

MMI PROGRAM OUTCOME RESULTS – FY07

Vocational Evaluation						
Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. Maximize community-based evaluations	85%	0%				N/A
2. Did program revenue cover program expenses?	Break Even	YES				YES
3. Maximize customer satisfaction - overall average score - number assessed per quarter	95%	100% 1				100% 1
4. Maximize funding score satisfaction	95%	100%				100%
5. Increase number of evaluations	6 per quarter	1				1
Job Placement						
Goal	Target	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Cumulative
1. 60% of new participants will receive job offers within 60 days of authorization for job placement services - # placed in 60 days: 2 YTD: 2 - New participants: 6 YTD: 6	70%	33.3%				33.3%
2. 60% of the placement pool will obtain jobs - # unplaced 10.1.06: 29 - # new referrals: 11 - Total placement pool: 40 - # placed: 6	60% (YTD)	15%				15%
3. Average starting wage \$5.75 or higher	\$6.95	\$7.19				\$7.19
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%	18.8 100%				18.8 100%
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%
6. Reduce program dropouts resulting in negative termination	<20%	33.3%				33.3%

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	\$49.11				\$49.11
2. Increase number of people working 20 hours/week	5% (baseline: 13)	-46% 7				-46%
3. Maximize job retention # of workers: 18 # of retentions: 18	90%	100%				100%
4. Maximize choice in job assignments # of workers: 5 # who chose job: 5	95%	100%				100%
5. Maximize individual placements as % of total	25%	11.1%				11.1%
6. Did program revenue cover program expenses?	Break Even	NO				NO
7. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 6				100% 6
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	\$63.59				\$63.59
2. Increase number of people working 20 hours/week	5% (baseline: 38)	3% 39				3%
3. Maximize job retention # of workers: 72 # of retentions: 72	90%	100%				100%
4. Maximize choice in job assignments # of workers: 10 # who chose job: 10	95%	100%				100%
5. Maximize individual placements as % of total	25%	17.1%				17.1%
6. Did program revenue cover program expenses?	Break Even	YES				YES
7. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 11				100% 11

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	\$78.47				\$78.47
2. Increase number of people working 20 hours/week	5% (baseline: 13)	8% 14				8%
3. Maximize job retention # of workers: 16 # of retentions: 16	90%	100%				100%
4. Maximize choice in job assignments # of workers: 5 # who chose job: 5	95%	100%				100%
5. Maximize individual placements as % of total	25%	6.3%				6.3%
6. Did program revenue cover program expenses?	Break Even	NO				NO
7. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 5				100% 5
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	\$68.36				\$68.36
2. Increase number of people working 20 hours/week	5% (baseline: 4)	-50% 2				-50%
3. Maximize job retention # of workers: 16 # of retentions: 16	90%	100%				100%
4. Maximize choice in job assignments # of workers: 2 # who chose job: 2	95%	100%				100%
5. Maximize individual placements as % of total	25%	6.3%				6.3%
6. Did program revenue cover program expenses?	Break Even	NO				NO
7. Maximize customer satisfaction - overall, I am satisfied with services - number assessed	95%	100% 2				100% 2

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%	22%				22%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	31%				31%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase (baseline: 48,617)	28% 13,497				28%
4. Did program revenue cover program expenses?	Break Even	YES				YES
5. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 9				100% 9
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%				29%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	38%				38%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase (baseline: 93,445)	25% 23,162				25%
4. Did program revenue cover program expenses?	Break Even	YES				YES
5. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 15				100% 15

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%	20%				20%
2. Maximize paid work opportunities (hours in TE or TEX spent on paid work or microenterprises as % of total hours)	60%	57%				57%
3. Increase total hours of participation from 1 st to 4 th quarter	10% increase (baseline: 36,714)	22% 7,948				22%
4. Did program revenue cover program expenses?	Break Even	NO				NO
5. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 10				100% 10

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 (baseline: 26,228)	30% 7,758				30%
2. Service revenue will cover or exceed expenses	Break Even	NO				NO
3. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 2				100% 2
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 (baseline: 46,358)	28% 13,098				28%
2. Service revenue will cover or exceed expenses	Break Even	NO				NO
4. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 1				100% 1
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 (baseline: 4,287)	46% 1,986				46%
2. Service revenue will cover or exceed expenses	Break Even	YES				YES
5. Maximize customer satisfaction - overall I am satisfied with services - number assessed	95%	100% 1				100% 1