

# 2009 Annual Report to Ottawa County Commissioners

Ottawa County Michigan Works!

# OCMWA Strategic Plan

- **Mission:** To provide strategic direction and coordination of programs and services to meet the workforce needs of local employers and the employment and training needs of individuals
- **Vision:** Through strategic partnerships and collaboration a quality system of career development provides leadership that supports and enriches the employers and workforce in Ottawa County

# Goals

1. Barriers to employment are eliminated to create a workforce that is inclusive and diverse
- 2. Training is available for skilled, high demand occupations**
- 3. Collaborate with key stakeholders to maximize resources**
4. Set the standard nationally for excellence, innovation and customer service
5. Assure that OCMWA and OCWDB internal operations meet high quality standards of excellence & service

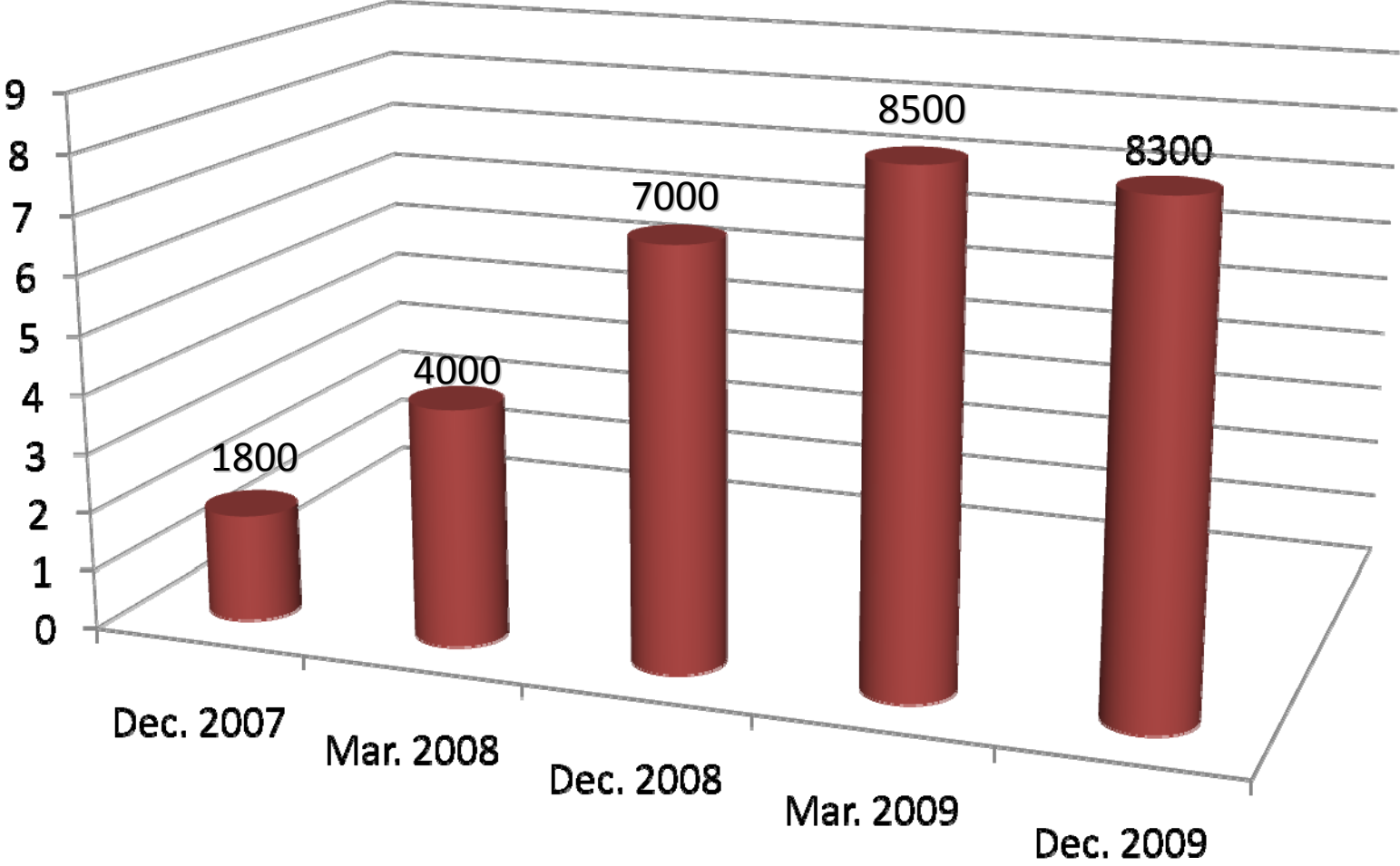
# Funding/Staffing

- Ramped up to handle major influx of ARRA funding for workforce development – over \$5,000,000
  - Hired 2 new Program Supervisors (February)
  - Met challenge of 370% traffic increase in Service Centers from early 2008 – December 2009
  - Moved MI Works administrative office to 115 Clover from James St. due to lack of room (July)
  - Hired Contract Coordinator (July)
  - Hired new secretary for 115 Clover (July)

# OCMWA Budget & Staff Comparison: 1996 - 2010

| Year                     | 1995/96     | 2000/01     | 2005/06     | 2008/09     | 2009/10*     | % Increase |
|--------------------------|-------------|-------------|-------------|-------------|--------------|------------|
| Budget                   | \$1,295,548 | \$2,397,507 | \$4,502,646 | \$5,494,981 | \$12,000,000 | 826%       |
| “Admin” Staff            | 3.5         | 4           | 6.5         | 7           | 8.5          | 143%       |
| Program Staff            | 8           | 25          | 35          | 40          | 60           | 650%       |
| Unemployment<br>% Ottawa | 3.0         | 4.1         | 5.3         | 12.7        | 12.6         | 320%       |

# Service Center Job Seeker Visits



# MPRI

- Applied for and became Fiscal Agent for West Shoreline Michigan Prisoner Re-Entry Initiative (August): \$1,012,155
  - Responsible for administrative oversight for 3 county region: Ottawa, Muskegon, Oceana
  - Inherited MPRI Community Coordinator & Resource Navigator
  - Hired Program Monitor for MPRI
  - Added 12 new subcontractors to deliver services

# Stronger Partnerships with Economic Development & Education

## **Economic Development**

- Lakeshore Advantage
- Grand Haven Chamber
- Ottawa County Economic Development Office

## **Education**

- Community Colleges
- 4-Year colleges & universities
- K – 12
- Early Childhood
- Adult Education

# Summer Youth

- Successfully implemented a Summer Youth Program from May 1 – September 30, 2009. Placed 381 youth, ages 14 – 24 into summer jobs.
  - Utilized over \$1 million for program/placement & jobs between May and September
  - Placed youth with for-profit, non-profit & public employers
  - Continued program through March 31, 2010 with older youth

# Share Network: 11 locations in Ottawa County

- Holland
  1. Community Action House
  2. Macatawa Resource Center
  3. Holland Rescue Mission (2 locations)
  4. Good Samaritan Ministries
  5. Maplewood Church
  6. WOW Center
- Grand Haven
  1. St. Patrick's Church
- Hudsonville
  1. Georgetown CRC
  2. Hudsonville Library
- Jamestown
  1. Patmos Library

# 2009 Annual Report to Ottawa County Commissioners

Ottawa County Community Action  
Agency

# Strategic Plan: Mission & Vision

- **Mission:** To reduce the effects of poverty in Ottawa County by promoting self-sufficiency and economic independence
- **Vision:** The OCCAA will be the Ottawa County go-to place where individuals, families, and partner organizations find needed solutions. Through our efforts the impact of poverty will be eliminated. Ottawa County's individuals and families will be self-sufficient and economically independent.

# Strategic Plan: 1 Year Goals

- 1. Structure OCCAA to successfully achieve ARRA goals & requirements**
2. Develop a regional approach to address needs in each county quadrant
3. Develop an involved & accountable advisory board
4. Develop a marketing plan
5. Develop unmet needs reporting system
- 6. Develop a plan to expand provision of life skills services**

# Strategic Plan: 3 – 5 Year Ends

- 1. Secure dependable and flexible program funding – expand non-formula funding**
2. Establish OCCAA visibility within Ottawa County so that we can be an effective community conscience
- 3. Foster and nurture improved collaboration among providers of basic needs services**
- 4. Expand programs that impact long-term economic self-sufficiency**
5. Improve access to CAA programs by integrating CAA and MI Works programs/staff
6. Establish a process to evaluate and respond to unmet needs

# Funding/Staffing

- Ramped up to handle major influx of ARRA funding for Community Action
  - **Weatherization:** \$2.8 million in funding for period of 4/1/09 – 3/31/12 – over \$1 million per year, including regular weatherization funds.
  - Hired 4 new staff to handle significant increase in people served
  - Procured 5 additional small business contractors to handle increased workload for weatherization work (9 total subcontractors)
  - Recruited and assisting over 500 eligible households for weatherization work

# Emergency Services

- Hired a full-time Emergency Services Coordinator for CAA
  - Provides needed supervision for Assessment & Eligibility Specialists, especially in light of growing staff. Key position to assist CAA Program Supervisor
  - Allows Program Supervisor to focus on implementing self-sufficiency goal for CAA initiatives

# Other Services

- Tax Assistance
  - Helped 791 low-income households realize approximately \$2 million in tax returns and credits in Ottawa and Allegan Counties
- Developed a plan to utilize \$415,000 of Community Service Block Grant/ARRA funding
  - To help low-income families with utility assistance and also to assist other organizations in Ottawa County – see chart below

# Community Service Block Grant

| Organization  | Project Supported   |
|---|---|
| <b>Ottawa County CAA</b>                                | Funding for utility assistance/shut-off avoidance   |
| <b>Ottawa County Health Department</b>                  | Assessment and data acquisition to increase access to health care services for low-income uninsured adults in Ottawa County   |
| <b>Ottawa County CMH</b>                                | Coordinated solutions so that uninsured, underinsured and low income individuals have access to needed mental health services |
| <b>Ready for School Holland/<br/>Zeeland Foundation</b> | Increase accessibility & affordability for childcare for low-income families  |
| <b>Safe Kids Lakeshore</b>                              | Continue programming to prevent accidental childhood deaths   |
| <b>CALL-211 of the Lakeshore</b>                        | To increase marketing/visibility in eastern Ottawa Co.  |

# Community Service Block Grant

| Organization                                   | Project Supported  |
|--|--|
| <b>Disability Network Lakeshore</b>            | Expedite applications for SSI/SSDI for homeless individuals  |
| <b>Ottawa County Homeless Youth Council</b>    | Coordination & Planning for services to homeless youth   |
| <b>Good Samaritan Ministries</b>               | Homeless Prevention & Rapid Re-Housing project   |
| <b>Community Action House</b>                  | Homeless Prevention & Rapid Re-Housing project   |
| <b>Salvation Army – Grand Haven</b>            | Homeless Prevention & Rapid Re-Housing project   |
| <b>Ottawa County Community Garden Project</b>  | Purchase needed tools and equipment to support the effort  |
| <b>Ottawa County Public Housing Commission</b> | Procured consultant to assist with defining role & responsibilities for Ottawa County Housing Commission (will continue into 2010) |

# Ottawa County Michigan Works & Community Action Agency



Aqua: County Commission/  
Administration  
Blue: Community Action  
Red: Michigan Works  
Lavender: Both CAA & MW  
Teal: MPRI

