

## MMI PROGRAM OUTCOME RESULTS – FY14-15

Job Placement						
Goal	Target	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	Cumulative
1. 60% of new participants will receive job offers within 90 days of intake at MMI for job placement services	60%	38%	50%	27%	100%	54%
#of new admissions:           7    YTD    41						
# placed in 90 days:        7    YTD    21						
2. 44% of the placement pool will obtain jobs	44%	21%	18%	33%	19%	23%
# unplaced 10.1.13:        29   YTD    29						
# new admissions this ¼ :    7    YTD    41						
# of terms this ¼ :         8    YTD    31						
# of inactives this ¼ :      1    YTD    15						
Total placement pool:      36   YTD    70						
# of placements this ¼ :    7    YTD    36						
3. Average starting wage \$8.00 or higher	\$8.35	\$8.33	\$8.36	\$9.85	\$9.61	\$9.04
4. 75% of individuals placed will retain employment after 90 days	75%	100%	71%	57%	78%	77%
People employed in previous ¼ :   9    YTD    27						
Participants who retained employment   7    YTD    20						
5. 90% of persons served will be satisfied with their employment as measured by follow-up surveys conducted 90 days after placement	90%	100%	100%	83%	89%	93%
# surveyed for this ¼ :        9    YTD    40						
# responded for this ¼ :      9    YTD    24						
# satisfied for this ¼ :       8    YTD    22						

<b>Community Employment – Clare</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Maximize average hourly wage of CE participants Baseline = 4.17	10%> Baseline #	126% 5.27	126% 5.27	121% 5.04	155% 6.48	132% 5.52
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	100%	100%		100%	100%
# satisfied with job assignment	95%	100%	100%		100%	100%
# satisfied with the services received	95%	100%	100%		100%	100%
# assessed in this ¼ :	#	3	4	0	1	8
3. Did program revenue cover program expenses?	Breakeven	NO	NO	YES	YES	Yes
4. Maximize units of service Baseline = 41,041	5%> Baseline #	27% 10,928	26% 10,665	29% 11,775	20% 8,209	102% 41577
<b>Community Employment – Isabella</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Maximize average hourly wage of CE participants Baseline = 4.70	10%> Baseline #	108% 5.06	104% 4.90	111% 5.24	116% 5.46	110% 5.17
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	100%	100%	100%	100%	100%
# satisfied with job assignment	95%	100%	100%	100%	94%	99%
# satisfied with the services received	95%	100%	100%	100%	100%	100%
# assessed in this ¼ :	#	19	30	24	18	91
3. Did program revenue cover program expenses?	Breakeven	YES	YES	YES	YES	Yes
4. Maximize units of service Baseline = 276,772	5%> Baseline #	28% 76,202	24% 67,023	28% 76,128	22% 61,727	101% 281080
<b>Community Employment – Montcalm</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Maximize average hourly wage of CE participants Baseline = 5.10	10%> Baseline #	93% 4.75	106% 5.42	118% 6.00	138% 7.02	114% 5.80
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	100%	100%	100%	100%	100%
# satisfied with job assignment	95%	100%	100%	100%	100%	100%
# satisfied with the services received	95%	100%	100%	100%	100%	100%
# assessed in this ¼ :	#	4	5	6	4	19
3. Did program revenue cover program expenses?	Breakeven	NO	NO	YES	YES	NO
4. Maximize units of service Baseline = 28,765	5%> Baseline #	28% 8,043	30% 8,756	46% 13,089	65% 18,553	169% 48441

<b>Transitional Employment – Clare</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Maximize paid work opportunities in TE or TEX spent on paid work) (hours)	45%	29%	30%	36%	26%	30%
2. Maximize productivity of TE participants	38%	23%	33%	23%	34%	28%
3. Did program revenue cover program expenses?	Breakeven	YES	NO	NO	NO	NO
4. Meet projected units of service Baseline = 195,850	10%> Baseline Budgeted Units	23% 44,371	23% 45,501	24% 47,962	26% 51,059	96% 188893
5. Maximize customer satisfaction overall I am satisfied with services I receive number of participants assessed	95% #	100% 9	100% 18	100% 15	100% 9	100% 51
<b>Transitional Employment – Isabella</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Maximize paid work opportunities in TE or TEX spent on paid work) (hours)	45%	49%	34%	34%	49%	42%
2. Maximize productivity of TE participants	38%	22%	26%	19%	26%	23%
3. Did program revenue cover program expenses?	Breakeven	YES	YES	YES	YES	YES
4. Meet projected units of service Baseline = 393,944	10%> Baseline Budgeted Units	23% 91,474	25% 96,820	26% 100,905	27% 107,538	100% 396737
5. Maximize customer satisfaction overall I am satisfied with services I receive number of participants assessed	95% #	100% 16	95% 20	100% 10	100% 18	99% 64

<b>Community Connections - Clare</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Increase total hours of participation from 1st to 4th quarter Baseline (from 10/1/14) = 158,228	5% #	24% 37,305	21% 33,284	26% 40852	28% 44737	99% 156178
2. Did program revenue cover program expenses?	Breakeven	YES	YES	YES	YES	YES
3. Maximize customer satisfaction						
my PCP meets my specific needs	95%	100%	100%	100%	100%	100%
overall I am satisfied with services I receive	95%	100%	100%	100%	100%	100%
number of participants assessed	#	4	12	5	2	23
<b>Community Connections - Isabella</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Increase total hours of participation from 1st to 4th quarter Baseline (from 10/1/14) = 299,547	5% #	23% 68,284	22% 65,791	25% 75,093	25% 74675	95% 283843
2. Did program revenue cover program expenses?	Breakeven	YES	YES	YES	YES	YES
3. Maximize customer satisfaction						
my PCP meets my specific needs	95%	100%	100%	100%	100%	100%
overall I am satisfied with services I receive	95%	100%	100%	100%	100%	100%
number of participants assessed	#	11	7	7	17	42

<b>Case Management - CAMWC</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. Maximize employment (placements as % of total served)	43.5%	84%	79%	75%	79%	79%
2. Maximize average starting wage	\$8.50	\$9.23	\$8.82	\$8.89	\$9.06	\$9.00
3. Maximize employment retention (90 days)	75%	100%	100%	100%	100%	100%
4. Maximize employment retention (180 days)	75%	82%	79%	82%	82%	81%
5. Maximize case closures for earnings	25%	24%	17%	15%	17%	18%
6. Maximize expenditures authorized under the contract	95%	94%	97%	95%	99%	96%
7. Maximize work participation number of participants placed per ¼ :	60% #	73% 30	65% 21	71% 26	69% 32	69% 109

<b>Community Living Supports - Clare</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. INCREASE TOTAL UNITS OF SERVICE FROM 2014 TO 2015 Baseline (from 10/1/14) = 3,200	5% #	21% 663	23% 735	26% 834	32% 1016	102% 3248
2. DID PROGRAM REVENUE COVER PROGRAM EXPENSES?	Breakeven	NO	NO	NO	NO	NO
3. MAXIMIZE CUSTOMER SATISFACTION						
my PCP meets my specific needs	95%	0	0	0	0	0
overall, I am satisfied with the services I receive	95%	0	0	0	0	0
overall, I am satisfied with my staff	95%	0	0	0	0	0
overall, I am satisfied with the activiteis I receive	95%	0	0	0	0	0
4. Number of participants assessed per ¼ :	#	0	0	0	0	0
<b>Community Living Supports - Isabella</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. INCREASE TOTAL UNITS OF SERVICE FROM 2014 TO 2015 Baseline (from 10/1/14) = 56,692	5% #	19% 10,850	21% 11,641	22% 12330	19% 10805	80% 45626
2. DID PROGRAM REVENUE COVER PROGRAM EXPENSES?	Breakeven	NO	NO	NO	NO	NO
3. MAXIMIZE CUSTOMER SATISFACTION						
my PCP meets my specific needs	95%	100%	100%	100%	100%	100%
overall, I am satisfied with the services I receive	95%	100%	100%	100%	100%	100%
overall, I am satisfied with my staff	95%	100%	100%	100%	100%	100%
overall, I am satisfied with the activiteis I receive	95%	100%	100%	100%	100%	100%
4. Number of participants assessed per ¼ :	#	2	3	1	1	7
<b>Community Living Supports - Montcalm</b>						
<b>Goal</b>	<b>Target</b>	<b>1<sup>st</sup> Quarter</b>	<b>2<sup>nd</sup> Quarter</b>	<b>3<sup>rd</sup> Quarter</b>	<b>4<sup>th</sup> Quarter</b>	<b>Cumulative</b>
1. INCREASE TOTAL UNITS OF SERVICE FROM 2014 TO 2015 Baseline (from 10/1/14) = 78,007	5% #	25% 19,172	25% 19,722	30% 23402	32% 87461	112% 149757
2. DID PROGRAM REVENUE COVER PROGRAM EXPENSES?	Breakeven	NO	NO	NO	NO	NO
3. MAXIMIZE CUSTOMER SATISFACTION						
my PCP meets my specific needs	95%	0%	100%	100%	100%	100%
overall, I am satisfied with the services I receive	95%	0%	100%	100%	100%	100%
overall, I am satisfied with my staff	95%	0%	100%	100%	100%	100%
overall, I am satisfied with the activiteis I receive	95%	0%	100%	100%	100%	100%
4. Number of participants assessed per ¼ :	#	0	5	2	4	11