

**JULY 2010 MONITORING AND EVALUATION REPORT**

**Contract Performance Information:**

Following is performance and expenditure information through the end of June 2010 per contract or program.

***Employment Service (7/1/2009 – 6/30/2010 @ 100% of program year)***

Employment Service contractors saw very high volumes of customers coming into the Service Centers in Program Year 2009. With the year 100% complete, Job Seeker Office Visits were 250% of the yearly projections in Barry County, and Branch and Calhoun Counties are at 173% and 156% respectively. Employer Assistance/Contacts averaged 114% for the three counties. In total through June 2010, these contracts are 77% spent for the year.

**Employment Service (7/1/2009 – 6/30/2010)**

<b>Activity</b>	<b>Barry County (BISD) Actual Numbers/ Cumulative Projected</b>	<b>Branch County (KCC) Actual Numbers/ Cumulative Projected</b>	<b>Calhoun County (KCC) Actual Numbers/ Cumulative Projected</b>
<b>Job Seeker Office Visits</b>	19,655 / 7,857	23,694 / 13,700	62,391 / 40,100
<b>Other Employer Assistance / Contacts</b>	445 / 457	202 / 175	520 / 400
<b>Expenditures* (% spent to date)</b>	\$81,898 (85%)	\$128,782 (74%)	\$218,607 (76%)
<b>Budget</b>	\$96,039	\$173,838	\$287,235

***WIA Core Services (7/1/2009 – 6/30/2010 @ 100% of program year)***

Core Service Job Seeker office visits were also well above the projected numbers in PY 2009. Barry County finished at 124% of its yearly projection, Branch County at 133% and Calhoun County reached 151% of its yearly projection. Employer Assistance and Contacts finished at 102% in Barry, 101% in Branch and 238% in Calhoun Counties. Program expenditures are on target with all three programs totaling 95% spent after 100% of the program year.

**WIA Core Services (7/1/2009 – 6/30/2010)**

<b>Activity</b>	<b>Barry County (BISD) Actual Numbers/ Cumulative Projected</b>	<b>Branch County (KCC) Actual Numbers/ Cumulative Projected</b>	<b>Calhoun County (KCC) Actual Numbers/ Cumulative Projected</b>
<b>Job Seeker Office Visits</b>	20,971 / 16,900	16,650 / 12,500	58,380 / 38,750
<b>Other Employer Assistance/Contacts</b>	945 / 930	638 / 630	1,845 / 775
<b>Expenditures* (% spent to date)</b>	\$72,095(91%)	\$94,091 (83%)	\$345,289 (99%)
<b>Budget</b>	\$79,169	\$113,276	\$348,590

**WIA Intensive & Training Services (7/1/2009 – 6/30/2010 @ 100% of program year)**

Classroom training and On-the-Job training are the two main training components of the Adult and Dislocated Worker Intensive and Training Programs. At the end of the program year, all programs are over-enrolled ranging from 108% to 438% of their yearly plans. All programs were well above their projected performance for enrollment in classroom training. On-the-Job Training (OJT) enrollment is below projections for most programs. The lower performance in OJTs can be attributed to an economy which continues to be sluggish and the high numbers of participants enrolled in Classroom Training. In total, the Intensive & Training programs are 81% spent after 100% of the program year.

**WIA Adult Services (7/1/2009 – 6/30/2010)**

<b>Activity</b>	<b>Barry County (BISD) Actual Performance/ Cumulative Planned</b>	<b>Branch County (HRDI) Actual Performance/ Cumulative Planned</b>	<b>Calhoun County (HRDI) Actual Performance/ Cumulative Planned</b>
<b>Total Enrollment</b>	106 / 133	153 / 97	338 / 299
<b>NWLB Classroom Training</b>	59 / 77	68 / 24	168 / 93
<b>On-the-Job Training</b>	2 / 2	21 / 10	42 / 50

**WIA Dislocated Worker Services (7/1/2009 – 6/30/2010)**

Activity	Barry County (BISD) Actual Performance/ Cumulative Planned	Branch County (HRDI) Actual Performance/ Cumulative Planned	Calhoun County (HRDI) Actual Performance/ Cumulative Planned
<b>Total Enrollment</b>	141 / 166	216 / 171	440 / 481
<b>NWLB Classroom Training</b>	85 / 118	122 / 29	272 / 77
<b>On-the-Job Training</b>	3 / 5	7 / 13	21 / 43

**WIA Intensive & Training Funds (7/1/2009 – 6/30/2010)**

County	Barry County/ Barry ISD	Branch County/ HRDI	Calhoun County/ HRDI
<b>Expenditures / (% spent to date)*</b>	\$740,755 (90%)	\$727,661 (82%)	\$1,856,474 (77%)
<b>Budget</b>	\$825,047	\$882,665	\$2,406,394

*\*Note: Michigan Works! – Calhoun ISD has received a waiver from DELEG which will allow up 35% of Program Year 2009 funds to be carried into Program Year 2010.*

**WIA Incumbent Worker Training Program (7/01/09 – 6/30/10 @ 100% of program year)**

The Incumbent Worker Training programs are targeted to specific employers or industries that are experiencing a decline and have the potential to undergo layoffs, or are experiencing a serious skills gap that impacts the ability to compete and retain workers. Labor Market Information (LMI) and any available skills gap analysis must be utilized to determine the recipients of Incumbent Worker Training funds. This is the only funding that we receive to help employers with training issues within their existing workforce.

**Kellogg Community College – Workforce Solutions Department**

County	Total Number of Participants Trained / Cumulative Planned	Total Number of Companies Served/ Cumulative Planned
<b>Barry</b>	31 / 30	6 / 3
<b>Branch</b>	30 / 30	3 / 3
<b>Calhoun</b>	107 / 112	9 / 9

County	Barry	Branch	Calhoun
<b>Expenditures/ (% spent to date)*</b>	\$12,615 (71%)	\$13,693 (77%)	\$51,875 (87%)
<b>Budget</b>	\$17,758	\$17,758	\$59,318

***WIA Youth Program (7/1/2009 – 6/30/2010 @ 100% of program year)***

Some of the activities that youth participate in while they are enrolled in the WIA Youth Program are paid and unpaid work experience as well as GED completion and post-secondary training. Unsubsidized job placements are counted once a participant has exited from the program. Other activities that an enrolled youth may be involved in are: tutoring, leadership development opportunities, mentoring services and guidance/counseling.

Examples of post-secondary training participants are receiving include: hotel business management, cosmetology, criminal justice, welding and diesel mechanic, elementary education, medical transcription, medical assistant, phlebotomy, certified nursing assistant training, child psychology, nursing, heating/cooling + thermal energy, dental hygienist, computer aided drafting, human services, engineering, and culinary arts.

***WIA Youth Program (7/1/2009 – 6/30/2010)***

<b>Activity</b>	<b>Barry County/ Barry ISD</b>	<b>Branch County/ Foundation for Behavioral Resources</b>	<b>Calhoun County/ Battle Creek Public Schools</b>
<b>Actual Enrollments</b>	75	110	247
<b>Planned Enrollments</b>	55	80	217
<b>Actual Participation in Work Experience</b>	26	20	40
<b>Planned Participation in Work Experience</b>	22	7	40
<b>Actual Participation in Post-Secondary Ed.</b>	14	21	99
<b>Actual Participation in GED</b>	0	18	11
<b>Expenditures (% spent to date)*</b>	\$173,376 (92%)	\$176,742 (94%)	\$541,072 (96%)
<b>Budget</b>	\$187,512	\$187,512	\$562,535

*Please note – although we have completed 100% of the program year, final bills are not due from contractors of Employment Service and WIA programs until July 30, 2010, therefore, these expenditures / percentages are subject to change.*

***JET Program (10/1/2009 – 6/30/2010 @ 75% of program year)***

In addition to unsubsidized employment goals, the JET Program is also working on expanding work experience and community service work sites as well as vocational training opportunities for JET participants. JET has partnered with area businesses to provide work experience to individuals who complete the Essential Work Skills training (soft skills). The JET Program and KCC are partnering again to offer another Career

Academy in Calhoun (Battle Creek) and Branch counties. Participants from Barry and Albion will attend the training in Battle Creek and will be transported using JET vans. Albion High School will be the site for welding training and Tenneco staff will be the trainers. The JET program received a grant from the Branch Community Foundation to pay for gift cards for participants completing a financial literacy class. Guardian Finance & Advocacy Services has agreed to partner in Calhoun County to assist with financial literacy.

**JET Program (10/1/2009 – 6/30/2010)**

<b>Activity</b>	<b>Barry County</b>	<b>Branch County</b>	<b>Calhoun County</b>
<b>Enrollments</b>	410	712	2452
<b>Placements</b>	73	221	582
<b>90 Day Retention</b>	57	93	331
<b>180 Day Retention</b>	21	39	167
<b>Case Closed for Income</b>	54	124	347
<b>Expenditures (% spent to date)</b>	\$226,097 (66%)	\$313,747 (58%)	\$1,233,271 (58%)
<b>Budget</b>	\$344,086	\$544,940	\$2,138,419

*Food Assistance Employment & Training Program (10/1/2009 – 6/30/2010 @ 75% of program year)*

There are five FAE&T participants enrolled in customized training at KCC which includes the Adult Education Enhancement Initiative and GED preparation. Three will be enrolled in front line customer service training. Two are undecided.

**Food Assistance Employment & Training Program (10/1/2009 – 6/30/2010)**

<b>Activity</b>	<b>Barry County</b>	<b>Branch County</b>	<b>Calhoun County</b>
<b>Referrals</b>	21	29	356
<b>Attended</b>	4	12	174
<b>Placements</b>	1	10	70
<b>Expenditures (% spent to date)</b>	\$2,082 (18%)	\$3,230 (15%)	\$78,360 (94%)
<b>Budget</b>	\$11,579	\$20,842	\$83,370

*Business Services Report – 7/1/2009 – 6/30/2010*

Activity	Barry County		Branch County		Calhoun County	
	May/June	Cumulative	May/June	Cumulative	May/June	Cumulative
<b>Companies Contacted</b>	55	335	201	1,038	407	1,286
<b>Companies Visiting the MW! Serv. Center</b>	6	46	6	34	11	58
<b>Companies Contacted by Phone</b>	26	227	246	801	391	858
<b>Company Visits</b>	6	46	54	273	144	374
<b>Exec. Pulse New Co. Entered</b>	6	74	4	121	4	10
<b>Job Openings</b>	12	36	79	220	77	211
<b>Rapid Response Meetings</b>	0	1	0	0	0	2
<b>Company Downsizings</b>	2	4	0	0	0	0
<b>Company Closures</b>	2	3	1	1	0	0
<b>Company Expansion Projects</b>	0	1	1	3	0	0
<b>New Hires</b>	3	33	21	45	57	108
<b>New OJT Contracts</b>	0	2	0	21	0	42

**Major Projects****Barry County:**

Staff is still working with Bradford White on an expansion project and with Metaldyne to provide Rapid Response and Worker Orientation services to the employees. Barry ISD is also working with a new restaurant which will be opening – hiring will be done through Michigan Works!. The office is also working with three other small companies who are hiring.

**Branch County:**

Staff continues to work on a total of 18 small-scale hiring projects in Branch County and is still working with approximately 40 individuals from Quality Spring Togo related to Rapid Response and Worker Orientation activities.

**Calhoun County:**

Michigan Works! is working with approximately 30 companies in Calhoun County on hiring projects/initiatives. In addition, the Business Services Team is gearing up to work with a new manufacturer in Ft. Custer Industrial Park and two expansion projects in the county.

**Other**

**Business Attraction and Expansion Projects**

One business in Calhoun County and one in Branch County are working toward expansion. The Business Services Team has been working with these businesses and other BST members to assist the businesses in meeting their needs. Two new Incentives Proposals were written during this reporting period. Representatives of the Business Services Team are also working with Battle Creek Unlimited (BCU) on a prospective alternative energy project which may be coming to the area. They have also been working on pieces of another attraction project in conjunction with BCU.

**Toda Update**

Toda America, which broke ground in the Ft. Custer Industrial Park in April, is gearing up to hire some of their key positions by the end of this year. The company will be working with Michigan Works! throughout the hiring process for their staffing needs.

**Partnerships with Economic Development**

The Business Services Team, who enjoys a great relationship with many of the area's economic developers, is working to expand and strengthen these relationships regionally. Members of the Team have scheduled meetings with economic developers throughout the Barry/Branch/Calhoun region in order to continue to build these relationships.

**Business Solutions Professional (BSP) Training**

To date, 16 people throughout our MWA have completed this training. One person is scheduled to begin soon.

***Michigan Prisoner ReEntry (MPRI) Contract Activity (10/1/2009 – 6/30/2010 @ 75% of program year)***

This full report was unavailable and will be distributed at the Board meeting.

**MPRI Expenditure Information: (10/1/2009 – 6/30/2010)**

<b>County</b>	<b>Barry County WFD</b>	<b>Branch County WFD</b>	<b>Calhoun County WFD</b>	<b>KPEP Life Skills (all counties)</b>
<b>Expenditures (% spent to date)</b>	\$13,527 (36%)	\$17,690 (48%)	\$89,654 (53%)	\$242,331 (64%)
<b>Budget</b>	\$37,296	\$37,142	\$168,879	\$380,457

**EXHIBIT E-1**

**Staff Contractor Monitoring Update**

This report shows the results of official staff monitoring that has been conducted in the current program year. The following table shows the results of monitoring for the period of 5/1/2010 through 6/30/2010.

Date	Contract Monitored	Type of Monitoring			Results
		Fiscal	Program	Eligibility	
5/3/10	Branch/Calhoun Core and ES Monitoring		X		<b>Expenditure and Performance issues with regards to NCRC &amp; Re-Employment Programs. Performance Improvement Plan was issued at the recommendation of the Monitoring and Evaluation Committee.</b>
5/7/10	Barry OJT File and Worksite Monitoring			X	<b>No Corrective Action Issued.</b>
5/20/10	Barry Core and ES Contract Monitoring		X		<b>No Corrective Action Issued.</b>
6/2/10	Barry Intensive/Training Contract Monitoring		X		<b>No Corrective Action Issued.</b>
6/7/10	KCC Incumbent Worker Training Contract Monitoring		X		<b>Performance numbers are low as evidenced through MIS Registration. Corrective Action Issued to increase registrations.</b>
6/8/10	KPEP MPRI WFD and Life Skills Contract Monitoring		X		<b>No Corrective Action Issued.</b>
6/22/10	TANF Data Validation Monitoring			X	<b>No Corrective Action Issued.</b>

**DELEG Fiscal Year 2010 JET State Report:** This is a monthly report we receive from DELEG that shows multiple tables containing data for all of the 25 Michigan Works! Areas (MWAs) and compares our area’s performance with other MWAs. Since the last Board book was compiled, we received one monthly report covering the time period from October 1, 2009 through March 31, 2010.

Our MWA again ranked 13<sup>th</sup> (27.4%) out of 25 MWAs in overall employment rate (compared to 26.1% for the state average). The range for the 25 Michigan Works! agencies was from 40.9% to 15.4%.

At an average of \$1,489, our MWA ranked 3<sup>rd</sup> in cost per employment, which compares to a state average of \$2,172. The range for the 25 Michigan Works! agencies was \$1,177 to \$3,825. Our MWA also ranked 7<sup>th</sup> in TANF Case Closures due to Income, which compares to a 11.6% state average and a range of 7.3% to 33% for the Michigan Works! agencies in the state.

Other highlights of the Statewide Report are:

- The Food Assistance Employment & Training Program had 141 enrollments through March 31<sup>st</sup>. This is the second highest number of participants behind the City of Detroit Michigan Works! agency.
- Our MWA ranked 7<sup>th</sup> in employment rate in the Food Assistance Employment & Training Program. At 29.6%, this compares with a 27.7% statewide average and the range for MWAs of 0% to 85.7%. It should be noted that our MWA had both the highest number of participants who have exited this program (29 of 300 statewide) and the highest number of those who entered employment (29 of 83 statewide).

**DELEG WIA 3<sup>rd</sup> Quarter Performance Report:** The Department released the third quarter Program Year 2009 Performance Standards Report, covering the period of July 1, 2009, through March 31, 2010. Staff has been in communication with contractors and DELEG regarding the two “failed” standards and has determined that unofficially our MWA has met or exceeded all of the youth, adult and dislocated worker standards. (Please see the notes following the table for additional information.)

**PROGRAM YEAR 2009 - WIA PERFORMANCE STANDARDS (thru 3/31/10)**

<b>Performance Standard</b>	<b>Planned Performance</b>	<b>Percent of Plan Achieved</b>	<b>Status of Performance</b>
Participant Customer Satisfaction	91.0%	104%	Exceeded
Employer Customer Satisfaction	86.0%	95%	Met

Performance Standard	Planned Performance	Percent of Plan Achieved	Status of Performance
<b>ADULT PROGRAM</b>			
Entered Employment Rate	89.0%	102%	Exceeded
Six Month Retention Rate	84.0%	99%	Met
Earnings in 6 Months	\$10,400	105%	Exceeded
Credential/Diploma Rate	84.0%	108%	Exceeded
<b>DISLOCATED WORKERS</b>			
Entered Employment	94.0%	97%	Met
Six Month Retention Rate	92.0%	91%	Met
Earnings in 6 Months	\$13,200	96%	Met
Credential/Diploma Rate	84.0%	102%	Exceeded
<b>YOUTH PROGRAM</b>			
<b>Older Youth (19-21)</b>			
Entered Employment	78.0%	107%	Exceeded
Six Month Retention Rate	82.0%	81%	Met
Earnings Change in 6 Months	\$3,800	91%	Met
Credential/Diploma Rate	77.0%	74%	Failed*
<b>Younger Youth (14 -18)</b>			
Retention Rate	80.0%	98%	Met
Diploma Rate	89.0%	53%	Failed**
Skill Attainment	95.0%	101%	Exceeded

\* Staff found that one exited youth should not have been included in the calculation, so that brings the percent of plan achieved to 86% and a “Met” performance status.

\*\* Staff found that eight exited youth should not have been included in the calculation, so that brings the percent of plan achieved to 100% and an “Exceeded” performance status.

**DELEG FY10 2<sup>nd</sup> Quarter Trade Act Report**

The DELEG Trade Act (TAA & NAFTA) Report through the second quarter of FY10 (March 2010) shows our MWA has enrolled 181 participants in occupational skills training. The report also shows that our MWA has an entered employment rate of 47.2% (compared to the Statewide average of 60%), an employment retention rate of 76.6% (compared to 86.4% Statewide), and an average earnings in 6 months at \$17,434 (compared to a Statewide average of \$15,469).

**Second Quarter Mystery Shopper Report**

The Michigan Department of Energy, Labor and Economic Growth (DELEG) contracts with a firm to conduct “mystery shopper” visits and phone calls for each of the Michigan Works! Service Centers throughout the state. “Shoppers” pose as job seekers or employers and rate staff with whom they interact in the Centers in the following areas:

- Courtesy
- Helpfulness
- Knowledgeable
- Professionalism
- Overall Satisfaction

Staff is rated on a 1 to 10 scale, with 10 being the highest score.

Following is a table showing the overall satisfaction ratings per center per type of contact for the second quarter, which covers January through March 2010. Note that a perfect 10 rating was received in Battle Creek for an on-site job seeker visit. Marsha Grafft received this rating and also was noted for mentioning to the mystery shopper the Educational Dynamics for Reemployment Services workshops that are available in our MWA.

<b>Type of Contact</b>	<b>Battle Creek</b>	<b>Coldwater</b>	<b>Hastings</b>
<b>Job Seeker Phone</b>	N/A	<b>8</b>	<b>9</b>
<b>Job Seeker On-Site</b>	<b>10</b>	N/A	N/A
<b>Employer On-Site</b>	<b>8</b>	N/A	N/A
<b>Employer Phone</b>	<b>9</b>	<b>9</b>	N/A

**DELEG 2010 Cycle II On-Site Monitoring:** The Department of Energy, Labor & Economic Growth (DELEG) conducted an on-site monitoring visit on June 30-July 7, 2010. The topics that will were monitored include:

- Audit, Audit Resolution, and Debt Collection
- Service Provider Allowable Cost, Cost Allocation, and Cost Classification
- Service Provider Financial Reporting
- Service Provider Procurement and Contract Administration

Since this monitoring was just completed last week, no report has been received yet.

If you’d like more information on any of the above-referenced reports, please contact M.J. Bruns by phone (269-789-2423), fax (269-781-8792) or at the following e-mail address: [brunsm@calhounisd.org](mailto:brunsm@calhounisd.org)