

# **2011 UNIFORM PROGRAM ACCOUNTABILITY MEASURES REPORT**

Department of Employment and Economic Development

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# Executive Summary

## Background

This is the second year of Uniform Program Accountability Measures (UPAM) reporting at the Department of Employment and Economic Development (DEED). UPAM reports resulted from the 2009 Minnesota Legislature's directive to create a uniform set of accountability measures across all programs that DEED operates or funds ([Minn. Stat. 116J.997](#)).

## Framework

Our experience and research indicate that performance measures need time to mature before they can aid in decision-making. The process in developing the first report submitted in December 2010 was committed to building a prototype of future reports rather than being about the numbers it contained. In the second year of this project, we are still laying the groundwork. The capacities needed to understand both the data and the concept of a uniform set of measures across a diverse group of programs are continuing to develop.

This report contains comparison tables providing a high-level view of program activity within specific program purpose groups. Programs are either administered by DEED or are funded through DEED but operated by other providers.

It must be stressed that this is still a work in progress. Accordingly, we caution that policy and program decisions should not be made based on the information presented here.

## Time Frame

This report contains data for a state fiscal year (July 1, 2010 to June 30, 2011), which is enough time to collect and work with real data but still not enough time to observe usable outcomes. It can take several months to years after services are delivered for outcomes to occur, further delaying meaningful performance measures. For the next report in 2012, enough data will have been collected for some programs to show real results.

## Resources

The legislature intended to ask a simple question: what do we get for the dollars we spend on a program? The answer is not a simple one. Many programs have multiple funding streams with various time limits and other rules on spending their resources. Attempting to match allocations, appropriations, and administrative dollars to people served has proven to be very difficult; that information has not been included in this report. The 2012 UPAM report will contain more meaningful resource information. In the meantime, for information on funding and other program resources, consult DEED's [Annual Program Summaries](#).\*

## Feedback Requested

We welcome your input on the content and usability of this report. Production of UPAM reports is a significant investment, and we want to ensure that needs are being met. For more background information or to view previous UPAM reports, visit DEED's [UPAM webpage](#)\*\*

\*Annual Program Summaries:

[www.positivelyminnesota.com/About\\_Us/Legislative\\_Focus/Annual\\_Program\\_Summaries/index.aspx](http://www.positivelyminnesota.com/About_Us/Legislative_Focus/Annual_Program_Summaries/index.aspx)

\*\*UPAM webpage:

[www.positivelyminnesota.com/About\\_Us/Goals\\_Results/Uniform\\_Program\\_Accountability\\_Measures/index.aspx](http://www.positivelyminnesota.com/About_Us/Goals_Results/Uniform_Program_Accountability_Measures/index.aspx)

# Programs Serving Individuals

## List/Description of Programs

Programs are organized by their primary purpose. Because they have multiple purposes, some programs are in more than one group. Descriptions of the groups follow the list. (*Note: italics indicate pass-through programs.*)

### Job Attainment/Retention

- Displaced Homemaker
- Extended Employment
- Food Support Employment and Training
- Job Service
- *Lifetrack Resources*
- *Minnesota Diversified Industries*
- Minnesota Family Investment Program - Employment Services
- *MN Employment Center for People who are Deaf or Hard of Hearing*
- *Northern Connections*
- *Opportunities Industrialization Centers*
- Senior Community Service Employment
- *Twin Cities RISE!*
- Veterans
- Vocational Rehabilitation
- WIA (Workforce Investment Act) Title 1B Adult
- WIA Title 1B and State Dislocated Worker and Trade Adjustment Assistance
- Workforce Development Services for the Blind

### Work-Related Skill Upgrade/Training

- *Lifetrack Resources*
- *Opportunities Industrialization Centers*
- Senior Services for the Blind
- *Twin Cities RISE!*
- WIA Title 1B Adult
- WIA Title 1B and State Dislocated Worker and Trade Adjustment Assistance

### Self-Sufficiency

- *Advocating Change Together*
- Communication Center for the Blind
- Displaced Homemaker
- Independent Living
- Senior Services for the Blind

### Work Readiness (Youth)

- *Minneapolis Learn-to-Earn*
- *Minneapolis Summer Youth*
- *Minnesota Alliance of Boys and Girls Club*
- Minnesota Youth

- *St. Paul Summer Youth*
- *WIA Title IB Youth*
- *Youthbuild*

### **Temporary Wage Replacement**

- Unemployment Insurance

### **Process Negotiator**

- *MN Works!*
- *VECTOR*

### **Job Attainment/Retention**

**Major Program Goal/Purpose:** Help individuals get or retain a job. Programs may provide career exploration, training in job-seeking and job-keeping skills, employment supports, and/or placement services.

**Target:** Anyone who is working or wants to work in Minnesota can access job openings through MinnesotaWorks.net, DEED's online job bank. The general workforce is also able to participate in a variety of job-seeking classes and computer-based services through the Minnesota WorkForce Center system. Individuals that meet specific eligibility requirements, such as military veterans, dislocated workers, people with disabilities, and new entrants to the workforce can access more intense, specialized services to help them get and keep a job. Job attainment services include short-term group services focusing on resume writing, interviewing, and using the Internet in a work search. Services can also be more individualized, including placement and retention supports.

### **Work-Related Skill Upgrade/Training**

**Major Program Goal/Purpose:** Assist individuals to complete a degree, diploma/GED, certificate or other credential, or to complete non-credentialed training or acquire specific skills to find, prepare for, and/or succeed in employment. Usually this involves payments to third-party educational/training institutions or providing training in-house.

**Target:** Individuals with less than 13 years of education or some kind of post-secondary credential and the long-term employed who may need updated skills to perform new work. Training is also available for individuals with significant barriers to employment, such as presence of a disability or lack of English-communication skills. Training is work-related and can be credit- or credential-based, or non-credentialed. Credit-based training can range from completion of a GED to completion of an advanced degree. Examples of credential-based training are welding, Microsoft networking, and clean room operations.

### **Self-Sufficiency**

**Major Program Goal/Purpose:** Help individuals with disabilities or other barriers to function independently in their homes and communities. Programs may provide customers with information, training, counseling, access, and/or specific resources including assistive technology.

**Target:** Individuals who have a serious and persistent mental or physical disability that limits their ability to be competitively employed. Additionally, older individuals in the workforce experiencing diminished functionality, such as vision or physical mobility, can also receive services. The focus of these services is to help people acquire the skills to live as independently as possible while achieving their goals for quality of life. Services can be short-term to help them adjust to their new situation or periodic such as ongoing communication services.

## **Work Readiness (Youth)**

**Major Program Goal/Purpose:** Help economically disadvantaged and at-risk youth prepare to succeed in the workplace. Programs provide work experience, basic skills training, work-based learning, counseling, mentoring, summer employment, and support services.

**Target:** Youth who are economically disadvantaged and have one or more barriers that are likely to limit their labor market success, such as a basic skills deficiency, a disability, parenting, being an offender, or in foster care. Services, provided through local Workforce Investment Boards and Youth Councils, include paid and unpaid work experiences and internships; adult mentoring; leadership development; occupational skills training; alternative secondary school services; comprehensive guidance and counseling; support services; summer employment opportunities; tutoring and study skills training/dropout prevention; and follow-up services.

## **Temporary Wage Replacement**

**Major Program Goal/Purpose:** Provide temporary wage replacement for individuals looking for work who become unemployed through no fault of their own.

**Target:** Individuals with sufficient wages and work experience who become unemployed through no fault of their own. This program is an economic stabilizer and stimulator during economic downturns and helps maintain an available skilled workforce. It provides a temporary partial wage replacement to unemployed Minnesota workers.

## **Process Negotiator**

**Major Program Goal/Purpose:** Support a larger program or group of programs. The Process Negotiator does not enroll/register or market to any customer; it does not have discretion over the services the customer gets, but rather performs functions that support the larger program or group of programs.

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

## **Activity Tables**

Pages 4 – 17 report the activity produced by DEED programs that serve individuals. The reporting period is July 1, 2010 – June 30, 2011, unless otherwise noted.

Programs are organized into tables, with each table title indicating a primary purpose group. Some programs are operated by DEED, while some are funded through DEED but operated by other providers (pass-throughs).

## Job Attainment/Retention Programs (a)

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?						
	Displaced Homemaker	Extended Employment	Food Support Employment & Training	Job Service	Lifetrack Resources ( <i>pass-through program</i> )	MN Diversified Industries ( <i>pass-through program</i> )
<b>Mandate</b>	Provide counseling & training services to displaced homemakers.	Provides on-going support services to keep persons with disabilities, including individuals with mental illness, employed.	With DHS, provide employment services to FSET clients.	Provide job search & placement services to job seekers; & recruitment services & special technical services for employers.	Provide job-seeking skills & workplace orientation, intensive job development, functional work English, & on-site job coaching services for legal immigrants & refugees.	Provide progressive development & employment opportunities for people with disabilities.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.						
3. Who does the Program Serve?						
<b>Region(s)</b>	Statewide	Statewide	Statewide	Statewide	Twin Cities metro area & Olmstead County	Grand Rapids & Hibbing
<b># individuals, regardless of when enrolled</b>	1,076	7,400	797	221,494	362	30
<b># individuals NEWLY enrolled</b>	621	1,708	460	88,046	308	29
Characteristics of individuals NEWLY ENROLLED:						
<b>Age</b>	Less than 22 years: 6% 22-54 years: 85% 56 and over: 9%	Less than 22 years: 21% 22-54 years: 69% 56 and over: 10%	Less than 22 years: 10% 22-54 years: 86% 56 and over: 4%	Less than 22 years: 14% 22-54 years: 74% 55 and over: 12%	Less than 22 years: 9% 22-54 years: 84% 55 and over: 7%	Less than 22 years: 17% 22-54 years: 62% 55 and over: 21%
<b>Disability</b>	Disability, employment barrier: 11% Disability, not barrier: 3%	100%	Disability, employment barrier: 9% Disability, not barrier: 2%	6%	0%	100%
<b>Educational level</b>	Less than HS grad: 17% HS grad /GED: 40% Some post-2ndary: 33% Bachelor's or higher: 10%	Less than HS grad: 14% HS grad /GED: 58% Some post-2ndary: 20% Bachelor's or higher: 8%	Less than HS grad: 23% HS grad/GED: 58% Some post-2ndary: 16% Bachelor's or higher: 4%	Less than HS grad: 9% HS grad/GED: 31% Some post-2ndary: 40% Bachelor's or higher: 20%	Less than HS grad: 53% HS grad /GED: 28% Some post-2ndary: 14% Bachelor's or beyond: 5%	Less than HS grad: 21% HS grad/GED: 41% Some post-2ndary: 34% Bachelor's or higher: 3%
<b>Hispanic/Latino</b>	4%	3%	12%	5%	4%	0%

**Job Attainment/Retention Programs (a) (cont.)**

	<b>Displaced Homemaker</b>	<b>Extended Employment</b>	<b>Food Support Employment &amp; Training</b>	<b>Job Service</b>	<b>Lifetrack Resources (pass-through program)</b>	<b>MN Diversified Industries (pass-through program)</b>
<b>Race</b>  Individuals may select more than one racial category.	Amer. Indian/Alaskan Native: 4% Asian: <1% Black/African Amer.: 18% Hawaiian/Pac. Islander: <1% White: 77%	Amer. Ind./Alaskan Native: 2% Asian: 2% Black/African Amer.: 9% Hawaiian/Pac. Islander: <1% White: 86%	Amer. Ind./Alaskan Native: 5% Asian: 1% Black/African Amer. : 24% Hawaiian/Pac. Islander: 0% White: 70%	Amer. Ind./Alaskan Native: 4% Asian: 4% Black/African Amer. 14% Hawaiian/Pac. Islander: <1% White: 78%	Amer. Indian/Alaskan Native: 0% Asian: 49% Black/African Amer.: 45% Hawaiian/Pac. Islander: 0% White: 6%	Amer. Ind./Alaskan Native: 3% Asian: 0% Black/African Amer.: 3% Hawaiian/Pac. Islander: 0% White: 93%
<b>Self-identified veteran</b>	2%	NA	1%	7%	0%	0%
<b>4. What does the Program Do? Number of individuals receiving:</b>						
<b>Information-only services</b>	NA	NA	NA	NA	NA	NA
<b>Self-service or group services only</b>	NA	NA	NA	83,136	0	NA
<b>Case-managed</b>	621	1,708	466	4,910	308	29
<b>5. What are the Results?</b> <i>Results will be available in the 2012 UPAM Report.</i>						

## Job Attainment/Retention Programs (b)

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?						
	MN Employment Center for People Who are Deaf or Hard of Hearing ( <i>pass-through program</i> )	MN Family Investment – Employment Services	Northern Connections ( <i>pass-through program</i> )	Opportunities Industrialization Centers ( <i>pass-through program</i> )	Senior Community Service Employment	Twin Cities RISE! ( <i>pass-through program</i> )
<b>Mandate</b>	Work with deaf or hard of hearing clients to find competitive jobs & help them keep their jobs.	Provide programs, activities & services designed to assist participants in obtaining & retaining employment.	Provide one-stop supportive services to individuals as they transition into the workforce.	Provide tailored vocational learning & placement services for underserved communities.	Help foster individual economic self-sufficiency, promote useful opportunities in community service activities, & offer unsubsidized employment in public & private sectors.	Support job training & education programs serving low income adults, focused on men transitioning from incarceration or at risk of court or gang involvement.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.						
3. Who does the Program Serve?						
Region(s)	Anoka, Carver, Dakota, Hennepin, Ramsey, Scott & Washington counties	Statewide	Becker, Clay, Douglas, Grant, Hubbard, Mahnommen, Otter Tail, Pope, Stevens, Traverse, Wadena, & Wilkin Counties	Minneapolis, Mille Lacs Reservation & Mille Lacs County, & Bemidji	Statewide	Statewide, but primarily Twin Cities metro area
# individuals, regardless of when enrolled	57	48,677	288	1,735	NA	184
# individuals NEWLY enrolled	40	26,264	200	1,393	217	130
Characteristics of individuals NEWLY ENROLLED:						
Age	Less than 22 years: 28% 22-54 years: 72% 55 and over: 0%	Less than 22 years: 20% 22-54 years: 79% 56 and over: 1%	Less than 22 years: 0% 22-54 years: 99% 55 and over: 1%	Less than 22 years: 19% 22-54 years: 77% 55 and over: 4%	Less than 50 years: 0% 50 -59 years: 45% 60 – 69 years: 43% 70 & over : 12%	Less than 22 years: 0% 22-54 years: 94% 55 and over: 6%

**Job Attainment/Retention Programs (b) (cont.)**

	<b>MN Employment Center for People Who are Deaf or Hard of Hearing</b> ( <i>pass-through program</i> )	<b>MN Family Investment – Employment Services</b>	<b>Northern Connections</b> ( <i>pass-through program</i> )	<b>Opportunities Industrialization Centers</b> ( <i>pass-through program</i> )	<b>Senior Community Service Employment</b>	<b>Twin Cities RISE!</b> ( <i>pass-through program</i> )
<b>Disability</b>	100%	Disability, employment barrier: 8% Disability, not barrier: 3%	5%	3%	36%	1%
<b>Educational level</b>	Less than HS grad: 7% HS grad/GED: 67% Some post-2ndary: 27% Bachelor’s or higher: 0%	Less than HS grad: 35% HS grad/GED: 52% Some post-2ndary: 11% Bachelor’s or higher: 2%	Less than HS grad: 17% HS grad /GED: 61% Some post-2ndary: 20% Bachelor’s or higher: 2%	Less than HS grad: 24% HS grad /GED: 42% Some post-2ndary: 30% Bachelor’s or higher: 4%	Less than HS grad: 8% HS grad/GED: 37% Some post-2ndary: 37% Bachelor’s or higher: 17%	Less than HS grad: 0% HS grad /GED: 68% Some post-2ndary: 32% Bachelor’s or higher: 0%
<b>Hispanic/Latino</b>	5%	7%	5%	30%	4%	0%
<b>Race</b> <small>Individuals may select more than one racial category.</small>	Amer. Indian/Alaska Native: 0% Asian: 6% Black/African Amer. 47% Hawaiian/Pac. Islander: 0% White: 47%	Amer. Indian/Alaska Native: 9% Asian: 7% Black/African Amer. : 33% Hawaiian/Pac. Islander: <1% White: 51%	Amer. Indian/Alaskan Native: 24% Asian: 0% Black/African Amer.: 3% Hawaiian/Pac. Islander: 0% White: 73%	Amer. Indian/Alaskan Native: 27% Asian: 1% Black/African Amer.: 58% Hawaiian/Pac. Islander: 0% White: 14%	Amer. Indian/Alaskan Native: 12% Asian: 1% Black/African Amer.: 13% Hawaiian/Pac. Islander: 0% White: 74%	Amer. Indian/Alaskan Native: 6% Asian: 3% Black/African Amer.: 56% Hawaiian/Pac. Islander: 0% White: 35%
<b>Self-identified veteran</b>	0%	<1%	1%	2%	13%	NA
<b>4. What does the Program Do? Number of individuals receiving:</b>						
<b>Information-only services</b>	NA	NA	NA	NA	NA	NA
<b>Self-service or group services only</b>	NA	NA	NA	326	NA	NA
<b>Case-managed</b>	40	29,372	200	1,067	217	130
<b>5. What are the Results?</b> <i>Results will be available in the 2012 UPAM Report.</i>						

## Job Attainment/Retention Programs (c)

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

<b>1. What is the Program's Purpose?</b>					
	<b>Veterans Employment Services</b>	<b>Vocational Rehabilitation</b>	<b>Workforce Development Services for the Blind</b>	<b>WIA Title IB Adult</b>	<b>WIA Title IB &amp; State Dislocated Worker &amp; Trade Adjustment Assistance</b>
<b>Mandate</b>	Provide veterans with employment & training services through state & federal programs.	Assist people with disabilities to prepare for/obtain/retain competitive employment through partnering with other Workforce Development programs, Community Rehabilitation Providers, secondary & post-secondary education programs, & employers.	Develop/administer programs for eligible individuals who are blind, visually impaired, or DeafBlind that help them obtain vocational training & competitive employment.	Provide workforce investment activities to adults that increase their employment, retention, earnings, & occupational skill attainment.	Provide employment transition & support services; & short-term or long-term training in a new occupation or industry to individuals who are out of work & unlikely to return to their previous occupation.
<b>2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.</b>					
<b>3. Who does the Program Serve?</b>					
<b>Region(s)</b>	Statewide	Statewide	Statewide	Statewide	Statewide
<b># individuals, regardless of when enrolled</b>	3,972	21,264	943	3,232	25,056
<b># individuals NEWLY enrolled</b>	2,524	7,078	232	1,377	7,947
<b>Characteristics of individuals NEWLY ENROLLED:</b>					
<b>Age</b>	Less than 22 years: 4% 22-54 years: 96% 55 and over: 4%	Less than 22 years: 34% 22-54 years: 56% 55 and over: 10%	Less than 22 years: 19% 22-54 years: 63% 55 and over: 18%	Less than 22 years: 6% 22-54 years: 86% 55 and over: 8%	Less than 22 years: 1% 22-54 years: 76% 55 and over: 23%
<b>Disability</b>	20%	100%	100%	Disability, employment barrier: 4% Disability, not barrier: 4%	Disability, employment barrier: 2% Disability, not barrier: 4%
<b>Educational level</b>	Less than HS grad: 1% HS grad /GED: 31% Some post-2ndary: 45% Bachelor's or higher: 22%	Less than HS grad: 35% HS grad /GED: 28% Some post-2ndary: 29% Bachelor's or higher: 8%	Less than HS grad: 19% HS grad /GED: 26% Some post-2ndary: 33% Bachelor's or higher: 22%	Less than HS grad: 10% HS grad /GED: 42% Some post-2ndary: 36% Bachelor's or higher: 11%	Less than HS grad: 3% HS grad /GED: 28% Some post-2ndary: 37% Bachelor's or higher: 32%
<b>Hispanic/Latino</b>	3%	4%	3%	5%	3%

**Job Attainment/Retention Programs (c) (cont.)**

	<b>Veterans Employment Services</b>	<b>Vocational Rehabilitation</b>	<b>Workforce Development Services for the Blind</b>	<b>WIA Title IB Adult</b>	<b>WIA Title IB &amp; State Dislocated Worker &amp; Trade Adjustment Assistance</b>
<b>Race</b> <small>Individuals may select more than one racial category.</small>	Amer. Indian/Alaskan Native: 3% Asian: 2% Black/African Amer.: 5% Hawaiian/Pac. Islander: <1% White: 90%	Amer. Indian/Alaskan Native: 3% Asian: 2% Black/African Amer.: 15% Hawaiian/Pac. Islander: <1% White: 79%	Amer. Indian/Alaskan Native: 3% Asian: 2% Black/African Amer. : 17% Hawaiian/Pac. Islander: 0% White: 78%	Amer. Indian/Alaskan Native: 3% Asian: 4% Black/African Amer.: 24% Hawaiian/Pac. Islander: <1% White: 69%	Amer. Indian/Alaskan Native: 1% Asian: 5% Black/African Amer. : 9% Hawaiian/Pac. Islander: <1% White: 85%
<b>Self-identified veteran</b>	100%	3%	2%	3%	10%
<b>4. What does the Program Do? Number of individuals receiving:</b>					
<b>Information-only services</b>	NA	NA	NA	NA	NA
<b>Self-service or group services only</b>	2,036	NA	NA	NA	NA
<b>Case-managed</b>	488	7,078	232	1,377	7,947
<b>5. What are the Results? Results will be available in the 2012 UPAM Report.</b>					

## Work-Related Skill Upgrade/Training Programs

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?						
	Lifetrack Resources ( <i>pass-through program</i> )	Opportunities Industrialization Centers ( <i>pass-through program</i> )	Senior Services for the Blind	Twin Cities RISE! ( <i>pass-through program</i> )	WIA Title IB Adult	WIA Title IB & State Dislocated Worker & Trade Adjustment Assistance
<b>Mandate</b>	Provide job-seeking skills & workplace orientation, intensive job development, functional work English, & on-site job coaching services for legal immigrants & refugees.	Provide tailored vocational learning & placement services for underserved communities.	Provide rehabilitation counseling, rehabilitation teaching, low vision, communication center, & orientation & mobility services to blind persons & persons with visual disabilities.	Support job training & education programs serving low income adults, focused on men transitioning from incarceration or at risk of court or gang involvement.	Provide workforce investment activities to adults that increase their employment, retention, earnings, & occupational skill attainment.	Provide employment transition & support services; & short-term or long-term training in a new occupation or industry to individuals who are out of work & unlikely to return to their previous occupation.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.						
3. Who does the Program Serve?						
<b>Region(s)</b>	Twin Cities metro area & Olmstead County	Minneapolis, Mille Lacs Reservation, Mille Lacs County, & Bemidji	Statewide	Statewide, but primarily Twin Cities metro area	Statewide	Statewide
<b># individuals, regardless of when enrolled</b>	362	1,735	3,614	184	3,232	25,056
<b># individuals NEWLY enrolled</b>	308	1,393	1,922	130	1,377	7,947
Characteristics of individuals NEWLY ENROLLED:						
<b>Age</b>	Less than 22 years: 9% 22-54 years: 84% 55 and over: 7%	Less than 22 years: 19% 22-54 years: 77% 55 and over: 4%	Less than 22 years: <1% 22-54 years: 3% 55 and over: 97%	Less than 22 years: 0% 22-54 years: 94% 55 and over: 6%	Less than 22 years: 6% 22-54 years: 86% 55 and over: 8%	Less than 22 years: 1% 22-54 years: 76% 55 and over: 23%
<b>Disability</b>	0%	3%	100%	1%	Disability, employment barrier: 4% Disability, not barrier: 4%	Disability, employment barrier: 2% Disability, not barrier: 4%

**Work-Related Skill Upgrade/Training Programs (cont.)**

	<b>Lifetrack Resources</b> ( <i>pass-through program</i> )	<b>Opportunities Industrialization Centers</b> ( <i>pass-through program</i> )	<b>Senior Services for the Blind</b>	<b>Twin Cities RISE!</b> ( <i>pass-through program</i> )	<b>WIA Title IB Adult</b>	<b>WIA Title IB &amp; State Dislocated Worker &amp; Trade Adjustment Assistance</b>
<b>Educational level</b>	Less than HS grad: 53% HS grad /GED: 28% Some post-2ndary: 14% Bachelor's or beyond: 5%	Less than HS grad: 24% HS grad /GED: 42% Some post-2ndary: 30% Bachelor's or higher: 4%	NA	Less than HS grad: 0% HS grad /GED: 68% Some post-2ndary: 32% Bachelor's or higher: 0%	Less than HS grad: 10% HS grad /GED: 42% Some post-2ndary: 36% Bachelor's or higher: 11%	Less than HS grad: 3% HS grad /GED: 28% Some post-2ndary: 37% Bachelor's or higher: 32%
<b>Hispanic/Latino</b>	4%	30%	1%	0	5%	3%
<b>Race</b> <small>Individuals may select more than one racial category.</small>	Amer. Indian/Alaskan Native: 0% Asian: 49% Black/African Amer.: 45% Hawaiian/Pac. Islander: 0% White: 6%	Amer. Indian/Alaskan Native: 27% Asian: 1% Black/African Amer.: 58% Hawaiian/Pac. Islander: 0% White: 14%	Amer. Indian/Alaskan Native: <1% Asian: <1% Black/African Amer.: 2% Hawaiian/Pac. Islander: <1% White: 97%	Amer. Indian/Alaskan Native: 6% Asian: 3% Black/African Amer.: 56% Hawaiian/Pac. Islander: 0% White: 35%	Amer. Indian/Alaskan Native: 3% Asian: 4% Black/African Amer.: 24% Hawaiian/Pac. Islander: <1% White: 69%	Amer. Indian/Alaskan Native: 1% Asian: 5% Black/African Amer.: 9% Hawaiian/Pac. Islander: <1% White: 85%
<b>Self-identified veteran</b>	0%	2%	NA	NA	3%	10%
<b>4. What does the Program Do? Number of individuals receiving:</b>						
<b>Information-only services</b>	NA	NA	NA	NA	NA	NA
<b>Case-managed</b>	308	1,067	1,922	130	1,377	7,947
<b>Credentialed training</b>	5	613	NA	NA	741	2,222
<b>Non-credentialed training</b>	81	543	87	130	54	355
<b>Self-service or group services only</b>	0	326	NA	NA	NA	NA
<b>5. What are the Results? Results will be available in the 2012 UPAM Report.</b>						

## Self-Sufficiency Programs

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?					
	Advocating Change Together <i>(pass-through program)</i>	Communication Center for the Blind	Displaced Homemaker	Independent Living	Senior Services for the Blind
<b>Mandate</b>	Provide training, technical assistance, & resource materials for persons with developmental & mental illness disabilities.	Develop & administer programs serving the needs of blind & visually disabled persons & to cooperate with state & local boards & agencies.	Provide counseling & training services to displaced homemakers.	Promote a philosophy of independent living to maximize clients' leadership, empowerment, independence, & productivity; & support statewide networks of centers for independent living.	Provide rehabilitation counseling, rehabilitation teaching, low vision, communication center, & orientation & mobility services to blind persons & persons with visual disabilities.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.					
3. Who does the Program Serve?					
<b>Region(s)</b>	Statewide	Statewide	Statewide	Statewide	Statewide
<b># individuals, regardless of when enrolled</b>	3,691– may include duplicates	18,474	1,076	7,228	3,614
<b># individuals NEWLY enrolled</b>	553	1,230	621	4,745	1,922
Characteristics of individuals NEWLY ENROLLED:					
<b>Age</b>	NA	NA	Less than 22 years: 6% 22-54 years: 85% 56 and over: 9%	Less than 22 years: 19% 22-54 years: 66% 55 and over: 15%	Less than 22 years: <1% 22-54 years: 3% 55 and over: 97%
<b>Disability</b>	100%	100%	Disability, employment barrier: 11% Disability, not barrier: 3%	100%	100%

**Self-Sufficiency Programs (cont.)**

	<b>Advocating Change Together</b> <i>(pass-through program)</i>	<b>Communication Center for the Blind</b>	<b>Displaced Homemaker</b>	<b>Independent Living</b>	<b>Senior Services for the Blind</b>
<b>Educational level</b>	NA	NA	Less than HS grad: 17% HS grad /GED: 40% Some post-2ndary: 33% Bachelor's or higher: 10%	NA	NA
<b>Hispanic/Latino</b>	NA	NA	4%	7%	1%
<b>Race</b>  Individuals may select more than one racial category.	NA	NA	Amer. Indian/Alaskan Native: 4% Asian: <1% Black/African Amer.: 18% Hawaiian/Pac. Islander: <1% White: 77%	Amer. Indian/Alaskan Native: 2% Asian: 2% Black/African Amer.: 14% Hawaiian/Pac. Islander: <1% White: 82%	Amer. Indian/Alaskan Native: <1% Asian: <1% Black/African Amer. : 2% Hawaiian/Pac. Islander: <1% White: 97%
<b>Self-identified veteran</b>	NA	NA	2%	4%	NA
<b>4. What does the Program Do? Number of individuals receiving:</b>					
<b>Information-only services</b>	NA	NA	NA	48,372 – may include duplicates	NA
<b>Case-managed</b>	NA	NA	621	4,745	1,922
<b>Self-service or group services only</b>	553	Braille pages provided: 894,581 Radios distributed: 1,117 (633 Analog & 484 Digital) Audio playback machines distributed: 3,886 (1,425 Cassette & 2,461 Digital Players)	NA	NA	NA
<b>5. What are the Results?</b> <i>Results will be available in the 2012 UPAM Report.</i>					

**Work Readiness (Youth) Programs**  
 DEED Uniform Program Accountability Measures  
 Report Time Period: *January 1 – June 30, 2010*

<b>1. What is the Program's Purpose?</b>							
	<b>Minneapolis Learn-to-Earn</b> <i>(pass-through program)</i>	<b>Minneapolis Summer Youth</b> <i>(pass-through program)</i>	<b>MN Alliance of Boys &amp; Girls Club</b> <i>(pass-through program)</i>	<b>MN Youth</b>	<b>St. Paul Summer Youth</b> <i>(pass-through program)</i>	<b>WIA Title IB Youth</b>	<b>Youthbuild</b>
<b>Mandate</b>	Provide Minneapolis youth the opportunity to learn appropriate work maturity skills through a combination of work experience & academic enrichment.	Provide youth with summer employment opportunities.	Encourage, train, & assist youth in job-seeking skills, workplace orientation, & job-site knowledge through coaching.	Provide at-risk youth with opportunities to gain work experience & work-readiness skills.	Provide City of St. Paul youth with jobs over the summer.	Provide workforce investment activities to economically disadvantaged youth, ages 14 to 21, with multiple barriers to employment.	Provide training services to low-income youth, ages 16 to 24, with severe barriers to employment.
<b>2. What are the Program's Resources?</b> See <a href="#">Annual Program Summaries</a> for resource information.							
<b>3. Who does the Program Serve?</b>							
<b>Region(s)</b>	Minneapolis	Minneapolis	Counties located in northern, central, & southeastern Minnesota <sup>1</sup>	Statewide	St. Paul	Statewide	Counties located in northern & central Minnesota <sup>2</sup> ; Minneapolis & St. Paul
<b># individuals, regardless of when enrolled</b>	317 (NOTE: Summer 2011 data)	363 (NOTE: Summer 2011 data)	3,676	3,688	429 (NOTE: Summer 2011 data)	5,027	371
<b># individuals NEWLY enrolled</b>	317	363	2,229	1,323	429	1,902	NA
<b>Characteristics of individuals ALL ENROLLED:</b>							
<b>Age</b>	14-15 years: 69% 16-17 years: 27% 18-21 years: 3%	14-15 years: 56% 16-17 years: 24% 18-21 years: 20%	6-13 years: 60% 14-15 years: 30% 16-17 years: 8% 18-21 years: 2%	14-15 years: 26% 16-17 years: 37% 18-21 years: 38%	14-15 years: 32% 16-17 years: 33% 18-21 years: 35%	14-15 years: 16% 16-17 years: 39% 18-21 years: 45%	14-15 years: 0% 16-17 years: 33% 18-21 years: 67%

<sup>1</sup> Counties: Aitkin, Becker, Beltrami, Benton, Cass, Clay, Clearwater, Dakota, Dodge, Hennepin, Houston, Hubbard, Itasca, Koochiching, Mahanomen, Mille Lacs, Morrison, Olmsted, Ottertail, Pine, Ramsey, St. Louis, Sherburne, Stearns, Steele, Washington, Wright.

<sup>2</sup> Counties: Becker, Beltrami, Benton, Carver, Cass, Kandiyohi, Ottertail, Pine, St. Louis (excluding Duluth), Scott, Stearns, Wadena, Wabasha.

	<b>Minneapolis Learn-to-Earn</b> (pass-through program)	<b>Minneapolis Summer Youth</b> (pass-through program)	<b>MN Alliance of Boys &amp; Girls Club</b> (pass-through program)	<b>MN Youth</b>	<b>St. Paul Summer Youth</b> (pass-through program)	<b>WIA Title IB Youth</b>	<b>Youthbuild</b>
<b>Disability</b>	NA	21%	5%	Disab., employment barrier: 36% Disab., not barrier: 11%	14%	Disab., employment barrier: 32% Disab., not barrier: 10%	36%
<b>Educational level</b>	8 <sup>th</sup> grade or under: 25% 9-12 <sup>th</sup> grade, no dip.: 72% HS grad/GED: 3% Some post-2ndary: 0%	8 <sup>th</sup> grade or under: 25% 9-12 <sup>th</sup> grade, no dip.: 75% HS grad/GED: 0% Some post-2ndary: 0%	8 <sup>th</sup> grade or under: 72% 9-12 <sup>th</sup> grade, no dip.: 27% HS grad/GED: <1% Some post-2ndary: <1%	8 <sup>th</sup> grade or under: 13% 9-12 <sup>th</sup> grade, no dip.: 74% HS grad/GED: 11% Some post-2ndary: 2%	8 <sup>th</sup> grade or under: 8% 9-12 <sup>th</sup> grade, no dip.: 74% HS grad/GED: 12% Some post-2ndary: 6%	8 <sup>th</sup> grade or under: 7% 9-12 <sup>th</sup> grade, no dip.: 72% HS grad/GED: 17% Some post-2ndary: 4%	8 <sup>th</sup> grade or under: 0% 9-12 <sup>th</sup> grade, no dip.: 100% HS grad/GED: 0% Some post-2ndary: 0%
<b>Hispanic/Latino</b>	5%	7%	8%	9%	9%	7%	12%
<b>Race</b> <small>Individuals may select more than one racial category.</small>	Amer. Ind./Alaska Native: 4% Asian: 17% Black/Afri. Amer. 75% Hawaii/Pac. Island: 0% White: 4%	Amer. Ind./Alaska Native: 4% Asian: 25% Black/Afri. Amer. 63% Hawaii/Pac. Island: 0% White: 9%	Amer. Ind./Alaska Native: 22% Asian: 4% Black/Afri. Amer. 32% Hawaii/Pac. Island: <1% White: 42%	Amer. Ind./Alaska Native: 7% Asian: 5% Black/Afri. Amer. 27% Hawaii/Pac. Island: <1% White: 64%	Amer. Ind./Alaska Native: 3% Asian: 30% Black/Afri. Amer. 55% Hawaii/Pac. Island: 0% White: 12%	Amer. Ind./Alaska Native: 7% Asian: 4% Black/Afri. Amer. 31% Hawaii/Pac. Island: <1% White: 57%	Amer. Ind./Alaska Native: 11% Asian: 17% Black/Afri. Amer. 28% Hawaii/Pac. Island: 0% White: 44%
<b>Systems-involved</b> (foster care, juvenile offenders)	7%	4%	6%	19%	3%	19%	42%
<b>Families on public assistance</b>	99%	45%	61%	28%	46%	22%	46%
<b>Basic skills deficient</b>	69%	NA	28%	49%	NA	65%	71%
<b>4. What does the Program Do? Number of individuals receiving:</b>							
<b>Community involve., leadership dev.</b>	317	363	1,267	388	429	88	339
<b>Education/job training</b>	317	363	1,043	278	429	1,478	362
<b>Mentoring activities</b>	317	207	1,572	620	429	288	367
<b>Post-2ndary explor., career guidance</b>	317	363	1,061	389	429	698	302
<b>Support services</b>	NA	363	340	241	NA	396	367
<b>Work experience</b>	317	363	465	522	429	932	358
<b>5. What are the Results? Results will be available in the 2012 UPAM Report.</b>							

**Temporary Wage Replacement Program**  
 DEED Uniform Program Accountability Measures  
 Report Time Period: *July 1, 2010 – June 30, 2011*

<b>1. What is the Program's Purpose?</b>	
	<b>Unemployment Insurance</b>
<b>Mandate</b>	Provide workers who are unemployed through no fault of their own a temporary partial wage replacement to assist them to become reemployed.
<b>2. What are the Program's Resources?</b> <i>See <a href="#">Annual Program Summaries</a> for resource information.</i>	
<b>3. Who does the Program Serve?</b>	
<b>Region(s)</b>	Statewide
<b>New &amp; reactivated initial applications</b>	353,219 <sup>1</sup>
<b>Active employers</b>	131,253
<b>New employers</b>	11,344
<b>4. What does the Program Do?</b>	
<b>Tax received from employers</b>	\$1.17 billion
<b>Determinations of eligibility &amp; ineligibility issued</b>	238,290
<b>Appeals processed</b>	30,571
<b>UI benefits paid to individuals</b>	\$1.854 billion
<b>5. What are the Results?</b> <i>Results will be available in the 2012 UPAM Report.</i>	

<sup>1</sup> Does not include applications for extensions.

## Process Negotiator Programs

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?		
	MN Works! <i>(pass-through program)</i>	Vector <i>(pass-through program)</i>
<b>Mandate</b>	Develop & implement business & marketing initiatives which provide employment opportunities for individuals with disabilities.	Provide interpreters for a regional culturally appropriate transition program leading to employment for deaf, hard-of-hearing, & DeafBlind students.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.		
3. Who does the Program Serve?		
<b>Region(s)</b>	Statewide	Districts: Minneapolis, Robbinsdale, Moundsview, Racori, Lakeville, Bemidji, Osseo, Columbia Heights, Fridley, Anoka & Wayzata
<b># organizations</b>	229	11 school districts
4. What does the Program Do?		
<b>Resources secured (# interpreters, # contracts, etc.)</b>	Assisted in securing 3 contracts	6.1 ASL interpreters serving 24 deaf/hard-of-hearing students

# Programs Serving Businesses and Communities

## List/Description of Programs

Programs are organized by their primary purpose. Descriptions of the groups follow the list (*Note: italics indicate pass-through programs.*).

### Business Expansion and Attraction

- *BioBusiness Alliance of Minnesota*
- Business Expansion, Development, and Marketing
- *Metropolitan Economic Development Association (MEDA)*
- *Minnesota Inventors Congress*
- Minnesota Trade Office

### Small Business and Entrepreneurial Assistance

- Business Enterprises Program for the Blind
- *Enterprise Minnesota Growth Acceleration*
- *Riverbend Center for Entrepreneurial Facilitation*
- Small Business Assistance Office
- Small Business Development Center Network
- *WomenVenture*

### Community Stabilization

- Innovative Business Development Public Infrastructure Grant (formerly Bioscience Business Development Public Infrastructure Grant)
- Contamination Cleanup and Investigation Grant
- Greater Minnesota Business Development Public Infrastructure Grant
- Minnesota Cleanup Revolving Loan
- Redevelopment Grant
- Small Cities Development

### Business Growth and Stabilization

- Border Cities Enterprise Zone
- Job Opportunity Building Zones (JOBZ)
- Minnesota Indian Business Loan
- Minnesota Investment Fund (Federal Awards)
- Minnesota Investment Fund (State Awards)
- Minnesota Job Skills Partnership
- Minnesota Minerals 21<sup>st</sup> Century Fund
- Minnesota Reservist and Veteran Business Loan: Economic Injury Loans
- Minnesota Reservist and Veteran Business Loan: Start Up Business Loans
- Small Business Development Loan
- Urban Initiative Loan

### Process Intermediary

- *Center for Rural Policy Development*
- Foreign Labor Certification
- Work Opportunity Tax Credit

### **Businesses Expansion and Attraction**

**Major Program Goal/Purpose:** Provide customers with resources that help their businesses expand or relocate to Minnesota. Expansion may involve growth of physical infrastructure, increasing the number of employees, or increasing the customer base or market area.

**Target:** Businesses that hold special importance to the state or region for reasons such as impact on the tax base, contribution to state and local employment levels, or presence in a critical sector or supply chain who are considering moving into the state/region, leaving or expanding outside the state/region, or requiring other assistance to ensure their competitiveness and viability. Typically, these engagements by DEED and non-DEED partners are longer-term and require many staff hours, resources (financial and otherwise), and relationships and referrals with other development partners.

### **Small Businesses and Entrepreneurial Assistance**

**Major Program Goal/Purpose:** Provide assistance and training to individuals and firms that aid in the growth and expansion of small businesses in Minnesota.

**Target:** Small businesses seeking help to start-up; operate more profitably; plan, market, and budget to remain viable; recruit a more productive workforce; or grow through the application of insight and management advice they might not possess. Included in these businesses may be early-stage technology companies. Note that the target businesses tend to be smaller than those served by the economic development programs in the category that are focused on helping businesses expand operations.

### **Community Stabilization**

**Major Program Goal/Purpose:** Provide communities with resources that help them stabilize or attract private investment by making land viable for business development. The assistance and resources may lead to increased tax revenue for the state and/or local governments.

**Target:** Local government units that want to enhance their economic viability by improving essential infrastructure services with the use of state general funds, capital budget funds, and federal funds principally channeled through DEED. These investments can also be the prerequisite for further business investment. In most cases, DEED uses scoring systems, as prescribed in statutes or rules, to make the necessary allocations. In other instances, the legislature makes specific award decisions and DEED supervises the award, report, and compliance processes.

### **Businesses Growth and Stabilization**

**Major Program Goal/Purpose:** Provide customers with resources through grants and financing assistance that help their businesses increase the size of operations, remain stable and viable, and/or upgrade the skills of their employees. The main purpose of every program in this group is to help companies and communities retain existing jobs and create new high-quality jobs.

**Target:** Customers seeking business financing assistance through grants, low-interest loans, or tax exemptions to help their businesses increase the size of operations, remain stable and viable, and/or upgrade the skills of their employees. Some of the programs exist to serve the general business population while others focus on targeted regions of the state, targeted industries that show job growth potential, and targeted groups of people.

## **Process Intermediary**

**Major Program Goal/Purpose:** Perform specific tasks to support a larger program or purpose. The program does not enroll or register customers and has very little discretion over the services a customer receives.

**Target:** The programs perform specific tasks to support a larger program or purpose, and therefore do not enroll customers. Instead, some serve businesses wanting assistance in hiring individuals with barriers to employment by processing applications for tax credits and work visas while others provide research reports on policy topics for policy-makers and the general public.

## **Activity Tables**

Pages 21 – 31 report the activity produced by DEED programs that serve businesses and communities. The reporting period is July 1, 2010 – June 30, 2011, unless otherwise noted.

Programs are organized into tables, with each table title indicating a primary purpose group. Some programs are operated by DEED, while some are funded through DEED but operated by other providers (pass-throughs).

## Business Expansion and Attraction Programs

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?					
	BioBusiness Alliance of Minnesota ( <i>pass-through program</i> )	Business Expansion, Development, & Marketing	Metropolitan Economic Development Association ( <i>pass-through program</i> )	Minnesota Inventors Congress ( <i>pass-through program</i> )	Minnesota Trade Office
<b>Mandate</b>	Build Minnesota's bioscience industry; create & retain jobs; & position Minnesota as a global leader in bio-business.	Promote & encourage the prosperous development & protection of the legitimate interest & welfare of Minnesota business, industry, & commerce, within & outside the state.	Continue minority business development programs in the metropolitan area.	Provide informational & technical assistance to inventors & innovators.	Promote, develop, & facilitate trade & increase exports from Minnesota; & serve as the state's office of protocol providing assistance to official visits by foreign government representatives & as liaison to the foreign diplomatic corps in Minnesota.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.					
3. Who does the Program Serve?					
<b>Region(s)</b>	Statewide	Statewide	7-county Metro Area	Statewide	Statewide
<b>Number of businesses or entrepreneurs, regardless of first service date</b>	147	466, for 516 active projects	302	147	1,001
<b>Number of businesses NEWLY SERVED<sup>3</sup></b>	NA	188	NA	NA	NA
Characteristics of businesses:					
	All Served	Newly Served	All Served	All Served	All Served
<b>Size of business by number of employees</b>	1 – 4: 45% 5 – 9: 10% 10 – 19: 9% 20 – 99: 11% 100 – 499: 7% >500: 5% Information not available: 13%	1 – 4: 5% 5 – 9: <1% 10 – 19: 6% 20 – 99: 20% 100 – 499: 16% >500: 15% Information not available: 38%	NA	NA	1 – 4: 1% 5 – 9: 1% 10 – 19: 6% 20 – 99: 17% 100 – 499: 12% >500: 5% Information not available: 58% <sup>4</sup>

<sup>3</sup> Only the Business Expansion, Development, and Marketing program was able to differentiate between number of newly served businesses and all businesses served during the reporting period. The program's reported activity and future results are only for the businesses in the newly served group.

<sup>4</sup> Program does not require the collection of a business' number of employees.

**Business Expansion and Attraction Programs (cont.)**

	<b>BioBusiness Alliance of Minnesota</b> ( <i>pass-through program</i> )	<b>Business Expansion, Development, &amp; Marketing</b>	<b>Metropolitan Economic Development Association</b> ( <i>pass-through program</i> )	<b>Minnesota Inventors Congress</b> ( <i>pass-through program</i> )	<b>Minnesota Trade Office</b>
<b>Type of business by industry</b>  (Defined by North American Industrial Classification System)	Construction: 3% Manufacturing: 67% Retail Trade: 8% Information: 3% Finance & Insurance: 3% Professional & Business Services: 15% Educational & Health Services: 1% Healthcare & Social Assist.: 1% Other Services (except Public Administration): 2%	Nat. Resources & Mining: 6% Construction: 3% Manufacturing: 40% Trade & Transportation: 4% Information: 3% Finance & Insurance: 2% Real Estate, Rental & Leasing: <1% Professional & Businesses Services: 5% Education & Health Services: 4% Other Services: <1% Information not available: 30%	Construction: 17% Manufacturing: 8% Trade & Transportation: 18% Information: 10% Finance & Insurance: 1% Professional & Business Services: 13% Healthcare & Social Assist.: 4% Accommodations & Food Services: 18%	NA	Nat. Resources & Mining: <1% Utilities: <1% Construction: 1% Manufacturing: 22% Trade, Transportation, & Warehousing: 6% Information: 1% Finance & Insurance: 1% Real Estate, Rental & Leasing: <1% Professional & Business Services: 55% Education & Healthcare Services: 2% Other Services: 1% Public Administration: <1% No NAICS information: 58% <sup>5</sup>
<b>4. What does the Program Do?</b>					
	All Served	Newly Served	All Served	All Served	All Served
<b>Transactional customers consulted (&lt;5 hours consulting)</b>	34	NA <sup>6</sup>	150	421	773 <sup>7</sup>
<b>Customers provided ongoing consulting (&gt;5 hours consulting)</b>	98	188	152	67	318 <sup>8</sup>
<b>5. What are the Results?</b> <i>Results will be available in the 2012 UPAM Report.</i>					

<sup>5</sup> Program does not require the collection of a business' NAICS code.

<sup>6</sup> Transactional services are provided to customers but not tracked by program.

<sup>7</sup> Count of businesses and organizations attending at least one seminar or roundtable held by the program and/or receiving site visits or technical assistance.

<sup>8</sup> Count of businesses and organizations attending at least one training conference (practicums, half- and full-day conferences, and Export Tech programs) and/or participating in an international trade mission.

## Small Business and Entrepreneurial Assistance Programs

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?						
	<b>Business Enterprises Program for the Blind</b>	<b>Enterprise Minnesota Growth Acceleration</b> <i>(pass-through program)</i>	<b>Riverbend Center for Entrepreneurial Facilitation</b> <i>(pass-through program)</i>	<b>Small Business Assistance Office</b>	<b>Small Business Development Center Network</b>	<b>WomenVenture</b> <i>(pass-through program)</i>
<b>Mandate</b>	Provide self-employment opportunities & training & management support services.	Help qualified companies implement technology & business improvements.	Assist in the development of entrepreneurs & small businesses.	Provide small business assistance, including business licensing & permit coordination.	Provide small business assistance through small business development centers throughout Minnesota.	Provide women's business development programs & assist women in non-traditional careers.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> or resource information.						
3. Who does the Program Serve?						
<b>Region(s)</b>	Statewide	Statewide	Southwest MN Counties	Statewide	Statewide	Statewide
<b>Number of businesses, regardless of project start date or date of first service</b>	45	66	169	33,232	3,336	101
<b>Number of businesses NEWLY SERVED</b>	NA	36	113	NA	2,102	NA
Characteristics of businesses:						
	All Served	Newly Served	Newly Served	All Served	Newly Served	All Served
<b>Size of business by number of employees</b>	1 – 4: 100% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 3% 5 – 9: 3% 10 – 19: 22% 20 – 99: 50% 100 – 499: 22% >500: 0%	1 – 4: 86% 5 – 9: 5% 10 – 19: 5% 20 – 99: 4% 100 – 499: 0% >500: 0%	NA	1 – 4: 26% 5 – 9: 6% 10 – 19: 4% 20 – 99: 4% 100 – 499: <1% >500: <1% Info not available: 61%	1 – 4: 93% 5 – 9: 0% 10 – 19: 3% 20 – 99: 3% 100 – 499: 0% >500: 0%

**Small Business and Entrepreneurial Assistance Programs (cont.)**

	<b>Business Enterprises Program for the Blind</b>	<b>Enterprise Minnesota Growth Acceleration</b> <i>(pass-through program)</i>	<b>Riverbend Center for Entrepreneurial Facilitation</b> <i>(pass-through program)</i>	<b>Small Business Assistance Office</b>	<b>Small Business Development Center Network</b>	<b>WomenVenture</b> <i>(pass-through program)</i>
<b>Type of business by industry</b>  <small>(Defined by North American Industrial Classification System)</small>	Miscellaneous Retail: 100%	Manufacturing: 100%	NA	NA	NA	NA
<b>4. What does the Program Do?</b>						
	All Served	Newly Served	Newly Served	All Served	Newly Served	All Served
<b>Transactional customers consulted (&lt;5 hours consulting)</b>	NA	NA	73	32,882	1,060	76
<b>Customers provided ongoing consulting (&gt;=5 hours consulting)</b>	45	18	40	350	1,042	25
<b>5. What are the Results?</b> <i>Results will be available in the 2012 UPAM Report.</i>						

**Community Stabilization Programs**  
 DEED Uniform Program Accountability Measures  
 Report Time Period: *July 1, 2010 – June 30, 2011*

<b>1. What is the Program's Purpose?</b>						
	<b>Contamination Cleanup &amp; Investigation Grant</b>	<b>Greater Minnesota Business Development Public Infrastructure Grant</b>	<b>Innovative Business Development Public Infrastructure Grant<sup>9</sup></b>	<b>Minnesota Cleanup Revolving Loan</b>	<b>Redevelopment Grant</b>	<b>Small Cities Development</b>
<b>Mandate</b>	Make grants to an applicant development authority to pay for up to 75 percent of the project costs for a qualifying site.	Make grants to cities/counties to provide up to 50 percent of the capital costs of public infrastructure necessary for an eligible economic development projects.	Provide grants to local governmental units for up to 50 percent of the capital cost of the public infrastructure necessary to create or retain jobs.	Provide loans & grants to eligible entities.	Make grants to an applicant development authority to pay for up to 50 percent of redevelopment costs.	Administer community development & assistance grants.
<b>2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.</b>						
<b>3. Who does the Program Serve?</b>						
<b>Region(s)</b>	Statewide	Non-metro communities	Statewide	Statewide	Statewide	Statewide
<b># Communities, regardless of project start date<sup>10</sup></b>	27, for 74 active projects	46, for 52 active projects	13, for 17 active projects	6	30, for 46 active projects	153, for 183 active projects <sup>11</sup>
<b># Communities NEWLY served</b>	13, for 30 new projects	24	5, for 6 new projects	1	6, for 6 new projects	51, for 52 new projects
<b>Characteristics of Communities NEWLY SERVED</b>						
<b>Size of community by population</b>	< 1,000 residents: 8% 1,000 – 10,000: 15% 10,001 – 20,000: 15% >20,000: 62%	< 1000 residents: 13% 1,000 – 10,000: 67% 10,001 – 20,000: 8% > 20,000: 8% Information not available: 4%	< 1000: 0% 1,000 – 10,000: 60% 10,001 – 20,000: 20% >20,000: 0%	< 1000 residents: 0% 1,000 – 10,000: 0% 10,001 – 20,000: 0% >20,000: 100%	< 1000 residents: 17% 1,000 – 10,000: 0% 10,001 – 20,000: 17% >20,000: 67%	<1000 residents: 25% 1,000 – 10,000: 55% 10,001 – 20,000: 12% >20,000: 8%

<sup>9</sup> The 2010 MN State Legislature changed this program's name from Bioscience Business Development Public Infrastructure Grant Program to Innovative Business Development Public Infrastructure Grant Program.

<sup>10</sup> Count of businesses involved in all active projects. Active projects include newly funded projects and in-progress projects that were awarded grants before the start of the reporting period.

<sup>11</sup> The projects also included an estimated 223 joint-applicant communities. Joint-applicant communities apply with a lead community on the application to receive program funds.

**Community Stabilization Programs (cont.)**

	<b>Contamination Cleanup &amp; Investigation Grant</b>	<b>Greater Minnesota Business Development Public Infrastructure Grant</b>	<b>Innovative Business Development Public Infrastructure Grant</b>	<b>Minnesota Cleanup Revolving Loan</b>	<b>Redevelopment Grant</b>	<b>Small Cities Development</b>
<b>4. What does the Program Do? (Communities NEWLY SERVED)</b>						
<b>Total amount of funds awarded</b>	Amount awarded: \$10,333,524 Amount disbursed: \$250,535 as of June 30, 2011	Amount awarded: \$4,984,165 Amount disbursed: \$424,165 as of June 30, 2011	Amount awarded: \$2,503,770 Amount disbursed: NA- No funds were disbursed as of June 30, 2011	Amount loaned: \$129,838 Amount disbursed: \$84,108 as of June 30, 2011	Amount awarded: \$3,263,578 Amount disbursed: \$527,358 as of June 30, 2011	Amount awarded: \$19,344,146 Amount disbursed: \$427,839 as of June 30, 2011
<b>Communities receiving awards</b>	13	24	5	1	6	Lead-applicant communities: 51 Joint-applicant communities: 57 Total: 108
<b>5. What are the Results? (Communities NEWLY SERVED)</b> <i>Results will be available in the 2012 UPAM Report.</i>						

## Business Growth and Stabilization Programs (a)

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?						
	Angel Investment Tax Credit <sup>12</sup>	Border Cities Enterprise Zone <sup>13</sup>	Job Opportunity Building Zones (JOBZ) <sup>14</sup>	Minnesota Indian Business Loan	Minnesota Investment Fund – Federal Funds (Loans for Businesses)	Minnesota Investment Fund – State Funds (Loans for Businesses)
<b>Mandate</b>	Stimulate private investment in startup & emerging technology companies by providing incentives to investors or investment funds.	Provide technical assistance & tax credits to businesses in Border Cities Enterprise Zone cities.	Designate job opportunity building zones to yield the most economic development & revitalization of economically distressed rural areas of Minnesota.	Offer a business loan program for Indians.	Provide financing to businesses that create & retain high-quality jobs in order to increase the local & state tax base & improve Minnesota's economic vitality.	Provide financing to businesses that create & retain high-quality jobs in order to increase the local & state tax base & improve Minnesota's economic vitality.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information						
3. Who does the Program Serve?						
<b>Region(s)</b>	Statewide	Cities of Breckenridge, Dilworth, East Grand Forks, Moorhead, & Ortonville	Counties located outside the 7-county Twin Cities Metropolitan Area	Statewide	Statewide	Statewide
<b># of businesses, regardless of project start date<sup>15</sup></b>	67 received investments (112 certified)	NA	290	19, for 20 active projects	41	43
<b># of businesses NEWLY SERVED</b>	67 received investments (112 certified)	3 <sup>16</sup>	2 <sup>17</sup>	0	3	5

<sup>12</sup> The program was launched in July of 2010 and operates on a calendar year. This report only contains data from July 1 to December 31, 2010. A complete year of data will be available for the 2012 report.

<sup>13</sup> Program operates on a calendar year (CY) and reporting is based on the previous year's activity.

<sup>14</sup> Program operates on a calendar year (CY) and reporting is based on CY 2011.

<sup>15</sup> Active projects include new projects started during the reporting period and in-progress projects with loans outstanding, grants awarded, or business subsidy agreements that were created before the start of the reporting period.

<sup>16</sup> The most recent tax credit allocations to businesses occurred during CY 2010.

<sup>17</sup> As of 2008, program requirements were revised to improve operations, including requiring that businesses and local governments jointly apply to DEED for JOBZ designation.

**Business Growth and Stabilization Programs (a) (cont.)**

	<b>Angel Investment Tax Credit</b>	<b>Border Cities Enterprise Zone</b>	<b>Job Opportunity Building Zones (JOBZ)</b>	<b>Minnesota Indian Business Loan</b>	<b>Minnesota Investment Fund – Federal Funds (Loans for Businesses)</b>	<b>Minnesota Investment Fund – State Funds (Loans for Businesses)</b>
<b>Characteristics of businesses NEWLY SERVED</b>						
<b>Size of business by number of employees</b>	NA	1 – 4: 67% 5 – 9: 0% 10 – 19: 33% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 0% 5 – 9: 0% 10 – 19: 100% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 0% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 0% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 67% >500: 33%	1 – 4: 0% 5 – 9: 0% 10 – 19: 0% 20 – 99: 40% 100 – 499: 60% >500: 0%
<b>Type of business by industry</b>  (Defined by North American Industrial Classification System)	Manufacturing (33): 39% Retail Trade (44): 4% Information (51): 35% Professional & Business Services (54-56): 13% Health Care & Social Assistance (62): 6% Accommodation & Food Services (72): 3%	Retail Trade: 33% Professional, Scientific, & Technical Services: 33% Other Services (except Public Administration): 33%	Manufacturing: 50% Professional, Scientific, & Technical Services: 50%	NA	Wholesale Trade: 33% Transportation & Warehousing: 33% Unclassified: 33%	Manufacturing: 60% Wholesale Trade: 20% Other Services (except Public Administration): 20%
<b>4. What does the Program Do? (Businesses NEWLY SERVED)</b>						
<b>Value of credits awarded/issued (\$)</b>	\$7,005,808	\$196,994 <sup>18</sup>	Results available in 2012 report <sup>19</sup>	NA	NA	NA
<b>Total amount of funds awarded (\$)</b>	NA	NA	NA	Amount loaned: \$0	Amount awarded: \$1,172,000 Amount disbursed: \$350,000 as of June 30, 2011	Amount awarded: \$2,002,500 Amount disbursed: \$28,426 as of June 30, 2011
<b>Businesses/training institutions receiving awards</b>	NA	NA	NA	0	3	5
<b>5. What are the Results? (Businesses NEWLY SERVED) Results will be available in the 2012 UPAM Report.</b>						

<sup>18</sup> Tax credits allocated to 3 businesses in CY 2010. The dollar values are calculated by the Minnesota Department of Revenue.

<sup>19</sup> Data for 2010 will be released by the Minnesota Department of Revenue in 2012.

## Business Growth and Stabilization Programs (b)

DEED Uniform Program Accountability Measures

Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?						
	Minnesota Job Skills Partnership	Minnesota Minerals 21 <sup>st</sup> Century Fund	Minnesota Reservist & Veteran Business Loan: Economic Injury Loans	Minnesota Reservist & Veteran Business Loan: Start Up Business Loans <sup>20</sup>	Small Business Development Loan	Urban Initiative Loan
<b>Mandate</b>	Bring together employers with specific training needs with educational or other nonprofit institutions which can design programs to fill those needs.	Make loans or equity investments in mineral processing facilities.	Make onetime, interest-free loans to eligible businesses that have sustained or are likely to sustain substantial economic injury as a result of the call to active service of an essential employee.	Make onetime, interest-free loans to eligible veterans who are starting their own small businesses.	Work with the Minnesota Agricultural & Economic Development Board (MAEDB) to make small business loans through issuance of tax-exempt industrial development bonds.	Assist the Urban Initiative Board in enhancing urban development through job creation, technical assistance, & information services to clients.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information						
3. Who does the Program Serve?						
<b>Region(s)</b>	Statewide	Statewide	Statewide	Statewide	Statewide	Low income areas within the 7-county Twin Cities Metro Area
<b># of businesses, regardless of project start date<sup>21</sup></b>	158, for 143 active training grants	4	9	11	14	266
<b># of businesses NEWLY SERVED</b>	40, for 34 new training grants	0	3	11	1 <sup>22</sup>	33
Characteristics of businesses NEWLY SERVED						
<b>Size of business by number of employees</b>	1 – 4: 0% 5 – 9: 0% 10 – 19: 0% 20 – 99: 26% 100 – 499: 64% >500: 10%	1 – 4: 0% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 100% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 100% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 100% 5 – 9: 0% 10 – 19: 0% 20 – 99: 0% 100 – 499: 0% >500: 0%	1 – 4: 70% 5 – 9: 9% 10 – 19: 3% 20 – 99: 10% 100 – 499: 3% >500: 0%

<sup>20</sup> The 2010 MN State Legislature divided, as of 4/01/10, the purpose and scope of this program to have a separate start up loan program for veteran-owned small businesses.

<sup>21</sup> Active projects include new projects started during the reporting period and in-progress projects with loans outstanding, grants awarded, or business subsidy agreements that were created before the start of the reporting period.

<sup>22</sup> Loans provided to the Southern Minnesota Initiative and the City of Minneapolis to help with disaster recovery.

**Business Growth and Stabilization Programs (b) (cont.)**

	<b>Minnesota Job Skills Partnership</b>	<b>Minnesota Minerals 21<sup>st</sup> Century Fund</b>	<b>Minnesota Reservist &amp; Veteran Business Loan: Economic Injury Loans</b>	<b>Minnesota Reservist &amp; Veteran Business Loan: Start Up Business Loans</b>	<b>Small Business Development Loan</b>	<b>Urban Initiative Loan</b>
<b>Type of business by industry</b>  (Defined by North American Industrial Classification System)	Utilities: 3% Construction: 3% Manufacturing: 55% Trade, Transport., & Warehousing: 11% Finance & Insurance: 3% Professional, Scientific, & Tech. Services: 8% Waste Mgmt. & Remediation: 3% Health Care & Social Assistance: 15% Accommodation & Food Service: 3%	NA	Agriculture, Forestry, Fishing & Hunting: 33% Construction: 33% Retail Trade: 33%	Construction: 9% Retail Trade: 27% Professional, Scientific, & Tech. Services: 37% Health Care & Social Assist.: 9% Arts, Entertainment, & Recreation: 9% Accommodation & Food Services: 9%	Other Services (except Public Administration): 100%	Manufacturing: 9% Trade & Transportation: 38% Real Estate & Rental & Leasing: 3% Professional & Business Services: 9% Education & Health Services: 13% Leisure & Hospitality: 19% Other Services: 9%
<b>4. What does the Program Do? (Businesses NEWLY SERVED)</b>						
<b>Value of credits awarded/issued (\$)</b>	NA	NA	NA	NA	NA	NA
<b>Total amount of funds awarded (\$)</b>	Amount awarded: \$4,004,970 <sup>23</sup>	Amount loaned: \$0	Amount loaned: \$60,000	Amount loaned: \$217,160	Amount awarded: \$150,000 Amount disbursed: \$150,000 as of June 30, 2011	Amount awarded: \$1,371,000 Amount disbursed: \$1,117,500 as of June 30, 2011
<b>Businesses/training institutions receiving awards</b>	Businesses: 40 Training Institutions: 20 Total: 38 grants awarded <sup>24</sup>	NA	3	11	0	33
<b>5. What are the Results? (Businesses NEWLY SERVED) Results will be available in the 2012 UPAM Report.</b>						

<sup>23</sup> Any unused funds are returned to the program after a project ends.

<sup>24</sup> Some grants had multiple business partners and some training institutions received multiple grants.

## Process Intermediary Programs

DEED Uniform Program Accountability Measures  
Report Time Period: *July 1, 2010 – June 30, 2011*

1. What is the Program's Purpose?			
	<b>Center for Rural Policy Development</b> <i>(pass-through program)</i>	<b>Foreign Labor Certification</b>	<b>Work Opportunity Tax Credit</b>
<b>Mandate</b>	Research & analyze issues in rural Minnesota & serve as a policy resource center.	Assist employers who wish to hire foreign nationals for temporary employment in agriculture.	Provide a federal tax credit to employers who hire targeted group individuals.
2. What are the Program's Resources? See <a href="#">Annual Program Summaries</a> for resource information.			
3. Who does the Program Serve?			
<b>Region(s)</b>	Statewide	Statewide	Statewide
<b>Number of businesses/customers</b>	500 <sup>25</sup>	64 employers submitted applications	NA
4. What are the Results?			
<b>Applications completed/ submitted or number of services completed</b>	NA	64	28,542 application determinations issued <sup>26</sup>
<b>Events and/or training seminars held</b>	27	NA	NA
<b>Reports generated</b>	3	NA	NA

<sup>25</sup> The organization does not provide direct services so the count is an estimate of the customers attending Regional Competitiveness sessions and those receiving reports generated by the organization. It may contain duplicates.

<sup>26</sup> Includes both certification and denials for the tax credit.