

MARCH 2010 MONITORING AND EVALUATION REPORT

**Contract Performance Information:**

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

***Employment Service (7/1/2009 – 2/28/2010)***

Employment Service contractors are still seeing very high volumes of customers coming into the Service Centers. With the year 66% complete, Job Seeker Office Visits are at 262% of the yearly plan in Barry County, and Branch and Calhoun Counties are at 113% and 106% respectively. Employer Assistance/Contacts average 90% for the three counties. In total through February 2010, these contracts are 49% spent for the year.

***Employment Service (7/1/2009 – 2/28/2010)***

<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>	10,672 / 7,857	11,813 / 13,700	32,372 / 40,100
<b>Other Employer Assistance/Contacts</b>	329 / 234	87 / 175	251 / 400
<b>Expenditures (% spent to date)</b>	\$58,625 (61%)	\$79,963 (45%)	\$120,909 (42%)
<b>Budget</b>	\$96,039	\$173,838	\$287,235

***WIA Core Services (7/1/2009 – 2/28/2010)***

Core Service Job Seeker office visits are also well above the projected numbers for this time; Barry County is at 131% of its yearly projection, Branch County is at 90% and Calhoun County has already reached 103% of its yearly projection. Employer Assistance and Contacts are at 120% in Barry, 85% in Branch and 186% in Calhoun Counties. Program expenditures are on target; all three programs total 66% spent after 66% of the program year.

**WIA Core Services (7/1/2009 – 2/28/2010)**

<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>	14,768 / 11,264	11,303 / 12500	39,794 / 38,750
<b>Other Employer Assistance/Contacts</b>	745 / 619	375 / 630	1,225 / 775
<b>Expenditures (% spent to date)</b>	\$48,376 (61%)	\$62,070 (54%)	\$247,591 (71%)
<b>Budget</b>	\$79,169	\$113,276	\$348,590

**WIA Intensive & Training Services (7/1/2009 – 2/28/2010)**

Classroom training and On-the-Job training are the two main training components of the Adult and Dislocated Worker Intensive and Training Programs. After 66% of the program year, all programs are enrolled ranging from 76% to 146% of their yearly plans. All programs are also 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 43% spent after 66% of the program year. Based on contractor projections, staff is confident that all contractors are on target to expend 100% of funds for this program year.

**WIA Adult Services (7/1/2009 – 2/28/2010)**

<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>	107 / 112	142 / 97	283 / 288
<b>NWLB Classroom Training</b>	59 / 63	66 / 18	141 / 68
<b>On-the-Job Training</b>	2 / 2	8 / 10	12 / 50

**WIA Dislocated Worker Services (7/1/2009 – 2/28/2010)**

<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>	113 / 148	188 / 131	359 / 392
<b>NWLB Classroom Training</b>	81 / 103	77 / 29	207 / 90
<b>On-the-Job Training</b>	2 / 5	2 / 17	2 / 43

**WIA Intensive & Training Funds (7/1/2009 – 2/28/2010)**

<b>County</b>	<b>Barry County Barry ISD</b>	<b>Branch County HRDI</b>	<b>Calhoun County HRDI</b>
<b>Expenditures / (% spent to date)</b>	\$382,411 (46%)	\$405,283 (45%)	\$1,012,953 (42%)
<b>Budget</b>	\$825,047	\$882,665	\$2,406,394

**WIA Incumbent Worker Training Program (7/01/09 – 2/28/10)**

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**

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

<b>County</b>	<b>Barry</b>	<b>Branch</b>	<b>Calhoun</b>
<b>Expenditures/ (% spent to date)</b>	\$6,552 (36%)	\$9,731 (54%)	\$25,799 (43%)
<b>Budget</b>	\$17,758	\$17,758	\$59,318

***WIA Youth Program (7/1/2009 – 2/28/2010)***

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 – 2/28/2010)***

<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	96	274
<b>Planned Enrollments</b>	63	113	231
<b>Actual Participation in Work Experience</b>	27	19	38
<b>Planned Participation in Work Experience</b>	22	7	40
<b>Actual Participation in Post-Secondary Ed.</b>	14	21	105
<b>Actual Participation in GED</b>	0	18	13
<b>Expenditures (% spent to date)</b>	\$117,819 (62%)	\$140,765 (75%)	\$391,022 (69%)
<b>Budget</b>	\$187,512	\$187,512	\$562,535

***JET Program (10/1/2009 – 2/28/2010)***

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 Program (10/1/2009 – 2/28/2010)**

<b>Activity</b>	<b>Barry County</b>	<b>Branch County</b>	<b>Calhoun County</b>
<b>Enrollments</b>	278	507	1661
<b>Placements</b>	53	154	419
<b>90 Day Retention</b>	49	70	255
<b>180 Day Retention</b>	15	15	110
<b>Case Closed for Income</b>	35	84	225
<b>Expenditures (% spent to date)</b>	\$123,704 (41%)	\$137,418 (30%)	\$606,306 (33%)
<b>Budget</b>	\$295,070	\$456,713	\$1,785,510

***Food Assistance Employment & Training Program (10/1/2009 – 2/28/2010)***

The Foundation for Behavioral Resources (FBR) met with DHS in January to discuss referrals and supportive services (bus passes). The meeting went well, however DHS is no longer supplying bus passes for active participants. FBR also applied for a Community Development Block Grant to assist with this program, but they were not awarded funding.

**Food Assistance Employment & Training Program (10/1/2009 – 2/28/2010)**

<b>Activity</b>	<b>Barry County</b>	<b>Branch County</b>	<b>Calhoun County</b>
<b>Referrals</b>	14	17	208
<b>Attended</b>	2	10	115
<b>Placements</b>	1	8	31
<b>Expenditures (% spent to date)</b>	\$1,461 (12%)	\$2,242 (10%)	\$40,413 (48%)
<b>Budget</b>	\$11,579	\$20,842	\$83,370

*Business Services Report***March 2010 Business Services Report**

<b>Activity</b>	<b>Barry County</b>	<b>Branch County</b>	<b>Calhoun County</b>
<b>Companies Contacted</b>	27	234	264
<b>Companies Visiting the Michigan Works! Service Center</b>	5	10	12
<b>Companies Contacted by Phone</b>	17	112	104
<b>Company Visits</b>	5	54	118
<b>Executive Pulse – New Companies Entered</b>	1	21	7
<b>Job Openings</b>	1	25	15
<b>Rapid Response Meetings</b>	0	0	0
<b>Company Downsizings</b>	0	0	0
<b>Company Closures</b>	1	0	0
<b>Company Expansion Projects</b>	0	0	1
<b>New Hires</b>	1	4	4
<b>New On-the-Job Training Contracts</b>	0	0	0
<b>New Michigan Talent Bank Registrations</b>	0	0	1

**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!

**Branch County:**

Staff continues to work on a total of 11 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 17 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 Expansion Initiatives**

Several businesses in Calhoun 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. One new Incentives Proposal was written during this reporting period.

**Business Solutions Professional (BSP) Training**

To date, 15 people throughout our MWA have completed this training. In February, several members of our business community attended a one-day training which provides an overview of the Business Solutions Professional process and training.

***Michigan Prisoner ReEntry (MPRI) Contract Activity (10/1/2009 – 2/28/2010)***

The current population served by the local MPRI is 443 individuals. The distribution is:

County	Population	%
Barry	42	9.5%
Branch	42	9.5%
Calhoun	359	81%

The Board authorized two contracts with KPEP to provide Workforce Development and Life Skills programming.

**MPRI Workforce Development Contract (10/1/2009 – 2/28/2010)**

The Workforce Development Contract provides career assessments, program certificate completion, resume writing skills, job search assistance, volunteer activities, OJT programs and GED programming.

KPEP staff are meeting their targets for employer contacts in all counties. 84 businesses were contacted this fiscal year. Results of the contacts are entered into the Executive Pulse database.

County	YTD Contacts	Monthly Target
Barry	17	3
Branch	30	5
Calhoun	40	8

A summary of KPEP WFD activities follows. Prior month's totals were reported at the last Board Meeting.

WFD	Jan	Feb	YTD Totals	Actual %	Target %
<b>Barry</b>					
<b>Referrals</b>	6	1	<b>21</b>		
Entered	6	1	<b>21</b>		
Assessments	6	0	<b>20</b>	<b>95</b>	<b>90</b>
Certificate	3	1	<b>6</b>	<b>30</b>	<b>40</b>
Employed	0	1	<b>4</b>	<b>20</b>	<b>25</b>
<b>MRS</b>					
REFER.	1	1	<b>2</b>		
OJT	0	0	<b>0</b>		
Active	9	10			
Retention	100%	100%			<b>60</b>
<b>Branch</b>					
<b>Referrals</b>	4	5	<b>20</b>		
Entered	4	5	<b>20</b>		
Assessments	4	5	<b>15</b>	<b>75</b>	<b>90</b>
Certificate	2	3	<b>8</b>	<b>53</b>	<b>40</b>
Employed	3	1	<b>5</b>	<b>33</b>	<b>25</b>
<b>MRS</b>					
REFER.	0	0	<b>3</b>		
OJT	0	0	<b>0</b>		
Active	6	7			
Retention	N/A	0%			<b>60</b>
<b>Calhoun</b>					
<b>Referrals</b>	40	23	<b>151</b>		
Entered	40	12	<b>140</b>		
Assessments	39	12	<b>134</b>	<b>96</b>	<b>90</b>
Certificate	3	8	<b>31</b>	<b>23</b>	<b>40</b>
Employed	7	10	<b>29</b>	<b>22</b>	<b>25</b>
<b>MRS</b>					
REFER.	3	5	<b>12</b>		
OJT	0	0	<b>0</b>		
Active	26	19			
Retention	33%	20%			<b>60</b>

- **38 individuals have obtained employment through this program.**
- **This program has generated 879 hours of community service activity to build resumes and “give back” to the community.**
- **Eight individuals are participating in GED programming.**

**MPRI Life Skills Contract (10/1/2009 – 2/28/2010)**

The KPEP Life Skills Contract focuses on delivering cognitive restructuring classes to MPRI participants through KPEP’s proprietary Successful Thinking Classes.

All MPRI clients who are placed at KPEP for Transitional Housing are required to attend the classes as well as others referred by Parole Agents. As a result, this program is heavily used by Transitional Housing Residents.

A summary of this programming follows:

<b>Successful Thinking Classes</b>	<b>January</b>	<b>February</b>	<b>YTD TOTAL</b>
<b>Barry</b>			
Residents	0	0	0
Classes	0	0	0
Non-Res.	0	0	0
Classes	0	0	0
<b>Branch</b>			
Residents	0	0	2
Classes	0	0	10
Non-Res.	3	2	10
Classes	4	4	13
<b>Calhoun</b>			
Residents	18	16	88
Classes	170	170	911
Non-Res.	5	0	11
Classes	2	0	16
<b>Total Classes</b>			<b>950</b>

Under this contract, KPEP acts as the employer of record of the Community Resource Advocate who identifies and provides services to those returning.

KPEP also provides checking and bookkeeping services for activities such as housing, health care, transportation, entitlements (birth certs., MI ID’s, etc.) and adult education. KPEP is responsible for generating 1099’s to housing vendors and completing monthly financial reports to the CISD.

**Other MPRI Program Notes:**

KCC-AEEI

Another cohort of individuals will be attending the AEEI program at KCC. This is an intensive program to improve academic and computer skills for those planning on attending college. It is followed up with career certificate training.

90% of those attending in the two prior sessions have completed the program. One individual is currently interning at KCC.

Coverage of Local MPRI Sponsored Activities:

**MPRI partner to support Kambly Living Center**

MICHAEL DEBOER • READER SUBMITTED • FEBRUARY 12, 2010

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On February 12, 2010, the Michigan Prisoner Re-Entry Initiative partnered with Kambly Living Center in a community service project to paint the resident living quarters. The labor was provided by women participants in the MPRI program who volunteered their time. MPRI provided the paint and supplies for the project. This project will return an estimated 248 volunteer service hours to the community.

MPRI's goal is to support the successful reentry of parolees from prison into the community.

Volunteer Sharmaine Joseph said that the project “would benefit me as a person to help me get a job and show that I am dependable. I still would have done this even if I was not on parole.”

Parole Agent Melissa Rice who organized the project said volunteering “gives women confidence and lets them contribute to the community.”

Kambly Living Center is non-profit adult foster care facility serving people with developmental disabilities. Started in 1949 by Viola Kambly as a boarding school for mentally impaired children, Kambly has evolved into an adult foster care home that is considered a "preferred provider" by community mental health and social service professionals.

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Eileen Casebeer, Kambly Adminisrtor, Sharmaine Joseph, Agent Rice (Michael DeBoer)

## **Parole agents, officers make house calls**

**TRACE CHRISTENSON • THE ENQUIRER • FEBRUARY 17, 2010**

It was a friendly visit from six armed police officers and four parole officers wearing bulletproof vests.

"The object is not to find violations but to make non-traditional quality contacts," said Noah Nagy, supervisor of the Calhoun County Parole Office, part of the Michigan Department of Corrections. "The object is to show parole is 24/7 and you are expected to be in compliance. And when they are it reinforces good behavior."

The 11 parole agents in the county office have begun teaming with police officers to make unannounced visits to parolees after normal business hours.

"We want to see they are doing what is expected," Nagy said.

In Operation Nighthawk, the parole agents have been working with Battle Creek police for several months. Now they are expanding the program to include deputies from the Calhoun County Sheriff Department and troopers from the Michigan State Police post at Battle Creek.

Agents and officers fan out about once a week and visit as many as 20 parolees, most who served time for violent offenses or are recently paroled.

"They know what is expected of them, but now they don't know when we are stopping by," Nagy said.

One late afternoon last week, agents and members of the Battle Creek Gang Suppression Unit began visiting homes. At several places parolees were not home; at others the agents and officers spent several minutes inside homes, talking with the parolees and family and friends who happened to be there.

"It's more of a relaxed atmosphere and a quality chance to see how they are doing," Nagy said.

At one home, officers learned that the parolee was not home much because he didn't have access to high-speed Internet service needed for his classes at Kellogg Community College, where he was named to the dean's list.

At another home, they didn't find the parolee, but police encountered several people inside along with marijuana. One person was arrested on drug charges, and Nagy said the visit enabled agents to note a potential problem for the parolee.

"We know there are things going on that shouldn't be," he said. "We have a lot of options when we have a better understanding and we can try to find a better environment to give them a chance at success."

Calhoun County has about 440 residents on parole and Nagy said "most of the contacts are with guys sitting at home doing what they are supposed to be doing," although he said the after-hours visits have turned up some violations -- including possession of alcohol, drugs and weapons.

Nagy and Sgt. Steve Bush, supervisor of the Battle Creek gang unit, said the joint program benefits the parole agents and police.

"We help them check to make sure they are in compliance," Bush said. "But if they are doing the right thing, then they have a positive conversation with police, and that is not a bad thing."

And both Bush and Nagy said communication- and information-sharing between the parole agents and the police helps both sides.

"It allows my staff and law enforcement to develop a relationship," Nagy said. "And the police see who is out in the community. "

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Battle Creek officer Tyler Sutherland, left, Ryan Strunk and parole agents Erin Deloof and Noah Nagy leave a home after checking on a parolee. (Trace Christenson/The Enquirer)



## RE-ENTRY ROUNDTABLE: SAFER NEIGHBORHOODS & BETTER CITIZENS

*Re-Entry Roundtable* is a continuing column that provides news, facts, and program successes within the Michigan Prisoner ReEntry Initiative.

### MENTOR HOUSE: A PLACE TO CONNECT

The warm earth-tones of the decor, comfortable furniture and hardwood floor makes The Mentor House a place where people can meet and interact in a home-like setting, far different from the institutional environment many have come to know.

The Mentor House is located near Battle Creek's downtown. The former residence, which stood empty for several months, was purchased by CityLinC Ministries and renovated by volunteers and staff.

The Mentor House is the home of Second Wind Mentors, a program established by CityLinC Ministries to address the needs of those returning to the community. Fifteen groups representing faith-based and secular providers partnered to form Second Wind Mentors.

Second Wind Mentors serves as a point of contact between the community and those returning. The goal is to connect those with needs to those who can help.

CityLinC Executive Director Dale Boyer says that mentoring addresses unmet needs of parolees and, ultimately, the safety needs of the community. He explains that, without a process like mentoring, "we have very little input regarding what the parolee does with his spare time and what he does within his social group. And those are often the very reasons he ends up back in prison."

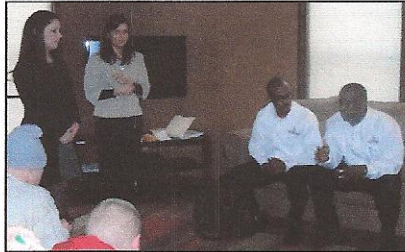
Boyer continues, "The Mentor House provides valuable counseling and mentoring space and other resources that support CityLinC's mission to *'connect children and youth to loving families, families to secure futures, individuals to caring community, and community to personal faith.'*"

A further step has been the selection of Marlene Lawson as Director of the CityLinC Mentor House. Lawson is an author, counselor and certified Life Coach.

Lawson describes her goal of establishing "Connection Points" at The Mentor House:

"I believe change happens within the context of relationship. Our goal is to create opportunities for mentors and parolees to establish intentional positive relationships

that will ultimately influence thinking and lifestyle changes.



Agent Erin DeLoof (left center) with "Mighty Men" Michael Small and Anthony Carter (seated at right).

"Our 'Connection Point' events are just that: opportunities for mentors and returnees to connect and begin those intentional relationships in a safe, positive and neutral setting. Whether centered around a sporting event, like our Super Bowl Connection Point, or a free meal, we want to create a relaxed, relational environment."

Following an open house in December, Lawson has been working with community partners, MPRI and Parole Agents to create "Connection Points." A Super Bowl Party is scheduled to give returning individuals a place to go and socialize, have food and watch the game with potential mentors.

Currently, Parole Agent Erin DeLoof is holding Group Reports at The Mentor House. Her plan is to "introduce them (returning prisoners) to mentoring and The Mentor House." Additionally, by having mentors meet those returning, she wants them to "have other tools to use." "The Mentor House makes them feel comfortable," she said.

Looking to the future Lawson hopes, "As we develop a working relationship with the faith-based community and educate and engage them in this mentoring process, I see them taking ownership of some of these 'Connection Points.'"

"This will create buy-in for the community, as they will have the opportunity to initiate contact with returnees rather than a passive, reactive approach. We are hopeful that this will be a win/win process, benefiting both the returnee and the community."

## BREAKING NEWS

The Michigan Department of Corrections has received Gubernatorial approval to reorganize into three Administrations. The Planning and Community Development Administration (PCDA) will be eliminated under the plan. Work units within PCDA will be transferred to other administrations or moved under the Executive Office Bureau. Look for a comprehensive update in the next edition of F.Y.I.

**MPRI Expenditure Information: (10/1/2009 – 2/28/2010)**

<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>	\$7,640 (20%)	\$7,559 (20%)	\$48,583 (28%)	\$128,162 (33%)
<b>Budget</b>	\$37,296	\$37,142	\$168,879	\$380,457

**EXHIBIT E**

**Staff Contractor Monitoring Update**

This is a new report that will be included in each Board packet. It 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 1/1/2010 through 2/28/2010.

Date	Contract Monitored	Type of Monitoring			Results
		Fiscal	Program	Eligibility	
1/20/10– 1/22/10	HRDI – Adult & D/W Programs – Calhoun			X	No Corrective Action Issued.
1/26/10	2 <sup>nd</sup> Qtr. OJT Monitoring – Branch/Calhoun			X	No Corrective Action Issued.
1/28/10	2 <sup>nd</sup> Qtr. OJT Monitoring - Barry			X	MIS not updated with proper activities end date and ISS Action Plan not updated. Corrective action was issued and participant information was brought back into compliance.
1/14/10- 1/15/10	Barry ISD – Adult & D/W Programs			X	Case note and ISS data update issues. Procurement issues for support services. Corrective action was issued and participant information was brought back into compliance.
2/4/10- 2/5/10	Barry ISD – Youth Worksite Monitoring			X	No Corrective Action Issued.
2/11/10	Calhoun Trade Act Monitoring			X	Procurement issues for support services. Corrective action was issued and participant information was brought back into compliance.

**EXHIBIT E**

<b>Date</b>	<b>Contract Monitored</b>	<b>Type of Monitoring</b>			<b>Results</b>
		<b>Fiscal</b>	<b>Program</b>	<b>Eligibility</b>	
<b>2/18/10</b>	<b>Branch Trade Act Monitoring</b>			<b>X</b>	<b>Procurement issues for support services. Corrective action was issued and participant information was brought back into compliance.</b>
<b>2/1/10-2/2/10</b>	<b>HRDI – All Programs Branch &amp; Calhoun</b>	<b>X</b>			<b>Report not finalized</b>
<b>2/24/10-2/25/10</b>	<b>FBR – All Programs Barry, Branch &amp; Calhoun</b>	<b>X</b>			<b>Report not finalized</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 two monthly reports covering the time period from October 1, 2009 through December 31, 2009.

From the November to December reports, our MWA advanced in rank from 14<sup>th</sup> (28.7%) to 12<sup>th</sup> (26.3%) out of 25 MWAs in overall employment rate (compared to 25.5% in November and 24.5% in December for the state average). The range for the 25 Michigan Works! agencies was from 40.7% to 15% in November and 13.8% to 37.9% in December.

At \$4,477, our MWA ranked **2<sup>nd</sup> in the state** for Cost per Employment in the December report. (This data is reported quarterly.) This compares to a statewide average of \$6,687 and a range of \$10,417 to \$3,176.

Other highlights of the Statewide Reports are:

- Non Custodial Parent enrollments were 111 for both months, with 77 job placements and a placement rate of 69.4%, also for both months. This is above the state average of 40% in November and 41.1% in December. The placement range for the 25 Michigan Works! agencies for both months was from 0% to 100%. [NOTE: Due to a change in State policy, JET Program services to this population were fully discontinued at the end of December, so this should be the final report on outcomes for this population.]
- The Food Assistance Employment & Training Program had 11 enrollments in November and 34 in December and no reported job placements in either month. Actually, the reports showed that none of the MWAs reported placements through December 2009.
- 82% in November and 88% in December of JET participants obtained an assessment score. This compares with a 75% statewide average in December. (No statewide average was provided in the November report.)

**DELEG 2010 Cycle I On-Site Monitoring Visit:** The Department of Energy, Labor & Economic Growth (DELEG) will conducted an on-site monitoring visit on February 16-19, 2010. The topics that were monitored included:

- Allowable Cost, Cost Allocation and Cost Classification
- Budgeting Systems and Internal Controls
- Financial Reporting

No report has been received thus far as a result of this monitoring.

**WIA Program Year 2009 Second Quarter WIA Performance Standards Report:**

The Department released the second quarter Program Year 2009 Performance Standards Report, covering the period of July 1, 2009, through December 31, 2009. I am pleased to inform you that our MWA met or exceeded all but three of the youth, adult and dislocated worker standards for this quarter. Staff is working with contractors on data entry and other issues to be able to improve upon performance in the next quarter.

**PROGRAM YEAR 2009 - WIA PERFORMANCE STANDARDS (thru 12/31/09)**

<b>Performance Standard</b>	<b>Planned Performance</b>	<b>Percent of Plan Achieved</b>	<b>Status of Performance</b>
Participant Customer Satisfaction	91.0%	103%	Exceeded
Employer Customer Satisfaction	86.0%	96%	Met
<b>ADULT PROGRAM</b>			
Entered Employment Rate	89.0%	107%	Exceeded
Six Month Retention Rate	84.0%	94%	Met
Earnings in 6 Months	\$10,400	102%	Exceeded
Credential/Diploma Rate	84.0%	112%	Exceeded
<b>DISLOCATED WORKERS</b>			
Entered Employment	94.0%	95%	Met
Six Month Retention Rate	92.0%	88%	Met
Earnings in 6 Months	\$13,200	95%	Met
Credential/Diploma Rate	84.0%	100%	Exceeded
<b>YOUTH PROGRAM</b>			
<b>Older Youth (19-21)</b>			
Entered Employment	78.0%	64%	Failed
Six Month Retention Rate	82.0%	122%	Exceeded
Earnings Change in 6 Months	\$3,800	121%	Exceeded
Credential/Diploma Rate	77.0%	87%	Met
<b>Younger Youth (14 -18)</b>			
Retention Rate	80.0%	75%	Failed
Diploma Rate	89.0%	32%	Failed
Skill Attainment	95.0%	98%	Met

**Fiscal Year 2010 First 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.

We received the report for the first quarter of the fiscal year, with contacts occurring in December 2009 and January 2010. Two telephone contacts were made by “mystery shoppers”, the first, a job seeker phone call to the Battle Creek Service Center and the second, an employer phone call to the Hastings Service Center.

The Mystery Shopper Job Seeker Phone Call to the Battle Creek Service Center occurred in November 2009. This phone call was handled by Dianah Wells-Wilson. Dianah earned an 8 out of 10 possible. The report states that “She had an upbeat personality” and “was businesslike and to the point.” The report also states that “there were some program elements not mentioned” during the call; however, “the interviewer felt this was a good interview and he would recommend this center to others.”

The Mystery Shopper Employer Phone Call to the Hastings Service Center occurred in January 2010. We are still not sure who handled this phone call, since the report lists the name provided as Cindy and there is no staff by that name at the Hastings Michigan Works! Service Center. At any rate, “Cindy” earned a 9 out of 10 possible. The report states that “She was friendly and helpful” and “was optimistic and professional.” The report also states that “the interviewer was pleased with the information she received”, she “felt she would have received great assistance from staff at this site” and “she would recommend this center to others.”

The report also listed those Service Centers in the state that mentioned or provided information on the No Worker Left Behind initiative during the call or visit. Both of our area’s contacts for this quarter were on that list.

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)