

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 112 Workforce Development **PROGRAM:** Bureau of Workforce Transformation

TIMELINE: October 1, 2008 through September 30, 2009

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.

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.

Lifelong Learning Division: Ensure that all adult 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: Ensure the full range of employment services offered within all Michigan Works! Agency (MWA) locations are provided equitably to migrant and seasonal farmworkers. 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.

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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 1965, as amended to Office of Postsecondary Services; Department of Education-Office of Vocational and Adult Education, and Basic Grants to States

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
State of Michigan 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)

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29 CFR. Part 37 – Sections 37.23 thru 37.28- Discrimination complaints
Michigan Higher Education Appropriations Act, Public Act 132 of 2009
Federal Higher Education Act of 1956 as amended in 1998
Public Act 345 of 2006
State School Aid Act, Section 107
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 120 of 2007.
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)
Public Act 227 of 1971, as amended (Home Solicitation Sales)

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; Employers; Employees, Non-Profit organizations; Faith-based 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; 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 Information Technology; 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

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 52,852 people in training in year 2 (August 1, 2008 through July 31, 2009) – a 40% increase over year 1.
 - 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 Consumer Education Consumer Report (CECR) resulting in 7,211 programs being either added or updated – a 23% increase from year 1 of NWLB.
 - 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.
 - NWLB continued its partnership with 8 community colleges on projects that advanced students faster, improved efficiency in their operations or made education more accessible through the use of the internet or alternative training schedules.
 - 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.
 - Caraco - DELEG partnered with the Michigan Economic Development Corporation (MEDC), the City of Detroit Workforce Development Department, Henry Ford Community College, and Wayne State University, to develop a five-year workforce training package for the company resulting in the company opting to stay and grow in Detroit.
 - 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 have 560,000 Michigan residents earn MI NCRC's over a four year period from 2009 to 2013.

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.**
 - 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 2009, University of Michigan (U-M) has reported that over 60 businesses participated in the Surviving To Thriving Program, representing over 3,800 in total employment and over 800 million in total sales.
 - 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: 7 cohorts of trainees have completed BSP training, 252 BSP course completers, 107 trainees BSP certified, 148 trainees completing field work towards BSP certification.

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- **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. This GSSA has resulted in 150 engineers receiving master's degree level training through Michigan Technological University and Wayne State University in Hybrid Electric Vehicle Battery Engineering. Planning for the next 175 participants is underway.
 - Established the Michigan Emerging Markets Skill Alliance (MEMSA) for Tool and Die in conjunction with the Governor's Green Jobs Initiative to assist workers in updating their skills and adapting to new industries, particularly those in the emerging green economy. MEMSA employers project a need to train roughly 400 individuals in 2009, in preparation for careers as tool and die makers, machinists, machine builders, machine repairs, industrial electricians, and mold makers.
 - BWT Staff's continued assistance to the Michigan Nursing Corps in 2009 resulted in the development of accelerated bachelor's and master's degree programs in Nursing and Nursing Education. Seventy-four students completed their training to become nursing faculty, which provides additional training capacity of 153 Bachelor's of Science in Nursing students per year.
 - During 2009, a total of 722 eligible participants enrolled in Workforce Investment Act and Temporary Assistance to Needy Families programs received training as a result of the Michigan Regional Skills Alliances (MiRSA) initiative.
 - Under the No Worker Left Behind, sixty one percent of the training activities for job retention were under the MiRSA initiative.

- **Goal: Assist in the development of regional partnerships and strategic plan development.**
 - In 2009, the Regional and Sectoral Strategies (RSS) Division developed a new strategic and operational plan which established two unique approaches, Regional and Sectoral, to Michigan skills alliance creation.
 - Facilitated a forum on November 25, 2008, that resulted in the creation of The Michigan Utility Workforce Development Consortium, which is a partnership between Detroit Energy (DTE), Consumers Energy, municipalities and co-ops, the UWUA, the IBEW, the BWT, and others to develop solutions to the looming skilled worker shortage in the electric utility industry.
 - Conducted a needs assessment of employers within multiple sectors of the plastics industry in a five-county Mid-Michigan region in order 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 Michigan Film Office, BWT is developing a Film Industry Sector Skills Alliance comprised of 21 members from the film industry, education, workforce development system, and government to support this growing industry.
 - In partnership with the Council for Labor & Economic Growth, BWT lead the process to apply for a federal State Energy Sector Partnership grant, which required the coordination of multiple partners in support of the State of Michigan's request for \$6 million in federal funding. The funds will support statewide workforce sector strategies that target energy efficiency, renewable energy industries, and other green industries. A portion of the funds will be reserved for communities or regions undergoing auto industry restructuring.

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- BWT staff engaged passenger and freight transportation employers in Genesee County in order to assess their training needs. Discussions are underway regarding the creation of a standard training to address their workforce needs, as well as the feasibility of collaborating to coordinate recruitment efforts within this region.
- **Improve the efficiency of Workforce Transformation projects through the provision of support services to the bureau work areas.**
 - Prepared and filed with the U.S. Department of Labor's Civil Rights Center, a comprehensive update to the state's Methods of Administration (MOA). The MOA is a document that describes the policies and procedures implemented by the state to ensure that its federal programs comply with legal requirements related to nondiscrimination and equal opportunity.
 - Created new Program Cost of Accounts and Index Codes for the BWT.
 - Developed future BWT budget requirements to support the approximately \$300-\$400 million in funding received each year by the bureau.
 - Provided various training sessions on Customer Service, Employee Improvement, Equal Opportunity, Complaint System, etc. to bureau staff and MWA partners.
 - Successfully implemented the Management of Awards to Recipients System (MARS) in July 2009. 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.
 - Developed an action plan for the Michigan Adult Education Reporting System (MAERS) to meet new federal requirements for attendance tracking. A new attendance module will be added to MAERS in 2010 to allow the tracking of enrollee's hours of participation.
 - Automated numerous processes in the One-Stop Management Information System to stream line 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.
 - Developed organizational charts for BWT and assisted in identifying and filling 25 new positions across the bureau.
- **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 2009) to inform workers of their potential TAA benefits.
 - Certified 122 TAA petitions for Michigan companies during Fiscal Year 2009 (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: \$40.5 Million.

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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).
- **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.**
 - 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.
 - Allocated \$7,811,262 in ARRA - Wagner-Peyser Reemployment Services funding to MWAs, for the provision of intensive employment services to UI claimants.
 - Allocated \$2,561,232 in Wagner-Peyser (regular and Recovery Act) funding to MWAs for the implementation of the National Career Readiness Certificate.
 - Established plans for use of \$ 5,196,757 in additional WP ARRA funding, including implementation of the ECAR initiative, the Disability Program Navigator Program, Dow Chemical, services to Migrant and Seasonal Farmworkers, 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.**
 - Completed wage determinations for 3,758 online prevailing wage requests submitted by Michigan employers and colleges/universities. The average time for a wage request was one business day.
 - Page view traffic by job seekers on the Michigan Jobs & Career Portal (MJCP) website totaled 1,542,650 unique pages.
 - The MJCP website promoted/displayed statewide 304 employer/sponsor registered job and career fairs.
 - Email notifications of upcoming job/career fairs sent to 86,633 registered Michigan job seekers.
 - At the sponsors' request, the Occupational Research Section presented at the MJCP (exhibition booth) at twenty-two (22) statewide job/career fairs, including the 9-day 2009 North American International Auto Show (NAIAS), the Fall Michigan Collegiate Job Fair, and the 2009 Putting America Back to Work Job Fair.
 - Career Exploration with videos updated and expanded to include navigation redesign and new/emerging occupations such as Video Game Designer, Java Developer, Logistics Analyst, Data Architect, Wind Turbine Engineer, and Fuel Cell Engineer.
 - Enhanced the products/services of the MJCP with such additions as 1) Job Openings in Michigan Energy & Related Companies, 2) Job Seeker Tips, and 3) Volunteer Opportunities.
 - Technical support provided to governmental agencies, employers, and job seekers.

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- **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) based on recommendations from customer surveys and the MTB Work Group** (representatives of the workforce development system) **in collaboration with the Department of Information Technology.**
 - The number of active resumes increased by 60% and exceeded one million in early June 2009. The ongoing performance of the MTB remained excellent for employers and job seekers throughout this huge expansion.
 - Redesign of the MTB jobseeker resume builder is 70% complete. The "Job Seeker Account" (single-login concept) will give the job seeker ease in managing multiple resumes, their job search history, and many other new features.
 - Updated Employer Resume Cart feature on the MTB in response to customer requests.
 - Created a tracking system for the ARRA job postings. Employers can identify and track all ARRA funded jobs for ease in monitoring. Job seekers are able to identify ARRA jobs when searching. New 'Explains' and multiple information links were created to inform employers, job seekers, and the public about ARRA. A new report is compiled weekly to track job activity.
 - To meet employer monitoring requirements for Equal Employment Opportunity and ARRA, inactive job orders now remain in the employers account for up to three years.
 - Ongoing updates were made for the Michigan Careers in Transition (MCIT) webpage on the Keep Michigan Working site. MCIT was a new initiative bringing together employers and top automotive industry professionals recently re-entering the workforce due to the economic impacts affecting the Southeast Michigan automobile industry.
 - MCIT email notification system was established to allow MWAs to communicate in mass emails about upcoming events, workshops, and program deadlines for those affected by mass layoffs.
 - A 10-member MCIT Call Center was established and supervised for five months to aid in the transition of displaced workers from Chrysler and other employers throughout the State of Michigan.
 - Employers' using the Batch Process continues to increase. This year, the University of Michigan, Eastern Michigan University, and ITC signed on to the Batch Process, increasing the number of new jobs automatically posting to the MTB by about 600.
 - A partnership was established with the Michigan Business One Stop (M-BOS) project to develop the necessary software to include the MTB employer registration system in the new online statewide system.
 - Partnered with the Detroit Regional Chamber of Commerce for links on their website to direct employers to the MTB for job postings and resume searches.
 - Partnered with the Southeast Michigan Regional Rapid Response team to develop an instructional video about seeking work in difficult times.
 - Completed many minor modifications and additions to improve the MTB features, the overall functionality, navigation and usefulness of the website.

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- **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).
 - Supported a statewide RA summit and regional summits as a means of building partnerships to further the goal of integrating and expanding RAs in the State's workforce infrastructure.
 - Created the Michigan Registered Apprenticeship Pilot which provided \$1 million in WIA- ARRA funds as an incentive to employers for sponsoring 1,000 new apprentices.

Identify and Serve Targeted Populations

- **Goal: Coordinate with other partners to assist foster youth with services to sustain independent living.**
 - Continued to partner with Michigan Department of Human Services (DHS) Independent Living Coordinator on providing coordinated services to the Foster Youth Demonstration Project (FYDP) of Detroit.
 - 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 of Labor and Economic Growth's Transforming Michigan's Workforce Committee agreed to have an active role in future activities of MSYVP.

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- **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 MDT's Governor's College Access Network, MI Campus Compact, MI Foundation for Educational Leadership, and the Arc Michigan: MI Alliance for Families. KCP's GU/CD Program is also currently working on a partnership with DELEG's Migrant, Immigrant & Seasonal Worker Services Division.
- **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 safety, along with green construction safety, as well as an overview of the construction trades, and principles of green construction. Launched in August 2008, a pool of 15 individuals will be trained in each of the eight Cities of Promise - - 120 individuals statewide.
 - In partnership with the Michigan Department of Transportation, developed and implemented Year 2 of the Road Construction Apprenticeship Readiness (RCAR) Program, an eight-week training curriculum including job readiness skills, applied math, computers, blueprint reading, workplace safety, and an overview of construction trades. Certified 90 individuals in MIOSHA CareerSafe, First Aid, Michigan National Career Readiness, and training completion. Placed 52 program participants in apprenticeships or other 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
- **Goal: Provide employment services to veterans to assist in finding and retaining employment and work with employers to increase employment opportunities for veterans.**
 - Assisted 6,080 veterans in finding employment.
 - Made 11,969 job development contacts with employers on behalf of veterans.
 - Provided veterans with 32,382 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.

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- **Goal: Administration of the Disability Program Navigator (DPN) Services.**
 - Continued providing DPN support within nine MWA service areas with a high concentration of persons with disabilities.
 - 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 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.

- **Goal: Manage and promote the Fidelity Bonding Program as an incentive for employers to hire high-risk job seekers.**
 - Conducted 17 Fidelity Bond presentations for 397 participants.
 - Issued Thirty two (32) Fidelity Bonding stamps.
 - Participated in a total of 7 job fairs.
 - 318 employers and 4,757 job seekers were serviced by the State Fidelity Bonding Coordinator.

- **Goal: Manage and process applications for Foreign Labor Certification (non –agricultural) in accordance with federal regulations from the United States Department of Labor, Employment and Training Administration (CFR 655 subpart A).**
 - Processed a total of ninety seven (97) applications in compliance with Federal Regulations.
 - Processed applications resulting in one hundred thirteen (113) U.S. workers being hired.
 - Provided a total of 3,693 prevailing wage determinations.

- **Goal: Manage and process applications for Foreign Labor Applications (agricultural) in accordance with federal regulations from 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 resource directory.**
 - Increased Access Points in Michigan by 22.
 - Michigan continues to lead the nation with the highest number of Access Points.

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- **Goal: Carry out functions as prescribed by the federal Migrant and Seasonal Farm Worker (MSFW) statute, CFR20, 653.108.**
 - Number of participants within the MSFW Program = 16,592.
 - MSFW participants referred to Jobs = 2,101.
 - MSFW participants receiving assisted services through the Michigan Works! One Stop Centers = 9,840
 - Employment Services staff outreach activities/contact with MSFW participants = 16,934.
 - Number of days utilized for outreach activities of Employment Services staff = 1,039.8.
 - Referral to Supportive Services = 5,068.

- **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 and retain employment.
 - Assisted 4,252 agricultural employers to locate needed labor supply.
 - Assisted 612 non agricultural employers to place settled out migrant and seasonal farm workers in year round employment.
 - Maintain ES Complaint System, process and resolve complaints.
 - 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-10/1/07 – 9/30/08) 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**
 - 12,725 GEAR-UP eligible students served in 38 school districts.
 - 14,154 Academically or economically disadvantaged postsecondary students served in 12 public and 6 private institutions.
 - 332 Academically or economically disadvantaged graduate students pursuing faculty careers.
 - 101 Associate degrees earned.
 - 648 Baccalaureate degrees earned.
 - 10 Master's degrees earned.
 - 7 Doctorate degrees earned.
 - 17 New certified K-12 teachers with 9 employed as K-12 teachers.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 112 Workforce Development **PROGRAM:** Bureau of Workforce Transformation

- **Michigan Community Colleges Unit:**
 - Administered over 170 Professional Development grants, leadership grants, and program improvement grants totaling \$14,400,000 for FY 2007-08.
 - The number of students enrolled in nontraditional programs was 112,191 during 2007-08. A total of 29,464 students were enrolled in programs considered non-traditional for their gender.
 - The total of non-traditional awards conferred during 2007-08 was 14,280.
 - Fall 2008 enrollment increased to 234,832 from 227,113 in fall 2007.
 - Total occupational enrollment decreased from 198,319 to 187,669 in 2007-2008.
 - Total awards (associate degree, certificates, diplomas) conferred by the Board of Trustees increased from 25,934 in 2006-07 to 28,168 in 2007-08.
 - Fifteen new occupational education programs were approved to participate in the Perkins postsecondary related activities in FY 2007-08.
- **Proprietary Schools, Educational Corporations:**
 - Number of Proprietary Schools - 401.
 - New Schools Completed -59.
 - School Change Requests Completed - 137.
 - Individual Student Transcripts Sent to Record Center - 7179.
 - Transcript Requests From Public Processed - 178.
 - Closed Schools Processed - 42.
 - School Inspections - 43.
 - Unlicensed Schools Contacted - 43.
 - Complaints - 39.
 - Solicitor Permits Issued - 164.
- **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 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.
 - During this time period Michigan's 111 GED testing centers administered GED exams and 12,955 adults obtained the GED

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 112 Workforce Development **PROGRAM:** Bureau of Workforce Transformation

- o diploma.
- o 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.**
 - o The Office of Adult Learning is working with Practitioner Task Forces to develop a Michigan model for adult learning system.
 - o Assisting adult education providers in developing web-based, effective instructional programs designed to accelerate educational gains and credit recovery.
 - o 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.
 - o 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.
 - o Created the Transformation Task Force instituted by the legislature to develop and recommend a structure By December 30, 2009 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.
 - Evaluating the grant recipients in the no worker left behind program created under PA 251 of 2008 to identify lessons learned and promising practices for consideration in recommendations.
 - 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.

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 112 Workforce Development **PROGRAM:** Bureau of Workforce Transformation

PROGRAM EFFECTIVENESS (Current Year)

Program Goals/Metrics

- Meet the program performance standards as established by the federal government
- Support initiatives by the Department of Energy, Labor & Economic Growth and the Executive Office as they are developed

Performance Measures

- Utilization of Common Measures for USDOL programs
- Federal DED-OVAE

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 112 Workforce Development **PROGRAM:** Bureau of Workforce Transformation

Exhibit A

Program Performance Measures Data Fiscal Year 2009 Detail (10/01/2008 -09/30/2009)

TRADE PROGRAM

Number of Individuals:

39,247	Eligible for Services
28,752	Participants Enrolled
8,713	Enrolled in Training
739	Completed Training
1,046	Obtained Employment

WIA PROGRAMS (Adult, Youth, Dislocated Worker)

Program Year 2008 Detail (07/01/2008 – 06/30/2009)

ADULT

25,923	Adults Served by the 25 local Michigan Works! Agencies
17,469	Adults Receiving Job Training
4,900	Adults Employed at an Average Hourly Wage of \$11.60
\$1.33	Return on Every Dollar Invested

YOUTH

29,363	Youth (age 14-21) Served by Local Michigan Works! Agencies
14,580	Youth (age 14-18) Attained Skills
752	Youth (age 19-21) Were Employed
\$8.87	Average Hourly Wage of Employed Youth

FY 2009 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 112 Workforce Development **PROGRAM:** Bureau of Workforce Transformation

DISLOCATED WORKER

22,199	Dislocated Workers Served by Michigan Works! Agencies
14,911	Dislocated Workers Received Training
3,651	Dislocated Workers Employed at an Average Wage of \$13.01
\$1.37	Return on Every Dollar Invested

WORK FIRST PROGRAM

Fiscal Year 2009 Detail (10/01/2008 - 09/30/2009)

100,519	Served
27,631	Employed
\$8.44	Average Starting Wage
12,758	Family Independence Program Cases Closed Due to Income

WAGNER-PEYSER PROGRAM

Program Year 2008 (07/01/2008 - 06/30/2009)

923,574	Total Participants
70,718	Veterans Served
237,791	Entered Employment
221,481	Retained Employment for PY 2006
\$12,014	Average Earnings for Six Months