

FY 2010 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 111 Workforce Development
PROGRAM: BUREAU OF WORKFORCE TRANSFORMATION

TIMELINE: October 1, 2009 through September 30, 2010

PROGRAM MISSION STATEMENT (Customer-Focus Direction)

The Bureau of Workforce Transformation's mission is to provide resources to empower a skilled, diverse workforce in Michigan to stimulate economic growth by serving businesses and job seekers through education and an innovative, customer-focused service system.

VISION STATEMENT

The Bureau of Workforce Transformation is designed around the customers of workforce development, with one segment focusing on worker success and the other component on helping employers get the skilled and trained workers they need.

PROGRAM STATEMENT

The Bureau of Workforce Transformation consists of the Director's office and seven divisions collaborating efforts to develop, administer, manage, and monitor workforce development, adult education, and postsecondary education programs/services. It connects federal, state, local organizations, and entities in order to maximize human capital in support of coordinated economic and workforce development throughout Michigan.

Director's Office: Provides for overall direction, coordination and implementation of the state's workforce development efforts. Provides for overall coordination, management, and monitoring of secondary, postsecondary, and adult education programs and services. Responsible for collaborating with other state partners to successfully implement the Governor's initiatives across federal, state, and foundation funded programs.

Management Services Division: Provides leadership and direction for the technical and central support functions for the Bureau, including Management Information Systems (MIS), fiscal monitoring and management, training and staff development, procurement, human resources, and equal opportunity activities.

Accelerating Employment Division: Provides leadership and manages workforce program planning, development, implementation, local administration and budgeting, and supports pilots, special initiatives, and research projects. Acts as primary state contact for Michigan's workforce development system.

Veterans' Services Division: Provides employment and related services in the Central Office, at approximately 100 Michigan Works! Service Centers and at other locations throughout the state to the veteran population, including recently separated veterans returning to Michigan and workers with disabilities.

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Lifelong Learning Division: Ensure that all adult and 7th – 12th grade KCP student learners obtain the highest quality education, leading to the attainment of a secondary education, literacy, and innumeracy skills necessary to succeed in employment and post-secondary education. To promote access to, retention in, and completion of individual student goals in quality comprehensive programs.

Migrant, Immigrant and Seasonal Worker Services Division: Provides employment services to Migrant and Seasonal Farmworkers (MSFW) in the Michigan Works! Service Centers, as well as conducting outreach to places where MSFWs live, work and gather. Provide employment services to Michigan's agriculture-based employers to assist in filling their labor needs. Monitor compliance with federal guidelines and regulations for the Employment Services (ES) complaint system and the foreign labor certification of all H-2A applications. Promote awareness and education on immigrant population. Establish best practices for access and integration of New Americans into the workforce.

Meeting Employer Needs Division: Provide solutions for the workforce development challenges of Michigan's employers, by delivering or brokering an array of comprehensive workforce services that are responsive, flexible, easily accessible, and of the highest quality.

Regional & Sectoral Strategies Division: Builds and supports skills alliances and networks, both at the regional and industry sector level, to improve the skills and educational attainment of existing and future workers.

FUND SOURCE:

Federal Funds – United States Department Of Labor (USDOL) - Workforce Investment Act, Trade Adjustment Assistance, Veterans Employment Training and Services, Wagner-Peyser, Foreign Labor Certification, Disability Program Navigator, Workforce Innovation for Regional Economic Development (WIRED); Health and Human Services (HHS) – Temporary Assistance for Needy Families; United States Department of Agriculture (USDA) – Food Assistance; Carl D. Perkins Vocational and Technical Education Act; Perkins Vocational and Technical Education Act of 2006, as amended by P.L. 109-270; Federal Higher Education Act of 1965, as amended to Office of Postsecondary Services; Department of Education-Office of Vocational and Adult Education; Basic Grants to States; U.S. Department of Energy; and USDOL National Emergency Grant funds.

General Fund/General Purpose Funds

General Fund/General Purpose Funds (Federal Match only)
State School Aid Funds
State Higher Education Appropriation Funds
Public Act 118 of 2007

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Public Act 136 of 2007
Public Act 251 of 2008

LEGAL BASIS:

Michigan Public Act 118 of 2007 – Senate Bill 234
Michigan Public Act 156 of 2005 (FY 2006 boilerplate)
Trade Adjustment Assistance Act of 1974
Workforce Investment Act of 1998
Food Stamp Program of 1977 (re-authorized under the Food Security and Rural Investment Act of 2002)
Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996
The Deficit Reduction Act of 2005 (Reauthorization of TANF)
45 Code of Federal Regulations Part 260 et.al. [260-265] - Social Security Act
State of Michigan Public Act 280 of 1938 and subsequent amendments
Wagner-Peyser Public Act 107-288 of 2002
Federal Worker Adjustment and Retraining Notification Act (WARN) of 1988
Jobs for Veterans Act PL 107-288
20 CFR 653.000- Subpart- B – Services for Migrant and Seasonal Farmworkers (MSFW)
29 CFR. Part 37 – Sections 37.23 thru 37.28- Discrimination complaints
Michigan Higher Education Appropriations Act, Public Act 203 of 2010
Federal Higher Education Act of 1956 as amended in 1998
State School Aid Public Act, 205 of 2010
Public Law 105-220, Federal Workforce Investment Act of 1998, Title II -Adult Education and Literacy
Public Act 342 of 2006
Community College Act, Act 331 of 1966 as amended
Community College Appropriations, Public Act 165 of 2010
Carl D. Perkins Career and Technical Education Act of 2006, as amended by P.L. 109-270
State of Michigan Public Act 136 of 2007
Act No. 327 of the Public Acts of 1931, as amended (MCL 450.170 through 450.177) (Educational Corporations)
Act No. 142 of the Public Acts of 1964, as amended (MCL 390.771-390.772) (Non-incorporated, Privately Operated Institutions)
Act No. 284 of the Public Acts of 1972, as amended (MCL 450.2001 through 450.2021) (Foreign Corporations)
Contract between the USDOL and the U.S. Department of Veterans Affairs pursuant to Titles 10 and 38
Public Act 148 of 1943 as amended (Private Trade School, Business Schools and Institutions)
Public Act 40 of 1963, as amended (Private Trade Schools, Correspondence Schools and Institutions)

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Public Act 227 of 1971, as amended (Home Solicitation Sales)
Public Act 186 of 2010, Section 811
American Recovery and Reinvestment Act of 2009
U.S. Higher Education Act of 1965 as amended (HEA)
U.S. Higher Education Opportunity Act (HEOP)
General Education Provisions Act (CEPA)

CUSTOMER IDENTIFICATION:

Customers - Legislature; Department of Energy, Labor & Economic Growth's (DELEG) Executive Office; DELEG Finance, DELEG Monitoring; Michigan Works! Agencies; Labor organizations; Business organizations (Chamber of Commerce); Community and Faith-Based organizations; Employers; Job seekers; Economic development organizations; Family units; Media; Workforce Development Boards/Education Advisory Groups; students; Members of the adult learning community; Employees, Non-Profit organizations; Elected Officials; Sub-grantees; Program participants; General public; Current and potential funding providers; other internal and external stakeholders; School Districts; Literacy Councils; Intermediate School Districts; Post-Secondary Institutions; middle school through college students, and citizens of the State of Michigan.

Stakeholders - Governors Office; Council for Labor & Economic Growth; Educational Institutions; Department of Human Services; United States Department of Labor; Unemployment Insurance Agency; Michigan Rehabilitation Services; Foundations; Michigan Department of Technology, Management & Budget; Michigan Economic Development Corporation; United States Department of Health and Human Services; private citizens; Casey Foundation; United States Department of Agriculture; Michigan Works! Association; Michigan Works! Agencies; National Governors Association; Michigan Department of Agriculture; Michigan State University Extension; Grower Commodity Groups; and Migrant Farmworker population.

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CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

Program Goals:

Oversee the Implementation of the No Worker Left Behind Initiative

- **Goal: Better address the workforce needs of employers and workers through No Worker Left Behind (NWLB) initiative.**
 - Programs under NWLB enrolled 48,904 people in training in year 3 (August 1, 2009 through July 31, 2010).
 - In September 2009, NWLB reached over 100,000 workers enrolled in the program from the inception of the initiative.
 - Incorporated high-demand programs on the Career Education Consumer Report (CECR) resulting in 8,361 programs being either added or updated.
 - Awarded by the USDOL to Michigan \$59 million in Trade Adjustment Assistance to support dislocated workers under NWLB.
 - The NWLB team responded to over 3,800 inquiries received via the phone, email, the Governor's office and legislative offices.
 - Released NWLB Outcomes Report detailing the first two years of the initiative.
 - Chrysler partnered with NWLB to provide job training and placement assistance to Chrysler-UAW employees in Michigan who decided to take one of the early retirement or buyout offers. Chrysler agreed to reimburse the state for those who chose to participate in NWLB.
 - In 2009, Michigan established the nationally recognized *Michigan National Career Readiness Certificate (MI NCRC)* job skills program in its workforce development system. Michigan's goal is to have 560,000 Michigan residents earn MI NCRC's over a four year period from 2009 to 2013. Since the program's inception, approximately 100,000 Michigan residents, which include adults in the workforce system and Michigan high school students through the Michigan Merit Examination, have qualified for the certificate.

Enhancement/Expansion of Workforce Development Service Delivery Capacity

- **Goal: Enhance the capacity to meet employers' immediate recruitment and training needs through the provision of technical assistance.**

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- The *Michigan Business Surviving To Thriving (MBS2T) Initiative* is a model program and partnership with the University of Michigan's Institute for Research on Labor, Employment, and the Economy (IRLEE). At the close of program year one in 2010, the University of Michigan (U-M) reported that over 153 businesses participated in the Surviving To Thriving Program, representing over 7.906 in total employment and over 1.604 billion in total sales. Year two is the first full year of the program. In year two of the funding cycle, MBS2T demonstrated results that outperform the economy in job retention and growth. During this same period, 239 jobs were created with participating firms. Overall, 2,606 jobs were retained.
- The Business Solutions Professional (BSP) training is a partnership with the South Central Michigan Works Agency, and Michigan State University's School of Labor & Industrial Relations. At the end of the 2009 program year: 10 cohorts of trainees have completed BSP training, 426 BSP course completers, 166 trainees BSP certified, 218 trainees completing field work towards BSP certification.
- **Goal: Better address the workforce needs of employers and workers through regional and sector strategies such as Michigan Skills Alliances, and Workforce Innovation in Regional Economic Development (WIRED).**
 - During 2009, the Michigan Academy for Green Mobility became Michigan's first Green Sector Skills Alliance (GSSA) under the Governor's Green Jobs Initiative. 150 engineers received master's degree level training through Michigan Technological University and Wayne State University in Hybrid Electric Vehicle Battery Engineering.
 - During FY 2010, this GSSA resulted in 128 engineers receiving master's degree level training through Michigan Technological University and Wayne State University in Hybrid Electric Vehicle Battery Engineering. The Academy also released a Request for Proposals (RFP) to endorse curriculum for Vehicle Electrification Engineering Certificate Programs. The Bureau of Workforce Transformation (BWT) awarded \$924,654 to the Southeast Michigan Community Alliance to support incumbent worker training through the Michigan Academy for Green Mobility.
 - BWT staff assisted in the development of a proposal to the U.S. Department of Energy for workforce training in the electric power sector on behalf of the Utility Workforce Development Consortium, a Michigan Skills Alliance. In July 2010, DELEG received an award of \$4.38 million to train 588 individuals for jobs in the electric utility industry that support the implementation of smart-grid technology in Michigan's electric distribution system.
 - BWT provided \$2 million to support incumbent worker training through Michigan Skills Alliances and Michigan Regional Skills Alliances. Nine MiSA/MiRSAs will facilitate the training of 3,750 individuals.
 - A total of 806 eligible participants enrolled in Workforce Investment Act and Temporary Assistance to Needy Families programs received training as a result of the Michigan Skills Alliances (MiSA) initiative.
 - Under No Worker Left Behind, 79 percent of the training activities for job retention are under the MiSA initiative.
- **Goal: Assist in the development of regional partnerships and strategic plan development.**
 - The Regional and Sectoral Strategies Division (RSSD) held Regional Forums to engage employers in open, interactive discussions about current and future labor market trends.
 - The RSSD developed and released an RFP for the creation of new Michigan Skills Alliances. RSSD provides funding support and

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- technical assistance to promote employer-driven partnerships.
- Facilitated a MiSA Summit on April 27, 2010 that highlighted best practices in regional and sectoral strategies. The Summit attracted over 200 attendees and served as a public launch for the Michigan Skills Alliances program. Proceeds from the Summit are used to conduct regional forums designed to spur the development of alliances.
- RSSD staff, in partnership with Michigan Department of Technology, Management and Budget, and the Michigan Economic Development Corporation, began collaborative work on the New Economy Partnership, an initiative to grow the information technology sector in Michigan.
- Conducted a needs assessment of employers within multiple sectors of the plastics industry in a five-county Mid-Michigan region to identify areas of workforce needs that may be addressed through the creation of a new Michigan Skills Alliance.
- In support of the Green Jobs for Blue Waters Initiative, spearheaded by Lieutenant Governor John Cherry, the BWT, in partnership with the Michigan Economic Development Corporation, is developing a Water Utility Sector Alliance aimed at connecting research and development, business development, and workforce development in order to establish Michigan as the nation's recognized Center of Water Excellence.
- In partnership with the Council for Labor & Economic Growth, BWT received a federal State Energy Sector Partnership grant that required the coordination of multiple partners in support of the State of Michigan's request for \$6 million in federal funding. The funds support statewide workforce sector strategies that target energy efficiency, solar, and advanced battery technology. A portion of the funds are reserved for communities or regions undergoing auto industry restructuring.
- BWT staff engaged passenger and freight transportation employers in Genesee County to assess their workforce training needs. Discussions focused on the creation of a standard skill set to address their workforce needs, as well as to identify the respective business services that are available from the local Michigan Works! Agency.
- **Goal: Improve the efficiency of Workforce Transformation projects through the provision of support services to the bureau work areas.**
 - Created new Program Cost of Accounts and Index Codes for the BWT.
 - Created the BWT Financial Status Report (FSR) as a management tool to help prevent overspending and to avoid lapsing any of the approximately \$700-\$800 million allocated to the bureau and its program areas.
 - Provided support to BWT programmatic staff to ensure expenditure of funding is in accordance with federal and/or state regulations.
 - Provided various training sessions on Customer Service, Employee Improvement, Equal Opportunity, Complaint System, etc. to bureau staff and MWA partners.
 - Negotiated 5-year contract for the further development and support of the Management of Awards to Recipients System (MARS). This new contract resulted in a savings of over 30% from the former contract. MARS is an Internet-based system that allows BWT to award funds to grant recipients and allows recipients to request cash draws and report expenditures.
 - Plan for the Michigan Adult Education Reporting System (MAERS) to meet new federal requirements for attendance tracking. Will be added to MAERS in 2011 to allow the tracking of enrollee's hours of participation.

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- Automated numerous processes in the One-Stop Management Information System to streamline referrals sent from Department of Human Services BRIDGES system. Many of the 100,000 JET referrals received each year no longer require worker intervention, saving time and freeing up workers for other tasks.
- Continued filling all vacant positions bureau wide to ensure services are provided to our customers in a timely and efficient manner.
- Planned and carried out official work station move of over 20 staff members from Detroit to Lansing to consolidate staff within the Bureau of Workforce Transformation.

- **Goal: Address the workforce development and job training needs of Dislocated Workers adversely affected by foreign trade.**
 - Partnered with Michigan Works! Agencies and labor partners to implement and deliver services to eligible individuals impacted by foreign competition as identified by the federal Trade Adjustment Assistance (TAA) Act of 1974, as amended.
 - Partnered with the Rapid Response Section to coordinate services to MWAs, Employers, and affected workers.
 - Provided five training sessions throughout the state for MWAs on the Trade and Globalization Adjustment Assistance Act of 2009.
 - Per state policy, present at (or attend) each Worker Benefit Orientation meeting (approximately 250 during Fiscal Year 2010) to inform workers of their potential TAA benefits.
 - Certified 122 TAA petitions for Michigan companies during Fiscal Year 2010 (resulting in 21,255 affected workers).
 - Developed policy to guide TAA program implementation.
 - Developed a TAA Manual for use at the local MWAs.
 - Fiscal Year 2009 TAA Expenditures: \$62.6 Million.

- **Goal: To provide services to the populations described in the Workforce Investment Act (WIA) of 1998.**
 - In partnership with MWAs, met or exceeded all 17-performance measures established by the federal Workforce Investment Act of 1998 for Adults, Dislocated Workers, and Youth.
 - Conduct data validation of approximately 1,500 participant files to ensure compliance with WIA requirements.
 - Developed policy to guide WIA program development, implementation, and local administration and fiscal management.
 - Approximately \$149.5 Million in WIA formula funding allocated to MWAs (PY 2009).
 - WIA National Emergency Grant funding for the Automotive Sector and Regional Economic Impact of \$44.6 Million.
 - Discretionary funding to Detroit and Benton Harbor to operate youth initiatives.
 - Approximately \$136.1 Million in WIA/American Recovery and Reinvestment Act (ARRA) funding allocated to MWAs (PY 2008) for expenditure until 6/30/11.
 - Conduct statewide programmatic reviews for all 25 MWAs to ensure compliance with state and federal regulations.

- **Goal: Provide Wagner-Peyser labor exchange services to Michigan's universal population including employers, job seekers, and unemployment insurance claimants through local Michigan Works! Agencies utilizing state infrastructure systems.**

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- Maintenance, updating, and delivery of current policy and procedure manual, annual plan instructions, and other Wagner-Peyser topic-specific policies.
- Provision of technical guidance to MWAs regarding program implementation.
- Obligated a total of \$13,858,019 in Wagner-Peyser ARRA funding to MWAs and various bureau initiatives. Such funds were directed towards intensive employment services to UI claimants, the implementation of the National Career Readiness Certificate, the ECAR initiative, the Disability Program Navigator Program, Dow Chemical, services to Migrant and Seasonal Farm Workers, Trade Adjustment Assistance case management services, and administrative Adult Education activities.

- **Goal: Expand the links to pertinent resources and tools; update career information content; post and maintain Job/Career Fairs in Michigan.**
 - Page view traffic by job seekers on the Michigan Jobs & Career Portal (MJCP) website totaled 1,267,270 unique pages.
 - The MJCP website promoted/displayed statewide 424 employer/sponsor registered job and career fairs.
 - Email notifications of upcoming job/career fairs sent to 60,155 registered Michigan job seekers.
 - At the sponsors' request, the Occupational Research Section presented at the MJCP (exhibition booth) at twenty (20) statewide job/career fairs, including the NAACP Career Fair, 2010 Employment Guide Job Fair Series, and the Igniting Innovation in Michigan – Entrepreneurs in Action Conference. The Occupational Research Section also staffed Internet-enabled resource rooms to support several of the job fairs.
 - Made enhancements and added new scripts to the over 450 Career Exploration Scripts providing detailed information on new and emerging occupations.
 - Provided support to governmental agencies, employers, and job seekers, seeking educational and career information.

- **Goal: Use Value Added Performance Improvement System (VAPIS) as a state and local level program management tool.**
 - A training seminar was conducted at the Upjohn Institute for Employment Research on the use of VAPIS data in program management and program assessment. The seminar was attended by staff from the MWAs and by service providers of the disability community.
 - VAPIS reports are distributed to the MWAs on a quarterly basis for use in program management and assessment.

- **Goal: Make improvements to the Michigan Talent Bank (MTB) in collaboration with the Department of Technology, Management & Budget, providing better job matching for employers and job seekers.**

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- Completed the redesign of the MTB Job Seeker Resume Builder. The new design offers several improvements, including the ability to upload resumes directly into the Talent Bank, the option to save resumes in PDF format for easy transportation and the ability to create and save resumes in 3 popular formats: chronological, functional, and a combination of the two.
- Added O*NET Auto Coder job capability to provide optimal job matching between job seekers and employers.
- Continued to provide full system access and telephone support during the development and launch of the enhanced Talent Bank.
- Conducted training sessions and webinars to train Michigan Works! staff as well as other users on the new features of the Talent Bank.
- Worked with external partners to increase the use of batch processing to facilitate job uploads from employers directly into the Talent Bank. One such partner, Equest, has created 29 accounts for major Michigan employers for the purpose of automatically adding jobs to the Talent Bank through batch processing.
- Partnered with the 21st Century Southeast Michigan Initiative to identify enhancements requested by employers and jobseekers. Also worked with this group to form regional teams to train MWA staff and provider agencies on using the new resume builder.
- **Goal: Develop a more functional and informative web presence to present Workforce programs, services and information offered by BWT.**
 - Performed comprehensive analysis across all seven (7) divisions of the Bureau of Workforce Transformation detailing business processes, identifying programs and training, and highlighting informational content being offered to an array of users.
 - Partnered with IBM to begin initial research to develop a functional, intuitive and easy to navigate website to communicate the offerings of BWT to end users, including employers, jobseekers, MWA offices and internal SOM users.
- **Goal: Coordinated efforts to increase the State and local capacity to promote, expand, and support Registered Apprenticeships (RA).**
 - Created the Michigan Apprenticeship Action Team (MAAT) to develop and implement a strategic plan integrating RAs within the workforce system by including representatives from MWAs, community colleges, four-year institutions, private colleges, unions, public and private organizations, United States Department of Labor - Office of Apprenticeship (USDOL-OA), and DELEG staff (BWT and Michigan Rehabilitation Services).
 - Provide technical support to MWAs, public and private partners with integration of RA in the State's workforce development infrastructure.
 - Revised the Michigan Registered Apprenticeship Pilot (MRAP) design to increase the employer award and include a related technical training award for employers to sponsor new USDOL apprentices.

Identify and Serve Targeted Populations

- **Goal: Coordinate with other partners to assist foster youth with services to sustain independent living and employment opportunities.**

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- Partner with the Michigan Department of Human Services (DHS) to provide coordinated Summer Youth Employment Services to foster youth consistent with the DHS consent decree.
- Members of the Michigan Shared Youth Vision Partnership (MSYVP), convened by DLEG/BWT, developed a statewide referral process for youth in foster care to Michigan Works! Agencies to connect youth to additional employment, education, and connecting activities.
- **Goal: Michigan Shared Youth Vision Partnership (MSYVP) will develop a collaborative network that will determine specific Michigan policy to review and determine what advocacy is needed to connect youth with high quality education and employment services.**
 - The MSYVP Coordinator became a member of the High School Core Team within the Department of Education. Their goals are to increase communication across MDE and key partners; identify successful secondary school practices to support struggling learners; identify ways to communicate successfully.
 - Coordinated and hosted the Dropout Summit with America's Promise Alliance. Over 500 people attended, representing a variety of sectors and interests, and making teams from around the state to share their expertise and concern about the educational success of Michigan's Youth.
 - Received funding from National Corporation for Community Service to place 12 VISTA (Volunteers In Service to America) in various communities to support local partnerships in improving youth services.
- **Goal: MSYVP will develop internal and external language for sharing Shared Youth Vision goals and gain support from youth, and other stakeholders within education and employment sectors throughout Michigan.**
 - MSYVP presented at a variety of state conferences including Michigan Adult Education Training Conference, and the Michigan Works! Annual Conference. The presentations include information about the partnership and how individuals could get involved.
 - The Council for Labor and Economic Growth's Transforming Michigan's Workforce Committee agreed to have an active role in future activities of MSYVP.
- **Goal: Build an infrastructure through collaborative networks that guide economic and social policy in order to connect youth with high quality education, employment services, and connecting activities for successful transition into responsible adult roles.**
 - King-Chavez-Parks' (KCP) Gear Up/College Day (GU/CD) Program has developed and continues to develop and strengthen collaborative networks to enhance the quality of services provided to targeted K-12 students and their families. The original GU/CD Program partners with the fifteen public universities, the MI Department of Treasury (MDT), the University of Michigan – Ann Arbor School of Social Work, and EduGuide. The GU/CD Program has expanded its partnerships to include DELEG's Migrant, Immigrant & Seasonal Worker Services Division, MDT's Student Financial Services, Michigan Department of Education (MDE) College Access Challenge, VISTA, MI college Advising Corps, MI College Access Network (MCAN), The Imagine Fund, MI Campus Compact, MI

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Foundation for Educational Leadership, and the Arc Michigan: MI Alliance for Families.

- **Goal: Develop and implement a training program to assist women, minorities and economically disadvantaged individuals in developing the skills required to enter construction apprenticeship programs.**
 - The Energy Conservation Apprenticeship Readiness (ECAR) Program, a key component of the Michigan Energy Corps, was created to provide apprenticeship readiness training for women, minorities, and low-income individuals in developing the skills in energy conservation related construction trades. ECAR is a nine-week training curriculum that includes job readiness skills, applied math, computers, blueprint reading, workplace and green construction safety, as well as an overview of the construction trades and principles of green construction. Since its launch in August 2008, a pool of 101 individuals from each of the eight Cities of Promise participated in the training. Of the 81 graduates, 36 program participants were placed in apprenticeships or other opportunities. In 2010, the revised ECAR curriculum cohesively aligns the ECAR training with the U.S. Department of Energy's Weatherization Assistance Program (WAP) Installer Training curricula. The revised 270-hour training program now includes a 34-hour study area, entitled Building Sciences Principles. This revision allows ECAR graduates to exceed all core competency requirements of a WAP Installer.
 - In partnership with the Michigan Department of Transportation, BWT developed and implemented Year 3 of the Road Construction Apprenticeship Readiness (RCAR) Program, a nine-week training curriculum that includes job readiness skills, applied math, computers, blueprint reading, workplace safety, welding, and an overview of construction trades. We certified 109 individuals in MIOSHA CareerSafe, First Aid, Michigan National Career Readiness, and training completion. We placed 52 program participants in apprenticeships or other job opportunities.

- **Goal: Coordinate the development and delivery of employment and training services to eligible inmates and newly released prisoners.**
 - DELEG participates in the Michigan Prisoner Reentry Program that provides employment and training services to eligible ex-offenders
 - DELEG coordinates with the Michigan Department of Corrections (DOC) to provide an annual report to the Governor's office on MPRI statewide activities
 - DELEG participates in various MPRI Steering committees workgroups

- **Goal: Target specific employers or industries that are experiencing a decline and have the potential to undergo layoffs.**
 - DELEG operates a statewide Incumbent Worker program as part of the state's overall layoff aversion strategy.
 - Provided job specific retraining related to layoff aversion to 3,373 workers.

- **Goal: Provide employment services to veterans to assist in finding and retaining employment and work with employers to increase employment opportunities for veterans.**
 - Assisted 5,724 veterans in finding employment **(numbers to be updated week of 11/1)**

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- Made 10,856 job development contacts with employers on behalf of veterans.
- Provided veterans with 27,324 referrals to employers who posted job openings on the Talent Bank.
- Recruited employers and veteran job seekers and actively participated in more than 32 job fairs around the State of Michigan.
- In partnership with Michigan State University, implemented the Vets to Ag program that provides specialized agricultural training to unemployed homeless veterans for jobs in the agricultural field.
- Expanded the geographic listening area for the weekly Veterans Radio Hour radio show.
- As the State Approving Agency for Veterans Education & Training, we conducted 64% of the scheduled supervisory visits

- **Goal: Administration of the Disability Program Navigator (DPN) Services.**
 - Continued providing DPN support within ten MWA service areas with a high concentration of persons with disabilities.
 - Navigators addressed the needs of individuals with disabilities seeking training and employment opportunities through the One-Stop Career Center system.
 - Navigators provided expertise and serve as a resource person to the workforce investment system and individuals with disabilities, including Social Security Disability Insurance (DI) and Supplemental Security Income (SSI) disability and blindness beneficiaries.
 - Navigators developed linkages and collaborated on an ongoing basis with employers to facilitate job placements for persons with disabilities.
 - Navigators developed partnerships with other agencies to achieve integrated services, systemic change, and to expand the capacity to serve customers with disabilities at One-Stop Service Centers.
 - Navigators provided expertise regarding the One-Stop partner programs, services and information and SSA work incentives and other employment support programs, including the Ticket to Work programs and SSA demonstration projects focused on improving employment opportunities for individuals with disabilities.
 - Navigators assisted with the transition of in-or out-of-school youth with disabilities to obtain employment and economic self-sufficiency.
 - Navigators served as resources on Federal, State, local and private programs, the Social Security Administration's work incentives, and employment support programs.
 - Navigators expanded consumer choice in addressing the needs of individuals with disabilities seeking training and employment opportunities through the One-Stop Career Center system established under WIA.

- **Goal: Manage and promote the Fidelity Bonding Program as an incentive for employers to hire high-risk job seekers.**
 - Conducted 12 Fidelity Bond presentations for 303 participants.
 - Issued fifty-six (56) Fidelity Bonding stamps.
 - Participated in a total of 12 job fairs.
 - 257 employers and 2,187 job seekers were serviced by the State Fidelity Bonding Coordinator.

- **Goal: Manage and process applications for Foreign Labor Applications (agricultural) in accordance with federal regulations from**

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APPROPRIATION UNIT: Sec 111 Workforce Development

PROGRAM: BUREAU OF WORKFORCE TRANSFORMATION

the United States Department of Labor, Employment and Training (CFR 655 subpart B).

- Completed 293 agricultural prevailing practice surveys.
- Completed 48 housing inspections.
- Processed and filled 24 job orders.

• **Goal: Manage and maintain the Sharing How Access to Resources Empower (SHARE) Network Initiative.**

- Increased Access Points in Michigan by 11.
- Michigan continues to lead the nation with the highest number of Access Points.

• **Goal: Carry out functions as prescribed by the federal Migrant and Seasonal Farm Worker (MSFW) statute, 20 CFR 653.107--108.**

- Number of participants within the MSFW Program = 16,624.
- MSFW participants referred to Jobs = 3,954
- Number of days utilized for outreach activities of Employment Services staff = 1,023.
- Referral to Supportive Services = 5,742
- Maintain H-2A program, monitor the Agricultural Recruiting System as well as the ES Complaint System via the State Monitor Advocate Office.

• **Goal: Provide employment services to migrant and seasonal farm workers to assist in finding and retaining employment for the duration of the growing season, and work with employers to increase employment opportunities for migrant and seasonal farm workers.**

- Assisted 16,934 migrant and seasonal farm workers to find employment.
- Contacted 5,421 agricultural employers to identify their labor needs.
- Maintain Apparent Violation System, by resolving or referring these alleged violations to the appropriate enforcement agency.
- Increase Law Enforcement initiative "Project Respeto" to other counties.

• **Goal: To promote access to, retention in, and completion of individual student goals in quality comprehensive postsecondary services as it relates to:**

- **King-Chavez-Park Initiative's (Academic Year-10/1/08 – 9/30/09) Select Student Support Services (4S), Michigan College/University Partnership (MICUP), Morris Hood, Jr., Educator Development (MHED), Future Faculty Fellowship (FFF) and the Gaining Early Awareness and Readiness for Undergraduate (GEAR UP) Programs**
 - 11,167 GEAR-UP eligible students served in 36 school districts.
 - 17,742 Academically or economically disadvantaged postsecondary students served in 12 public and 6 private institutions.
 - 383 Academically or economically disadvantaged graduate students pursuing faculty careers.
 - 123 Associate degrees earned.

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- 615 Baccalaureate degrees earned.
- 20 Master's degrees earned.
- 14 Doctorate degrees earned.
- 41 New certified K-12 teachers with 7 employed as K-12 teachers.

- **Michigan Community Colleges Unit:**
 - Total headcount enrollment increased to 496,751 from 448,396 in academic year 2008-09.
 - Total awards (associate degree, certificates, diplomas) conferred by the Board of Trustees increased from 29,357 in 2008-09 to 32,693 in 2009-10.
 - Administered over 170 Professional Development grants, leadership grants, and program improvement Carl D. Perkins Career and Technical Education Act grants totaling \$15,802,800 for FY 2010-11.
 - Total occupational enrollment increased from 187,669 in 2008-09 to 230,094 in 2009-10.
 - The number of students enrolled in nontraditional programs increased from 112,191 in 2008-09 to 135,314 in 2009-10. Of that total, 31857 students were enrolled in programs considered non-traditional for their gender.
 - The total of non-traditional awards conferred during 2009-10 was 16,775.
 - Six new occupational education programs were approved to participate in the Perkins postsecondary activities in FY 2009-10.

- **Proprietary Schools, Educational Corporations:**
 - Number of Proprietary Schools - 441.
 - New Schools Completed -93.
 - School Change Requests Completed - 220.
 - Individual Student Transcripts Sent to Record Center - 7179.
 - Transcript Requests From Public Processed - 135.
 - Closed Schools Processed - 35.
 - School Inspections - 102.
 - Unlicensed Schools Contacted - 27.
 - Complaints - 149.
 - Solicitor Permits Issued - 194.

- **Goal: Promote access to, retention in, and completion of individual student goals in quality, comprehensive, secondary, postsecondary, and adult education resulting in a 21st Century workforce inclusive of Michigan's diverse populations.**
 - Shared and disseminated best practice information with all appropriate internal Bureau customers.
 - Maintained a log of materials distributed throughout the six-month period at related meetings and events, regional meetings conducted

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- across the state, state conference, and electronic media.
- Disseminate best practice materials at a minimum of five technical assistance events per year for our external customers; a report of the dissemination will be prepared semiannually for the Bureau Director.
- Held an annual Monitoring Technical Assistance Workshop, yearly Statewide Conference, and selective technical assistance workshops for adult education providers around the State based upon assessed needs.
- The Michigan Adult Education Professional Development (MAEPD) website provided opportunities to adult education practitioners to register on-line for professional development training institutes designed to meet the needs of adult educators.
- Michigan's 111 GED testing centers administered 15,848 GED exams and 11,065 adults obtained a GED Diploma.
- 34,866 GED and/or transcript verification requests were processed for the public.
- Michigan adult education providers provided instructional and educational services to 28,243 participants.
- **Goal: Strengthen communities, including diverse populations, through the creation of partnerships and volunteerism.**
 - The Office of Adult Learning is working with Practitioner Task Forces to develop a Michigan model for adult learning system.
 - Assisting adult education providers in developing web-based, effective instructional programs designed to accelerate educational gains and credit recovery.
 - Awarded a Special Projects grant to adult education providers across the State interested in running a summer school program and/or other innovative programs that increase the retention and completion rates of adult learners.
 - Continued with the piloting of the Preparing Workers for 21st Century Writing/Math, an Adult Basic Education – English as a Second Language (ABE/ESL) contextualized project funded by WIA Title II Leadership Grant to make the educational experience more meaningful.
 - Created the Transformation Task Force instituted by the legislature to develop and deliver a structure By December 30, 2010 charged with:
 - Evaluating the provisions of this section and making recommendations for updating this section to address the increased demand for adult education, particularly in underserved areas of this state, and the need to align adult education with entry-level requirements for postsecondary education, training, and employment.
 - Assessing and recommending a comprehensive statewide delivery system that ensures that all areas of this state are adequately served. The adult learning planning group shall give consideration to using intermediate districts or countywide agencies as fiscal agents to lessen the administrative burden on smaller programs and service areas and to foster partnerships for creating seamless transitions between educational levels of attainment, career preparation, and employment in newly designated service areas. The adult learning planning group shall obtain local community input from adult education and training stakeholders, including adult educators and adult learners, and shall combine that input with current enrollment, employment, and other relevant data in developing recommendations, including recommendations concerning fiscal agents and service delivery locations.

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- Examining and evaluating the implementation of accessible services using flexible year-round scheduling and distance learning.
- Evaluating issues related to staffing of adult education programs.
- Evaluating modes of education delivery for adult learners and identifying current research-based best instructional practices.
- Evaluating current assessment tools and the need for ongoing program evaluation using established performance measures.
- Submitting its recommendations to the department, the senate and house appropriations subcommittees responsible for this act, and the senate and house fiscal agencies.
- Facilitating 17 regional meetings in preparation for allocating WIA Title II funds through regional application process to be announced in March 2011.

Processes/Services

PROGRAM EFFECTIVENESS and Efficiency (Current Year)

Program Goals/Metrics

See attached charts

Performance Measures FY10

Utilization of Common Measures for USDOL programs

- Federal DED-OVAE

Program Improvements Made FY10

Meeting Employer Needs Division

- Improved and formalized a monitoring process for National Emergency Grant projects.

PROGRAM IMPROVEMENT PLANS FOR FY11

(List what processes you plan to improve for FY11)

11/15/2010

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Accelerating Employment Division

- Initiate local service delivery area programmatic review for all WIA programs.
- Re-implement the JET Plus program.

Veterans' Services Division

- More robust Vets to Ag cohort with improved wrap around services, curriculum, and role definitions.
- Provide statewide veterans data base of benefits and programs.
- Initiative for blind veterans.
- Initiative for Native American veterans
- State legislative awareness of the Veterans' Services Division and the mission and functions of the Division.
- Instituting improved reintegration process for personnel from military and civilian penal systems.
- As the State Approving Agency, approving all flight schools as part of the U.S. Department of Veterans Affairs Education & Training requirements.

Meeting Employer Needs Division

- Implement a statewide dislocated worker survey to gather detailed information from laid off workers to improve rapid response services and to obtain supplemental funding in the form of National Emergency Grants to assist them with re-employment.
- Research and development is currently underway to host five regional summits to gather stakeholders from economic development, education, workforce development, and labor sectors that share an interest in layoff aversion with an emphasis on the formation of a formal Early Warning Network System for Michigan.
- Enhance the functionality of the Michigan Talent Bank (MTB) for employers by including new features such as enhanced navigation and appearance, addition of Michigan Business One-Stop employer registrations and inclusion of O*NET drop down menus for employer job orders.
- Enhance the functionality of the Michigan Talent Bank for jobseekers by providing the option of storing multiple resumes within a single account and allowing customized job scouts tailored to specific job qualifications or objectives.
- Explore partnerships with external stakeholders to increase the number of jobs offered to Michigan jobseekers.
- Develop a highly functional, easy to navigate workforce web presence that reflects the programs and services available to users spanning employers, state employees, MWA! offices, jobseekers and the general public.
- To better serve the citizens and employers of Michigan, the Online Services Section will continue to evaluate the inclusion of workforce strategies, including but not limited to the use of virtual career fairs, virtual one-stops, and the development of career exploration scripts focused on new and emerging occupations.

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- Continue to increase awareness of the SHARE Network Initiative and increase the number of SHARE Network Access Points.

Management Services Division

- Fiscal staff to review current fiscal processes in place and, if applicable, create a more streamlined process for efficiency and to avoid duplication of services and activities.
- Develop a new Web presence for the Training and Development Section to include the ability to archive training webinars so they may be available for staff 24/7. This will allow staff to receive the training at their convenience. Actual broadcast of the webinar can therefore be minimized, saving thousands of dollars in AT&T telephone and data charges. The new training web site will also feature an automated registration system and training calendar.
- Design, develop and deliver a Business Writing Class for all BWT staff. Deliver a New Employment Service Interviewer class for Veterans Representatives. Design and develop a New Employee Orientation on the Training web-site.
- Ensure compliance with required Equal Opportunity (EO) systems and practices implemented into the state's Methods of Administration. Special emphasis will be placed on sections related to entry of EO data in OSMIS and on the review and monitoring of EO compliance by the MWAs.

CHALLENGES FOR FY11 and BEYOND

Accelerating Employment Division

- Continuing appropriate levels of service with the conclusion of ARRA funding.
- Continuing appropriate levels of service with continued reduction in funding to the state.
- Loss of flexibility in the utilization of discretionary and formula funding with the reduction of allowable waivers to statutory requirements.

Veterans' Services Division

- Obtaining approved staffing levels as detailed in the U.S. Department of Labor's Jobs for Veterans State Grant.
- As the State Approving Agency for the U.S. Department of Veterans Affairs Educational Services conducting all contractual duties as defined by U.S. Code 38.

Meeting Employer Needs Division

11/15/2010

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- Maintaining adequate resources to continue funding existing robust and effective layoff aversion programs.
- Maintaining adequate staffing due to retirement and the 2 to 1 replacement ratio.
- The Michigan Talent Bank faces the challenge of meeting its goals and objectives with a 66% staff reduction through attrition.
- Difficulty in coordinating appointments with the MWA's and the Faith Based and Community Organizations to establish more SHARE Network Access Points.

Management Services Division

- Early retirements - impact on staffing and the ability to get work done.
- DTMB Information Technology capacity – loss of experienced staff impacts ability to respond quickly to data needs.
- With limited fiscal staff in the Management Services Division, fiscal responsibility of new programs/initiatives could possibly be challenging. Such challenges could include meeting the various funding source requirements and/or deadlines.

CHARTS

Program Performance Measures Data Fiscal Year 2010 Detail (10/01/2009 -09/30/2010)

TRADE PROGRAM

Number of Individuals:

28,331	Eligible for Services
33,015	Participants Enrolled

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11,980 Enrolled in Training
987 Completed Training
3,653 Obtained Employment

WIA PROGRAMS (Adult, Youth, Dislocated Worker)

Program Year 2009 Detail (07/01/2009 – 06/30/2010)

ADULT

33,590 Adults Served by the 25 local Michigan Works! Agencies
22,808 Adults Receiving Job Training
6,771 Adults Employed at an Average Hourly Wage of \$13.91

\$1.33 Return on Every Dollar Invested

YOUTH

24,283 Youth (age 14-21) Served by Local Michigan Works! Agencies
21,352 Youth (age 14-18) Attained Skills
968 Youth (age 19-21) Were Employed
\$9.05 Average Hourly Wage of Employed Youth

DISLOCATED WORKER

32,965 Dislocated Workers Served by Michigan Works! Agencies
22,718 Dislocated Workers Received Training
3,651 Dislocated Workers Employed at an Average Wage of \$15.21

\$1.37 Return on Every Dollar Invested

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WORK FIRST PROGRAM

Fiscal Year 2009 Detail (10/01/2009 - 09/30/2010)

94,671	Served
23,834	Employed
\$8.44	Average Starting Wage
11,131	Family Independence Program Cases Closed Due to Income

WAGNER-PEYSER PROGRAM

Program Year 2009 (07/01/2009 - 06/30/2010)

766,846	Total Participants
58,639	Veterans Served
274,939	Entered Employment
234,632	Retained Employment for PY 2009
\$13.543	Average Earnings for Six Months