

Expanding Direct Service Example

To aid state agencies in preparing the Results section of their change item proposals, Results Management has created a series of examples for various types or genres of proposed change items. Please note that all examples are fictional and intended for training purposes only. The series of examples can be found at <https://mn.gov/mmb/budget/results-management/resources-for-state-agencies/>.

Each example includes the following:

- A brief description of the fictional program/project used for the example.
- The Results section from the change item template, complete with fictional agency responses for the example proposal. The instructions from the change item template are written in *Italics*.
- For ease of reference, the additional directions, guidance, or suggestions originally provided in the instructional guide are provided in **comments** throughout the document. These comments are the same text as provided in the instructional guide, which can be found at <https://mn.gov/mmb/budget/results-management/resources-for-state-agencies/>.

Expanding Direct Service Proposal

This specific example is most relevant for change items that are proposing **to expand existing services**. Examples of expansion could include more grant funding for an already existing grant, service area expansion, or change in eligibility for a program.

The proposal will provide additional state funding for support services for individuals receiving XYZ workforce training program. \$1,000,000 is currently available for this purpose. This proposal will double that funding. No other elements of the program are changing, just the amount of funding available for an existing service.

Results Section:

The Results section is intended to display the performance measures that will be used to assess the success, outcomes, and impact of the proposed change item. Please complete this section based on the current proposal with recognition that performance measures may change based on revision processes and final budget allocation. Examples of performance measures and a brief video with guidance for this section is available online at [Results Management Resources for State Agencies](#). Please contact the Results Management Team at MMB (ResultsManagement@state.mn.us) with questions and for support completing this section.

Part A: Performance measures (required)

1. *Describe the overall goal and expected outcome(s) of the programs and activities supported by the change item (1 to 3 sentences). How would we know that this change item was successful and over what period of time? This should align with the intended results noted in the rationale/background section.*

The goal of this program is to increase the % of individuals receiving workforce services who are able to find work or increase their wages and maintain their employment for six months. Within one year of implementation, we will see an increase in the % of individuals served by the XYZ program's training fund who

exit to employment. Within two years of implementation, we will see an increase in the % of individuals served by this training program who retained employment for at least 6 months.

2. Describe the evidence that exists that the proposed change item will achieve the expected outcome(s) noted above (up to a paragraph, include charts as applicable). Evidence can be in the form of professional and community knowledge, logic model, current performance measure data, prior evaluation, or evidence-based practices. Refer to the evaluation noted in proposal section. **If proposed efforts involve components of an evidence-based practice or were informed by a previously conducted formal program evaluation, fill out Part B.**

Program data collected over the past five years shows that individuals currently receiving support services funds in XYZ program are currently 10% more likely than participants who did not receive support services to gain employment through the program. They are 25% more likely to retain employment after six months. Providers have reported that participants, particularly those who face the greatest barriers to employment, value the availability of support services and are more likely to complete the program when they receive supports. No data is available about the number, type or amount of supports that are most correlated with employment outcomes. Though research narrowly confined to support services is minimal, a [2012 Mathematica Research Study](#) showed a 5% positive impact of support services and support services are routinely incorporated in many other evidence based programs in workforce development. Investing in support services was elevated by [US Department of Labor](#) as a key strategy for increasing equitable outcomes in workforce development in 2023.

3. Using the table below and/or charts, include at least 3 quantitative (numeric) performance measures that will be used to assess the expected outcomes(s) of the change item. Types of measures include Quantity (how much was done?), Quality (how well was it done?), and Result (how are Minnesotans better off?). Examples of measures are available online at [Results Management Resources for State Agencies](#).

Measure	Measure type	Measure data source	Most recent data	Projected change
Number of participants receiving support services	Quantity	Workforce One Data	437 individuals received supports in SFY 2024	600 individuals receive supports in SFY 2026
% of support dollars going to top 5 needs	Quality	Workforce One Data on services matched with community needs assessment data	63% of funds go to most recent community needs assessment needs	70% of funds go to most recent community needs assessment needs in SFY 2027
% increase in exits to employment	Result	Workforce One Data on participation matched with UI data on employment	48% of XYZ participants exit to employment	50% of XYZ participants exit to employment

4. Please describe any qualitative (narrative) measures that will be used to inform understanding of success. How will this information be collected? If successful, what change will you see in this data?

DEED routinely collects narrative program reports on a quarterly basis including qualitative information about successes, barriers encountered, and support needs. If successful we will see a decrease in the number of providers reporting a lack of sufficient funding for support service needs.

Part B: Use of Evidence

1. Have you previously conducted a formal quantitative or qualitative program evaluation that informed the contents of this proposal? If so, please briefly describe the evaluation.

Program performance information is available, but no formal program evaluation has been conducted.

2. Are you planning to conduct a formal qualitative or quantitative program evaluation related to this proposal? Indicate what kind(s) of evaluation you will be conducting. Select all that apply.

- No formal evaluation planned at this time
- Not yet determined
- Needs Assessment
- Process or Implementation Evaluation
- Summative Impact Evaluation (Randomized Control Trial (RCT) or Quasi-Experimental Design)
- Summative Evaluation other than an Impact Evaluation
- Other (please describe or link):

Part C: Evidence-Based Practices

If applicable, provide the following information on the evidence-based practices supported by the change item. The Results Team at MMB reviews change items to identify the proposals and agencies that support evidence-based practices. The definitions of evidence used by Results Management are available at <https://mn.gov/mmb/results-first/definitions-of-evidence/>. Resources to find evidence-based practices are available at <https://mn.gov/mmb/evidence/finding/>.

Evidence-based practice	Source
List the names of program or activity that are evidence-based and directly funded by this change item.	Provide a link to the clearinghouse or journal article that establishes the evidence for the change item.
Support Services	https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2022/TEGL%2021-22/TEGL%2021-22-A%20%28Accessible%20PDF%29.pdf
Support Services	https://www.wsipp.wa.gov/BenefitCost/Program/293

For assistance identifying evidence-based practices that support the change item or for support in planning an evaluation, please contact the Results Team at MMB (ResultsManagement@state.mn.us).