

## MMI PROGRAM OUTCOME RESULTS – FY17-18

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 #of new admissions:           10   YTD   19 # placed in 90 days:         2    YTD    5	60%	33%	20%			27%
2. 35% of the placement pool will obtain jobs # unplaced 10.1.13:   27   YTD   27 # new admissions this ¼ :   10   YTD   19 # of terms this ¼ :       12   YTD   16 # of inactives this ¼ :    7    YTD   13 Total placement pool:   28   YTD   43 # of placements this ¼ :    9    YTD   12	35%	9%	32%			21%
3. Average starting wage \$9.25 or higher	\$9.25	\$9.20	\$10.53			\$9.87
4. 75% of individuals placed will retain employment after 90 days People employed in previous ¼ :   22   YTD   22 # of placements this ¼ (includes total from above) :   31   YTD   34 Participants who retained employment   2    YTD    3	75%	4%	6%			5%
5. 90% of participants will be satisfied with their employment as measured by follow-up surveys conducted 90 days after placement # surveyed for this ¼ :         8    YTD   14 # responded for this ¼ :        1    YTD    3 # satisfied for this ¼ :         1    YTD    3	90%	100%	100%			100%
6. 25% of OJE participants will result in employment once program is completed # referred to OJE:   10   YTD   17 # offered employment   1    YTD    1	25%	0%	10%			5%
7. Number of intakes generated by internal referral	#	1	1			2

<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 units of service from 16-17 to 17-18 Baseline (from 10/1/17) = 151,844	5%> Baseline #	25% 37,342	26% 38,850			51% 76192
2. Program monitoring will average 2.25 or above for community	2.25	2.00	1.98			1.99
3. Did program revenue cover program expenses?	Breakeven	no	yes			YES
4. Maximize customer satisfaction						
a. My PCP meets my specific needs	95%	100%	100%			100%
b. Overall I am satisfied with services I receive	95%	100%	100%			100%
Number of participants assessed	#	4	11			15
<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 units of service from 16-17 to 17-18 Baseline (from 10/1/17) = 258,060	5%> Baseline #	24% 62,965	28% 71,189			26% 134154
2. Program monitoring will average 2.25 or above for community	2.25	2.50	2			2.32
3. Did program revenue cover program expenses?	Breakeven	yes	yes			YES
4. Maximize customer satisfaction						
a. My PCP meets my specific needs	95%	100%	100%			100%
b. Overall I am satisfied with services I receive	95%	100%	100%			100%
Number of participants assessed	#	8	13			21

<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 = 6.25	5%> Baseline #	-5% \$5.96	-17% 5.18			-11% \$5.57
2. The number of people working at minimum wage or greater Baseline = 5	10%> Baseline #	80% 9	40% 7			60% 8
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	na	100%			100%
# satisfied with job assignment	95%	na	100%			100%
# satisfied with the services received	95%	na	100%			100%
# assessed in this ¼ :	#	0	4			4
4. Did program revenue cover program expenses?	Breakeven	no	no			NO
5. Maximize units of service Baseline = 23,611	5%> Baseline #	23% 5,398	24% 5,566			47% 10964
<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 = 6.80	5%> Baseline #	2% \$6.93	7% \$7.27			4% \$7.10
2. The number of people working at minimum wage or greater Baseline = 70	5%> Baseline #	-21% 55	-24% 53			-23% 54
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	100%	100%			100%
# satisfied with job assignment	95%	100%	100%			100%
# satisfied with the services received	95%	100%	100%			100%
# assessed in this ¼ :	#	20	24			44
4. Did program revenue cover program expenses?	Breakeven	yes	yes			NO
5. Maximize units of service Baseline = 240,732	5%> Baseline #	25% 60,974	22% 53,032			47% 114006
<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 = 7.78	5%> Baseline #	14% \$8.90	2% \$7.96			8% \$8.43
2. The number of people working at minimum wage or greater Baseline = 26	10%> Baseline #	4% 27	31% 34			17% 30.5
2. Maximize satisfaction of CE participants						
# satisfied with amount of hours worked	75%	100%	100%			100%
# satisfied with job assignment	95%	100%	100%			100%
# satisfied with the services received	95%	100%	100%			100%
# assessed in this ¼ :	#	9	2			11
4. Did program revenue cover program expenses?	Breakeven	yes	yes			YES
5. Maximize units of service Baseline = 96,084	5%> Baseline #	23% 22,403	27% 25,915			50% 48318

<b>Employment 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. Maximize paid work opportunities (measure hours in TE or TEX spent on paid work)	45%	22%	26%			24%
2. Maximize productivity of TE participants	32%	33%	37%			35%
3. Maximize the percentage of individuals who work in a community setting Baseline = 53%	60%	53%	54%			107% 0
4. Did program revenue cover program expenses?	Breakeven	no	no			NO
5. Meet projected units of service Baseline = 168,739	5%> Baseline Budgeted Units	23% 38,141	23% 38,246			46% 76387
6. Maximize customer satisfaction a. Overall, I am satisfied with services I receive number of participants assessed	95% #	100% 7	99% 20			100% 27
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 10/1/17) = 12	25% #	33% 8	50% 6			83% 14
<b>Employment 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. Maximize paid work opportunities (measure hours in TE or TEX spent on paid work)	45%	16%	19%			18%
2. Maximize productivity of TE participants	32%	27%	27%			27%
3. Maximize the percentage of individuals who work in a community setting Baseline = 65%	65%	65%	64%			129% 0
4. Did program revenue cover program expenses?	Breakeven	no	no			NO
5. Meet projected units of service Baseline = 359,543	5%> Baseline Budgeted Units	20% 72,210	22% 77,377			42% 149587
6. Maximize customer satisfaction a. Overall, I am satisfied with services I receive number of participants assessed	95% #	100% 17	100% 18			100% 35
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 10/1/17) = 28	25% #	4% 27	39 17			1952% 44

<b>Case Management - MI! WORKS</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 rate (placements as % of total served)	53%	60%	59%			60%
2. AEP Completion	58%	59%	\$57.00			\$28.80
3. Maximize work participation	50%	66%	65%			66%
number of participants placed per ¼ :	#	9	7%			454%

<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 16-17 to 17-18 Baseline (from 10/1/17) = 553	5%> Baseline #	26% 146	28% 156			54% 302
2. Did program revenue cover program expenses?	Breakeven	no	no			NO
3. Maximize customer satisfaction						
a. Overall, I am satisfied with the services I receive	95%	na	na			N/A
b. My PCP meets my specific needs	95%	na	na			N/A
4. Number of participants assessed per ¼ :	#	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 16-17 to 17-18 Baseline (from 10/1/17) = 44,293	5%> Baseline #	24% 10,718	26% 11,723			51% 22441
2. Did program revenue cover program expenses?	Breakeven	no	no			NO
3. Maximize customer satisfaction						
a. Overall, I am satisfied with the services I receive	95%	100%	100%			100%
b. My PCP meets my specific needs	95%	100%	100%			100%
4. Number of participants assessed per ¼ :	#	1	6			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 16-17 to 17-18 Baseline (from 10/1/17) = 90,328	5%> Baseline #	26% 23,421	26% 23,614			52% 47035
2. Did program revenue cover program expenses?	Breakeven	no	no			NO
3. Maximize customer satisfaction						
a. Overall, I am satisfied with the services I receive	95%	100%	100%			100%
b. My PCP meets my specific needs	95%	100%	100%			100%
4. Number of participants assessed per ¼ :	#	5	22			27