

MMI PROGRAM OUTCOME RESULTS – FY09

Vocational Evaluation						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize community-based evaluations	85.0%	85%	80%	N/A	N/A	83.0%
2. Did program revenue cover program expenses?	Breakeven	YES	YES	YES	YES	YES
3. Maximize customer satisfaction - overall average score - number assessed per quarter	95%	100%	100%	100%	N/A	100%
4. Maximize funding score satisfaction	95%	100%	100%	100%	N/A	100%
5. Increase number of evaluations	6/quarter	4	1	2	0	7
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: YTD: 9 - New participants: YTD: 42	60%	66.67%	13.33%	33.33%	0%	21%
2. 60% of the placement pool will obtain jobs - # unplaced 10.1.08: 28 YTD: 44 - # new referrals: YTD: 42 - Total placement pool: 70 - # placed: 26	60% (YTD)	19.35%	38.71%	48.84%	37%	37%
3. Average starting wage \$7.40 or higher	\$7.40	\$5.87	\$8.25	\$7.67	\$5.87	\$6.92
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%	17 100%	21 85.7%	25 90%	21 100%	21 94%
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%	83.3%	85.7%	40%	100%	85%
6. Reduce program dropouts resulting in negative termination	<20%	0%	0%	50%	0%	13%

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	\$66.76	\$63.66	\$50.68	\$46.82	\$56.98
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	N/A	100%	100%	100%	100%
3. Maximize job retention # of workers: 12 # of retentions: 11	90%	100%	100%	100%	91.7%	98%
4. Maximize choice in job assignments # of workers: 2 # who chose job: 2	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% 3	100% 2	100% 12
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	N/A N/A	0% 100%	33% 100%	20% 100%	29% 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	\$70.32	\$60.39	\$58.20	\$58.96	\$61.97
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	N/A	100%	88%	76%	88%
3. Maximize job retention # of workers: 75 # of retentions: 75	90%	96.1%	97.4%	94.7%	100%	97%
4. Maximize choice in job assignments # of workers: 17 # who chose job: 15	95%	100%	100%	91.7%	88%	95%
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% 22	100% 17	100% 24	100% 17	100% 80
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	N/A N/A	N/A N/A	N/A N/A	75% N/A	N/A N/A

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	\$69.43	\$51.66	\$40.93	\$33.16	\$48.79
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	N/A	100%	100%	100%	100%
3. Maximize job retention # of workers: 8 # of retentions: 7	90%	92.3%	86.7%	73.3%	88%	85%
4. Maximize choice in job assignments # of workers: 4 # who chose job: 4	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% 4	100% 1	100% 4	100% 13
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	N/A N/A	13% N/A	13% N/A	13% N/A	13% N/A

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	\$33.39	\$33.49	\$33.20	\$34.63	\$33.68
2. Maximize hours of work - 75% of placements will meet or exceed the hours/week established in the PCP	75%	N/A	100%	100%	100%	100%
3. Maximize job retention # of workers: 15 # of retentions: 15	90%	100%	100%	92.9%	100%	98%
4. Maximize choice in job assignments # of workers: 4 # who chose job: 4	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% 1	100% 5	100% 1	100% 4	100% 11
7. Maximize acquisition of community contracts - new contracts - re-bid contracts	50% 80%	N/A N/A	N/A N/A	N/A N/A	0% N/A	N/A 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%	21%	16%	18%	23%	20%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	23%	15%	16%	20%	19%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase	24%	53%	83%	114%	+14%
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% 11	100% 23	100% 14	100% 13	100% 61

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%	23%	31%	39%	32%	31%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	30%	15%	17%	24%	22%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase	23%	49%	75%	103%	+3%
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% 14	96.4% 28	100% 29	95% 22	98% 93

Transitional Employment - Gratiot

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%	13%	7%	11%	7%	9.5%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	24%	17%	11%	9%	15%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase	25%	53%	83%	95%	-5%
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% 16	100% 9	100% 2	100% 39

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	23%	48%	72%	99%	99%
2. Service revenue will cover or exceed expenses	Break Even	YES	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%	N/A 100% 8	100% 100% 12	100% 100% 4	N/A N/A 0	100% 100% 24

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%	39%	61%	85%	85%
2. Service revenue will cover or exceed expenses	Break Even	NO	NO	YES	YES	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%	N/A 100% 8	100% 100% 9	100% 100% 19	100% 100% 11	100% 100% 47

Community Connections – Gratiot

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%	44%	68%	79%	79%
2. Service revenue will cover or exceed expenses	Break Even	NO	NO	NO	NO	NO
3. Maximize customer satisfaction						
- My PCP meets my specific needs	95%	N/A	100%	100%	N/A	100%
- overall I am satisfied with services and the effectiveness of my program	95%	100%	100%	100%	N/A	100%
- number assessed		2	3	4	0	9