



RESOURCE Minnesota Resource Center 2014 Outcomes Report

Vision Statement - Educate and prepare individuals for the demands of a global workplace.

Main 2438 - 27 th Avenue S Minneapolis, MN 55406	St. Cloud 3400 First Street N St. Cloud, MN 56303	St. Paul 1450 Energy Park Drive St. Paul, MN 55108
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Program Outcomes

Total number served in 2014 - 724 individuals served <ul style="list-style-type: none"> 165 individuals served by MRC St. Cloud
Total individuals intaked for services - 511 individuals intaked <ul style="list-style-type: none"> 63% individuals with disabilities were intake 41% people of color were intaked
Assessment Services - 176 individuals served - 24% increase from the numbers served in 2013 <ul style="list-style-type: none"> 92% of those served were individuals with disabilities 39% of those served were people of color Transferrable Skills Assessments - 24 Job Tryouts - 11 Corporate Visits - 47 General Aptitude Assessments - 63 Paid Work Experiences - 3 Career Compass (80-hour career and advanced education exploration program) - 28
Career Education - 694 enrollments <ul style="list-style-type: none"> Overall completion rate/all sites -92% Overall completion rate/St. Cloud - 91% 51% of those served through Career Education were people with disabilities (94% completion rate). 37% of those served through Career Education were people of color (85% completion rate). Enrollment breakdown: <ul style="list-style-type: none"> 533 to Career Skills training programs 24 to MRC one-to-one skills training 137 to career enhancement training courses 111 Industry recognized credentials were awarded - 39% were people of color and 61% had a disability Minnesota Resource Center maintained its articulation agreements with Anoka-Ramsey Community College, Dakota County Technical College and Century College.
Employment Services - 135 served <ul style="list-style-type: none"> The average hourly wage at hire for those placed in 2014 was \$12.40 - an increase of .53/hr. (\$12.07 Twin Cities and \$12.72 St. Cloud) 39% of the individuals securing employment were people of color 81% of the individuals securing employment had a disability 58% of the individuals securing employment had access to employer paid benefits Cost per placement - \$2,851 Placement follow-along <ul style="list-style-type: none"> 81% of those placed into jobs retained their job for a minimum of 90 days at an average hourly wage of \$12.45 70% of those placed retained their job for a period of 6 months at an average hourly wage of \$13.35 67% of those placed retained their job for a period of 12 months at an average hourly wage of \$14.87
Employment Retention Services - 161 served <ul style="list-style-type: none"> 65 individuals received Staying On the Job, Job Coaching, ARMHS or Worksite Support Services 96 individuals received Extended Employment Services 93% of those served through Employment Retention Services retained employment



Reducing Disparities - In 2014, Minnesota Resource Center made a commitment to reducing the disparities in the overall completion rates of all training graduates with disabilities and students of color:

- Overall completion rate - 92% (2013 - 93%)
- Completion rate for students with disabilities - 94% (2013 - 89%)
- Completion rate for students of color - 85% (2013 - 85%)

Each year, Minnesota Resource Center sets annual goals for program development, service quality, enhanced staff knowledge, and internal/ external customer service. Additionally, staff adopts new program and personal performance expectations to its goals. Goals are revisited and monitored to ensure overall success and maintain service excellence. In 2014, DEED Vocational Rehabilitation Services closed all service categories, but one, for 11 months. Due to the closing, we saw a 30-40% drop in fee-for-service programming, which created an additional challenge to generate revenue.

To ensure continued staff growth, monthly meetings and trainings were held in these areas: Fetal Alcohol Syndrome Disorder, MNSure Overview, customer service, standards of excellence, safety protocol, active listening, trauma-informed care, motivational interviewing, workplace diversity, de-escalation, crisis intervention and mental health basics.

Participant Demographics (based on the 724 individuals served in 2014)

<i>DEMOGRAPHICS</i>	METRO	ST CLOUD	TOTAL
# of Active	559	165	724
AGE			
0 - 14 year (multiple categories)	0	0	0
15 - 17	22	0	22
18 - 22	99	24	123
23 - 54	354	118	472
55 - 64	80	22	102
65 +	4	1	5
TOTAL	559	165	724
GENDER			
Male	302	50	352
Female	257	115	372
TOTAL	559	165	724
RACE			
African	42	24	66
African American	112	12	124
American Indian	10	1	11
Asian/SE Pacific Islander	19	1	20
Caucasian/White	324	127	451
Hispanic/Chicano/Latino	39	0	39
Multiracial	13	0	13
TOTAL	559	165	724



<i>DEMOGRAPHICS</i>	METRO	ST CLOUD	TOTAL
Income - updated to 2014 Fed Poverty Thresholds			
Below 100% of Poverty = \$11,670	404	122	526
Between 100 - 200% of Poverty = \$11,671 - \$23,340	112	35	147
Above 200% of Poverty = \$23,342+	43	8	51
TOTAL	559	165	724
Housing			
Lives in Own Home/permanent housing	503	153	656
Lives in Temporary Housing	56	12	68
TOTAL	559	165	724
Criminal Background			
Has a Criminal Background at Intake	112	28	140
No Criminal Background at Intake	408	136	544
Criminal Background Unknown	39	1	40
TOTAL	559	165	724
MN CARE/MN HEALTHCARE INSURANCE AT INTAKE			
Receiving MN CARE	274	102	376
Not Receiving MN Care	246	54	300
Unknown	39	9	48
TOTAL	559	165	724
# OF INDIVIDUALS WITH A DISABILITY			
YES	397	51	448
NO	162	114	276
TOTAL	559	165	724
# VETERANS SERVED	29	5	34

New and Continued Programs, Services and Recognitions

- January 2014 – Received funding from MOFAS (MN Organization on Fetal Alcohol Syndrome) to serve 20 individuals with an FASD diagnosis or suspected diagnosis in the areas of career and advanced education exploration and employment – 12 months
- February 2014 – Awarded candidacy for accreditation status with Council on Occupational Education. – Accreditation prep began with survey bring held in April 2015.
- May 2014 – Began second year of foundation funded (McKnight, Bigelow, St. Paul and Marbrook) skills training and employment project in the Westside of St. Paul in partnership with Neighborhood House.
- July 2014 - Received second year of funding from DEED Adult Workforce Development to provide Office and Medical Office Support Training to 12 individuals in out-state Minnesota – 12 months



- July 2014 – Received funding from MN Department of Employment and Economic Development to serve Displaced Homemakers in the area of employment readiness, training and placement.
- July 2014 – Extended Employment Programs (both metro and outstate) met their DEED contract goals and were awarded another 12-month contract.
- August 2014 – Received funding from the Caterpillar Paving Foundation to expand hands on training in its Maintenance Custodial Skills Training Program - 12 months
- September 2014 – Received funding from the Phillips Foundation to survey past training participants, build a training orientation sessions to expand training programming and bring a Career Navigation Coordinator on board to facilitate this programming and assist potential participants eliminate potential barriers to their success. – 24 months
- June 2014 – Received funding from Otto Bremer, Morgan Family and Initiative Foundations to serve 25 immigrants/refugees in English language, workplace culture, technical skills training and employment in St. Cloud – 12 months
- June 2014 – Received funding from Otto Bremer Foundation to offer career exploration programming to students with disabilities in Apollo and Tech High Schools in St. Cloud.
- August 2014 – Received funding from the Caterpillar Paving Foundation to expand hands on training in its Maintenance Custodial Skills Training Program - 12 months.
- September 2014 – Facilitated first Employment Readiness Training class for clients of RESOURCE Chemical and Mental Health services.
- October 2014 – Re-licensed as a private school through the State of MN.
- October 2014 - Received MN Job Skills Partnership (DEED) funding to training 37 low-income Minnesotans in the areas of Office Support and Core Manufacturing – 12 months.
- December 2014 – Offered first industry-specific “showcase” bringing potential Career Education students to three employer sites as well as a tour at a MnSCU partner college, introducing them to employment and post-secondary education opportunities following completion of Minnesota Resource Center Career Education Training Programs – Ongoing.
- December 2014 – Offered Workplace Essentials Training for residents of Mount Airy Housing complex in partnership with St. Paul Public Housing – Ongoing.
- December 2014 – Began offering paid clerical work experiences on-site at Minnesota Resource Center – On going.
- December 2014 – Staff completed their preparations for January 2015 CARF Accreditation Survey.



Business Partnerships

- Business partners involved donated \$192,442 in 2014 through their volunteerism, equipment donations and related support.
- The Business Partner Council (BPC) members finalized its Priorities Document for 2015 at its annual business and appreciation lunch in December 2014.
- Five business partners took on the role of Priority Leads, leading fundraising, business partner growth, technical and work readiness curriculum development and marketing activities.
- Business partners began their role as Council on Occupational Education Institutional and Occupational Advisory Committee members during meetings held in July, October and December.
- Seventy-seven business partners served on the council in the Twin Cities during 2014. Sixteen partners served in St. Cloud during the same time period. Business partners committed time during the year to attend quarterly BPC meetings; as well as assist MRC staff with developing new curriculum ideas.
- The annual Employer Appreciation Luncheon to thank the Twin Cities business partners for their work during the year was held on December 3rd with the eighth annual Karen Sakol Employer Commitment Award being given to Park Nicollet.

Stakeholder Evaluations

Minnesota Resource Center requests stakeholder evaluations to measure our progress to our goal to promote quality programming and services and be a center of excellence. Evaluations from participants and their referring counselors are collected at the completion of services and at their point of exit from Minnesota Resource Center. Staff reviews the evaluations during their monthly meetings with the leadership team to identifying potential changes required to maintain/enhance the quality of services offered.

A total of 495 participant and referral source evaluations were received. This reflects individuals who participated in one or more Minnesota Resource Center services and/or their counselors.

- 97% of the evaluations received from participants rated services and staff as Excellent or Very Good (an increase in satisfaction of 5% over 2013).
- 93% of the evaluations received from referring counselors rated services and staff as Excellent or Very Good.

For more information or to comment contact Kim Feller, Vice President, RESOURCE Minnesota Resource Center at 612-752-8102.

Minnesota Resource Center's mission is to provide quality educational and employment services that challenge and inspire individuals to develop strong work skills and positive attitudes.