

**MMI MANAGEMENT REPORT
COMBINED COMMUNITY CONNECTIONS**

| | | | |
|-------------|-----------|---------|---|
| Fiscal Year | 2019-2020 | Quarter | 4 |
|-------------|-----------|---------|---|

1. PEOPLE WHO RECEIVE SERVICES FROM MMI WILL RECEIVE SOME OR ALL SERVICES IN COMMUNITY SETTINGS

TARGET: 100 PERCENT OF PARTICIPANTS

| | THIS QTR | YTD |
|--|----------|-------|
| Total number of participants who received community based services | 269 | 1,298 |
| Total number of participants | 272 | 1,316 |

2. PEOPLE WHO RECEIVE CC SERVICES WILL ACHIEVE 80 % OF THEIR GOALS

TARGET: 90% OF PARTICIPANTS

| | THIS QTR | YTD |
|---|----------|-----|
| Number of people who met 80% of their goals | 47 | 159 |
| Total number of people | 60 | 227 |

3. ACTUAL STAFF HOURS WILL NOT SIGNIFICANTLY EXCEED THE HOURS JUSTIFIED BY THE UNITS BILLED.

TARGET: 125% OF JUSTIFIED HOURS

| | THIS QTR | YTD |
|-----------------------|----------|--------|
| Actual Staff Hours | 12,044 | 61,415 |
| Justified Staff Hours | 11,009 | 52,516 |

4. PEOPLE WHO RECEIVE SERVICES FROM MMI WILL BE SATISFIED WITH THE SERVICES THEY RECEIVE

TARGET: AVERAGE SATISFACTION RATING OF 2.5

| | THIS QTR | YTD |
|--------------------------|----------|---------|
| Total satisfaction score | 130 | 472.667 |
| Number who responded | 48 | 174 |
| Number surveyed | 0 | 0 |

| Program Goals | 1st Quarter Results | 2nd Quarter Results | 3rd Quarter Results | 4th Quarter Results | Cumulative Results | Achieved Yes/No |
|---------------|---------------------|---------------------|---------------------|---------------------|--------------------|-----------------|
| 100% | 98% | 99% | 100% | 99% | 99% | No |
| 90% | 55% | 71% | 66% | 0.78 | 70% | No |
| 125% | 119% | 119% | 123% | 1.09401399 | 117% | Yes |
| 2.5 | 2.55 | 2.85 | 2.72 | 2.71 | 2.72 | Yes |

**MMI MANAGEMENT REPORT
COMBINED COMMUNITY EMPLOYMENT**

| | | | |
|-------------|-----------|---------|---|
| Fiscal Year | 2019-2020 | Quarter | 4 |
|-------------|-----------|---------|---|

1. THE NUMBER OF PEOPLE WORKING IN COMPETITIVE INDEPENDENT EMPLOYMENT THROUGH CE SERVICES WILL INCREASE

TARGET: 25% MORE THAN AT THE BEGINNING OF THE YEAR

Number of people working in CIE placements as of 10/01/19
 Number of people working in CIE Placements at the end of this qtr.
 Amount of change

| THIS QTR | YTD |
|----------|-----|
| | 30 |
| 47 | |
| | 17 |

2. THE NUMBER OF PEOPLE ON MMI'S PAYROLL WHO ARE EARNING MINIMUM WAGE OR GREATER WILL INCREASE

TARGET: 20% MORE THAN AT THE BEGINNING OF THE YEAR

Number of people working at min. wage as of 10/01/19
 Number of people working at min. wage at end of qtr.
 Amount of change

| THIS QTR | YTD |
|----------|-----|
| | 127 |
| 109 | |
| | -18 |

3. ACTUAL STAFF HOURS WILL NOT SIGNIFICANTLY EXCEED THE HOURS JUSTIFIED BY THE UNITS BILLED

TARGET: 125% OF JUSTIFIED HOURS

Actual Staff Hours
 Justified Staff Hours

| THIS QTR | YTD |
|----------|--------|
| 4,795 | 21,219 |
| 2,969 | 12,804 |

4. PEOPLE WHO RECEIVE SERVICES FROM MMI WILL BE SATISFIED WITH THE SERVICES THEY RECEIVE

TARGET: AVERAGE SATISFACTION RATING OF 2.5

Total satisfaction score
 Number who responded
 Number surveyed

| THIS QTR | YTD |
|-------------|---------|
| 104.3333333 | 289.667 |
| 37 | 102 |
| 0 | 0 |

5. PEOPLE WILL SPEND LESS THAN 365 DAYS ON ENCLAVES BEFORE MOVING INTO COMPETITIVE INDEPENDENT EMPLOYMENT (CIE)

TARGET: 50% OF PEOPLE WHO MOVE INTO CIE

Number of people who were in an enclave less than 365 days
 Number of people who went into Individual Placement

| THIS QTR | YTD |
|----------|-----|
| 0 | 2 |
| 0 | 4 |

| Program Goals | 1st Quarter Results | 2nd Quarter Results | 3rd Quarter Results | 4th Quarter Results | Cumulative Results | Achieved Yes/No |
|---------------|---------------------|---------------------|---------------------|---------------------|--------------------|-----------------|
| 25% | -23% | -13% | -3% | 57% | 57% | Yes |
| 20% | 2% | -24% | -29% | -14% | -14% | No |
| 125% | 143% | 162% | 279% | 162% | 166% | No |
| 2.5 | 2.67 | 2.93 | 2.84 | 2.82 | 2.84 | Yes |
| 50% | 100% | 0% | #DIV/0! | #DIV/0! | 50% | Yes |

**MMI MANAGEMENT REPORT
EMPLOYEE DEVELOPMENT - COMBINED**

| | | | |
|-------------|-----------|---------|---|
| Fiscal Year | 2019-2020 | Quarter | 4 |
|-------------|-----------|---------|---|

1. EMPLOYERS WILL BE WILLING TO PROVIDE A POSITIVE REFERENCE FOR PEOPLE WHO PERFORM WORK FOR THEM THROUGH THE EMPLOYEE DEVELOPMENT SERVICE

TARGET: 85% OF PEOPLE WHO COMPLETE OJE'S

Number of OJE's
Number of OJE's that were given a positive reference

| This Quarter | YTD |
|--------------|-----|
| 1 | 8 |
| 1 | 6 |

2. PEOPLE RECEIVING EMPLOYEE DEVELOPMENT SERVICES WILL COMPLETE THE FULL NUMBER OF HOURS AUTHORIZED

TARGET: 60% OF PEOPLE AUTHORIZED

Number of participants
Number of participants who completed authorized hours

| This Quarter | YTD |
|--------------|-----|
| 0 | 6 |
| 0 | 3 |

3. PEOPLE RECEIVING EMPLOYEE DEVELOPMENT SERVICES WILL BEGIN THEIR OJE'S WITHIN 30 DAYS OF INTAKE

TARGET: 90% OF PEOPLE ENROLLED FOR OJE'S

Number of OJEs
Number of OJEs Started within 30 days

| This Quarter | YTD |
|--------------|-----|
| 7 | 7 |
| 2 | 2 |

4. PEOPLE WHO RECEIVE SERVICES FROM MMI WILL BE SATISFIED WITH THE SERVICES THEY RECEIVE

TARGET: AVERAGE SATISFACTION RATING OF 2.5

Total satisfaction score
Number who responded
Number surveyed

| This Quarter | YTD |
|--------------|---------|
| 0 | 8.83333 |
| 0 | 3 |
| 0 | 4 |

5. STAFF COSTS WILL BE COMPARATIVE TO DOLLARS BILLED TO MRS

TARGET: 40% OF REVENUE

Staff Costs
Dollar amount billed to MRS

| This Quarter | YTD |
|--------------|--------|
| 18215.8 | 102591 |
| 48246.14 | 136897 |

| Program Goals | 1st Quarter Results | 2nd Quarter Results | 3rd Quarter Results | 4th Quarter Results | Cumulative Results | Achieved Yes/No |
|---------------|---------------------|---------------------|---------------------|---------------------|--------------------|-----------------|
| 85% | 100% | 75% | 0% | 100% | 75% | No |
| 60% | 50% | 33% | 100% | #DIV/0! | 50% | No |
| 90% | 0% | 17% | 17% | 29% | 29% | No |
| 2.5 | 2.83 | #DIV/0! | 3.00 | #DIV/0! | 2.94 | Yes |
| 40% | 96% | 73% | 205% | 38% | 75% | No |

**MMI MANAGEMENT REPORT
JOB PLACEMENT - COMBINED**

| | | | |
|-------------|-----------|---------|---|
| Fiscal Year | 2019-2020 | Quarter | 4 |
|-------------|-----------|---------|---|

1. PEOPLE WHO ENTER PLACEMENT SERVICES WILL BE EMPLOYED WHEN THEY TERMINATE FROM PLACEMENT SERVICES

TARGET: 35% OF PEOPLE WHO TERMINATE FROM JOB PLACEMENT SERVICES

Number of participants terminated this quarter
Number of terminated participants who obtained jobs

| This Quarter | YTD |
|--------------|-----|
| 1 | 15 |
| 0 | 13 |

2. STARTING WAGES OF PEOPLE IN THE JOB PLACEMENT PROGRAM WILL BE 10% ABOVE MINIMUM WAGE

TARGET: 50% OF PEOPLE WHO ARE PLACED

Number of people who started employment
Number of people 10% above minimum wage

| This Quarter | YTD |
|--------------|-----|
| 13 | 32 |
| 5 | 12 |

3. PEOPLE WHO OBTAIN EMPLOYMENT THROUGH JOB PLACEMENT SERVICES WILL RETAIN EMPLOYMENT FOR 90 DAYS

TARGET: 75% OF PEOPLE PLACED

Number of people who entered employment in the previous quarter
Number of people who met 90 day retention in this quarter

| This Quarter | YTD |
|--------------|-----|
| 4 | 33 |
| 4 | 32 |

4. PEOPLE WHO RECEIVE SERVICES FROM MMI WILL BE SATISFIED WITH THE SERVICES THEY RECEIVE

TARGET: AVERAGE SATISFACTION RATING OF 2.5

Total Satisfaction Score
Number who responded
Number surveyed

| This Quarter | YTD |
|--------------|---------|
| 0 | 25.3333 |
| 0 | 9 |
| 0 | 12 |

5. PEOPLE WILL OBTAIN EMPLOYMENT WITHIN 90 DAYS OF BEING REFERRED FOR JOB PLACEMENT SERVICES

TARGET: 90% OF PEOPLE REFERRED

Number of people placed within 90 days
Number of people referred

| This Quarter | YTD |
|--------------|-----|
| 15 | 21 |
| 16 | 63 |

6. STAFF COSTS WILL BE COMPARATIVE TO DOLLARS BILLED TO MRS

TARGET: 40% OF REVENUE

Staff costs
Dollar amount billed to MRS

| This Quarter | YTD |
|--------------|--------|
| 18215.8 | 102591 |
| 48246.14 | 136897 |

| Program Goals | 1st Quarter Results | 2nd Quarter Results | 3rd Quarter Results | 4th Quarter Results | Cumulative Results | Achieved Yes/No |
|---------------|---------------------|---------------------|---------------------|---------------------|--------------------|-----------------|
| 35% | 86% | 100% | #DIV/0! | 0% | 87% | Yes |
| 50% | 60% | 18% | 67% | 38% | 38% | No |
| 75% | 90% | 100% | 100% | 100% | 97% | Yes |
| 2.5 | 2.77 | 2.88 | #DIV/0! | #DIV/0! | 2.81 | Yes |
| 90% | 36% | 4% | 13% | 94% | 33% | No |
| 40% | 96% | 73% | 205% | 38% | 75% | No |

**MMI MANAGEMENT REPORT
YOUTH SERVICES - COMBINED**

| | | | |
|-------------|-----------|---------|---|
| Fiscal Year | 2019-2020 | Quarter | 4 |
|-------------|-----------|---------|---|

1. PEOPLE RECEIVING YOUTH SERVICES WILL SHOW IMPROVEMENT IN AREAS COVERED BY THE WORK READINESS SKILLS CHECKLIST

TARGET: 75% OF PEOPLE TESTED

Number of individuals enrolled
Number that showed improvement

| This Quarter | YTD |
|--------------|-----|
| 54 | 324 |
| 54 | 302 |

2. EMPLOYERS WILL BE WILLING TO PROVIDE A POSITIVE REFERENCE FOR PEOPLE IN YOUTH SERVICES WHO RECEIVE AN OJE WITH THEM

TARGET: 60% OF PEOPLE WHO RECEIVE AN OJE

Number of employers surveyed
Number that would provide a reference

| This Quarter | YTD |
|--------------|-----|
| 19 | 21 |
| 16 | 17 |

3. PEOPLE IN YOUTH SERVICES WILL PARTICIPATE IN MORE THAN 50% OF CLASSES HELD

TARGET: 80% OF PEOPLE ENROLLED

Number of individuals enrolled
Number that participated in more than 50% of classes

| This Quarter | YTD |
|--------------|-----|
| 56 | 334 |
| 55 | 319 |

4. PEOPLE WHO RECEIVE SERVICES FROM MMI WILL BE SATISFIED WITH THE SERVICES THEY RECEIVE

TARGET: AVERAGE SATISFACTION RATING OF 2.5

Total satisfaction score
Number who responded
Number surveyed

| This Quarter | YTD |
|--------------|-------|
| 127.1666667 | 543.3 |
| 44 | 190 |
| 0 | 0 |

5. PEOPLE IN YOUTH SERVICES WILL BEGIN AN OJE/T WITHIN 30 DAYS OF FIRST CONTACT

TARGET: 100% OF INDIVIDUALS PLACED

Number of people placed
Number of people placed within 30 days

| This Quarter | YTD |
|--------------|-----|
| 28 | 32 |
| 27 | 27 |

| Program Goals | 1st Quarter Results | 2nd Quarter Results | 3rd Quarter Results | 4th Quarter Results | Cumulative Results | Achieved Yes/No |
|---------------|---------------------|---------------------|---------------------|---------------------|--------------------|-----------------|
| 75% | 100% | 91% | 91% | 100% | 93% | Yes |
| 60% | 50% | #DIV/0! | #DIV/0! | 84% | 81% | Yes |
| 80% | 100% | 94% | 95% | 98% | 96% | Yes |
| 2.5 | 2.57 | 2.87 | 2.92 | 2.89 | 2.86 | Yes |
| 100% | 0% | 0% | 0% | 96% | 84% | No |