



KALAMAZOO REGIONAL EDUCATIONAL SERVICE AGENCY

# 2012 - 2013 Annual Report

*planting seeds of learning* 

What a pleasure and honor it is to have been hired as the Superintendent at Kalamazoo RESA this past year. The strong commitment that this community has to educating all children to prepare them for the future is commendable.

I am proud of the fact that area leaders look to Kalamazoo RESA to collaborate with many different entities within the community to benefit the entire educational system as a whole. I have always had a keen interest in government and policy and how they can positively impact people when developed and applied wisely. I have advocated for many reforms over the years to help make schools more relevant for students who are entering an economy that is vastly different than the one that made Michigan the envy of the world. Our students need a higher level of knowledge, skill and character than was required in the past. Schools play a key role in that development in partnership with families.

I have been so impressed with the staff I have met at Kalamazoo RESA and how they perform their jobs with high levels of skill and passion. The assumption of leadership of the Head Start program is an important challenge for KRESA and we are completely committed to helping the youngest students in the county reach their potential by helping prepare them for Kindergarten. On the other end of the spectrum, we are working in collaboration with our local districts, community college and non-profit community to expand post-secondary options for students in our county.

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 that we serve.

Sincerely,

A handwritten signature in black ink that reads "Dave Campbell". The signature is stylized with a large, bold "D" and "C".

*Dave Campbell, Superintendent*



## Kalamazoo RESA Board of Education



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### For More Information:

Kalamazoo Regional Educational Service Agency  
1819 E. Milham Avenue, Portage, MI 49002  
269.250.9200 | [www.kresa.org](http://www.kresa.org)

## Our Mission

The Kalamazoo Regional Educational Service Agency provides innovative and responsive educational services to educators and learners through leadership,

## 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, 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
- Youth Advancement Academy
- Oakland Academy
- Paramount Charter 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 2012-2013:

- More than 125 workshops were offered.
- 2,206 teachers and administrators participated in professional development.
- 72 in-district workshops were conducted.
- 67 in-district consultations were held.
- 15 community workshops and presentations were held.

### Other services included:

- Professional development for administrators from 16 districts
  - 33 participants in the Administrators Academy
- Literacy and Positive Behavior Support coaching for schools
- Monthly meetings for:
  - Curriculum leaders
  - Middle school principals
  - Instructional technology coordinators
  - MiBLSi (Michigan's Integrated Behavior and Learning Support Initiative) coaches
- School improvement review and feedback
- Capacity-building initiative
- Community trainings
- SCECHs (State Continuing Education Clock Hours) 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 K-12
- How to Prevent Bullying
- Classroom Management



- Multi-Tiered Systems of Support
- Common Core State Standards
- Technology Integration
- Social Studies
- Collaboration
- Balanced Leadership
- Formative Assessment
- Math Instructional Strategies
- Positive Behavior Support
- Teaching American History
- 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 2012-2013 included:

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

*“I walked away with many ideas to use tomorrow in my classroom.”*

*“This really helped me step back and get back to the basics of reading!”*

*“Lots of useful, up-to-date strategies that can be used immediately.”*

*“All speakers were excellent – lots of take-away, useful information.”*

— Comments from participants in Instructional Center workshops

## Business Office

*“We help keep school districts’ administration costs down, along with providing upgraded technology and services to them. What one staff member learns can be applied to several districts, and as a team we can provide backup support that a single district might not have.”*

– Barbara J. Ohs, Supervisor of LEA (Local Educational Agency) Business Services at Kalamazoo RESA

The Kalamazoo RESA business office provided local schools with a variety of administrative and fiscal services in 2012-2013, including:

- 880 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 \$2,279,649 in revenue countywide
- Enhancement millage administration
- State reporting and data collection
- Backup accounting and payroll staff
- The Kalamazoo RESA Attendance Office was involved with 558 truancy referrals during 2012-2013.
- Substitute teacher coordination with Professional Educational Services Group (PESG) and AESOP automated substitute-finder system. There were approximately 1,143 substitute teachers registered

in 2012-2013.

- AppliTrack job posting and applicant tracking consortium. Eight districts within Kalamazoo RESA currently participate in the consortium. There were approximately 532 jobs posted on the AppliTrack system in 2012-2013.

## 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, digital document management, 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 2012-2013 included:

- 82,538 documents and boxes delivered
- 14,431 jobs printed
- 4,231 instructional videos loaned
- 2,422 visitors to the Teacher Materials Center
- \$589,764 saved through the REMC Bid Catalog
- \$118,435 saved on Discovery Education streaming licenses
- 25,439 videos/segments streamed through Discovery Education
- \$9,581 saved on public performance licenses

*“Before retiring from Portage Northern High School after more than 30 years, I relied on the Teacher Materials Center to help save me ‘out of my pocket’ money. The staff were always welcoming and willing to help with suggestions for classroom projects and activities. Currently I work with future teachers at WMU and I bring them to the TMC to see what’s available. What an advantage for them to have such a well-stocked center for their use!”*

– Linda L. Powell, Instructor and Intern Coordinator, Western Michigan University

## Transportation

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

*“We’re dedicated to the education of bus drivers for the safety of the kids. I tell student drivers on the first day of class, ‘You can’t lose concentration for one second or you could harm a child.’ We take it extremely seriously.”*

—Bill Dawson, Transportation Coordinator

During the July 2012-June 2013 training cycle:

- 258 new bus drivers were trained.
- 921 bus drivers received continuing education.
- 156 drivers trained in evasive maneuvers on a closed course, the only one of its kind in the United States.
- 694 employees participated with random drug and alcohol testing.
- 49 transportation supervisors were trained.
- 71 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 hearing impaired students, in addition to providing full audiological evaluations and hearing screenings for students with suspected hearing loss.

**Family, Infant, Toddler Program (FIT) and Early On** – These provide early intervention to families with children with disabilities from birth to age 3.

**Hearing Impaired Program and Services** – Teachers and 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.

**Lakeside School** – Provides educational services to residential students who have been court-placed.

**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 other school personnel in order to provide access to instruction through appropriate services, materials, and equipment.

**Valley Center School** – Provides special education services and the general curriculum to students with emotional impairments or unique behavioral needs. Students are referred from local school

districts within the county. Referral considered for students in kindergarten through 12th grade.

**WoodsEdge Learning Center** – Serves students between the ages of 3 and 26 who have autism or severe cognitive and physical disabilities. The school also operates 12 classrooms for students with autism, located in Parchment, Portage and Schoolcraft.

**Young Adult Program (YAP)** – Provides instructional services to help students with disabilities, between 18 and 26 years old, transition from school to adult community living.

During 2012-2013, Kalamazoo RESA provided special education services to students from all nine districts in Kalamazoo County:

- 191 students who have cognitive impairments, severe multiple impairments, early childhood developmental delay or are physically/otherwise health impaired at WoodsEdge Learning Center
- 151 students with autism at WoodsEdge Learning Center
- 515 families/children in the Great Start, Early On and Family, Infant, Toddler (FIT) programs
  - 202 children in the FIT program
  - 313 children in the Early On and Early On Special Education programs
- The Preprimary Evaluation Team (PET) evaluated 329 children; 272 were found eligible for services
  - 149 students participated in hearing impaired services, programming and/or screenings and evaluations
  - 111 students received visually impaired services and/or screenings and evaluations
  - 57 full audiological evaluations and 77 Great Start Screenings were conducted in the Audiology Clinic at KRESA

*“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



- 133 students in the Young Adult Program
- 8 students participated in Project SEARCH
- 196 students in the Juvenile Home Schools Intensive Learning Center and Youth Center School
- 46 students with severe emotional or behavioral impairments at Valley Center School
- 109 students enrolled at Lakeside School
- 4 students at the Kalamazoo Psychiatric Hospital
- Additionally, through tuition reimbursement, 5 students with hearing impairments from outside Kalamazoo County received programming and/or services from KRESA’s teacher consultants specializing in hearing and visual impairments.
- And, 18 students from outside Kalamazoo County were enrolled in the Juvenile Home Schools.

#### **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.

## 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.

*“I feel like I’m constantly learning. I gain an extra-special something from my students . . . When they see you perform on stage, it’s quite exciting. It’s inspiring really.”*

— Education for the Arts dance instructor Francesca Pileci, of Wellspring/Cori Terry & Dancers, who performed in New York in February 2013 as part of a special tribute to legendary dancers and choreographers Martha Graham and Erick Hawkins

During 2012-2013:

- 551 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.
- 147 student scholarships worth \$80,517 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 \$9500 were also made to the Kalamazoo Institute of Arts, Kalamazoo Civic Theatre and the Gilmore International Keyboard Festival’s Camp Gilmore.
- 7 student artistic equipment grants were awarded worth a total of \$20,000. 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.
- 20 project grants worth \$24,940 were awarded to schools in Kalamazoo County. These funds are to be used for artistic projects such as artist residencies and art exhibitions.
- 14 artistic development grants worth \$22,943 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.

- 27,664 students attended live theater, music and dance performances and visual arts exhibitions, 1,345 of whom attended through the Alternative Arts Initiative.
- 2,474 K-8 students participated in eight-week dance and theater residencies through the Professional Artists and Cooperating Educators (PACE) program.
- 127 classrooms in 23 schools participated in EFA’s Aesthetic Education program.
- Both the advanced level Lincoln Center International Educator Workshop and EFA’s advanced level Summer Institute filled to capacity with a total of 82 participants.
- EFA’s Aesthetic Education Introductory Summer Institute exceeded capacity with 41 participants being trained in Aesthetic Education.
- 1,031 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, Wood-Edge Learning Center and Young Adult Program.





## 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 2012-2013 school year:

- 180 classes were offered in 37 areas of study.
- Approximately 4,000 high school students enrolled.
- 74 scholarships worth \$59,700 from post-secondary schools, community organizations and business and industry were awarded to outstanding seniors.
- 10 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, Lake Michigan College, Michigan Career Tech Institute, Nashville Auto-Diesel College, Northwestern Michigan College, University of Northwestern Ohio, Washtenaw Community College)

*“I love it. I have been able to participate in so many things that other people don’t have the opportunity to do – certifications, internships working with actual patients and HOSA, the health leadership program. This class has assured me that I want to go into the medical field and it has guided me to choose to become a pathologist. I thank everyone who convinced me to take the class. It has been amazing learning the ways of the medical field!”*

–Kristina Skinner, 2013 Outstanding Senior, EFE Professional Health Science program. Kristina received the Sally Swanson Scholarship for Medical Studies.

- 745 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 97.6% graduation rate.
- EFE students who have completed their programs have a 99.4% post-secondary/employment placement rate.



## 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 2012-2013:

- 94 playgroups were hosted countywide.
- 252 families received monthly home or mail visits.
- 598 at-risk families received two or more home visits per month.

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.

## Technology Services

The Kalamazoo RESA Technology Services Department strives to make technology work for schools by providing software and services, Internet access and training.

Services provided during 2012-2013 included:

- Over 800 Mbps of Internet bandwidth with packet shaping, 25% 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 34 domain names and 4 security certificates
- Hosting of over 90 servers for MiCase, KRESA, 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
  - 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

*“Our organization has received exemplary service and our costs have been reduced. We know that whenever there is an issue or concern, it will be dealt with professionally and expeditiously. MiTech is instrumental in our planning for better service to students and staff for years to come.”*

— Mark R. Dobias, Superintendent of the Allegan Area Educational Service Agency

- 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 technology staffing to Galesburg-Augusta Community Schools, Gull Lake Community Schools, Delton-Kellogg Schools, Kalamazoo Area Mathematics & Science Center, Portage Public Schools, Mattawan Community Schools, Van Buren ISD, Allegan AESA and Fennville Public Schools
- Provided reactive technology support to Comstock Public Schools, Vicksburg Public Schools, Marcellus Community Schools, Benton Harbor Area Schools and Watervliet Public Schools
- Formed Technology Readiness Infrastructure Grant Consortium for schools in Allegan, Barry, Berrien, Cass, St. Joseph, Kalamazoo and Van Buren Counties.
- Provided website planning, creation and training for Allegan Area Educational Service Agency, Allegan Great Start Collaborative and Fennville Public Schools. Implemented new mobile device responsive web template for the Kalamazoo RESA website, provide ongoing maintenance.

## Points of Pride

- Achieved “Three Nines” or 99.9% uptime on all hosted servers
- Achieved “Three Nines” or 99.9% uptime on Internet service provided to districts
- Filed for eRate and distributed \$449,250.16 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

*"I am so grateful to the Foundation. Your generosity put learning at our finger tips with the purchase of three Nooks for our classroom. When I heard one of my non-readers say, 'Wait a minute, I'm reading right now,' I wanted to cry with joy!"*

-Toni Behrendt, Special Education Teacher at Valley Center School, on her 2013 Employee Enrichment Grant

In 2013, the Foundation:

- Secured and awarded \$32,350 in scholarships to high school seniors and college students, \$5,000 in Employee Enrichment Grants to Kalamazoo RESA staff and \$4,000 to Youth Opportunities Unlimited participants
- Received a generous gift from World War II veteran Francis Max Smith of Portage to create a new scholarship fund to honor his younger brother, Rex, and his best friend, Ken Snyder, both casualties of that war.

### Board of Trustees

Gary Brown, Chairman  
Rex Bell, Vice Chairman  
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Dear Kalamazoo RESA /  
Dr. W. Craig + Diane Misner,

Thank you so much for awarding me with a scholarship to use towards my education. I am attending Michigan State University in the fall to pursue a degree in Nursing. I then plan to further my education to become a Nurse Practitioner. Thank you again for helping me achieve my goals. I am truly grateful for your generosity.

Sincerely,

Ashley Allen

-Ashley Allen, 2013 Portage Northern High School graduate and winner of the Dr. W. Craig & Diane Misner Scholarship

## Youth Opportunities Unlimited (YOU)

Youth Opportunities Unlimited's focus is to complement 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, job search techniques, workshops and certifications.

### Credit Recovery & Graduation (CRG) Program

The CRG program is funded by a private grant to provide an alternative resource for secondary students who find themselves credit deficient. After students have been referred to the CRG program by school counselors, they have the opportunity to recover credits and stay on track for high school graduation by utilizing NovaNET online curriculum. NovaNET is derived from Pearson Education's world-renowned instructional content and is proven cutting-edge software that educators use across the globe.

During 2012-2013 the CRG program continued its legacy of success by serving 108 students from the Kalamazoo-area districts. Among those students, 44 determined seniors graduated with the support of CRG including Jeremy, a high school senior in need of recovering multiple credits to graduate. He regularly attended sessions at Y.O.U. after school in pursuit of earning the needed credits. Jeremy was able to complete four NovaNET courses and graduated with the Class of 2013.

### Education Reconnection

This 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. Re-enrollment in public school, GED prep/testing, Adult Basic Education (ABE) classes, online credit recovery courses and computer skill development to increase basic skills are offered to assist youth with completing a high school diploma or GED. Other assistance provided includes job search, job applications, resume and interview skill development.

The Education Reconnection Leadership Council secured funding to enhance the program with the addition of a paid work experience component. Through this

incentive program participants were able to work at local nonprofit sites, earning a wage and valuable work skills. To participate in paid work experience, participants must first fulfill their educational requirements by regularly attending classes and maintaining satisfactory progress toward educational goals. Students are also required to participate in employability skills training, work readiness workshops and career exploration activities.

Thirteen youth benefited from participation in paid work experience during the program year and four of the 13 participants completed their GED. Of the four, two secured employment and two enrolled in college.

Education Reconnection is continuing to grow. Enrollments increased from 25 to 47 participants this program year. Local word of mouth and formal recruitment events continue to spread information about the program.

*"I don't know what I would have done without the help of Lisa and Y.O.U. She helped me set my goals and get through them to graduate high school. School always comes first with Lisa. She wants me to do really well so I can have a great future."*

— Jeremy, a student in Y.O.U.'s Credit Recovery & Graduation Program, referring to Lisa Smith, Lead Case Manager

Through Education Reconnection not only are youth being connected with educational opportunities, but now they are also improving their academic status and becoming more confident with themselves. One participant dropped out of high school to get a job. After bouncing around between different school districts and serving jail time the individual sought assistance from Education Reconnection to pursue GED completion. The individual worked diligently on GED preparation and recently completed the requirements to earn his GED. With his GED in hand he is now working two jobs and plans to enroll at Kalamazoo Valley Community College in the fall to pursue a degree in Graphic Design.

Another participant who had dropped out of high school for over two years and was homeless at the time of enrollment completed his GED and is now working in real estate hoping one day to open his own business.

### **Employment Services/One-Stop Operator**

Employment Services, located at the Michigan Works! Service Centers, serves Kalamazoo and St. Joseph County area residents with job search and employability skills. Resume development, job search assistance, workplace skills assessments, employability skills workshops and referrals to community agencies are offered. Employment Services also collaborated with partners on numerous communitywide job fairs, the creation and implementation of several neighborhood level employment programs and the development of industry-specific employer work groups in the fields of healthcare and manufacturing.

This past year, over 100,000 customers visited the two Service Centers. Staff assisted 5,100 individuals with resume development and 3,300 with job search planning, and presented workshops to 1,545 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.

Employment Services staff are also regularly engaged in business service activities. Business Services staff partner with local economic developers and training institutions to devise solutions to issues critical to local employers' success. Business Services staff have been integrally involved in numerous layoff aversion

space for interviewing, customized assessments and pre-screening of job applicants. Employment Services also regularly hosts employer job fairs at the Michigan Works! service centers.

### **General Educational Development (GED)**

In cooperation with Kalamazoo Adult Education, Y.O.U. offers GED preparation to program participants. Remedial Adult Basic Education (ABE) classes are offered to those students who fall below minimum standards necessary to participate in GED programs. During the 2012-2013 school year, 42 participated in the program and passed and 13 completed their GED.

### **Kalamazoo Education Employment Partnership (KEEP)**

KEEP is a private, sector-led initiative to provide entry-level employment and workplace mentoring to first-year students at Kalamazoo-area post-secondary institutions. Students who have graduated from Kalamazoo Public Schools and are eligible for the Kalamazoo Promise Scholarship and are attending either Kalamazoo Valley Community College or Western Michigan University are qualified to participate. The objectives of the program include improving college success and retention through hard and soft skills training and mentorship support; creating new opportunities for students to network with local employers increasing the ability of area employers to connect with secondary and post-

secondary schools in a meaningful way; identifying and training promising future employees; and keeping local talent to improve the local labor force.

The program assists at-risk students as they transition from high school through their first year of college. Students are offered assistance with scheduling orientation and college tours, registering for classes, financial aid completion, freshman expectations and college life, resume writing, job searching and employability skills training.

Thirty students participated in the program with 25 enrolling at Kalamazoo Valley Community College (KVCC) and five at Western Michigan University (WMU). Of those 30 students, 25 were graduates of Kalamazoo Central High School, two were graduates of Loy Norrix High School and three were



and business growth projects and are also routinely involved in the talent acquisition portion of business attraction projects. Services to employers with finding quality applicants include: talent recruitment, job postings on Pure Michigan Talent Connect, on-site office

from Phoenix High School. At the end of the program year over 70% remain connected with school and the Kalamazoo Promise.

The Kalamazoo Promise is an amazing gift to the students of Kalamazoo Public Schools, and the KEEP Program is a great bonus to help at-risk students succeed in school and in life.

#### **Operation Graduation (OG) Program:**

Operation Graduation is an after-school program designed to assist at-risk high school students from Kalamazoo Public Schools. The program consists of 30 students, identified by KPS personnel, who are provided services beginning in freshmen year and lasting through graduation. The goal of the program is to ensure the students remain in school and earn a high school diploma. Students receive intensive case management support, tutoring and study skills assistance, no-cost credit recovery options, school supplies, supportive services, college readiness and scholarship opportunities. Students may earn a ½ school credit based on attendance and participation in program activities.

#### **Summer Youth Employment Program**

The City of Kalamazoo provided funding for the placement of 124 youth, between the ages of 14-17, in paid summer work experience. This provides a first-time opportunity for many youth to experience the responsibilities of working and begin to build a positive work history. In addition to working, youth also participate in educational activities geared towards employability skills and work readiness, budgeting and money management and career exploration.

#### **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 Services**

Youth Services provides assistance to at-risk, economically disadvantaged youth. In Kalamazoo County, 278 youth participated in the program during the 2012-2013 year. 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, 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.

CPR, WorkKeys and ServSafe certifications are available to the participants as well as Job Search Workshops held twice weekly.

## 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 2012-2013 school year:

- MiCase financial accounting and human resources software package and support for 61 districts
- MiCase Student Information System and support for 2 districts
- Implemented the Pinnacle web-based Student Information System in 41 districts
- Managed and maintained 47 data analysis application in Pinnacle Insight
- Assisted Kalamazoo and Van Buren County schools with migration to Maximus Tienet Special Education System
- Assisted Allegan County and Lewis Cass County Schools with use of Illuminate Special Education System
- Provided help desk phone support for 5,570 calls
- Consortium discount and hosting for Follett Destiny Library System for 25 school districts and three public libraries
- Provided Hyland OnBase Records Management System provided for three ISDs and six school districts
- Provided 3,289 seats of Michigan Virtual High School courses at consortium discount for a savings of \$106,025

- Workforce Software web-based time and attendance system in use by four ISDs and three school districts
- Provided consortium discount for parent notification through Bright Arrow for three school districts, School Messenger for 21 districts, and Honeywell Instant Alert for 24 school districts.
- Expanded usage of web-based HR System to nine districts
- Continued full-scale development of web-based payroll and financial accounting system
- Consortium discount for Education 2020 (now Edgenuity) online learning system with 667 E2020 User licenses, 37 GED Virtual Tutor licenses and 71 ACT Virtual Tutor licenses
- Assisted in continued use of the Pinnacle Instruction system for districts participating in the Regional Data Initiatives grant
- MSDS file merging, processing and submission for districts in Kalamazoo, Allegan and Cass counties
- Began an RFP process to select a replacement for the Pinnacle Student Information System and Gradebook
- Established a discount for districts who choose to use the Masadda data analysis system
- Began implementation 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

*“We’re getting many benefits from the OnBase records management system. Record retrieval is much easier and faster; no longer do we stumble around in a dark storage room looking for a file cabinet or box to locate that one document. Our annual audit is much easier now, too, and the new Accounts Payable workflow system streamlines bill payment. Finally, the day has come when we are truly getting to that ‘paperless’ office!”*

– Lisa Bradley, Supervisor of Financial Services, Allegan Area Educational Service Agency



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