

City of Minneapolis Employment and Training

Quarterly Performance and Grades October 2014 – December 2014



City of Minneapolis Employment and Training Leadership:

Minneapolis City Council Member **Lisa Goodman**,
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Committee

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City of Minneapolis Employment and Training

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Adult Program Grades

Through a network of community-based employment service providers, the City's Adult Program helps low-income Minneapolis residents find and retain jobs or pursue training that will lead to employment.

Service Provider Evaluation:

Minneapolis Works: Adult Program employment service provider performance is evaluated quarterly. Providers are evaluated by a letter grade based on their success in placing and retaining clients in permanent employment. Placement and retention percentages are determined by dividing the number of positives for each measure by the total number over the prior four quarters. Job retention is measured each quarter for 1 year after job placement. Performance goals are as follows: 70% job placement rate; retention rates of 80% in 1st quarter; 70% in 2nd quarter; 65% in 3rd quarter, and 60% at one-year. A letter grade given to a provider based on the average of the placement and retention percentages.

Minneapolis Employment & Training & JFCS Case Management contract: Performance goals evaluated include: % served versus plan goal; % successful exiters versus plan goal; Entered Employment Rate = 85%; share of training funds obligated; retention rates of 80% during the second quarter after exit and 70% during the third quarter after exit. The letter grading scale, which combines both the federal and state funding sources, starts at an "A" and a portion of a letter grade is deducted for each benchmark criteria that is not met. Agencies that meet all the criteria and exceed at least one or more are given an "A+".

JFCS Referral contract: Performance is evaluated on a combination of qualitative and quantitative measures including: Recruitment and Reporting (reported outreach to target populations); Eligibility (referred clients meet WIA eligibility guidelines); Accepted Referrals (minimum of 25 of referred candidates are accepted for enrollment); Participant Files and Data Management (followed prescribed data practices policy); and Invoicing (monthly invoices submitted with supporting documentation).

Adult Program Grades

Employment Service Providers	Adult Program Grade
American Indian OIC	B
Department of Employment and Economic Development (DEED)	B
East Side Neighborhood Services (ESNS)	C
EMERGE Community Development	B
Goodwill Easter Seals	C
HIREd	B
Hmong American Mutual Assistance Association (HAMAA)	B
Jewish Family and Children's Service of Minneapolis Career Training Assistance Referral	B
Minneapolis Employment and Training & JFCS Career Training Assistance Case Management	B+
Minneapolis Urban League	B
South East Asian Refugee Community House (SEARCH)	B

Dislocated Worker Grades

The City's Dislocated Worker Program assists adults who lose their jobs through closings, reorganization or other permanent layoffs. Services include job search assistance, career counseling, skill updating and retraining to secure comparable employment.

Ongoing services for individuals and small closings/layoffs are provided by DEED staff at the two Minneapolis WorkForce Centers as well as by HIRED, RESOURCE, and Goodwill/Easter Seals.

Service Provider Evaluation:

Service provider performance is evaluated quarterly on a cumulative basis beginning with the start of each program year funding cycle. Performance goals evaluated include: % served versus plan goal; % successful exiters versus plan goal; Entered Employment Rate = 85%; share of training funds obligated; retention rates of 80% during the second quarter after exit and 70% during the third quarter after exit. The letter grading scale, which combines both the federal and state funding sources, starts at an "A" and a portion of a letter grade is deducted for each benchmark criteria that is not met. Agencies that meet all the criteria and exceed at least one or more are given an "A+".

Composite Performance Key: A = Excellent; B = Good; C = Fair; D = Poor; F = Fail

Dislocated Worker Program Grades

Agency	Workforce Investment Act Programming (WIA) and State Programming (Combined Grade) (7/1/14 – 12/31/14)
Department of Employment and Economic Development (DEED)	A+ (87 WIA / 175 State)
Goodwill Easter Seals	B (13 WIA / 26 State)
HIRED	B- (57 WIA / 118 State)
Resource	C+ (10 WIA / 19 State)

Youth Program Grades

The City of Minneapolis Employment and Training Program offers two distinct youth employment programs: STEP-UP, an intensive summer internship program and the Minneapolis Youth Works Program, offering economically disadvantaged teenagers and young adults between the ages of 14-21 with year-round employment and training services.

Service Provider Evaluation:

STEP-UP summer worksite performance is monitored during the summer program for compliance with program rules/regulations and evaluated on a numeric scale.

Minneapolis Youth Works Program employment service provider performance is evaluated quarterly on a cumulative basis beginning with the start of each program year funding cycle. Providers are evaluated on the following five performance goals 1st – 3rd quarter’s: 1) Actual number of enrollments versus plan; 2) Actual number of exits versus plan; 3) 94% Younger Youth (14-18) Goal Attainment; 4) 85% employment retention in quarter 1; and 5) 85% employment retention in quarter 2. During 4th quarter, service providers are evaluated on the above five measures plus the following three year-end performance goals: 1) 75% Year End Older Youth (19-21) Entered Employment; 2) 88% Year End Younger Youth (14-18) Diploma/Equivalent; and 3) 58% Year End Older Youth (19-21) Credential.

Special projects are evaluated on a letter grade scale based on their performance against measures outlined in their specific work statement.

STEP-UP

Agency	Grade
AchieveMpls	A

Minneapolis Youth Works Program Grades

Agency	Grade	Youth Served
American Indian OIC	A-	8
East Side Neighborhood Services (ESNS)	B-	17
EMERGE Community Development	A-	20
HIRED	A+	88
Minneapolis Urban League	A-	9
Pillsbury United Communities	A+	20
Resource Inc.	A+	75