | 74% | 75% |

DEFINITION, RATIONALE, DATA SOURCE:

The performance measure equals the total annual number of participants who have been terminated as "Entering Employment," divided by the total number of participants whose enrollment was terminated during each program year. The equation excludes participants recalled to a previous employer. The result is compared to the national standard for federal Title III which currently stands at 67%. The current state standard for entered employment is 70%. This is set by MDES in consultation with the Governor's Job Training Council.

This measure represents one of two performance standards prescribed by the U.S. Department of Labor for implementation of the Title III, EDWAA program. Among the responsibilities of the Dislocated Worker Unit is to assure compliance with federal performance standards.

Beyond compliance with the federal performance standard, inclusion of this outcome measure directly demonstrates whether the program is making progress toward the objective of higher placements as a result of intervening with dislocated workers in their transition to new employment.

Program grantees submit participant data to CBS on a monthly schedule. Information may be found for each specific dislocated worker program (federal and state) in the CBS Division's JTPA/STRIDE MIS system.

DISCUSSION OF PAST PERFORMANCE:

Currently, Minnesota is exceeding federal placements standards.

PLAN TO ACHIEVE TARGETS:

The state will continue to quickly respond to each dislocation event, providing program information and other services as soon as possible after a plant closing or mass layoff event involving 50 or more individuals. Substate areas will continue to outreach in respective local areas for early intervention to dislocated workers.

OTHER FACTORS AFFECTING PERFORMANCE:

The program can attempt to influence people to apply for enrollment, but the decision of when to seek assistance remains with the individual.

OBJECTIVE, MEASURE:

OBJECTIVE 4: The follow-up employment rate will increase to 81% employed at followup by the year 1997.

MEASURE (1): The percentage of participants employed who are included in the 13 week followup survey of participants terminated from the program.

ACTUAL PERFORMANCE:

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
| | | 79.1% | 80% | 80.5% | 81% |

DEFINITION, RATIONALE, DATA SOURCE:

The definition of the measure is the total number of employed participants included in the 13 week followup survey divided by the number of participants surveyed.

This measure is one of two performance standards prescribed by the U.S. Department of Labor for implementation of the federal JTPA, Title III, EDWAA program. Section 106(c) of the JTPA requires the Secretary of Labor to establish performance standards based on placement and retention in unsubsidized employment. The follow-up measure is based on a sample of program participants.

Beyond compliance with the federal performance standard, this measure represents an initial indication of suitable job placement and retention.

The data source for this measure is the CBS Division's JTPA\STRIDE MIS which houses the data that is collected on an ongoing basis.

DISCUSSION OF PAST PERFORMANCE:

Minnesota has a current performance goal for the 13-week follow-up of 70%. This was established by MDES in consultation with the Governor's Job Training Council. Currently the program is exceeding the

standard.

PLAN TO ACHIEVE TARGETS:

MDES will continue to record and monitor 13-week participant followup results. Performance standard values for program operators are examined and adjusted in consultation with the Governor's Job Training Council.

OTHER FACTORS AFFECTING PERFORMANCE:

Job retention outcomes are subject to the general economy of the state and nation; the competitive nature of business situations; and the strength of Minnesota industries in comparison to their local, national and international competition.

OBJECTIVE, MEASURE:

OBJECTIVE 5: The one-year retention rate for employment of participants receiving occupational training will be 80% by the year 2000.

MEASURE (1): Percentage of participants filing valid reemployment insurance claims one year following program termination as "entered employment."

ACTUAL PERFORMANCE

| <u>F.Y. 1992</u> | <u>F.Y. 1993</u> | <u>F.Y. 1994</u> | <u>F.Y. 1995</u> | <u>F.Y. 1996</u> | <u>F.Y. 1997</u> |
|------------------|------------------|------------------|------------------|------------------|------------------|
|------------------|------------------|------------------|------------------|------------------|------------------|

This is a new measure.

DEFINITION, RATIONALE, DATA SOURCE:

The definition for this number is the total number of participants who have not filed a valid reemployment benefit claim during a one-year period divided by the total number of participants who received occupational training and entered employment for that year.

The data for this measure would come from the CBS Division's JTPA\STRIDE MIS system and the reemployment compensation benefit claim data.

DISCUSSION OF PAST PERFORMANCE:

This is a new measure of performance, and MDES will need to develop a methodology for implementation.

PLAN TO ACHIEVE TARGETS:

A fully developed plan for implementation of this measure will need to be generated.

OTHER FACTORS AFFECTING PERFORMANCE:

Factors beyond MDES control include the general economy of the state and nation; employer competitive situations; and the strength of Minnesota's industries in comparison to their competition locally, nationally and internationally. Further, individuals may enter employment, subsequently become unemployed and reemployed during a year period, and collect reemployment benefits during the interim.

In addition, data privacy laws which apply to reemployment insurance benefit claim data may impede MDES ability to bring it and the dislocated worker program data together to compute this outcome.