

# City of Minneapolis Employment and Training

## Quarterly Performance and Grades January 2015 – March 2015



### **City of Minneapolis Employment and Training Leadership:**

Minneapolis City Council Member **Lisa Goodman**,  
Chair, Community Development & Regulatory Services  
Committee

Minneapolis Mayor **Betsy Hodges**

**Carolyn Roby**, Chair, Minneapolis Workforce Council

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### **City of Minneapolis Employment and Training**

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# Adult & Dislocated Worker Program Grades

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

## 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.

**Train-to-Career:** Performance goals evaluated include: # of clients enrolled in industry-recognized credential training versus plan goal, # clients successfully completing training versus plan goal, and # of clients placed in unsubsidized employment at wage  $\geq$  \$360/week (\$18,720 annual) versus plan goal. The letter grading scale starts at an "A" and a letter grade is deducted for each benchmark criteria that is not met.

Employment Service Providers	Minneapolis Works	Train-to-Career
American Indian OIC	<b>B</b>	
Department of Employment and Economic Development (DEED)	<b>B</b>	
East Side Neighborhood Services (ESNS)	<b>B</b>	
EMERGE Community Development	<b>B</b>	<b>B</b>
Goodwill Easter Seals	<b>C</b>	<b>C</b>
HIRED	<b>C</b>	<b>C</b>
Hmong American Mutual Assistance Association (HAMAA)	<b>B</b>	
Lifetrack		<b>A</b>
Minneapolis Urban League	<b>B</b>	
Project for Pride in Living		<b>B</b>
RESOURCE Employment Action Center		<b>B</b>
South East Asian Refugee Community House (SEARCH)	<b>B</b>	

**Service Provider Evaluation:**

**Career Training Assistance:** 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+”.

**Jewish Family and Children’s Services referral contract:** This contract is evaluated on a letter grade scale based on their performance against measures outlined in their specific work statement.

<b>Career Training Assistance</b>	
Jewish Family and Children’s Services	<b>A-</b>
Jewish Family and Children’s Services referral contract	<b>B</b>
Minneapolis Employment & Training	<b>A+</b>

**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+”.

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

<b>Dislocated Worker Program Grades</b>	
<b>Agency</b>	<b>Workforce Investment Act (WIA) and State Programming (Combined Grade) (7/1/14 – 3/31/15)</b>
Department of Employment and Economic Development (DEED)	<b>A-</b> (90 / 211)
Goodwill Easter Seals	<b>A+</b> (16 / 32)
<b>HIRED</b>	<b>B</b> (64 / 154)
RESOURCE Employment Action Center	<b>C+</b> (12 / 24)

# 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	C+	22
East Side Neighborhood Services (ESNS)	A+	28
EMERGE Community Development	A-	32
HIRED	A+	112
Minneapolis Urban League	F	9
Pillsbury United Communities	A+	44
Resource Inc.	A+	95