



KALAMAZOO REGIONAL EDUCATIONAL SERVICE AGENCY

2013 - 2014 Annual Report



inspiring educational excellence

It is an honor to be the Superintendent at Kalamazoo RESA. This community embodies a commendable commitment to educating all children, and I am grateful for the opportunity to be a part of it. I truly believe our collaboration is transforming lives and inspiring educational excellence in our county, from cradle to career.

I am proud that area leaders look to Kalamazoo RESA to collaborate with many different entities to benefit our entire educational system. I have always had a keen interest in government and policy and how they can positively impact people when developed and applied wisely. Over the year, I have advocated for many reforms to help make schools more relevant for students who are entering an economy and a culture that is changing rapidly. Our students need the highest levels of knowledge, skill, and character. Our schools, in partnership with families, play a key role in that development.

I continue to be impressed with our Kalamazoo RESA staff. They perform their jobs with high levels of both skill and passion. They help the youngest students in Kalamazoo County reach their potential by helping prepare them for kindergarten. On the other end of the spectrum, they are working in collaboration with our local districts, community college and non-profit community to expand post-secondary options through Early Middle College.

Kalamazoo RESA is a leader among Educational Service Agencies/Intermediate School Districts in our state and has numerous assets upon which to build a great future for the children in our county. Words alone cannot do justice to the depth and breadth of our programs, so I invite you to visit any of our Kalamazoo RESA sites to see how public funds, private philanthropy and community engagement combine to make many educational dreams a reality. We will continue to grow our leadership and service to the community, families and children we serve.

Sincerely,

A handwritten signature in black ink that reads "David Campbell". The signature is stylized with large, flowing letters.

David Campbell, Superintendent



Kalamazoo RESA Board of Education



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For More Information:

Kalamazoo Regional Educational Service Agency
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Our Mission

The Kalamazoo Regional Educational Service Agency exists to transform lives by inspiring educational excellence. We provide cradle-to-career services and support through highly talented professionals, successful partnerships and innovative practices.

Statement of Purpose

Kalamazoo RESA is committed to providing educational support services for all students in public and nonpublic schools. We provide leadership and act as a proactive force in education.

Kalamazoo RESA is a communicator, a facilitator and a partner working with our local community, local school districts, state legislature and the State Department of Education.

Kalamazoo RESA receives its legal authority from the state legislature and the state board of education, but it receives its credibility by serving the educational needs of the community, and ultimately, the students.

The number one goal of Kalamazoo RESA is service.

Constituent Districts:

- Climax-Scotts Community Schools
- Comstock Public Schools
- Galesburg-Augusta Community Schools
- Gull Lake Community Schools
- Kalamazoo Public Schools
- Parchment School District
- Portage Public Schools
- Schoolcraft Community Schools
- Vicksburg Community Schools
- Evergreen Academy
- Forest Academy
- Lakeside Academy
- Oakland Academy
- Paramount Charter Academy
- Youth Advancement Academy
- 18 nonpublic schools in Kalamazoo County

Nondiscrimination Notice

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following position at Kalamazoo RESA has been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Director, Tom Zahrt; Assistant Superintendents: Margie McGlinchey and Laurie Montgomery. Contact information: 269-250-9200.

Instructional Center

The Kalamazoo RESA Instructional Center provides focused, research-based support to districts aimed at improving student achievement.

Professional development opportunities and consultation are provided at Kalamazoo RESA and in local school districts.

In 2013-2014:

- Instructional Coaching Model launched. Our consultants work in districts with individual teachers and grade level teams to support highly effective research-based instruction. We provided more than 250 district instructional coaching days in the areas of English Language Arts, Mathematics and Classroom Management.
- More than 110 workshops were offered.
- 1,752 teachers and administrators participated in professional development.

Other services included:

- Professional development for administrators from 15 districts
- 52 participants in the Administrators Academy
- Monthly meetings for:
 - Curriculum leaders
 - Instructional technology coordinators
- School improvement review and feedback
- Capacity-building initiative
- Community trainings

- Managing SCECHs for workshop attendance, teacher mentors, supervision of interns and school improvement meetings

Workshop and consultation topics included:

- Response to Intervention (RTI)
- School Improvement
- Instructional Practices and Strategies
- Professional Learning Communities
- Literacy Instructional Strategies PreK-12
- Bully Prevention
- Classroom Management
- Multi-Tiered Systems
- Common Core State Standards
- Technology Integration
- Collaboration
- Principal Leadership
- Formative Assessment
- Math Instructional Strategies
- Positive Behavior Support
- Data Management & Analysis
- Next Generation Science Standards

Data Management & Analysis

Kalamazoo RESA offers data warehousing as well as training and support services on data management and analysis.

Services provided during 2013-2014 included:

- 737 authorized user accounts
- Bimonthly user group meetings
- Training on District Data Analyzer for local district staff

“It was amazing and very useful. Great ideas that can be easily used.”

“The information was structured and relevant, it opened my eyes to my own inconsistency.”

“The presenters were clear and engaging, information was applicable and helpful.”

“It made me consider what changes are needed to take my game to the next level.”

— Comments from Instructional Center workshop participants



Business Office/Human Resources

“Thank you again for getting that information to our auditors while I was gone last week! I appreciate you greatly!”

“Thank you for your email yesterday about reports that I can pull to balance insurance. If you could tell me where to export that report from, that would be helpful, I really struggle with the payroll part right now. Thanks again for all your help, I really appreciate it!”

The Kalamazoo RESA business office provided local schools with a variety of administrative and fiscal services in 2013-2014, including:

- 924 employees and substitute teachers fingerprinted by the Kalamazoo RESA Human Resources department
- Business Office services for local school districts including payroll, accounts payable, accounts receivable, business manager services and grant accounting
- Pupil auditing and training
- Countywide transportation coordination
- Fiscal services for cooperative programs such as EFE, EFA and special education
- Coordinated cooperative purchasing
- Monthly business manager meetings
- 403(b) compliance through the MRIC (Michigan Retirement Investment Consortium)
- Medicaid outreach and fee for service processing generating more than \$1,529,243 in revenue countywide
- Enhancement millage administration
- State reporting and data collection
- Backup accounting and payroll staff
- The Kalamazoo RESA Attendance Office was involved with 549 truancy referrals during 2013-2014.
- Substitute teacher coordination with Professional Educational Services Group (PESG) and AESOP

automated substitute-finder system. There were approximately 970 substitute teachers registered in 2013-2014.

- AppliTrack job posting and applicant tracking consortium. Eight districts within Kalamazoo RESA currently participate in the consortium. There were approximately 531 jobs posted on the AppliTrack system in 2013-2014.

Regional Educational Media Center (REMC)

REMC 12 is one of 22 such centers in the state. It offers services in educational technology support, printing, shredding, graphics, bindery, regional delivery, instructional videos, the Teacher Materials Center and cooperative purchasing.

REMC 12's service area includes school districts in Barry, Kalamazoo and St. Joseph counties and parts of Van Buren County. Many other school districts throughout Michigan take advantage of REMC 12's printing operation.

Services and savings provided to schools during 2013-2014 included:

- 63,382 documents and boxes delivered
- 15,854 jobs printed
- 1,104 instructional videos loaned
- \$1,991,472 saved through the REMC Bid Catalog
- \$194,637 saved on Discovery Education streaming licenses
- 35,467 videos/segments streamed through Discovery Education
- \$9,581 saved on public performance licenses

Transportation

The Regional Transportation Safety Institute provides training and management consultation services to 130 schools in nine intermediate school districts.

During the July 2013 – June 2014 training cycle:

- 231 new bus drivers were trained.
- 939 bus drivers received continuing education.
- 98 drivers trained in evasive maneuvers on a closed course, the only one of its kind in the United States.
- 599 employees participated with random drug and alcohol testing.
- 79 transportation supervisors were trained.
- 220 commercial driver's license skills tests were performed.

Special Education

Kalamazoo RESA provides diverse special education services throughout Kalamazoo County that serve students from infancy, and if necessary, continuing to age 26.

Audiology Services – The audiologist selects, fits, assesses and maintains assistive listening technology and provides consultation services to facilitate the educational development of students with hearing loss, in addition to providing full audiological evaluations and hearing screenings for students with suspected hearing loss.

Family, Infant, Toddler Program (FIT) and Early On Programs –

These programs provide early intervention to families with children with disabilities from birth to age 3.

Hearing Impaired Program and Services – Teachers, interpreters for the hearing impaired, teacher consultants, an audiologist and speech and language therapists work collaboratively with students with hearing impairments, their families and other school personnel to provide necessary instruction and access to instruction, through appropriate services, materials and equipment.

Juvenile Home Schools – Provide educational programming to adjudicated youth through the Intensive Learning Center and Youth Center School.

Preprimary Evaluation Team (PET) – Provides developmental assessment for children ages birth to 6 years old.

Transition Services – Provides a coordinated set of activities through the school, along with other agencies, to promote successful movement from high school to adult life by focusing on the areas of post-secondary education, employment, community participation and independent living skills.

Visually Impaired Services – Teacher consultants/specialists, orientation and mobility specialists and Braille/media specialists work collaboratively with students with visual impairments, their families and school personnel in order to provide access to instruction by providing appropriate services, materials, and equipment.

Valley Center School – Provides special education services and the general curriculum to students with significant emotional impairments or unique behavioral needs. Students are referred from local school districts within the county. Referral considered for students in grades 3 through 12.

WoodsEdge Learning Center – Serves students between the ages of 3 and 26 who have autism or severe multiple impairments and severe cognitive and physical disabilities. The school also operates 12 classrooms for students with autism, located in Parchment, Portage and Schoolcraft, as well as the Hearing Impaired Program (3 classrooms located in Portage) and Visually Impaired Services. Our mission, “We are an innovative school dedicated to developing independence in our students,” and our vision, “A community without barriers,” drives our instructional decisions.

Young Adult Program (YAP) – Provides special education services to young adults, 18-26 years old, who have a developmental disability, to learn skills for a successful transition into a meaningful and more independent lifestyle.

During 2013-2014, Kalamazoo RESA provided special education services to students from all nine districts in Kalamazoo County:

- 154 students who have cognitive impairments, severe multiple impairments, early childhood developmental delay or are physically/otherwise health impaired at WoodsEdge Learning Center
- 194 students with autism at WoodsEdge Learning Center and local district sites
- 515 families/children in Early On and Family, Infant, Toddler (FIT) programs
- 417 children evaluated by the Preprimary Evaluation Team (PET); 163 of the evaluations required teams of 3-5 staff members

- 153 students participated in hearing impaired services, programming and/or screenings and evaluations
- 105 students received services for the visually impaired; including 30 screenings/evaluations conducted during the year in local districts, at WoodsEdge Learning Center, and in the FIT/PET programs.
- 65 full audiological evaluations and 65 Great Start Screenings were conducted in the Audiology Clinic at Kalamazoo RESA
- 136 students in the Young Adult Program
- 8 students participated in Project SEARCH
- 200 students in the Juvenile Home Schools Intensive Learning Center and Youth Center School
- 56 students with severe emotional or behavioral impairments or unique behavioral needs at Valley Center School
- 9 students at the Kalamazoo Psychiatric Hospital
- Additionally, through tuition reimbursement, 2 students with hearing impairments from outside Kalamazoo County received programming and/or services from Kalamazoo RESA's teacher consultants specializing in hearing and visual impairments.



WoodsEdge Learning Center's "Mission in Action"

1. WE are committed to making sure that every student has a way to communicate.
2. WE allow students time to do things independently.
3. WE ask: What am I doing for my students that they could do for themselves?
4. WE use state of the art technology to foster independence.
5. WE implement evidence based practices.
6. WE use a team approach.
7. WE recognize each student as a unique individual with unique strengths and needs.

Valley Center School Mission and Beliefs

Valley Center School is committed to maximizing the individual achievement of students referred by local districts, enabling them to function successfully in the community. We accomplish this by providing a small, specialized environment and working with parents and the community.

We Believe . . .

- Every individual deserves to be treated with dignity and respect.
- Every individual can learn.
- Learning enhances self-worth and self-worth enhances learning.
- Everyone is unique.
- Educational expectations need to be considered on an individual basis.
- Individuality and diversity are valued.
- Learning is a lifelong challenge.
- Students learn best when the home, school and community work together.

“I’m grateful to be able to work with our deaf and hard-of-hearing students for their entire academic careers – from the time they’re identified with hearing loss until they graduate. It’s inspiring to witness their tremendous academic and personal growth as they become responsible, self-advocating adults.”

— Nancy Gallihugh, Educational Audiologist at Kalamazoo RESA

Education for the Arts

Education for the Arts (EFA) strives to enhance arts education for all K-12 students in Kalamazoo County through artist residencies, student scholarships, teacher/school grants, student matinee performances by professional artists, visual arts exhibits, professional development opportunities and high school arts classes.

During 2013-2014:

- 569 high school students participated in an EFA Excellence in the Arts class. Classes are available to highly talented and/or motivated students in grades 10-12 from the 15 Kalamazoo County high schools. Introductory and advanced level classes are taught in music, dance, theater, visual arts and media arts.
- 174 student scholarships worth \$72,900 were awarded. Scholarships are funded by the Irving S. Gilmore Foundation and are available to any K-12 student whose legal residence is within the Kalamazoo RESA jurisdiction. The scholarships may be used for projects like private lessons, internships, mentorships and art camps. Block grants for student tuition worth \$9,500 were also made to the Kalamazoo Institute of Arts, Kalamazoo Civic Theatre and the Gilmore International Keyboard Festival's Camp Gilmore.
- 11 student artistic equipment grants were awarded worth a total of \$21,250. Students in grades 6-12 may apply for a scholarship for the purchase of high-quality artistic equipment such as instruments and cameras. This project is also funded by the Irving S. Gilmore Foundation and requires students to live within Kalamazoo RESA's jurisdiction.
- 17 project grants worth \$25,000 were awarded to schools in Kalamazoo County. These funds are to be used for artistic projects such as artist residencies and art exhibitions.
- 22 artistic development grants worth \$22,410 were provided to Kalamazoo County educators. EFA believes in supporting an educator's desire to continue their artistic growth and assists through funding of artist retreats, workshops, institutes, university or college course work (tuition/registration fees) and other opportunities.

The EFA Rep | The EFA Rep provided high-quality professional works of art in dance, music, theater, and visual arts to schools participating in all EFA programs. In 2013-2014, 32,796 K-12 students attended a live work of art presented by EFA. The number of students increased 19 percent over the previous year. Highlights included: Internationally recognized Pilobolus Dance Theatre and Patch Theatre Company from Australia, Nachito Herrera in conjunction with the Gilmore Keyboard Festival, and AN OPEN BOOK, a commissioned exhibition with WMU Richmond Center for the Arts featuring the work of Barbara Ellmann.

EFA Presents! | The EFA Presents! Program provided free and low-cost admission for 12,159 students to attend professional works of art on the EFA Rep. The number of students increased 19 percent over the previous year.

The Washingtons Story Theater School Tour | During January-May 2014, 5,876 students attended one of 26 performances by master storytellers Dr. Von and Fran Washington. The Washingtons bring African American history and everyday situations to life, while entertaining and educating. The number of students increased 9 percent over the previous year.

Alternative Arts Initiatives | 1,346 students in alternative and special education programs were provided several opportunities to work with professional teaching artists in theatre, dance and visual arts residencies as



part of the Alternative Arts Initiative. These included not only students from local alternative education programs but also from Kalamazoo RESA's Intensive Learning Center, Lakeside Academy, Valley Center, WoodsEdge Learning Center and Young Adult Program. In addition, 2,606 students attended live performances through the Alternative Arts Initiative.

Aesthetic Education Program

- 144 classrooms in 25 schools participated in EFA's Aesthetic Education program.
- The Aesthetic Education Program's introductory-level Summer Institute exceeded capacity with 39 participants.
- The Aesthetic Education Program expanded its advanced level Aesthetic Education Professional development opportunities, offering three different courses in the summer of 2013, all of which filled or exceeded capacity. A total of 138 teachers in Kalamazoo County attended an Advanced Level Aesthetic Education Summer Institute.
- 70 Head Start educators attended a professional development and participated in a project around the visual arts exhibition, AN OPEN BOOK. The project involved over 700 Head Start students with their resulting artwork being featured in the May 2014 Art Hop.
- Education for the Arts partnered with WMU's Richmond Center for Visual Arts and New York artist Barbara Ellmann, to produce the exhibition AN OPEN BOOK, which more than 2,000 students studied and visited.

PACE Program | The PACE Program engaged 2,927 K-8 students at 22 schools in dance and theater residencies taught by professional teaching artists. Residencies included the opportunity for students to attend a professional performance in the discipline they were studying, to deepen the students' understanding of the art form and inspire their own creative work. The number of students increased 18 percent over the previous year and had the highest participation level since the program started in 1997.

"PACE students learn to be creative problem solvers. Many students gain greater self-confidence and were able to practice working together and learned to listen to each other. As a teacher, I was able to be a 'kid watcher' and found out a lot about my students."

— Teacher

Education for Employment

Education for Employment (EFE) is a nationally recognized career preparation program that partners with post-secondary education institutions and business and industry. EFE provides students with practical work experience and hands-on training.

During the 2013-2014 school year:

- 174 classes were offered in 36 areas of study.
- Approximately 3,700 high school students enrolled.
- 84 scholarships worth \$62,085 from post-secondary schools, community organizations and business and industry were awarded to outstanding seniors.

"I am so fortunate to live in a community that allows students to explore careers before they go off to college. Without EFE I would not have discovered that I really do enjoy the business industry. EFE allowed me to explore my options helping me determine what I want to do with my future."

— Taylor-Jordan Blodgett, Schoolcraft

- 9 post-secondary partners offered college credit through EFE programs: Baker College, Davenport University, Ferris State University, Grand Rapids Community College, Kalamazoo Valley Community College, Kellogg Community College, Michigan Career Tech Institute, Northwestern Michigan College, University of Northwestern Ohio.
- 782 students received college credit opportunity at Kalamazoo Valley Community College.
- More than 400 business and industry partnerships in the EFE program and work-based student placements including internships, apprenticeships, and cooperative education
- Students enrolled in an EFE course have a 98 percent graduation rate.
- EFE students who have completed their programs have a 99.2 percent post-secondary/employment placement rate.

Technology Services (MiTech)

The Kalamazoo RESA Technology Services Department, also known as MiTech, exists to improve the lives of students in southwest Michigan through technology services and resources. We strive to deliver excellent customer service, technology leadership, and innovative solutions to the technology challenges schools face.

Services provided during 2013-2014 included:

- Over 900 Mbps of Internet bandwidth with packet shaping, 25 percent bursting and BGP fail-over for added redundancy
- Maintained/improved connectivity to local districts with 24x7 monitoring of all WAN circuits
- E-rate filing for Internet bandwidth and fiber connections
- Formed an E-rate consortium to reduce consulting fees for districts
- Managed 36 domain names and 6 security certificates
- Hosting of over 100 servers for MiCase, Kalamazoo RESA, LEAs and MiTech Districts:
 - Gradebook and Student Information Systems (SIS)
 - Data Warehousing (Pinnacle and Ed-Fi)
 - Library Systems (Follett Destiny)
 - Human Resources System
 - Financial Systems
 - Records Management (OnBase)
 - Learning Management Systems (Edgenuity, Moodle, Read 180, etc.)
 - File Servers
 - TRIG Regional Data Hub
 - Internet Content Filter
 - VOIP Phone System
 - Video Surveillance
 - Video Streaming (Discovery Ed. and MiStreamnet)
 - SIRENS system to provide notification to schools of students who are detained by law enforcement for various offenses
 - TIENET IEP management (3 Counties)
 - County-wide transportation system (Versatrans)
 - Storage server for offsite backup of data
 - Network Services (AD, DNS, DHCP, SPAM filtering, MDM, Terminal Services, etc.)
- Hosted bi-monthly Regional Technology Support Group meetings and monthly Instructional Technology meetings
- Provided use of Basecamp Project Management System provided for management of countywide and regional initiatives
- Computer lab, mobile cart and Polycom video conferencing at Kalamazoo RESA Service Center made available to local districts
- Hosting of various videoconferences in the Wile Auditorium
- Provided full technology staffing solutions to Galesburg-Augusta Community Schools, Gull Lake Community Schools, Van Buren ISD, Allegan AESA, Outlook Academy, Lakeside Academy, and Glenn Public Schools.
- Provided partial technology staffing solutions to Schoolcraft Community Schools, Allegan Public Schools, Mattawan Community Schools, Portage Public Schools, Kalamazoo Area Mathematics & Science Center, Fennville Public Schools, and Delton-Kellogg Schools.
- Led the Technology Readiness Infrastructure Grant (TRIG) Consortium for schools in Allegan, Barry, Berrien, Cass, St. Joseph, Kalamazoo, and Van Buren Counties.

Points of Pride

- Achieved “Three Nines” or 99.9 percent uptime on all hosted servers
- Achieved “Three Nines” or 99.9 percent uptime on Internet service provided to districts
- Filed for eRate and distributed \$436,719 in reimbursements to schools in Kalamazoo, St. Joseph and Van Buren counties

Kalamazoo RESA Foundation

The Kalamazoo RESA Foundation is committed to:

- Supporting Kalamazoo RESA's programs and services
- Developing exemplary and innovative education programs
- Growing staff skills through professional development and training opportunities
- Supporting research and evaluation

In 2014, the Foundation:

- Secured and awarded \$42,350 in scholarships to high school seniors and college students, \$3,800 in Employee Enrichment Grants to Kalamazoo RESA staff and \$4,000 to Youth Opportunities Unlimited participants

Board of Trustees

Gary Brown, Chairman	Shirley Johnson
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Great Start

Kalamazoo RESA provides Great Start early childhood programs to children from birth to age 3 and their families.

Services provided include developmental screening and assessment, early intervention with child development generalists and specialists, parent education, referrals and playgroups.

During 2013-2014:

- 72 playgroups were hosted countywide.
- 102 families received monthly home or mail visits.
- 241 at-risk families received two or more home visits per month.
- 591 CPS referrals for zero to three-year-old developmental screening.

These numbers do not include children from birth to age 3 who are involved in Early On or the Family, Infant, Toddler (FIT) special education program. Those figures are included in the special education section of this annual report.

Energy Conservation

Currently Vicksburg, Galesburg-Augusta, Schoolcraft, Climax-Scotts, and Kalamazoo RESA participate in the Kalamazoo RESA energy consortium. This program ensures systems are operating efficiently. The team researches new technology and works with vendors and suppliers to implement alternative options for saving energy. Energy savings are calculated using Energy-CAP® software, which adjusts for load changes, facility changes, differences in billing periods and weather fluctuations to ensure that all reported savings are accurate. This approach to measurement and verification offers full transparency and integrity.

In 2013-2014, the participating districts saved a total of \$782,388, or 31 percent, on projected energy costs.

Savings by district:

Climax-Scotts	\$38,680
Galesburg-Augusta	\$130,780
Kalamazoo RESA	\$285,831
Schoolcraft	\$74,396
Vicksburg	\$252,701

Youth Opportunities Unlimited (Y.O.U.)

Youth Opportunities Unlimited's focus is to compliment the services and objectives of Kalamazoo RESA by offering innovative programs addressing the educational and employment related needs of the community. Y.O.U. currently operates programs serving youth and adults in the counties of Kalamazoo, St. Joseph and Branch. Components of the services provided include basic skills remediation, employability skills, credit recovery, GED preparation, paid work experience, supportive services, assessment testing, WorkKeys administration, resume preparation and assistance, tuition assistance, job search techniques, workshops and certifications.

Credit Recovery & Graduation (CRG) Program

The CRG program provides youth an opportunity to recover credits and stay on track for high school graduation by participating in courses at Y.O.U. During 2013-2014 the CRG program continued its legacy of success by serving over 100 students from the Kalamazoo County area school districts. Among those students, 44 determined seniors graduated with the support of CRG including one named Zack. Zack, who was the first student from Vicksburg Community Schools to attend Y.O.U., received his diploma after completing seven courses on NovaNET™.

Education Reconnection

The program is designed to assist youth who have dropped out of school with reconnection to an established educational pathway along with a focus on career and work readiness. Working in concert with several Kalamazoo County school districts, some youth attend high school completion classes at Y.O.U. while simultaneously participating in paid work experience. Services include online coursework as well as computer skill development to increase basic skills to assist youth with completing a high school diploma. Other assistance provided includes job search, job applications, resume and interview skill development.

The high school diploma portion of Education Reconnection served 24 students from Barclay Hills Education Center, Comstock Compass Education Center, and Portage Community Education Center resulting in 4 students obtaining their high school diploma.

Employment Services/One-Stop Operator

Employment Services located at the Michigan Works! Service Centers in Kalamazoo and St. Joseph counties assists area job seekers with: connecting to local

employers, enhancing employability skills, and conducting job search efforts. Resume development, workplace skills workshops, and referral to recruiting employers and in-demand trainings are among the many services provided through Employment Services.

This past year, over 150,000 customers were served at the Michigan Works! Service Centers. Staff assisted 4,600 individuals with resume development, 300 workers impacted by local business closures or mass layoffs, and presented workshops to 1,300 job seekers. In addition, Employment Services staff provided customized resume critiques, mock interviews, and one-on-one basic computer lessons to hundreds of area job seekers.

Business Solutions Team Professionals

Regularly partner with local economic developers and training institutions in providing employer solutions to business challenges related to growth, talent recruitment, layoff aversion, business attraction, and workforce retention.

Business Services staff routinely provide Human Resource related supportive services to local employers, such as: assisting with posting job openings to labor exchanges; recruiting top-line qualified talent; writing job descriptions; providing talent readiness and job fit assessments; and linking employers to training fund assistance. Business Services staff provided over 300 employers with customized solutions to their unique business challenges.

Kalamazoo Education Employment Partnership (KEEP)

The program assists at-risk Kalamazoo Public Schools graduates as they transition from high school through their first year of college. Twenty-five students participated in the program with each enrolling at Kalamazoo Valley Community College (KVCC). As a graduate of Kalamazoo Central, Tia was eligible for 90 percent of the Promise. Tia took advantage of the assistance available through the program and earned a 3.34GPA as a full-time student while continuing to work. Her goal is to obtain a degree in nursing.

Summer Youth Employment Program (SYEP)

In partnership with the City of Kalamazoo, SYEP collaborated with community-based work sites to provide eligible youth, ages 14-17, with summer employment. This dynamic six-week program offered young people an opportunity to earn money while learning first-hand about the world of work. 104 students participated in work experience and career exploration. This provides a first time opportunity for many youth to experience the responsibilities of working and to begin to build a positive

work history. In addition to working, youth also participated in educational activities geared towards employability skills and work readiness, budgeting and money management, and career exploration.

Talent Tours

Y.O.U partners with area employers from various industries to bring youth onsite to learn about career opportunities available in the local area. Over 100 youth visited employers from industries such as manufacturing, healthcare, energy, hospitality, and public safety.

Trade Adjustment Act (TAA) Program

The TAA program assists workers who have lost their jobs as a result of being displaced due to foreign competition. Services include job search and placement assistance, occupational skills training, supportive services, and waiver completions for trade act benefits. Over 300 individuals were assisted this past program year.

Workforce Investment Act Youth (WIA) Services

WIA Youth Services provides eligible youth intensive assistance in attaining basic educational credentials, transitioning to post-secondary education or training, building work-readiness skills and preparing for their future careers. This year 735 youth were served in the Kalamazoo, St. Joseph, and Branch county communities with educational and employment services.

Staff work with each youth to develop a comprehensive, individual service plan to reach educational and employment goals. Youth receive assistance with high school completion, enrollment in college or certification programs, and basic skills tutoring and credit recovery. Youth complete training to enhance employability and work readiness skills. They may also have the opportunity to build their work history and gain relevant experience through paid work experience. Follow-up services are also available to assist with retention in school and employment.



MiCase

In July 2007, Kalamazoo RESA formed the MiCase consortium with Allegan Area Educational Service Agency, Lewis Cass Intermediate School District and Van Buren Intermediate School District. Since that time, Berrien RESA, West Shore Educational Service District, Menominee County Intermediate School District and St. Joseph County Intermediate School District have joined the consortium.

Kalamazoo RESA serves as fiscal agent for MiCase. The following services were provided by the consortium during the 2013-2014 school year:

- MiCase financial accounting and human resources software package and support for 58 districts
- Hosted and Supported the Pinnacle web-based Student Information System in 41 districts
- Manage and maintain 47 data analysis applications in Pinnacle Insight
- Assisted Allegan, Kalamazoo and Van Buren County Schools with use of Maximus Tienet Special Education System
- Assisted Lewis Cass County Schools with integration of Illuminate Special Education System
- Help desk phone support for 4,040 calls
- Consortium discount and hosting for Follett Destiny Library System for 27 school districts and 4 public libraries
- Hyland OnBase Records Management System provided for 5 ISDs and 15 school districts
- 3,211 seats of Michigan Virtual High School courses provided at consortium discount for a savings of \$104,755
- Workforce Software web-based time and attendance system in use by 4 ISDs and 10 school districts
- Provided consortium discount for parent notification through Bright Arrow for 4 school districts, School Messenger for 22 districts, and Honeywell Instant Alert for 28 school districts.
- Expanded usage of web-based HR System
- Continued full scale development of web-based Payroll and Financial Accounting system
- Consortium discount for Edgenuity online learning system with 735 Edgenuity User licenses, 25 GED Virtual Tutor licenses and 60 ACT Virtual Tutor licenses
- Assisted in continued use of the Pinnacle Instruction system for 4 districts participating in the Regional Data Initiatives grant
- MSDS file merging, processing and submission for



- districts in Kalamazoo, Allegan and Cass counties
- Selected the Edupoint Synergy SIS as primary replacement for the Pinnacle SIS for 23 districts
- Selected the Pearson PowerSchool SIS as replacement for the Pinnacle SIS for 9 districts
- Continued work to move the Pinnacle Insight data warehouse to the Ed-Fi platform, which will give more flexibility and capability to our data analysis system
- Reached an agreement with NWEA for discounts on the NWEA Assessment system for MiCase districts

Points of Pride

- Saved districts an estimated \$755,000 through hosting and negotiated consortium discounts
- Assisted with the development of the TRIG Data Integration project as Project Manager and pilot data hub host
- Utilized consolidation of services grant money to expedite development of the MiSuite Financial Account and HR/Payroll System, increase the number of districts on Hyland OnBase, and increase the number of districts using Workforce Software Time and Attendance.
- Successfully migrated 32 districts to new student information systems





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