

MMI PROGRAM OUTCOME RESULTS – FY10

Vocational Evaluation						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize community-based evaluations	85.0%	100%	100%	N/A	N/A	100%
2. Did program revenue cover program expenses?	Breakeven	YES	YES	NO	NO	YES
3. Maximize customer satisfaction - overall average score - number assessed per quarter	95%	100%	100%	N/A	N/A	100%
4. Maximize funding score satisfaction	95%	100%	100%	N/A	N/A	100%
5. Increase number of evaluations	6/quarter	1	2	0	0	3
Job Placement						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. 60% of new participants will receive job offers within 60 days of intake at MMI for job placement services - # placed in 60 days: 10 YTD: 17 - New participants: 20 YTD: 68	60%	14%	11%	21%	50%	25%
2. 60% of the placement pool will obtain jobs - # unplaced 10.1.08: 28 YTD: 28 - # new referrals: 20 YTD: 68 - Total placement pool: 96 - # placed: 31	60% (YTD)	6%	18%	21%	32%	32%
3. Average starting wage \$7.40 or higher	\$7.40	\$4.93	\$8.21	\$8.00	\$8.11	\$7.67
4. Maximize hours of work - Average work hours at time of placement > 20 hours/week - 90% of placements will meet or exceed the hours/week established in the PCP	20/week 90%	16.5 100%	29 100%	25 100%	26 100%	24 100%
5. 90% of people served will be employed in the job of their choice as measured by follow-up surveys conducted four weeks after placement	90%	100%	100%	100%	100%	100%
6. Reduce program dropouts resulting in negative termination	<20%	63%	62%	33%	30%	54%

Community Employment – Clare

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize average weekly wages	\$75/week	\$50.42	\$45.17	\$44.52	\$42.94	\$45.76
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	100%	100%	100%	100%	100%
3. Maximize job retention # of workers: 14 # of retentions: 11	90%	100%	100%	100%	78.6%	95%
4. Maximize choice in job assignments # of workers: 3 # who chose job: 3	95%	100%	100%	100%	100%	100%
5. Did program revenue cover program expenses?	Break Even	NO	NO	YES	NO	NO
6. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 4	100% 3	100% 4	100% 3	100% 14
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	33% N/A	30% N/A	27% N/A	24% 100%	30% 100%

Community Employment – Isabella

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize average weekly wages	\$75/week	\$57.04	\$57.37	\$72.37	\$65.82	\$63.15
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	85%	100%	96%	87%	92%
3. Maximize job retention # of workers: 75 # of retentions: 71	90%	95%	91%	97%	95%	95%
4. Maximize choice in job assignments # of workers: 15 # who chose job: 14	95%	100%	100%	93%	93%	96%
5. Did program revenue cover program expenses?	Break Even	NO	NO	NO	NO	NO
6. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 13	100% 15	100% 27	100% 15	100% 70
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	50% 100%	59% 75%	58% 75%	51% 75%	59% 75%

Community Employment – Gratiot

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize average weekly wages	\$75/week	\$39.79	\$40.88	\$64.19	\$51.31	\$49.04
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	100%	100%	100%	100%	100%
3. Maximize job retention # of workers: 7 # of retentions: 7	90%	100%	75%	86%	100%	90%
4. Maximize choice in job assignments # of workers: 1 # who chose job: 1	95%	100%	100%	100%	100%	100%
5. Did program revenue cover program expenses?	Break Even	NO	NO	NO	NO	NO
6. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 2	100% 1	100% 4	100% 1	100% 8
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	100% N/A	80% N/A	80% 100%	75% 100%	75% 100%

Community Employment - Montcalm

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize average weekly wages	\$75/week	\$28.32	\$26.86	\$29.60	\$29.51	\$28.57
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	100%	100%	0%	100%	100%
3. Maximize job retention # of workers: 15 # of retentions: 14	90%	100%	94%	88%	93%	94%
4. Maximize choice in job assignments # of workers: 6 # who chose job: 6	95%	100%	100%	100%	100%	100%
5. Did program revenue cover program expenses?	Break Even	NO	NO	NO	NO	NO
6. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 4	100% 3	100% 1	100% 6	100% 14
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	100% N/A	100% N/A	100% N/A	50% N/A	50% N/A

Transitional Employment – Clare

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize community employment opportunities (percentage of TE participants who also work in CE)	35%	24%	21%	21%	31%	24%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	17%	19%	24%	24%	21%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase	25%	52%	78%	107%	7%
4. Did program revenue cover program expenses?	Break Even	YES	YES	YES	YES	YES
5. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 8	100% 23	100% 13	100% 9	100% 53

Transitional Employment – Isabella

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize community employment opportunities (percentage of TE participants who also work in CE)	35%	29%	27%	24%	23%	26%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	25%	17%	22%	26%	23%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase	23%	47%	70%	94%	-6%
4. Did program revenue cover program expenses?	Break Even	YES	YES	YES	YES	YES
5. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 12	100% 22	100% 23	100% 16	100% 73

Community Connections – Clare

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Increase total hours of participation from 1 st to 4 th quarter	10% increase	22%	46%	72%	98%	98%
2. Service revenue will cover or exceed expenses	Break Even	NO	YES	YES	YES	YES
3. Maximize customer satisfaction - My PCP meets my specific needs - overall I am satisfied with services and the effectiveness of my program - number assessed	95% 95%	100% 100% 5	100% 100% 11	100% 100% 5	100% 100% 4	100% 100% 25

Community Connections – Isabella

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Increase total hours of participation from 1 st to 4 th quarter	10% increase	19%	50%	77%	105%	5%
2. Service revenue will cover or exceed expenses	Break Even	NO	YES	YES	NO	NO
3. Maximize customer satisfaction - My PCP meets my specific needs - overall I am satisfied with services and the effectiveness of my program - number assessed	95% 95%	100% 100% 4	100% 100% 13	100% 100% 9	100% 100% 7	100% 100% 33

Case Management – CAMWC

Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize employment (placements as % of total served)	43.5%	18%	19%	21%	22%	20%
2. Maximize average starting wage	\$8.00	\$7.99	\$7.96	\$8.05	\$8.08	\$8.02
3. Maximize employment retention (90 days)	75%	78%	75%	74%	73%	75%
4. Maximize employment retention (180 days)	75%	50%	81%	81%	69%	70%
5. Maximize case closures for earnings	25%	39%	9%	10%	11%	17%
6. Maximize expenditures authorized under the contract	95%	39%	45%	93%	100%	69%

*Fiscal year runs July 1st through June 30th

Youth Services – Region 7B

Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize student participation (percentage of students attaining basic skills, work readiness and occupational skills, based upon personal goal attainment)	95%	100%	99%	98%	98%	98%
2. Maximize positive outcomes at termination - Measure A: Percentage of terminees attaining credentials or diploma - Measure B: Percentage of terminees either working, in post-secondary education, advanced training or in military	90%	91%	90%	100%	98%	98%
	77%	93%	83%	83%	87%	87%
3. Maximize employment (attain enrollment target of 240 students by 7/1/10 in six counties)	240	192	226	227	252	252
4. Maximize expenditures under the contract	95% of the plan	99%	84%	71%	100%	100%
5. Maximize customer satisfaction	91%	100%	100%	100%	100%	100%