

MMI PROGRAM OUTCOME RESULTS – FY16-17

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 90 days of intake at MMI for job placement services	60%	36%	57%	8%		34%
#of new admissions: 12 YTD 30						
# placed in 90 days: 1 YTD 9						
2. 35% of the placement pool will obtain jobs	35%	24%	25%	17%		22%
# unplaced 10.1.13: 25 YTD 86						
# new admissions this ¼ : 12 YTD 28						
# of terms this ¼ : 3 YTD 8						
# of inactives this ¼ : 2 YTD 4						
Total placement pool: 37 YTD 114						
# of placements this ¼ : 5 YTD 19						
3. Average starting wage \$8.90 or higher	\$8.90	\$9.67	\$10.50	\$9.57		\$9.91
4. 75% of individuals placed will retain employment after 90 days	75%	12%	100%	36%		49%
People employed in previous ¼ : 8 YTD 39						
Participants who retained employment 5 YTD 14						
5. 90% of participants will be satisfied with their employment as measured by follow-up surveys conducted 90 days after placement	90%	50%	25%	71%		49%
# surveyed for this ¼ : 3 YTD 25						
# responded for this ¼ : 0 YTD 7						
# satisfied for this ¼ : 0 YTD 5						
6. 25% of OJE participants will result in employment once program is completed	25%	0%	25%	18%		14%
# referred to OJE: 9 YTD 22						
# offered employment 3 YTD 4						
7. Number of intakes generated by internal referral	#	0	3	3		6

Community Connections - Clare						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Increase total units of service from 2015-2016 to 2016-2017 Baseline (from 10/1/16) = 155,385	5%> Baseline #	23% 35,846	22% 34,440	26% 40538		24% 110824
2. Program monitoring will average 2.25 or above for community	2.25	1.50	2.58	2.00		2.03
3. Did program revenue cover program expenses?	Breakeven	yes	no	yes		YES
4. Maximize customer satisfaction						
a. My PCP meets my specific needs	95%	100%	100%	100%		100%
b. Overall I am satisfied with services I receive	95%	100%	100%	100%		100%
Number of participants assessed	#	3	12	7		22
Community Connections - Isabella						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Increase total units of service from 2015-2016 to 2016-2017 Baseline (from 10/1/16) = 269,546	5%> Baseline #	22% 60,235	23% 61,606	25% 66279		23% 188120
2. Program monitoring will average 2.25 or above for community	2.25	1.57	2.14	2.00		1.90
3. Did program revenue cover program expenses?	Breakeven	yes	yes	yes		YES
4. Maximize customer satisfaction						
a. My PCP meets my specific needs	95%	100%	100%	100%		100%
b. Overall I am satisfied with services I receive	95%	100%	100%	100%		100%
Number of participants assessed	#	6	11	18		35

Community Employment – Clare						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize average hourly wage of CE participants Baseline = 4.96	5%> Baseline #	37% 6.80	23% 6.08	22% 6.06		27% 6.31
2. The number of people working at minimum wage or greater Baseline = 8	10%> Baseline #	-63% 3	-38% 5	-38% 5		-46% 4
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	100%	100%	na		100%
# satisfied with job assignment	95%	100%	100%	na		100%
# satisfied with the services received	95%	100%	100%	na		100%
# assessed in this ¼ :	#	4	3	0		7
4. Did program revenue cover program expenses?	Breakeven	no	no	no		NO
5. Maximize units of service Baseline = 25,340	5%> Baseline #	23% 5,904	22% 5,558	24% 5958		69% 17420
Community Employment – Isabella						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize average hourly wage of CE participants Baseline = 4	5%> Baseline #	10% 6.78	12% 6.94	9% 6.77		10% 6.83
2. The number of people working at minimum wage or greater Baseline = 8	5%> Baseline #	-10% 36	40% 56	35% 54		22% 49
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 :	#	19	31	15		65
4. Did program revenue cover program expenses?	Breakeven	no	no	no		NO
5. Maximize units of service Baseline = 25,340	5%> Baseline #	24% 58,420	22% 53,988	26% 62744		72% 175152
Community Employment – Montcalm						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize average hourly wage of CE participants Baseline = 7.61	5%> Baseline #	2% 7.73	2% 7.78	2% 7.74		2% 7.75
2. The number of people working at minimum wage or greater Baseline = 22	10%> Baseline #	5% 23	9% 24	32% 29		15%
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 :	#	10	2	5		17
4. Did program revenue cover program expenses?	Breakeven	yes	yes	yes		YES
5. Maximize units of service Baseline = 95,497	5%> Baseline #	29% 27,152	26% 24,432	25% 22911		80% 74495

Transitional Employment – Clare						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize paid work opportunities (measure hours in TE or TEX spent on paid work)	45%	25%	24%	21%		23%
2. Maximize productivity of TE participants	32%	38%	40%	39%		39%
3. Maximize the percentage of individuals who work in a community setting Baseline = 50%	60%	51%	49%	51%		151% 0
4. Did program revenue cover program expenses?	Breakeven	no	no	no		NO
5. Meet projected units of service Baseline = 173,347	5%> Baseline Budgeted Units	23% 39,912	23% 41,673	23% 44681		69% 126266
6. Maximize customer satisfaction a. Overall, I am satisfied with services I receive number of participants assessed	95% #	100% 9	100% 18	100% 11		100% 38
7. Reduce the number of people who participate in building based services 100% of the time (includes TE, ART, Sensory) Number of person served in the building 100% of the time Baseline (as of 10/1/16) = 8	25% #	0% 8	-25% 10	-25% 10		-50% 9
Transitional Employment – Isabella						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize paid work opportunities (measure hours in TE or TEX spent on paid work)	45%	22%	16%	17%		18%
2. Maximize productivity of TE participants	32%	33%	30%	29%		31%
3. Maximize the percentage of individuals who work in a community setting Baseline = 50%	65%	59%	57%	61%		177% 0
4. Did program revenue cover program expenses?	Breakeven	yes	no	no		NO
5. Meet projected units of service Baseline = 363,615	5%> Baseline Budgeted Units	24% 88,226	26% 96,237	25% 91060		75% 275523
6. Maximize customer satisfaction a. Overall, I am satisfied with services I receive number of participants assessed	95% #	100% 17	100% 21	10% 23		70% 61
7. Reduce the number of people who participate in building based services 100% of the time (includes TE, ART, Sensory) Number of person served in the building 100% of the time Baseline (as of 10/1/16) = 35	25% #	0% 35	11% 31	60% 14		24% 27

Case Management - MI! WORKS						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Maximize employment (placements as % of total served)	43.5%	63%	57%	58%		59%
2. Maximize average starting wage	\$8.90	\$9.74	\$10.21	\$10.03		\$9.99
3. Maximize case closures for earnings	25%	26%	31%	30%		29%
4. Maximize expenditures authorized under the contract	99%	100%	92%	87%		93%
5. Maximize work participation	50%	68%	64%	62%		65%
number of participants placed per ¼ :	#	13	14	20		47

Community Living Supports - Clare						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Increase total units of service from 2016 to 2017 Baseline (from 10/1/16) = 3,948	5%> Baseline #	13% 494	0% 0	0% 0		13% 494
2. Did program revenue cover program expenses?	Breakeven	no	no	no		NO
3. Maximize customer satisfaction						
a. Overall, I am satisfied with the services I receive	95%	NA	NA	NA		N/A
b. My PCP meets my specific needs	95%	NA	NA	NA		N/A
4. Number of participants assessed per ¼ :	#	0	0	0		0
Community Living Supports - Isabella						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Increase total units of service from 2016 to 2017 Baseline (from 10/1/16) = 44,962	5%> Baseline #	8% 3,682	27% 11,925	24% 10,777		59% 26384
2. Did program revenue cover program expenses?	Breakeven	no	no	no		NO
3. Maximize customer satisfaction						
a. Overall, I am satisfied with the services I receive	95%	100%	100%	100%		100%
b. My PCP meets my specific needs	95%	100%	100%	100%		100%
4. Number of participants assessed per ¼ :	#	1	4	3		8
Community Living Supports - Montcalm						
Goal	Target	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Cumulative
1. Increase total units of service from 2016 to 2017 Baseline (from 10/1/16) = 83,690	5%> Baseline #	25% 21,275	26% 21,973	28% 23,055		79% 66303
2. Did program revenue cover program expenses?	Breakeven	no	no	no		NO
3. Maximize customer satisfaction						
a. Overall, I am satisfied with the services I receive	95%	NA	100%	100%		100%
b. My PCP meets my specific needs	95%	NA	100%	100%		100%
4. Number of participants assessed per ¼ :	#	0	13	8		21