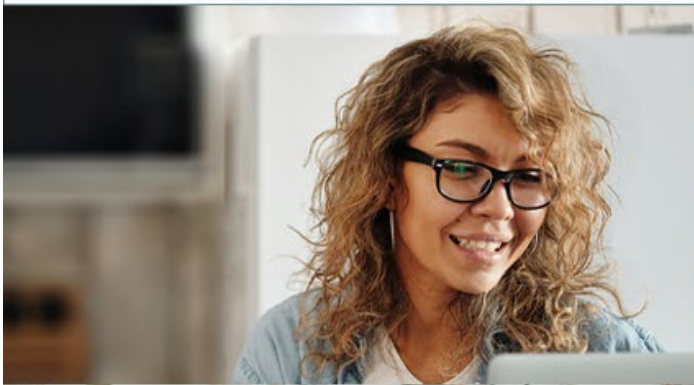




# Workforce Innovation and Opportunity Act

Annual Statewide Performance Report Narrative  
State of Michigan  
Program Year 2021



## EXECUTIVE SUMMARY

Michigan's priorities include key actions necessary to improve equity and access to workforce programming resulting in greater opportunities for economic mobility for our state's citizens. The Michigan Department of Labor and Economic Opportunity, Workforce Development's (LEO-WD's) goal is to promote a flexible, innovative, and effective workforce system within the State of Michigan. Enhancement strategies include developing, retaining, attracting, and matching an exceptional talent pipeline using guidance based on the needs of Michigan's employers. To accomplish this, WD supports a demand-driven workforce system, assists the structurally unemployed with financial independence, advocates for the integration of workforce development into the K-12 school system, and supports the alignment of workforce development with economic development efforts.

The Governor's State Workforce Board plays a vital role in ensuring the Governor's vision and strategic goals are achieved while working with the WD to meet regulatory responsibilities as prescribed by federal statute and regulation. This includes the development and updating of comprehensive state performance and accountability measures to assess the effectiveness of the Workforce Innovation and Opportunity Act (WIOA) core program services to job seekers, customers, and employers.

This report is an assessment of performance outcomes for workforce investment activities involving performance accountability indicators applied to adults, dislocated workers, and youth. Additionally, this report narrative describes progress toward meeting Michigan's strategic vision and goals to ensure a skilled workforce which includes the alignment of policies, operations, and administrative systems to avoid duplication of workforce programs and activities, as well as providing a way to leverage discretionary funding and formula-based investments across all programs. Our collaboration with workforce agencies, employers, economic developers, postsecondary education providers, and other partners with shared interests provides us with opportunities to leverage partner funds for services not funded under the WIOA.

## SERVICE DELIVERY

The Michigan Works! System was the first unified workforce development system in the United States and is an integral partner in developing Michigan's economic future. The system is demand-driven, locally responsive, and ready to meet the needs of each community. Every year, the Michigan Works! System serves nearly four million customers. The WIOA Title I Adult, Dislocated Worker (DW) and Youth funds and Title III Wagner-Peyser (W-P) funds are an integral part of that impact. The WIOA funding is annually allocated by formula to Michigan's 16 local Michigan Works! Agencies (MWAs). The MWAs must submit biennial Local Plans to the WD for approval.

The WIOA programs assist job seekers in obtaining and advancing in employment, education, training, and supportive services to foster individual success in the labor market. State and federally funded job seeker and business services are designed to strengthen and improve our public workforce system, help equip our citizens to enter high-quality jobs and careers, and help employers hire and retain skilled workers. Continuous improvement efforts are supported through evaluation, accountability, identification of best practices, and data-driven decision-making.

### Services

Eligibility for the WIOA programming is determined based on standards set forth in Part 680 of the 20 Code of Federal Regulations (CFR) for adults and dislocated workers and Part 681 for youth. Program services are provided through the state's American Job Centers. Services available under the WIOA for adults and dislocated workers include:

- Basic career services are available to anyone who visits a one-stop service center. Services include, but are not limited to, general and program information, outreach, intake and orientation, basic assessments and information, and meaningful assistance in filing for unemployment compensation.
- Individualized career services include, but are not limited to, comprehensive and specialized assessments, development of an individual employment plan, individualized or group counseling, career planning/case management, and short-term pre-vocational services.

- Training services for those who qualify include work-based training or occupational training activities. For occupational training activities, participants use an Individual Training Account to select an appropriate training program from a qualified training provider.
- Business services include, but are not limited to, activities provided to WIOA participants such as screening and referrals of qualified participants to job openings employers may have, and activities provided to employers such as the development, convening or implementation of industry sector partnerships, and working with training providers and businesses to develop in-demand training programs to address employer needs.

Services available to WIOA Youth include: tutoring; alternative secondary school offerings; paid or unpaid work experiences including internships and job shadowing; occupational skills training; education offered concurrently with and in the same context as workforce preparation activities; leadership development opportunities; supportive services; adult mentoring; follow-up services; comprehensive guidance and counseling; financial literacy education; entrepreneurial skills training; labor market information services such as career awareness, career counseling, and career exploration services; and activities that help youth prepare for and transition to postsecondary education and training.

### **Benchmarks**

Success in accomplishing the objectives of the WIOA at the state, local, and regional levels will be assessed by whether:

- One-stop centers are recognized as valuable community resources and are known for high-quality, comprehensive services for customers;
- The core programs and one-stop centers provide seamless integrated customer service;
- Program performance, labor market information, and related data-driven policy and strategic decisions and inform customer choice;
- Youth programs reconnect out-of-school youth to education and jobs;
- Job seekers access quality career services either virtually or in a one-stop center;
- One-stop service centers facilitate access to high-quality, innovative education and training; and
- Services to businesses are robust and effective, meeting business' workforce needs across the business lifecycle.

These benchmarks, as measured by the WIOA performance measures, serve as indicators to track progress toward meeting the federal and state goals and vision for the workforce system. The performance accountability system is used by the WD to assess the effectiveness of the state and local areas in achieving continuous improvement of workforce investment activities to optimize the return on investment of WIOA funds.

Additional related strategic goals and key actions necessary in alignment with Governor Gretchen Whitmer's priorities and the State's WIOA Unified Plan include:

- The implementation of evidence-based programs and strategies;
- Progress toward closing the economic inequity gap;
- Placing more of Michigan's citizens on the path to high-wage skills and careers;
- Assisting the structurally unemployed by offering services tailored to meet individual needs;
- Improving employment outcomes for individuals with disabilities;
- Meeting Governor Whitmer's statewide postsecondary education goal of 60 percent of Michigan residents completing a postsecondary certificate or degree by the year 2030;
- Continued focus on K-12 education to improve achievement in Michigan schools; and
- Increased college readiness.

### **Target Populations**

The WIOA prioritizes special populations, focusing on serving individuals with barriers to success in the labor market as defined in WIOA Section 3(24), and seeks to ensure access to quality services for these populations. For example, priority for adults receiving career and training services must be given to veterans, public assistance



recipients, other low-income individuals and individuals who are basic skills deficient. Additionally, the WIOA Youth program prioritizes funding and services for youth who are not engaged in education.

### **Key Partnerships**

Strong partnerships help to leverage Michigan's WIOA resources and increase opportunities for job seekers and businesses. They have enhanced the ability of our local workforce investment areas to access information and data, improved services, and increased efficiencies regarding recruitment processes, referrals, and case management. Strong partnerships are critical to provide the most effective, targeted, and appropriate services for youth to maintain progress along a successful career pathway. Key partnerships in Michigan that continue to be crucial to the success of our workforce development system include:

- Title II Adult Education Partners: Michigan has a robust, integrated employment and training model to leverage Title I and II resources and funding. Further, co-enrollment of Title II participants is strongly encouraged across all Title I and III programs.
- Title IV Partners: Michigan's Title I staff is actively engaged with Michigan Rehabilitation Services and the Bureau of Services for Blind Persons. Michigan partners in the Employment First State Leadership Mentoring Program with a goal to increase competitive integrated employment for individuals with disabilities. Current activities include establishing a common space for business community resources to highlight additional available assistance and streamline the process for the business community to find the resources they want and need to better recruit, employ, and retain individuals with disabilities.
- Michigan's Department of Education (MDE): Michigan's Title I staff has partnered with MDE's Career and Technical Education staff to establish a Career Readiness Initiative workgroup. This group focused on a wide range of topics such as high-quality credentialing, school to work transitions, and seamless connection to workforce services.

### **GOVERNOR'S RESERVE FUNDED ACTIVITIES**

During Program Year (PY) 2021, Michigan provided Governor's Reserve funding to support several significant projects. These projects include, but are not limited to, those listed below.

#### ***The Young Professionals Initiative***

The purpose of the Young Professionals initiative is to reduce youth unemployment and increase career awareness and preparation by introducing underrepresented young adults, ages 14-24, to the world of work while providing participants and their families with income. Young persons were supported with stipends for career exploration and preparation, or wages earned for participation in work experiences. Services provided through this initiative placed young persons on the right path to gain the skills necessary to achieve lifelong economic self-sufficiency.

In accordance with the WIOA, WD allocated WIOA Statewide Activities funding in PY 2021 to support the Young Professionals initiative. The MWAs that received funding for these initiatives were selected through a Request for Proposal process and received awards of up to \$450,000 to support the development and/or enhancement of career and career-related educational opportunities for young persons.

The Young Professionals initiative is not limited to the work experience activity defined at 20 CFR 681.600. Additional activities that support career exploration and preparedness are allowable. Due to the prioritization of our citizens' health and safety, service delivery largely pivoted to a virtual environment in PY20, continuing into PY21.

#### ***Stellantis (Formerly Fiat Chrysler Automobiles)***

WD established grants with Detroit Employment Solutions Corporation (DESC) and Southeast Michigan Community Alliance (SEMCA) for the purpose of supporting Stellantis in identifying, preparing, and hiring Detroit residents to fill new positions at the Jefferson North Assembly Plant and the Mack Avenue Engine Plant. As a result of the expansion of the Jefferson North Assembly Plant and the Mack Avenue Engine Plant, Stellantis hired more than 4,000 new employees in Detroit. DESC, the City of Detroit, and the State of Michigan were committed to supporting Stellantis in identifying, preparing, and hiring Detroit residents and applicants surrounding Detroit to fill these new positions. The DESC developed and implemented a comprehensive plan for marketing, outreach, preparation, and screening to assist Detroit residents in obtaining employment with Stellantis.

SEMCA was designated as the single point of contact for recruitment outside of the City of Detroit for the skilled trades and salaried workforce needed to launch and sustain the new plant. Due to the high demand for workers with credentials, Stellantis anticipated recruitment for these positions required a timeframe extending into 2021 to reach full capacity. The targeted nature of the recruitment, the technical expertise required, as well as the scale and intensity of the project required a significant amount of staff time and resources. Over 6,900 Detroiters participated in work readiness workshops, training, and barrier removal activities. Over 6,700 Detroiters were ultimately interviewed.

### ***Integrated Education and Training (IET)***

WD has allocated funding to IET programs that have already been developed by adult education providers and/or that will be developed jointly by our local MWAs and adult education providers. The intent of IET programming in Michigan is for WIOA Title II adult education providers to partner with a local MWA and/or an existing training provider to co-enroll participants in WIOA Title I and Title II services, when appropriate.

The IET program must be part of a regionally or locally defined career pathway. The IET program must include three required components: (1) adult education and literacy activities, (2) workforce preparation activities and (3) occupational training. The three required components must occur simultaneously within the overall scope of the IET program and must each be of sufficient intensity and quality.

### ***Career Exploration and Experience Events***

Funding has been awarded to the local areas to further expand career exploration and experience events. The WD supports Talent Tours that introduce young adults, parents, and educators to available career paths in their region by offering a behind-the-scenes look into in-demand businesses and industries. Talent Tours provide real time information regarding employer, education, and training requirements necessary to secure employment. Impacts include relationship building, establishing a talent pipeline, talent retention, and the opportunity to see real life application of coursework. The funding awarded will support similar career exploration and experience of multiple businesses and industries at a single, coordinated location instead of individual, on-site efforts at single institutions.

MWAs will organize and coordinate multiple business and industry representatives at a single location, similar to "MiCareer Quest™" style job fairs. The MWAs ensure these career events include the following components:

- Local in-demand businesses and industries are targeted. These industries will be identified regionally and locally.
- An overview of the industry and key positions in-demand.
- Hands-on activities, whenever possible, to provide practical knowledge of the positions available in the various industries.
- Information pertaining to the educational requirements for key positions in-demand (certificate, apprenticeship, two- or four-year degree, etc.).
- Highlight the key aspects of an "average day on the job."
- Potential should exist for job shadowing, internships, and/or other work experiences with participating employers after the conclusion of the event.

## **WIOA WAIVERS**

On August 20, 2021, the following waivers were approved by the United States Department of Labor (USDOL):

### **WIOA Youth Program**

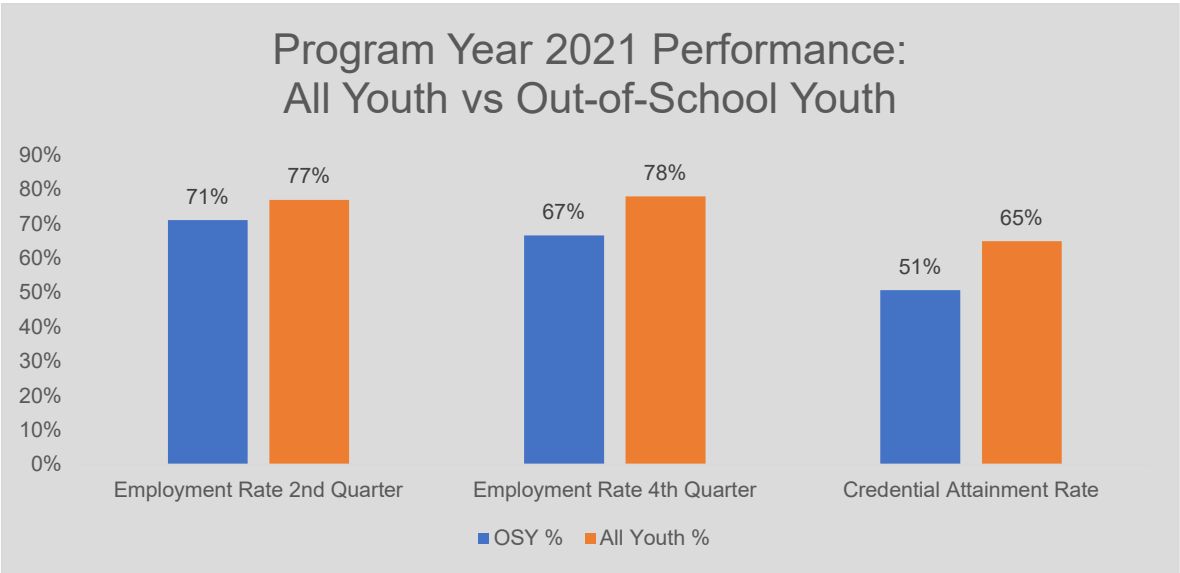
The USDOL approved a waiver of statutory and regulatory provisions of the WIOA. Waiver approval is applied to the life of PY 2021 WIOA Youth funds.

The State of Michigan sought and was granted approval for the following:

- A waiver to lower the minimum Out-of-School Youth (OSY) expenditure requirement to 50 percent for formula funding at both the state and local levels; and
- To eliminate the minimum OSY expenditure requirement for WIOA Statewide Activities funding when providing direct services to youth.

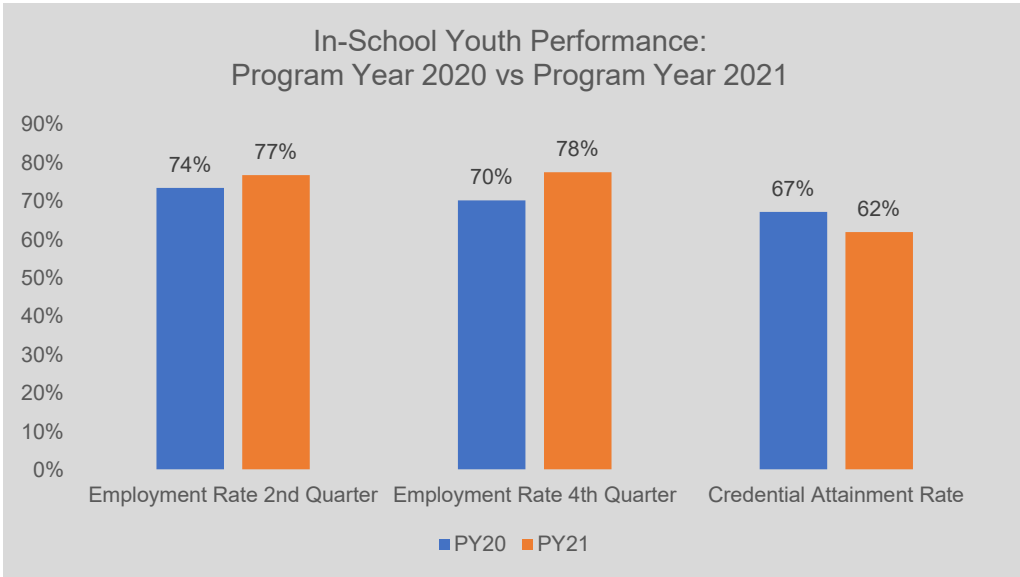
Flexibility of funding has increased Michigan’s ability to provide equitable resources to meet the needs of all youth populations to ensure they have access to quality workforce development programming.

Each of Michigan’s local areas is meeting or exceeding a minimum of 50 percent for Appropriation Year 2021 in compliance with the waiver approval. The implementation of these waivers has not negatively impacted state or local area performance outcomes, as evidenced in the table below comparing PY 2021 data.



The State tracks these expenditures quarterly and annually in the Management of Awards to Recipients System. Should any area be identified as at-risk following a quarterly review, technical assistance is available and immediately provided. Contracts were already in place based on the 75 percent out-of-school minimum when the waiver was granted. Changes to program planning and contracts take time to implement, so the effects of the waiver will also take time to evaluate.

Receipt of these waivers has resulted in an increase of 13.3 percent of In-School Youth served in PY 2021 compared to PY 2020. The graph below shows PY 2020 and PY 2021 Employment Rates for the second and fourth quarter after participant exit for In-School Youth increased by 3 percent and 8 percent respectively. Michigan experienced a 5 percent decrease in the Credential Attainment Rate from PY 2020 to PY 2021. Michigan attributes this decrease to the mandatory shutdown of training facilities and educational institutions during the Covid-19 pandemic.



## Workforce Development Board Membership Requirements

Michigan was approved for a waiver to substitute the WIOA state board membership requirements with alternate requirements which specify board membership, chairperson, and category/sub-category representation requirements for PY 2021.

Projected programmatic outcomes resulting from alternate state workforce development board composition would include better support for true engagement of employers and education providers with the state's workforce development system. The composition also provided an enhanced opportunity for the creation of innovative solutions to the challenges employers in key sectors are facing. An increase in Michiganders possessing postsecondary credentials was also anticipated to occur. As of 2021, the percentage of working-age adults with a certificate, associate degree or higher had increased to 49 percent.

## PROGRAM OUTCOMES SUMMARY

Michigan met all performance measures for PY 2021 and exceeded 11 of the 18 negotiated rates. The following chart shows Michigan's WIOA Title I and Title III actual performance results for PY 2021. The percentages shown are calculated by dividing the actual performance rate by the target performance rate for each measure. The Measurable Skill Gains performance measure was negotiated for the first time for PY 2020 and PY 2021. Target rates were set based on past performance. Michigan saw significant improvement on the Measurable Skill Gains metric and reported higher rates in most Title I programs in PY 2020 when compared to the average of other states' performance on the measure. Michigan saw a slight improvement again in PY 2021 in all programs.

Statewide	Adult	Dislocated Worker	Youth	Wagner-Peyser	Average Indicator Score
Employment 2nd Quarter After Exit	97.7%	99.3%	95.1%	86.2%	94.6%
Employment 4th Quarter After Exit	101.5%	102.1%	97.5%	81.8%	95.7%
Median Earnings 2nd Quarter After Exit	129.6%	119.4%	122.8%	106.1%	119.5%
Credential Attainment Rate	104.8%	108.0%	94.1%		102.3%
Measurable Skill Gains	188.3%	209.0%	155.2%		184.1%
Average Program Score	124.4%	127.6%	112.9%	91.4%	114.1%

Michigan has several tools and reports in its One-Stop Management Information System (OSMIS) that are used by State and MWA staff to better serve our participants and attain the State's performance goals.

### 9169 and 9173 Reports

The 9169 and 9173 performance reports are available in the OSMIS. These reports were created to mirror the federal reports generated from the Participant Individual Record Layout (PIRL) file in the Workforce Integrated Performance System (WIPS). Both of these reports can be run as on-demand or quarterly reports. The on-demand reports use live data as of the previous night. The quarterly reports use the quarterly PIRL file that was submitted to the USDOL. Each report provides the State of Michigan and the MWAs with a comprehensive look at Michigan's WIOA performance. Drill down functionality in the reports leads users to the participant records included in each measure. Both the 9169 and 9173 can also be run as negative performance reports. These reports keep the exact format as the original 9169 and 9173 but instead of displaying the counts for those that met the measure, they display those that did not pass. This allows case managers to pinpoint the participants who need additional assistance or follow up to meet their goals.

### Employment and Training Administration (ETA) Performance Matrix Score

The Performance Matrix report compares actual performance rates to target performance rates across programs. It provides real-time performance grades by dividing actual performance rates by target

performance rates. The report is color coded to help MWAs and State staff gauge how well the public is being served, target areas for improvement, and better manage the success of the programs. Color coding includes:

- 1) Green: Indicates the actual performance or average indicator/program score is at or above 90 percent of the target performance rate, and therefore meets or exceeds performance requirements.
- 2) Yellow: Indicates the actual performance is at or above 50 percent and below 90 percent of the target performance rate and therefore, meets performance requirements but is not within 10 percent of negotiated rates.
- 3) Red: Indicates the actual performance is below 50 percent of the target performance rate or the average indicator/program score is below 90 percent and therefore did not meet performance requirements.

This report can be run for the whole state or by an individual MWA.

### **ETA Performance Standard Report**

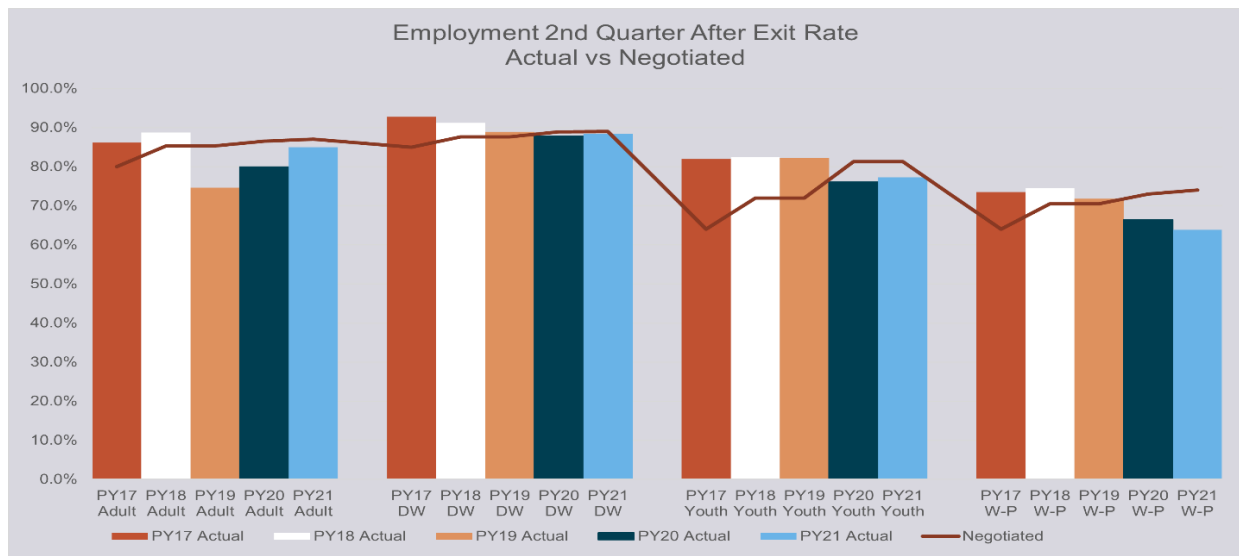
The ETA Performance Standard Report displays each MWA and the count of participants in each performance measure, those that met the performance measure, and percentage for the measure. The real-time report is color coded to help MWAs and the State see the measures that are met and areas for improvement.

A description of each performance measure and analysis of Michigan's results follows.

### **Employment Rate Second Quarter After Exit**

The Employment Rate Second Quarter after Exit is defined as the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program. For WIOA Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit.

The bar graph below indicates Michigan's negotiated rate for Employment Second Quarter After Exit for each of the WIOA Title I and III programs. The columns indicate Michigan's actual performance for each of the most recent five program years. For PY 2021, Michigan met performance requirements but did not exceed the negotiated rate, performing under the negotiated rate for all Title I and III programs: WIOA Adult by 2.0 percent, WIOA DW by 0.6 percent, and WIOA Youth by 4.0 percent. For Title III, Michigan passed the measure, but was below 90 percent of the negotiated rate. Specifically, W-P's actual rate was 10.2 percent below the negotiated rate. The COVID-19 pandemic could be a contributing factor to this measure's result, as this performance measure is based on exiters between July 1, 2020 and June 30, 2021. While the Title I programs had a slight increase in actual employment percentages when compared to PY 2020, Title III's actual employment percentage was 2.6 percent lower when compared to PY 2020.

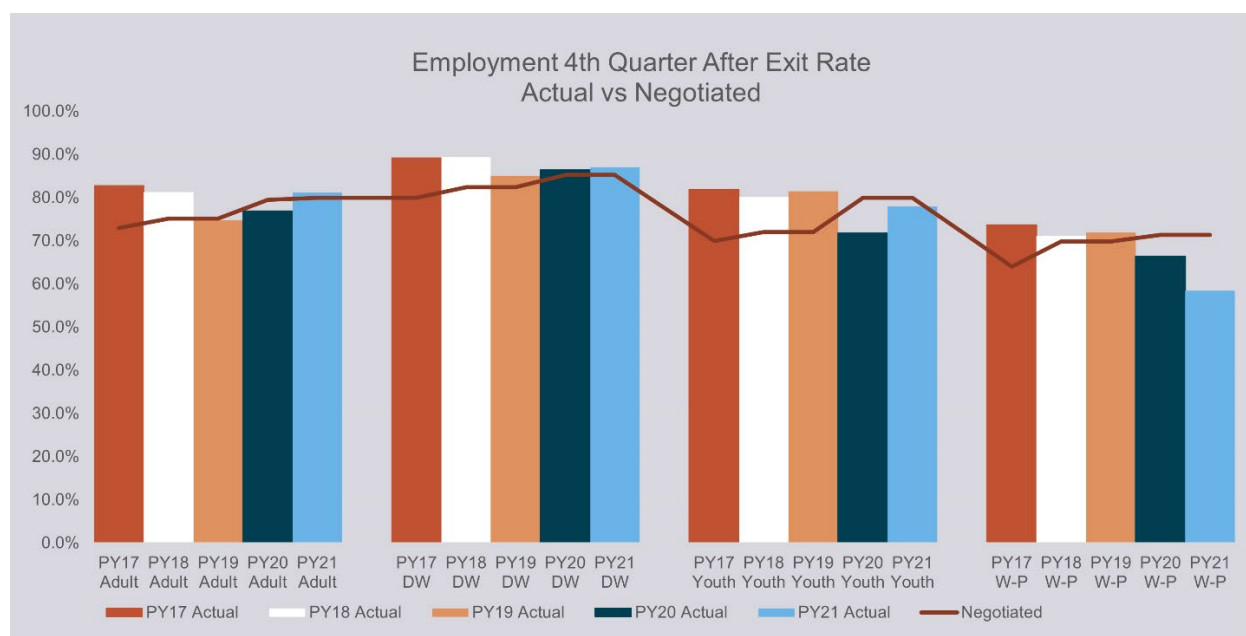




## Employment Rate Fourth Quarter After Exit

The Employment Rate Fourth Quarter After Exit is defined as the percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program. For WIOA Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit.

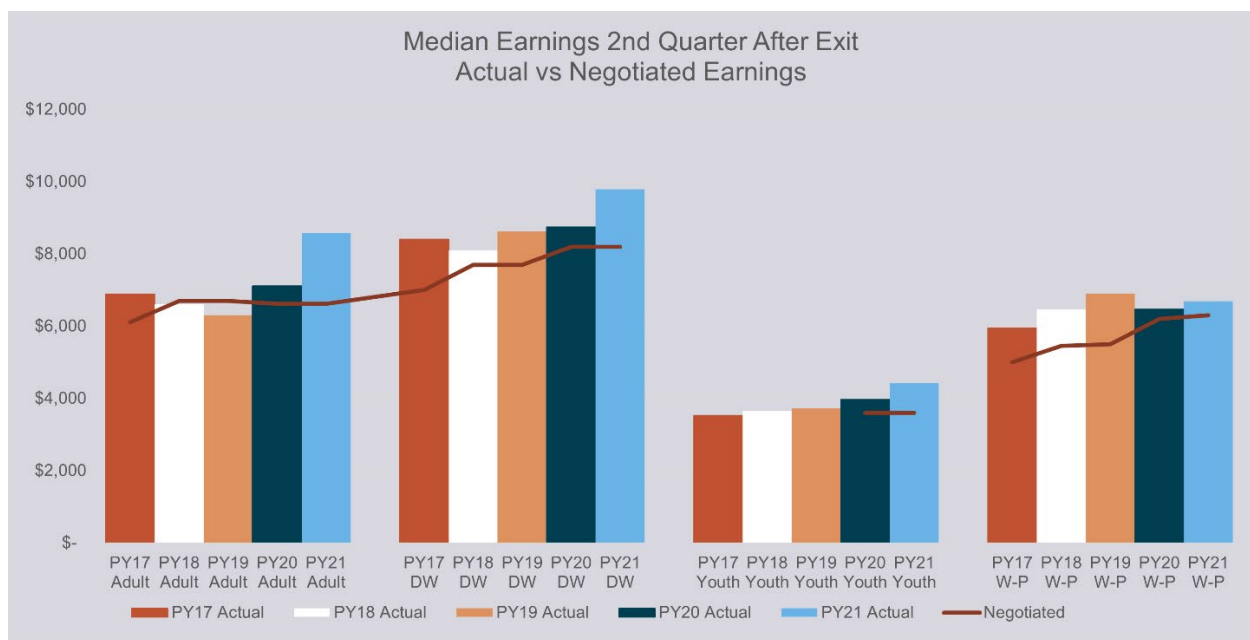
The bar graph below indicates Michigan's negotiated rate for Employment Fourth Quarter After Exit for each of the WIOA Title I and III programs. The columns indicate Michigan's actual performance for each of the most recent five program years. For PY 2021, Michigan exceeded the negotiated rate for WIOA Adult by 1.2 percent and WIOA DW by 1.8 percent. Michigan met performance requirements but did not exceed the negotiated rate for WIOA Youth, missing the negotiated rate by 2.0 percent. Michigan met the performance requirement but was below 90 percent of the negotiated rate for Title III W-P, missing the negotiated rate by 13.0 percent for PY 2021. This was 8.0 percent lower when compared to PY 2020 performance. The COVID-19 pandemic is likely the largest contributing factor to missing the negotiated rate for Title III for PY 2021, as this performance measure is based on the fourth quarter and is applicable to those with an exit date between January 1, 2020 and December 31, 2020.



## Median Earnings

Median Earnings is the value of wages reported in the second quarter after the exit quarter that is the mid-point between the value of the lowest wage and the value of the highest wage. In the three prior program years, the Median Earnings performance measure was a baseline measure for the WIOA Youth program, and no target was set. PY 2020 is the first year the WIOA Youth program had a target set at \$3,600, and the target was set at the same level for PY 2021.

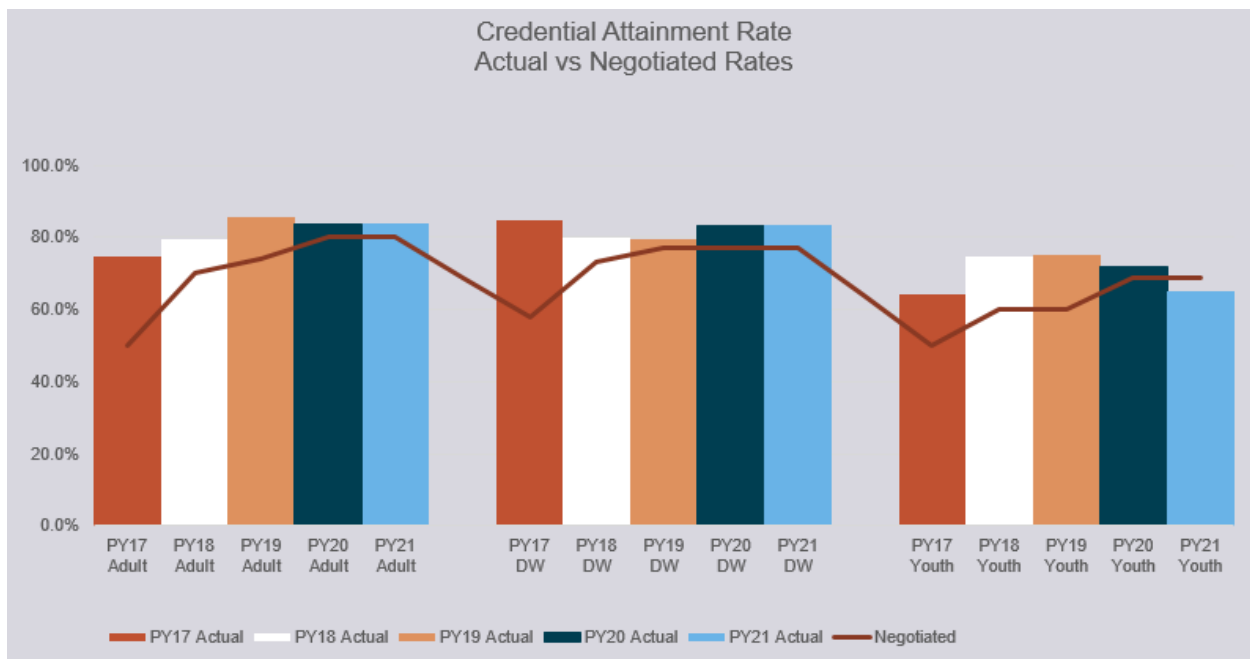
The bar graph below indicates Michigan's negotiated rate for Median Earnings for each of the WIOA Title I and III programs. The columns indicate Michigan's actual performance by the five most recent program years. For PY 2021, Michigan exceeded the negotiated rates for the WIOA Adult program by \$1,959, the WIOA DW program by \$1,592, the WIOA Youth by \$820, and the W-P program by \$386.



### Credential Attainment Rate

The Credential Attainment Rate is the percentage of those participants enrolled in an education or training program (excluding those in On-the-Job Training [OJT] and Customized Training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included as a positive measure only if the participant also is employed within four quarters after exit or is enrolled in an education or training program leading to a recognized postsecondary credential within 365 days of exit from the program.

The bar graph below indicates Michigan's negotiated rate for Credential Attainment for each of the WIOA Title I programs. Title III is not subject to the Credential Attainment measure. The columns indicate Michigan's actual performance. Michigan exceeded the negotiated rates for most of the Title I programs – WIOA Adult by 3.8 percent and WIOA DW by 6.2 percent. However, for the first time since PY 2017, WIOA Youth was 4.1 percent below the negotiated rate in PY 2021.



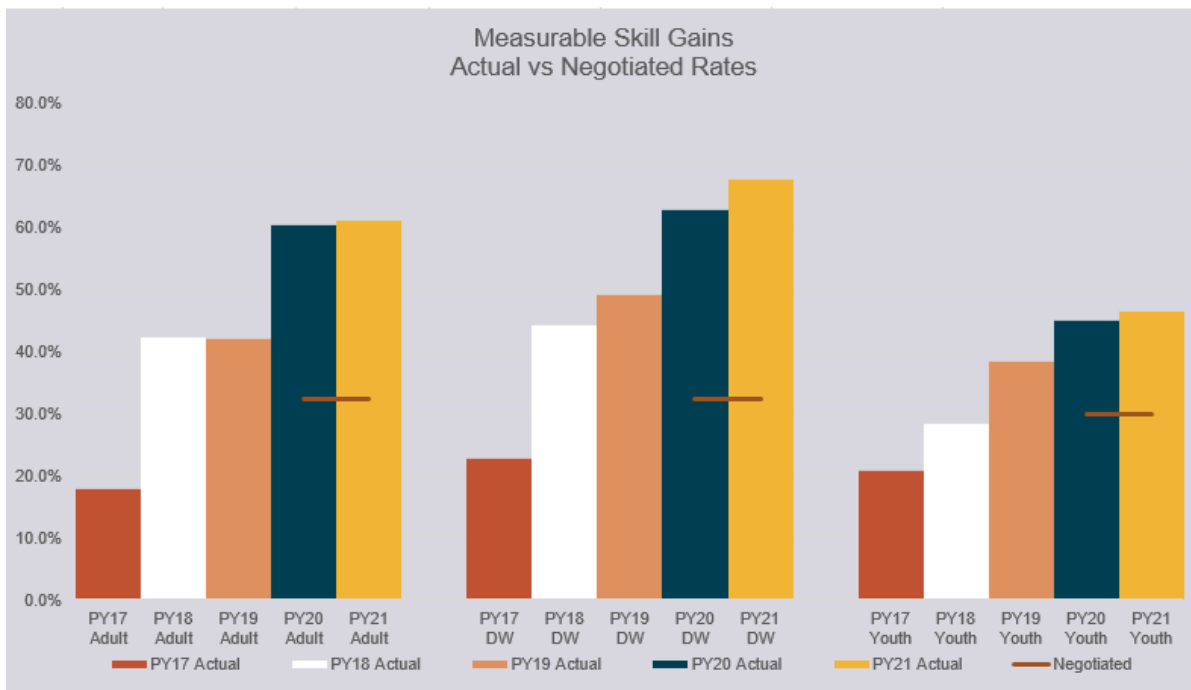
### Measurable Skill Gains (MSG)

The MSG metric is the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment, and who are achieving measurable progress toward such a credential or employment. Only one of the following MSG is needed per program year to result in a positive for the MSG performance measure.

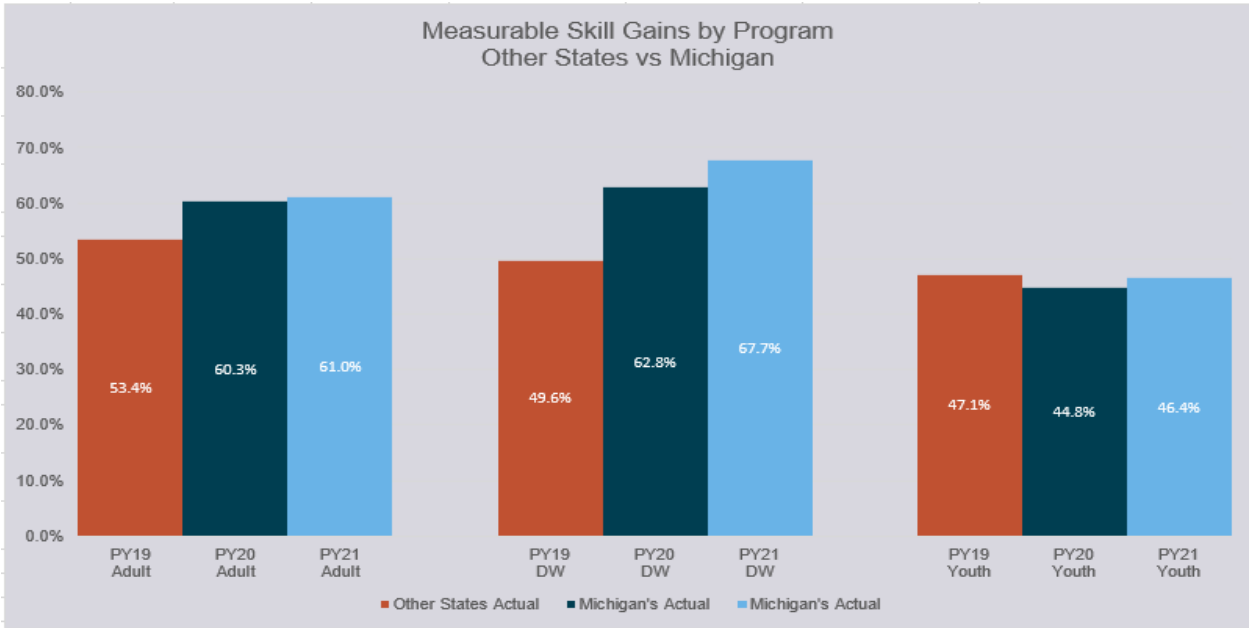
- Education Functioning Level (EFL) Gain – Documented achievement of at least one EFL gain/increase of a participant who is receiving instruction below the postsecondary education level.
- Secondary Diploma/Equivalent – Documented attainment of a secondary school diploma or its recognized equivalent. Exit is not required to count and can include participants at all levels.
- Progression Towards Milestone – Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider.
- Secondary/Postsecondary Transcript – Secondary or Postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards.
- Skills Progression – Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

PY 2020 is the first year the MSG measure had negotiated rates. PY 2021 had the same negotiated rates of 32.4 percent for WIOA Adult, 32.4 percent for WIOA DW, and 29.9 percent for WIOA Youth. The State provided ongoing technical assistance to MWAs during PYs 2019, 2020, and 2021 to continue to assist MWAs with entering and tracking of MSG in the OSMIS. The OSMIS module displays a detailed history of a participant's MSG information. OSMIS users can determine what year(s) a participant was subject to the measure, if they had a successful outcome, and the negotiated status of each of the measures.

During PY 2021, OSMIS staff provided participant specific technical assistance for many MWAs. Links in the MSG module lead the user to the OSMIS screen where they can update participant data. This module allows case managers to easily monitor the progress of a participant and has led to improved MSG performance compared to prior program years for all Title I programs. Continuous awareness, knowledge and understanding of the MSG module may be a contributing factor to the increased rate for all Title I programs in PY 2021. WIOA Adult increased by 0.7 percent, WIOA DW by 4.9 percent, and WIOA Youth by 1.6 percent. The bar graph below indicates no target was set for PYs 2017 through 2019. The negotiated target was exceeded for PY 2020 and 2021, as shown by the actual percentage values in the columns.



Additionally, Michigan reported higher MSG rates for PY 2021 when compared to the national average of other states' performance for most Title I programs. Michigan reported 18.1 percent higher for WIOA DW, and 7.6 percent higher for WIOA Adult. Michigan reported .7 percent lower rate for WIOA Youth, as depicted in the graph below.



COST EFFECTIVENESS ANALYSIS

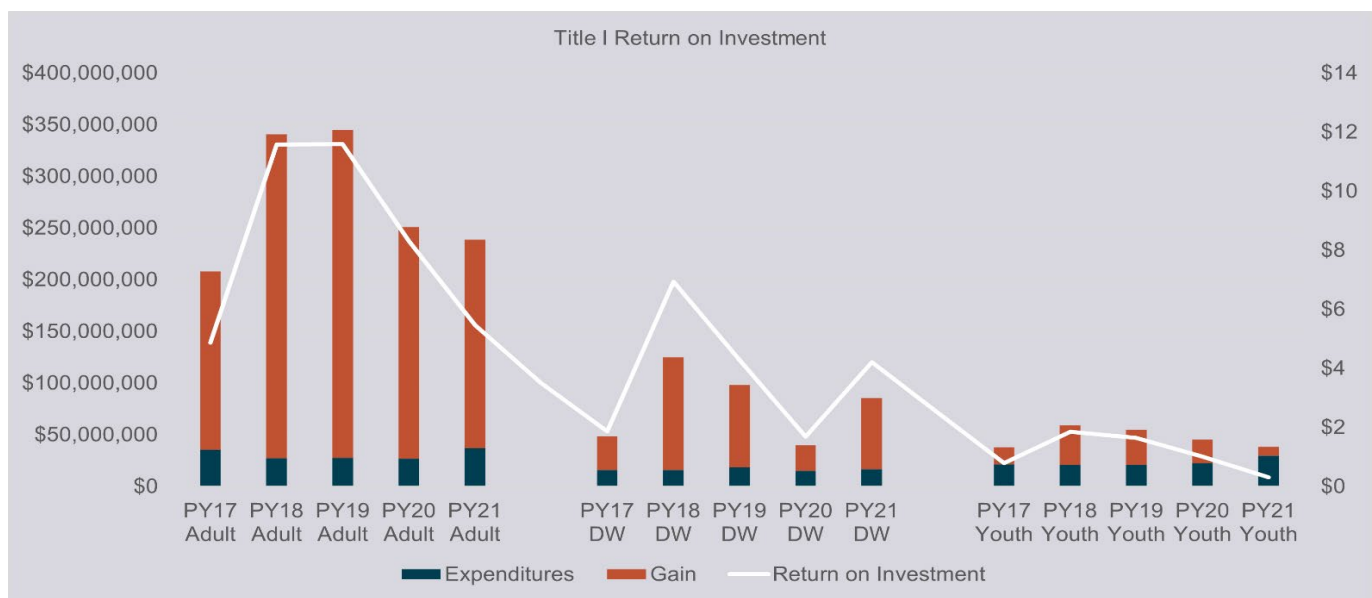
A cost effectiveness analysis calculates the impact a program achieves relative to the cost incurred, or conversely the cost required to achieve a given impact. The value of cost effectiveness analysis is twofold: first, its ability to summarize a program in terms of an illustrative ratio of effects to costs, and second, the ability to use this common measure to compare multiple programs evaluated in different contexts and in different years. Cost effectiveness analysis is useful and informative as it maximizes the comparability of elements within different programs without straying from a correct and complete representation of the costs and effectiveness of each program as it was evaluated.

Michigan has used three methods to measure the cost effectiveness of its workforce programs – Return on Investment, Cost per Dollar Earned, and Cost by Category of Service.

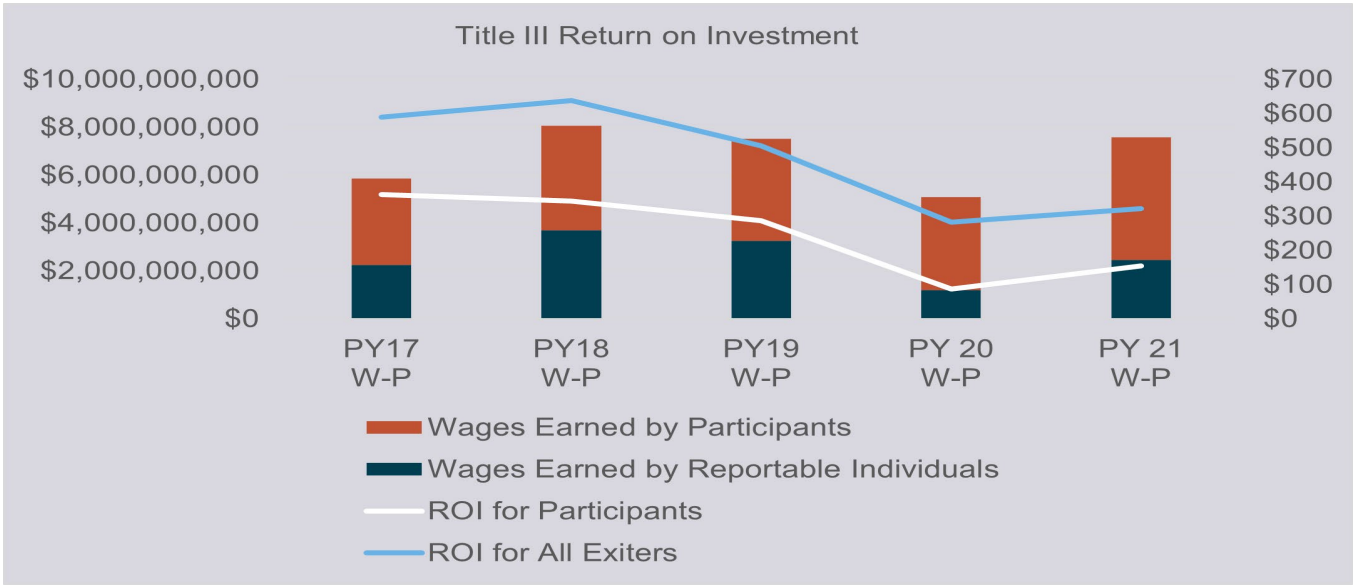
Return on Investment (ROI)

The ROI is calculated by dividing the return, or gain, by the investment, or expenditures. The gain is calculated by subtracting the expenditures from the wages earned by program exiters. (ROI = (Wages Earned – Expenditures) / Expenditures). This ratio will tell the amount of wages gained per dollar invested, thus revealing the efficiency of the investment. ROI is most useful when comparing current performance to past performance, as opposed to comparing programs. It can be used to determine trends of increasing or decreasing efficiency.





From PY 2017 through PY 2018, Title I programs saw a significant gain in their ROI. Impacts from the COVID-19 Pandemic can be seen in PY 2020, with gains falling for all programs despite only marginal increases in expenditures. PY 2021 saw expenditures increase across all programs resulting in Adult and Youth gains falling below previous year levels. The DW program gain increased substantially in PY 2021.



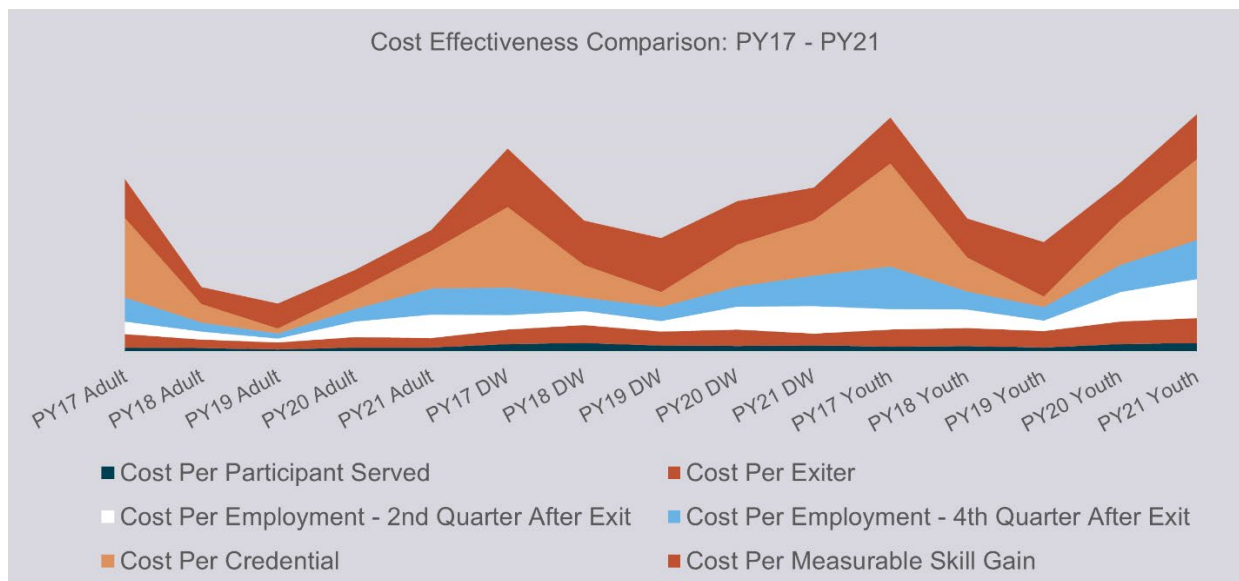
ROI analysis identifies efficiency in program administration but is impacted overall by both wages and costs to generate those wages. As demonstrated in the charts above, PY 2020 saw a considerable decrease in wages, particularly those earned by Reportable Individuals. While wages earned by Participants decreased as well, when combined with Reportable Individuals, the decrease was compounded, resulting in a significant decline on the ROI.

**Cost Effectiveness by Program and Performance Measure**

The following table displays the cost effectiveness by program and performance measure for the WIOA Adult, DW, and Youth programs. This analysis demonstrates the cost per participant, cost per exiter, cost per Credential, and Cost per Measurable Skill Gain. Note that while all program expenditures are not dedicated to each data element, a consistent comparison across programs can still be seen. This allows us to analyze the volume of positive outcomes comparing each program to one another.

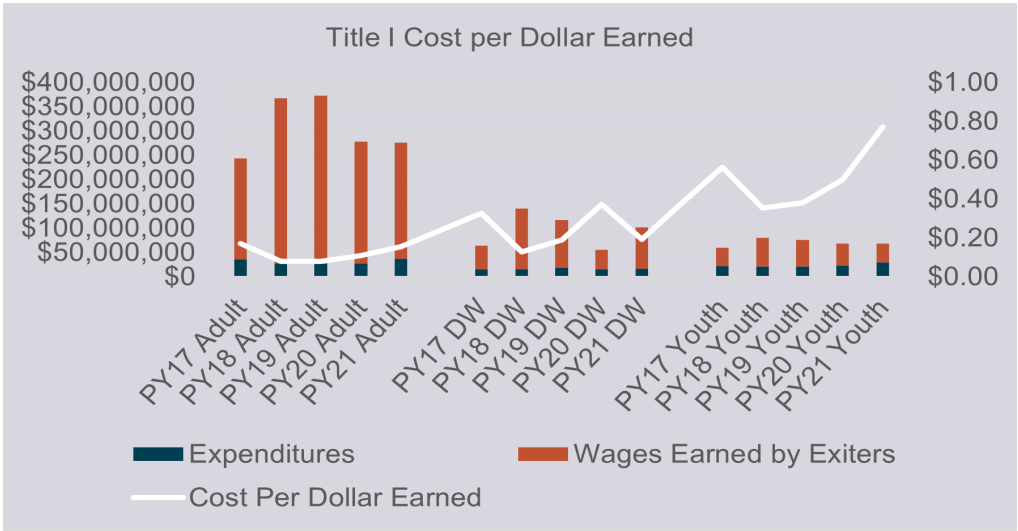
Program Cost Analysis				
Ratio	Calculation		PY 2021 Result	PY 2020 Result
Cost per Adult Participant Served (CP)	$\frac{\text{Program Expenditures}}{\text{Participants Served}}$	$\frac{\$36,966,134}{13,786}$	\$2,681.43	\$2,538.02
Cost per Exiter (CE)	$\frac{\text{Program Expenditures}}{\text{Total Program Exiters}}$	$\frac{\$36,966,134}{6,472}$	\$5,711.70	\$6,233.54
Cost per Employed in 2nd Quarter After Exit (CQ2)	$\frac{\text{Program Expenditures}}{\text{2nd Quarter After Exit Employment}}$	$\frac{\$36,966,134}{2,659}$	\$13,902.27	\$9,310.47
Cost per Employed in 4th Quarter After Exit (CQ4)	$\frac{\text{Program Expenditures}}{\text{4th Quarter After Exit Employment}}$	$\frac{\$36,966,134}{2,346}$	\$15,757.09	\$7,441.70
Cost per Credential Rate (CCR)	$\frac{\text{Program Expenditures}}{\text{Credential Rate}}$	$\frac{\$36,966,134}{1,660}$	\$22,268.76	\$11,033.08
Cost per Measurable Skill Gain (CMSG)	$\frac{\text{Program Expenditures}}{\text{Measurable Skill Gains}}$	$\frac{\$36,966,134}{2,960}$	\$12,488.56	\$12,330.20
Ratio	Calculation		PY 2021 Result	PY 2020 Result
Cost per Dislocated Worker Participant Served (CP)	$\frac{\text{Program Expenditures}}{\text{Participants Served}}$	$\frac{\$16,386,152}{4,231}$	\$3,874.41	\$3,398.62
Cost per Exiter (CE)	$\frac{\text{Program Expenditures}}{\text{Total Program Exiters}}$	$\frac{\$16,386,152}{2,329}$	\$7,035.70	\$9,928.49
Cost per Employed in 2nd Quarter After Exit (CQ2)	$\frac{\text{Program Expenditures}}{\text{2nd Quarter After Exit Employment}}$	$\frac{\$16,386,152}{995}$	\$16,468.49	\$13,944.51
Cost per Employed in 4th Quarter After Exit (CQ4)	$\frac{\text{Program Expenditures}}{\text{4th Quarter After Exit Employment}}$	$\frac{\$16,386,152}{901}$	\$18,186.63	\$11,772.92
Cost per Credential Rate (CCR)	$\frac{\text{Program Expenditures}}{\text{Credential Rate}}$	$\frac{\$16,386,152}{490}$	\$33,441.13	\$25,156.65
Cost per Measurable Skill Gain (CMSG)	$\frac{\text{Program Expenditures}}{\text{Measurable Skill Gains}}$	$\frac{\$16,386,152}{845}$	\$19,391.90	\$25,900.41
Ratio	Calculation		PY 2021 Result	PY 2020 Result
Cost per Youth Participant Served (CP)	$\frac{\text{Program Expenditures}}{\text{Participants Served}}$	$\frac{\$29,449,913}{5,687}$	\$5,178.46	\$4,609.72
Cost per Exiter (CE)	$\frac{\text{Program Expenditures}}{\text{Total Program Exiters}}$	$\frac{\$29,449,913}{1,957}$	\$15,048.50	\$13,169.46
Cost per Employed in 2nd Quarter After Exit (CQ2)	$\frac{\text{Program Expenditures}}{\text{2nd Quarter After Exit Employment}}$	$\frac{\$29,449,913}{1,266}$	\$23,262.17	\$17,711.02
Cost per Employed in 4th Quarter After Exit (CQ4)	$\frac{\text{Program Expenditures}}{\text{4th Quarter After Exit Employment}}$	$\frac{\$29,449,913}{1,250}$	\$23,559.93	\$16,047.06
Cost per Credential Rate (CCR)	$\frac{\text{Program Expenditures}}{\text{Credential Rate}}$	$\frac{\$29,449,913}{611}$	\$48,199.53	\$26,840.62
Cost per Measurable Skill Gain (CMSG)	$\frac{\text{Program Expenditures}}{\text{Measurable Skill Gains}}$	$\frac{\$29,449,913}{1,095}$	\$26,894.90	\$22,591.31

The graph below illustrates each of the “Cost Per” calculations stacked together by program. The gradual increase in slope for the Cost Per Employment, Cost Per Exiter, and Cost Per Participant demonstrate the Cost Effectiveness has increased from PY 2020 to PY 2021. An increase in the Cost Per Measurable Skill Gain and Cost Per Credential is typically seen, and PY 2021 is no exception. This can be attributed to typical increased expenditures over the previous PY.



Cost Per Dollar Earned

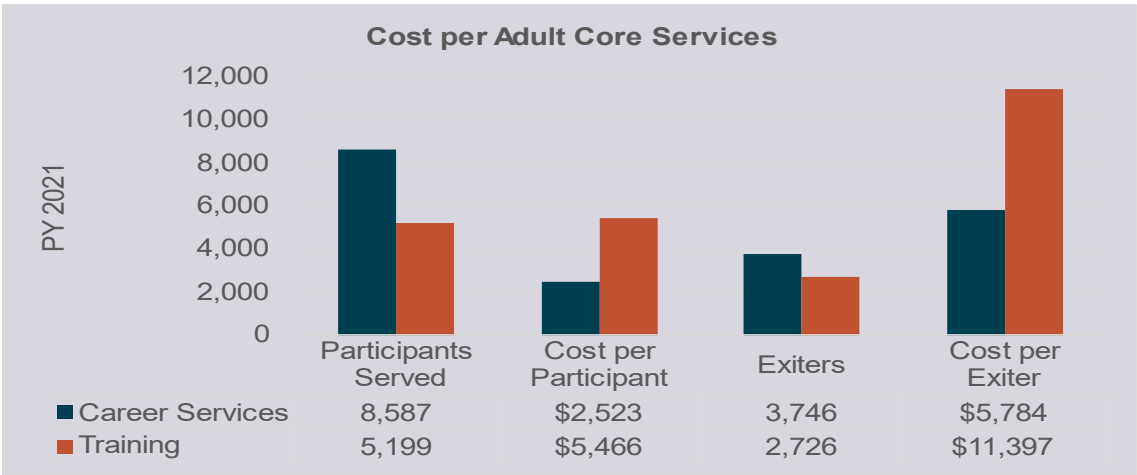
The Cost per Dollar Earned is the inverse of the ROI. It calculates the investment required by the workforce system to result in one dollar of wages earned by a participant who exits the program. Cost per Dollar Earned is calculated by dividing the expenditures by the wages earned by exiters. Wages earned drive Cost per Dollar Earned, while also demonstrating program efficiency in placing individuals in employment. PY 2021 saw overall cost increase marginally for the Adult and Youth programs, while decreasing significantly for the DW program due to a considerable increase in wages.



Cost by Category of Service

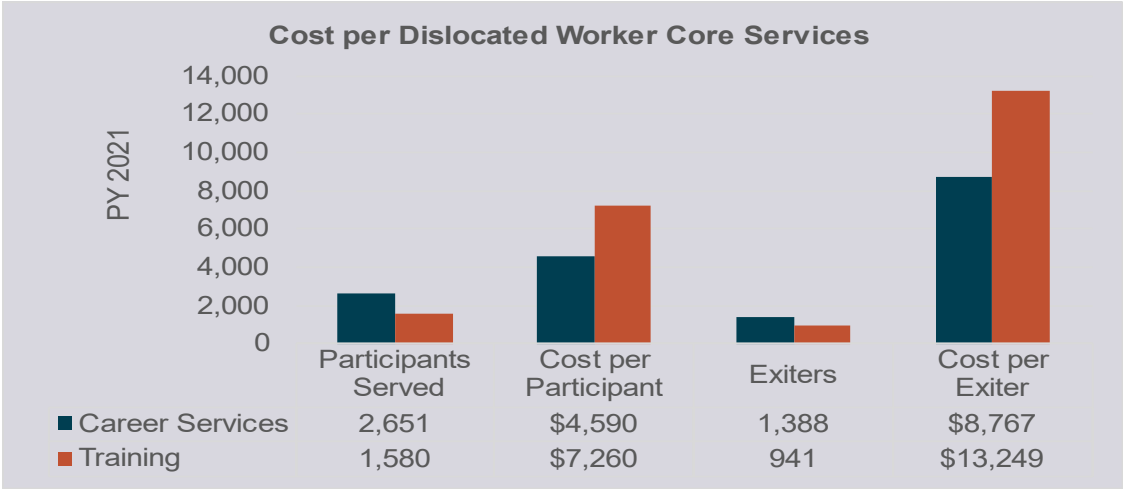
The following three charts compare the cost of providing different levels of service to program participants. The categories of service referenced in this analysis are Career Services and Training Services for WIOA Adult and DW programs. The WIOA Youth program categorizes services as Occupational Skills Training or Services other than Occupational Skills Training.

For the WIOA Adult program, Career Service expenditures (\$21,666,765) are divided by the number of participants who received Career Services (8,587) to calculate the Cost Per Participant for Career Services. The Career Service expenditures (\$21,666,765) are divided by the number of exiters who received Career Services (3,746) to calculate the Cost Per Exiter for Career Services. The Training Service expenditures (\$15,299,369) are divided by the number of participants who received Training Services (5,199), and the result is added to the Cost Per Participant for Career Services to calculate the Cost per Participant for Training Services. The Training Service Expenditures (\$15,299,369) are divided by the number of exiters that received training services (2,726), and the result is added to the Cost Per Exiter for Career Services to calculate the Cost per Exiter for Training Services.

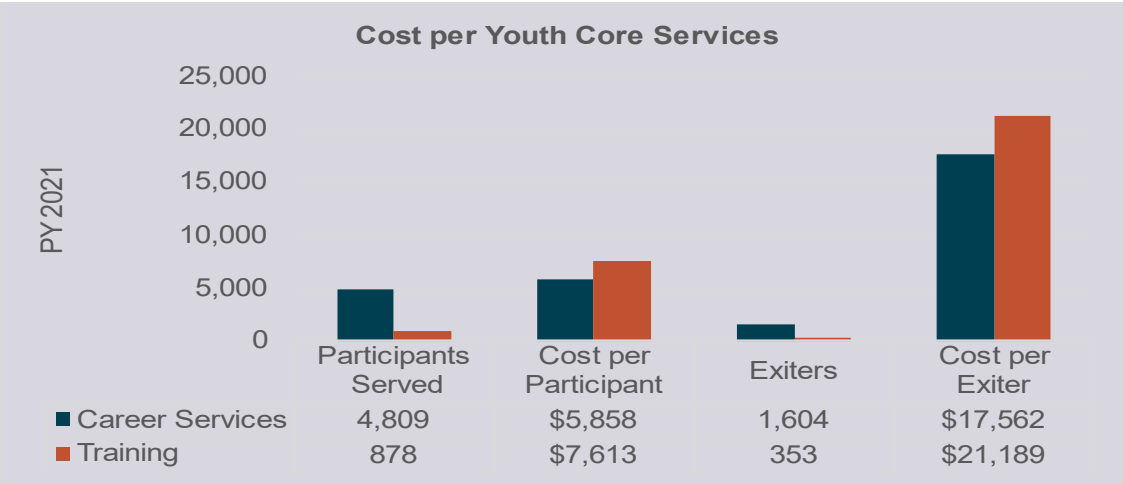


The Cost per DW Core Services chart utilizes the same calculations as the Cost per Adult Core Services Chart. The Career Service expenditures (\$12,168,006) are divided by the number of participants who received Career Services (2,651) to calculate the Cost Per Participant for Career Services. The Career Service expenditures (\$12,168,006) are divided by the exiters who received Career Services (1,388) to calculate the Cost Per Exiter for Career Services.

The Training Service expenditures (\$4,218,146) are divided by the number of participants who received Training Services, and the result is added to the Cost Per Participant for Career Services to calculate the Cost per Participant for Training Services. The Training Service expenditures (\$4,218,146) are divided by the number of exiters that received training services, and the result is added to the Cost Per Exiter for Career Services to calculate the Cost per Exiter for Training Services.



For the WIOA Youth program, 40.3 percent of participants received training-related employment. The expenditures for Services other than Occupational Skills Training (\$28,169,594) are divided by the number of participants who received Services other than Occupational Skills Training (4,809) to calculate the Cost Per Participant for Services other than Occupational Skills Training. The expenditures for Services other than Occupational Skills Training (\$28,169,594) are divided by the number of exiters who received Services other than Occupational Skills Training (1,604) to calculate the Cost Per Exiter for Services other than Occupational Skills Training. The Occupational Skills Training Expenditures (\$1,280,319) are divided by the number of participants who received Occupational Skills Training, and the result is added to the Cost Per Participant for Services other than Occupational Skills Training to calculate the Cost per Participant for Occupational Skills Training. The Occupational Skills Training Expenditures (\$1,280,319) are divided by the number of exiters that received Occupational Skills Training, and the result is added to the Cost Per Exiter for Services other than Occupational Skills Training to calculate the Cost per Exiter for Occupational Skills Training.





## CATEGORY OF SERVICE IMPACT

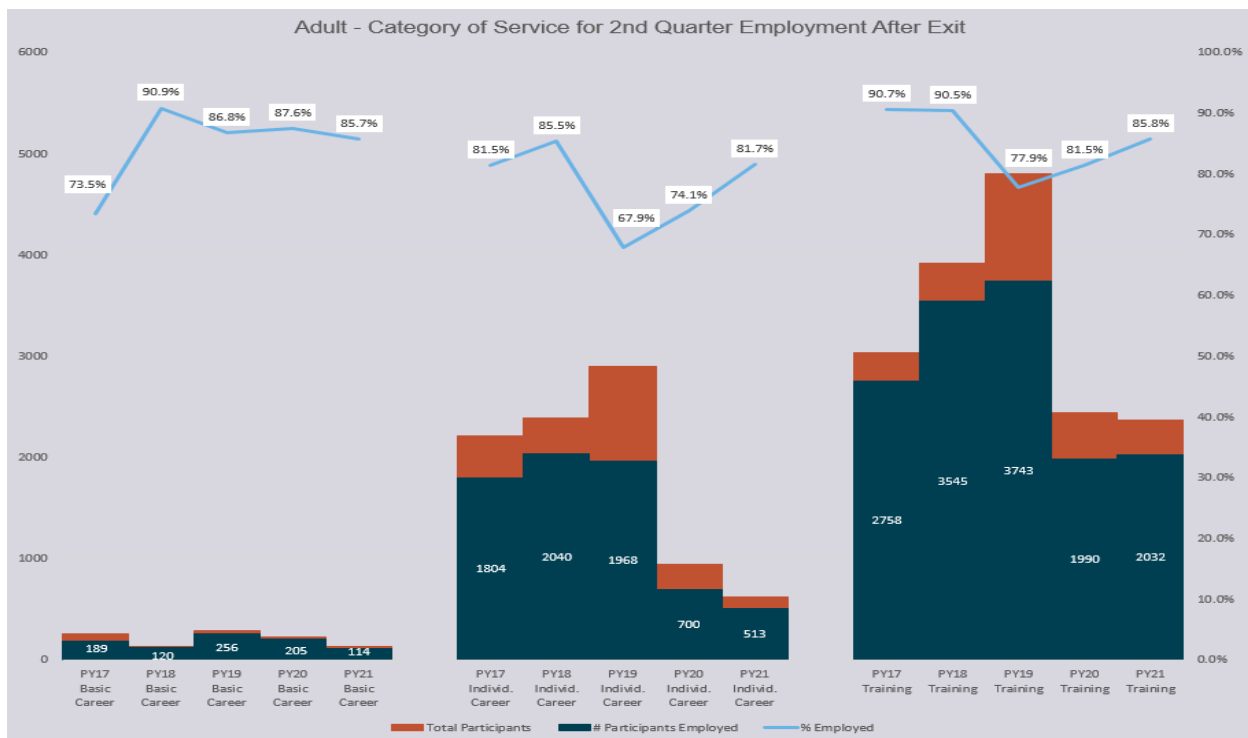
There are three levels of services provided to participants in the WIOA Adult and DW programs – Basic Career Services, Individualized Career Services, and Training Services. A participant is reported in the highest category of service they received. For example, an individual who received Basic Career Services and Individualized Career Services would be reported in the Individualized Career Services category, since Individualized Career Services are more intense than Basic Career Services. Similarly, an individual who received Basic Career Services, Individualized Career Services, and Training Services would be reported in the Training Services category.

There are two levels of services provided to participants in the WIOA Youth program – Services Other than Occupational Skills Training and Occupational Skills Training. Occupational Skills Training is considered the more intense service, therefore participants who receive both categories of services are reported in the Occupational Skills Training category.

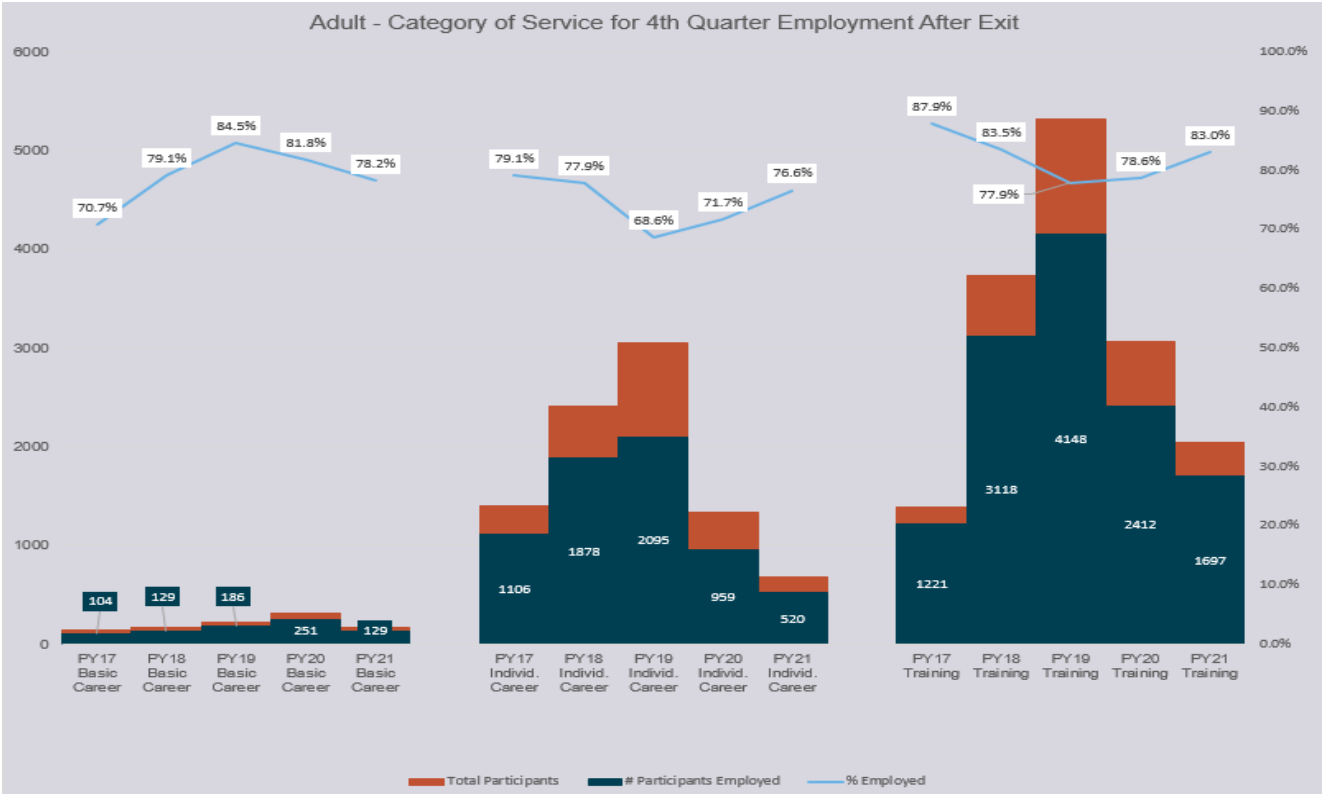
The following series of bar graphs demonstrate the impact that the category of service provided has on the participants' employment related outcomes for each of the WIOA Title I programs. The Employment Second Quarter After Exit Rate and Employment Fourth Quarter After Exit Rate bar graphs utilize columns to show the total number of participants and number of participants employed in each measure. Additionally, the graphs utilize a line to show the percent of positive outcomes for each category of service. The Median Earnings graphs use columns to compare the median earnings by category of service. Each of the charts in this section compare performance between PYs 2017 through 2021 by category of service.

### WIOA Adult

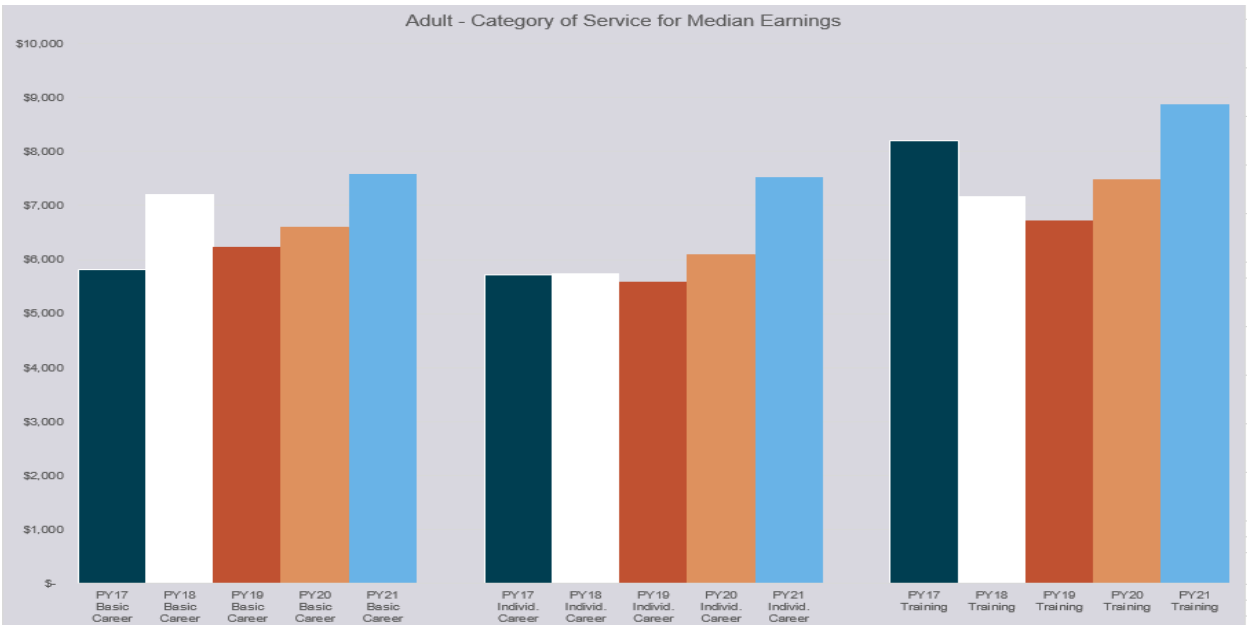
The graph below displays the Employment in the Second Quarter after Exit Rate in each program year by category of service. For PY 2021, the graph demonstrates higher employment rates for participants who only received Basic Career Services or received Training than for participants who received Individualized Career Services. This may be attributed to participants who are more job-ready requiring less intense services. Participants who lack job-readiness skills or experience greater barriers to employment require Individualized Career Services and may face additional challenges to post-exit employment. Those participants who receive Training Services enroll in training with projected high-demand employment. Enrollment in such training increases their marketable skills and employment outlook, which could contribute to increased employment rates. This may explain why individuals who received a Training Service in PY 2021 were 4.1 percent more likely to be employed in the second quarter after exit than those who received Individualized Career Services. This is 3.3 percent less than the same comparison for PY 2020.



The graph below displays the Employment Rate in the Fourth Quarter after Exit in each program year by category of service. The chart for Employment Rate in the Fourth Quarter after Exit shows similar results to the second quarter after exit performance for all three categories of service. Employment for those who received Basic Career Services had a slight decrease in PY 2021, dropping 3.6 percent. Employment for those who received Individualized Career Services reported the largest increase from the prior year, increasing 4.9 percent for PY 2021.

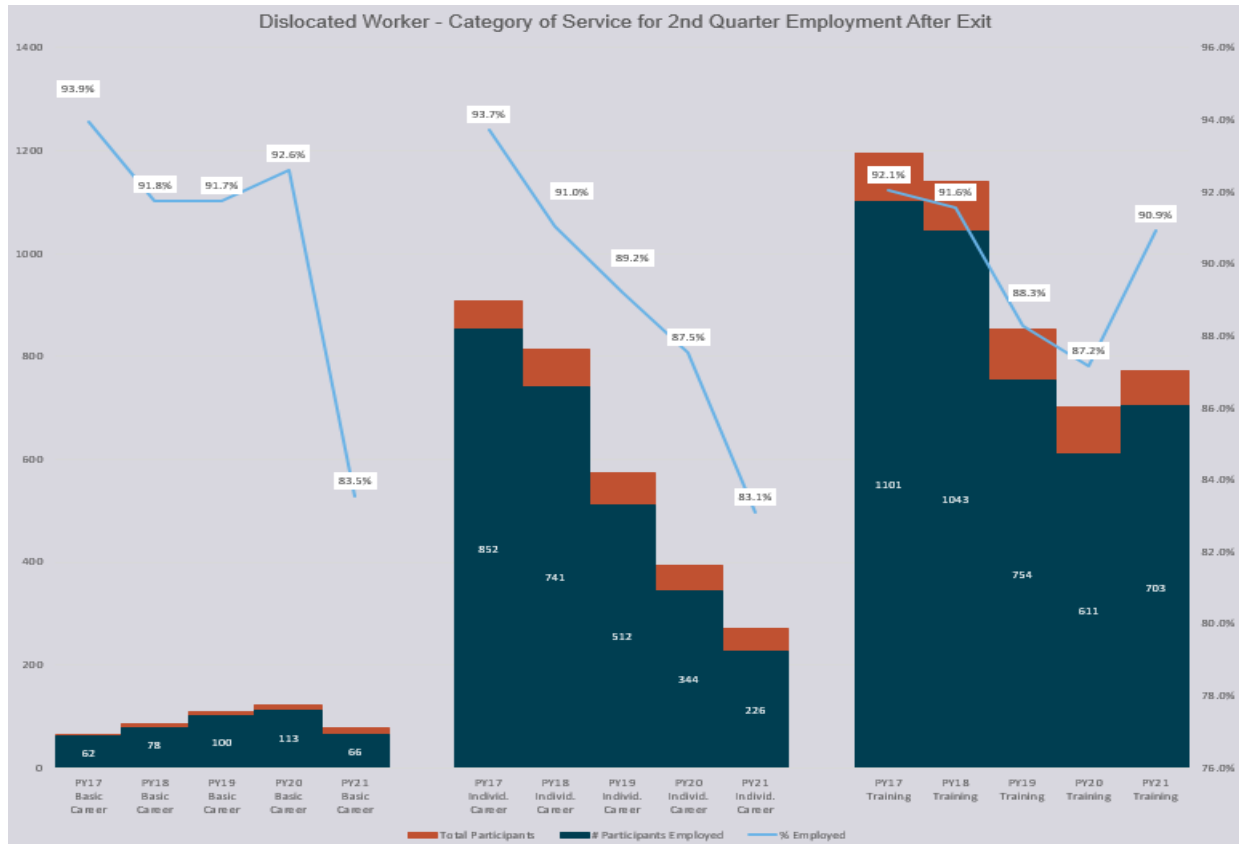


The chart for Median Earnings for-in PY 2021 shows participants who received Training Services earned significantly higher wages than participants who received Basic or Individualized Career Services. In PY 2021, participants who received Training Services earned on average 5.6 percent more than those who received Individualized Career Services, and on average 5.4 percent more than those who received Basic Career Services. This is expected as those participants who receive Individualized Career Services may face larger barriers than those who move on to receive Training, possibly impacting their ability to secure employment.

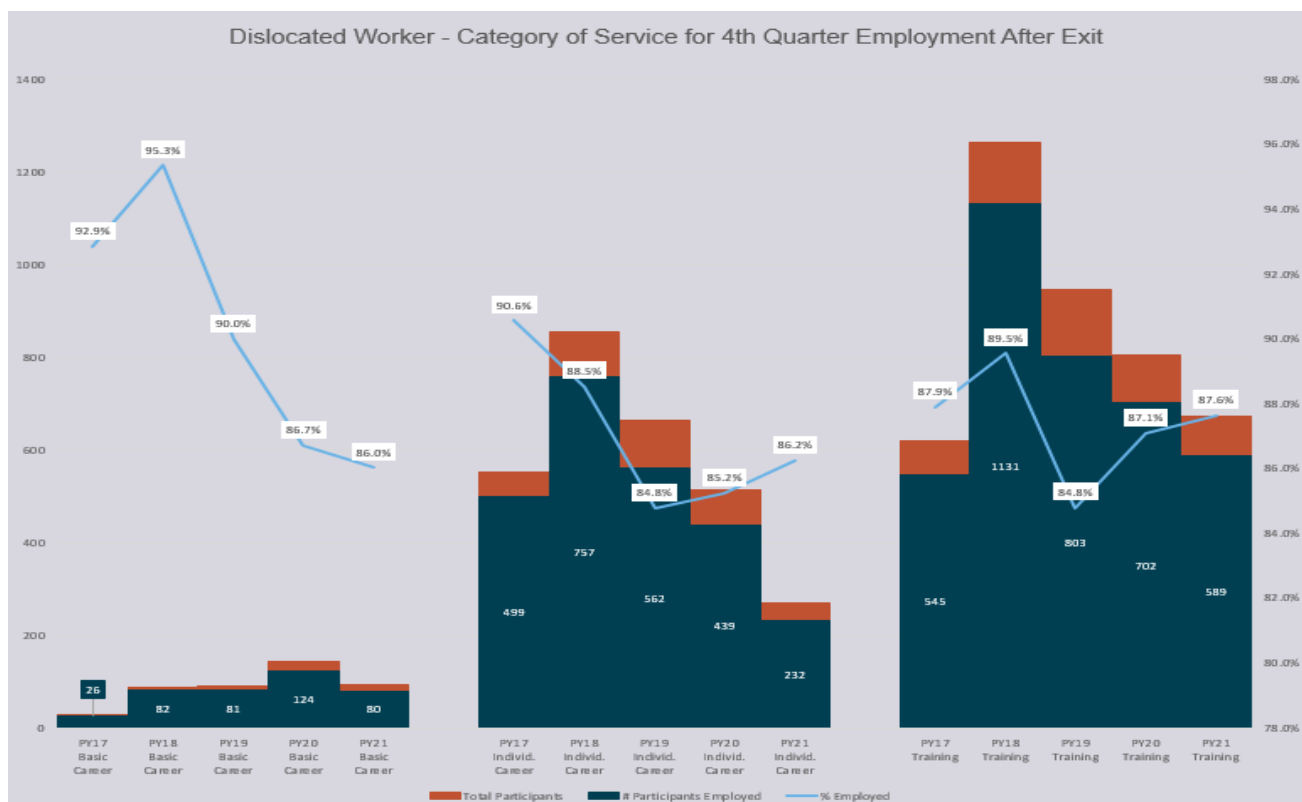


## WIOA Dislocated Worker

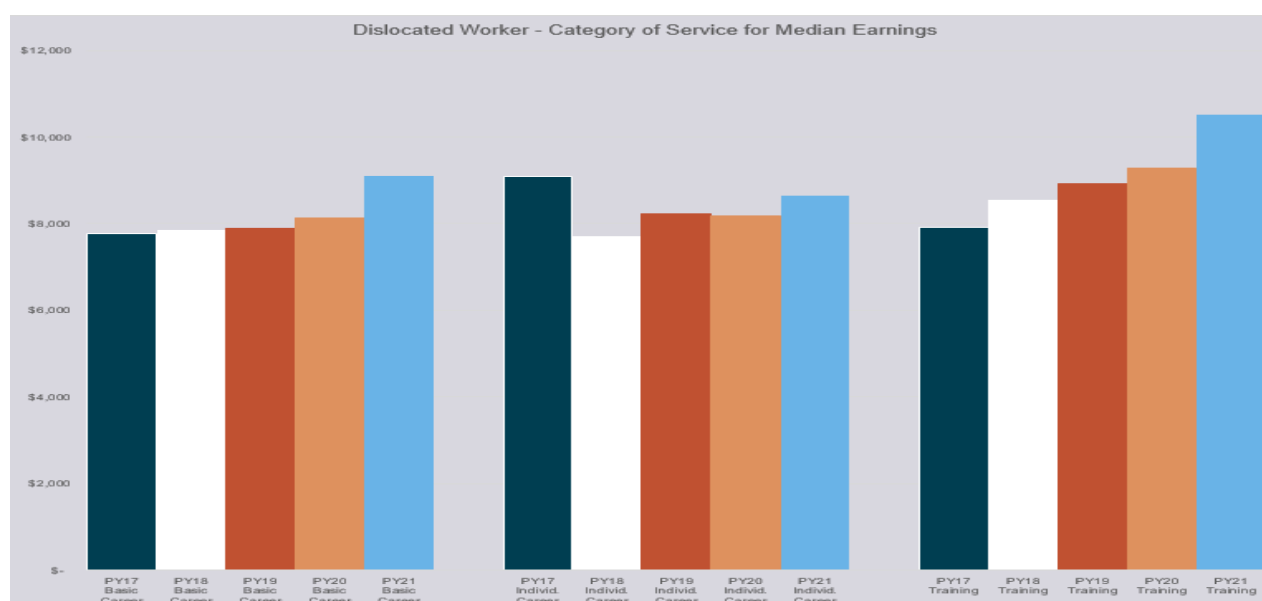
The bar graph below exhibits the Employment Second Quarter After Exit Rate by the categories of service. Noteworthy is the slight decrease in the number of total participants who received Basic Career Services only from PY 2020, which is the first time this decreased since PY 2017. There was also a decrease in the number of total participants that went on to receive Individualized Career Services from PY 2020. However, the number of total participants that went on to receive Individualized Career Services has decreased each year since PY 2017. For the first time since PY 2017, the number of total participants that went on to receive Training increased during PY 2021. The percent employed during the second quarter after exit typically follows the change in number of total participants, so a lower number of participants result in lower employment rates. As true in prior years, this remained true for PY 2021.



The Employment in Fourth Quarter After Exit Rate improved slightly for those who received Individualized Career Services for PY 2021, up by 1.0 percent. It also slightly improved for those who went on to receive Training Services, by 0.5 percent when comparing to the prior program year. Conversely, the participants who were employed and only received Basic Career Services slightly decreased by 0.7 percent. The overall decrease in total participants from PY 2019 to PY 2021 means each participant allows more opportunity for the results to be skewed in one direction. This is especially true for the Basic Career Services category.



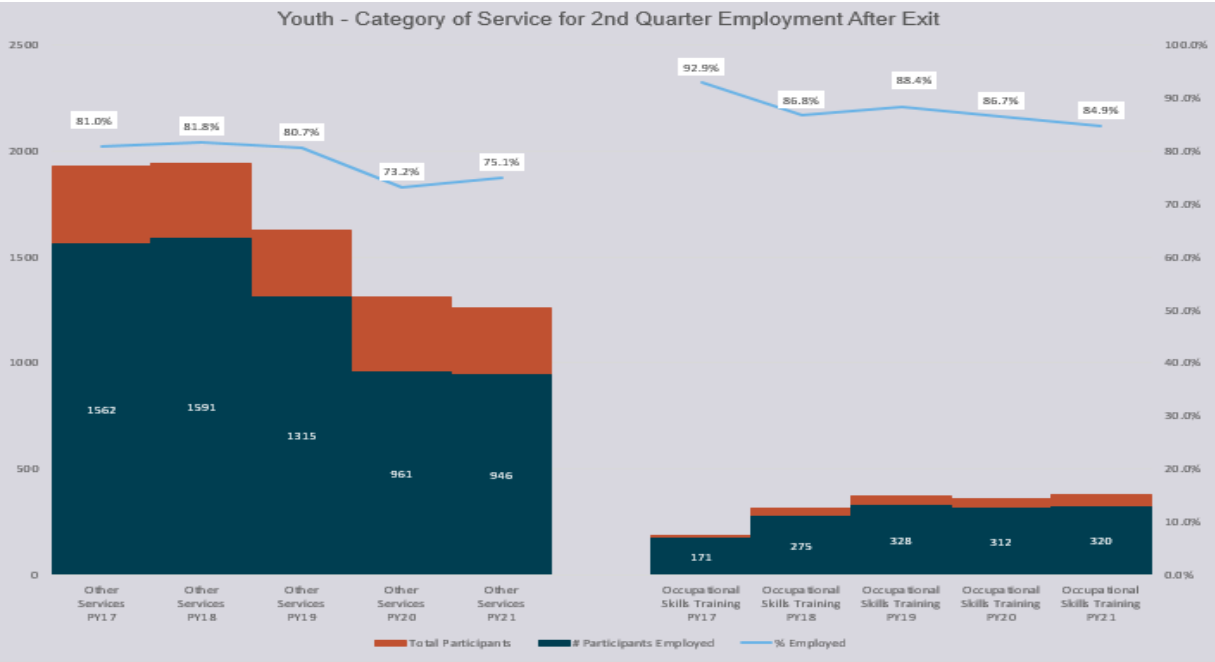
The bar graph below displays the Median Earnings for participants in the WIOA DW by category of Service. The trend for median earnings has increased each year since PY 2017 for those who received Basic Career Services and for those who received Training Services. For those who received Individualized Career Services, the median earnings increased \$490 from PY 2020 to PY 2021. DW participants had higher median earnings when compared to Adult participants. The biggest difference between the DW and Adult programs median earnings is for those who received Training services, with participants in DW earning an average of \$1,629 more than the Adult participants during the second quarter after exit. Median earnings for DW participants who received Basic Career Services were an average of \$1,508 more than the Adult participants, and DW participants who received Individualized Career Services earned an average of \$1,122 during the second quarter after exit during PY 2021.



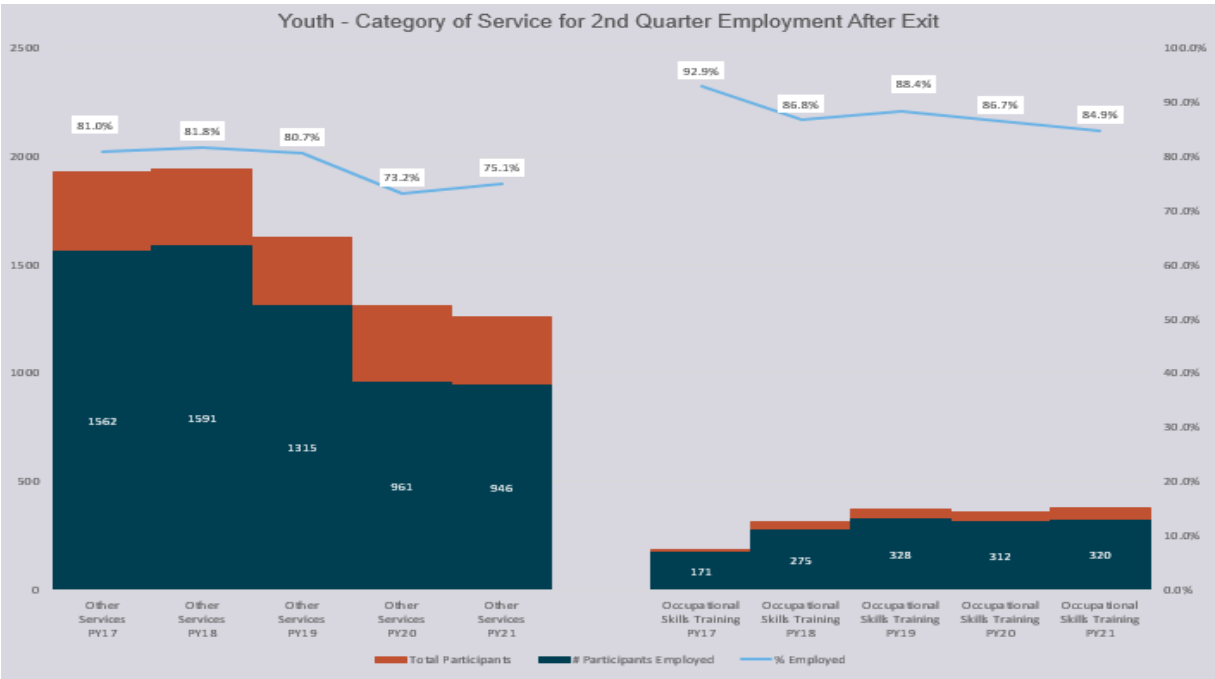


WIOA Youth

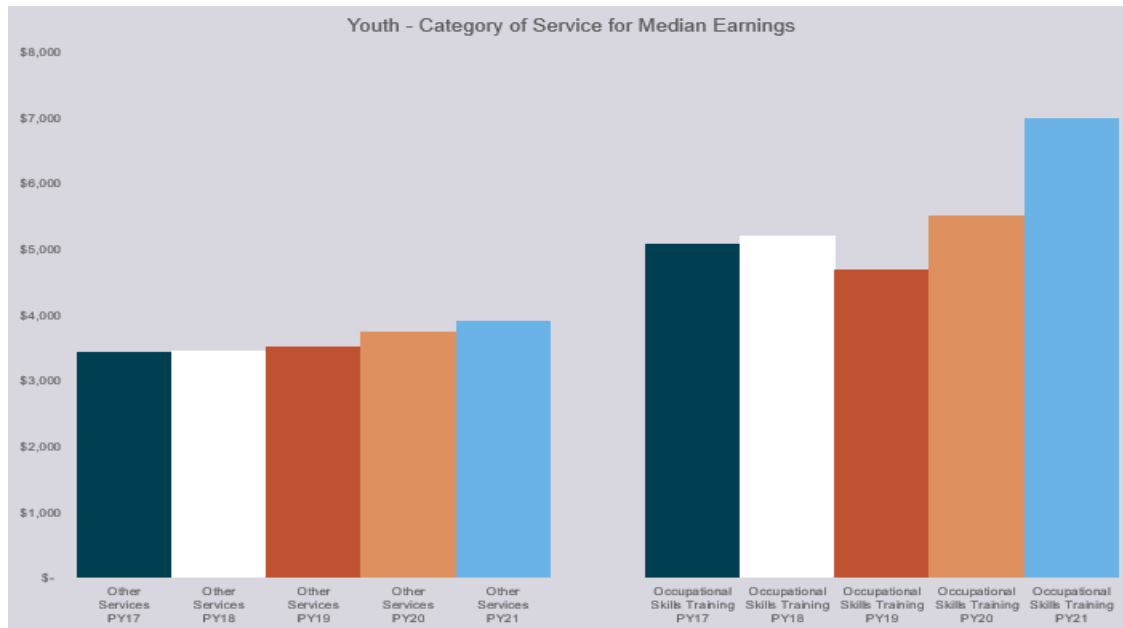
The bar graph below demonstrates the Employment Rate Second Quarter After Exit Rate for participants who received Occupational Skills Training and for those who received the Other Services category. The percent employed was 9.8 percent higher when youth participants received Occupational Skills Training, although the total participants is significantly lower in this same category.



The bar graph below shows Employment in Fourth Quarter After Exit Rate by category of service. Most noteworthy is the increase in percentage employed for both the Other Services category and the Occupational Skills Training category, up 6.6 percent and 5.5 percent respectively. This fact is similar to the Employment 2<sup>nd</sup> Quarter After Exit Rate for the Other Services category. However, the Employment Rate 2<sup>nd</sup> Quarter After Exit Rate for the Occupational Skills Training category showed a slight decrease in the percentage employed, down slightly by 1.8 percent.



The chart for Median Earnings for WIOA Youth shows that the median earnings for participants who received Occupational Skills Training earned an average of 28.3 percent more than the median wages of participants who did not receive Occupational Skills Training in PY 2021. Participants who received Occupational Skills Training earned, on average, \$3,080 more during the second quarter after exit than those who did not receive Occupational Skills Training.



## STATUS OF STATE EVALUATION ACTIVITIES

An evaluation of the WIOA Youth program commenced during PY 2020 and continued throughout PY 2021. The purpose of this evaluation is to compare and evaluate trends in WIOA Youth program participation related to program eligibility barriers. Barriers and characteristics identified for youth participants are compared to those seen in the general population within a specific region and statewide. Findings from this evaluation will assist Michigan in identifying where there may be gaps in service delivery and highlight best practices in serving vulnerable populations. This evaluation is in the final stages of internal review and approval necessary prior to public posting.

In September of 2022, Labor Market Information and Strategic Initiatives (LMISI) released a special issue of *Michigan's Labor Market News* Annual Economic Analysis Report. This report is a useful general narrative on trends in the Michigan labor market in 2021. This issue focuses on historical trends in Michigan's labor market as well as recovery from the impacts in 2020 and insight into how the market may progress. The report highlights Michigan's labor force and unemployment rate, industry jobs, wages, employment projections, and population. The population section also includes the state's ranking by natural population change, compared to other states. The report can be found [here](#).

LMISI issues monthly publications highlighting workforce data which incorporates relevant ongoing evaluations. Monthly publications can be found [here](#).

## STATE'S APPROACH TO CUSTOMER SATISFACTION

### Job Seekers

Continuous improvement of services to both employers and job seekers is crucial to Michigan's workforce productivity and competitiveness. As part of the certification process for Michigan Works! Service Centers, Michigan requires that local Workforce Development Boards and Chief Elected Officials have a process in place to evaluate one-stop service centers for the purposes of monitoring customer service levels and implementation of service improvement to employers and job seekers.

At the local level, there are different methodologies used to gather information about customer satisfaction, including:

- Surveys completed by participants at the end of each program or workshop and during OJT and work experience site reviews.
- Online customer satisfaction surveys available on resource room computers that individuals can complete at any time.
- Informal real-time feedback is utilized at all service centers, based on employees' daily interactions with customers and business service members' interactions with employers. Feedback is used to identify new opportunities or improvements to the way training, recruiting, and networking processes are completed.
- Program participants and service center customers are provided a customer satisfaction survey. Information is then analyzed and shared with management and administrative staff at least quarterly.
- Employers participating in local job fairs or hiring events are given surveys to gauge their satisfaction with the event or services being provided by Michigan Works! These surveys provide greater insight on employers' needs.
- The MWAs may also utilize specialized tracking systems, such as G\*Stars, which allows individuals to complete surveys about their experiences.

Based on feedback and information received from the surveys, potential actions taken toward continuous improvement include:

- Identifying ways to improve service delivery or addressing customer service training for staff based on trends or patterns identified in the surveys.
- Feedback received following workshops helps guide changes to curriculum for future workshops and/or the establishment of new workshops where individuals have identified that services are lacking or based on employer feedback as to whether potential job seekers need additional assistance to meet their hiring needs.
- Tracking customer traffic has resulted in decisions about service center location and staffing, including expanding hours, additional staffing during busy hours, service center layout, etc.
- Reviewing customer service through mystery shopper calls and on-site visits.

Based on feedback from the MWAs, voluntary response rates to surveys are low as individuals whose needs have been met are unlikely to respond to surveys as opposed to individuals who received exemplary services.

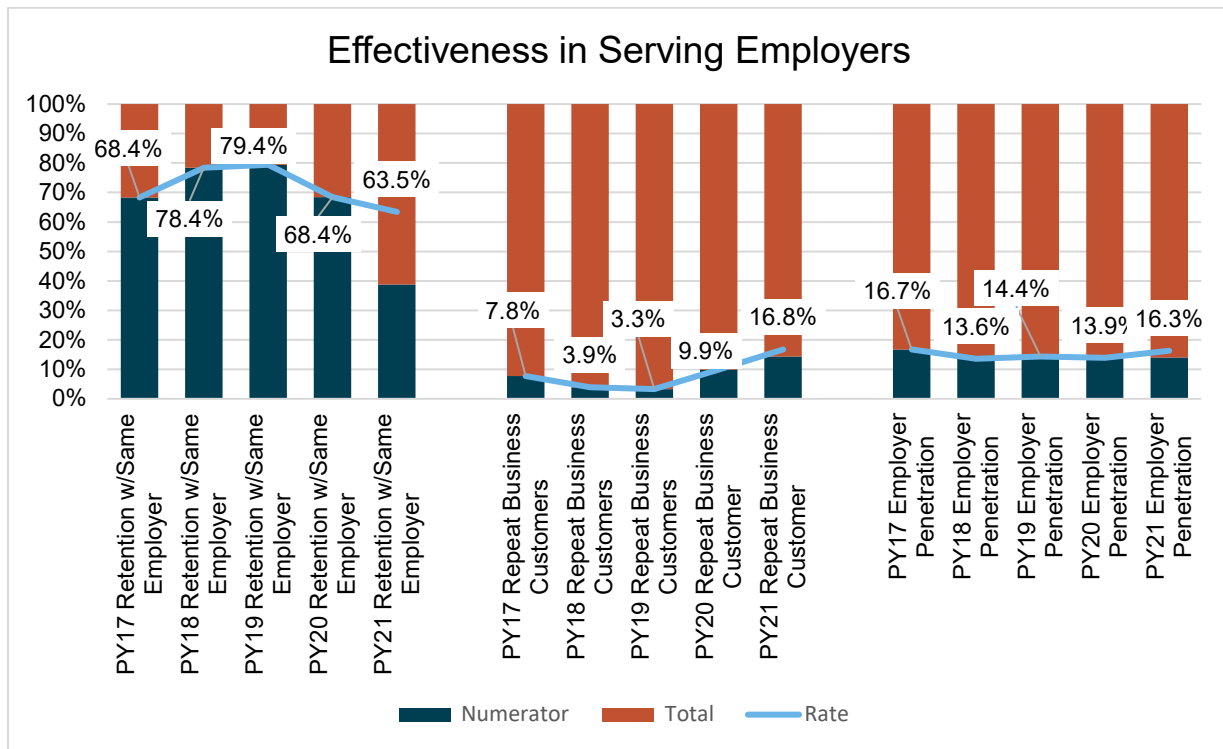
As COVID-19 continues to present service delivery challenges, the MWAs continue to provide remote and virtual services. Activities such as talent tours, job fairs, workshops, and assessment testing are offered virtually to provide quick and excellent customer service to job seekers. As a result of the new talent exchange process due to the pandemic, MWAs are also implementing an improved customer service survey to continuously work on gathering feedback from customers.

### **Effectiveness in Serving Employers**

Michigan has chosen to report the expected level of performance for the Effectiveness in Serving Employers Indicator Pilot by utilizing the following approaches. The chart below compares Michigan's performance in each of the employer measures from PY 2017 through PY 2021.

1. Retention with the same employer, measured by the percentage of participants who exit and are employed in the second and fourth quarters after exit. The orange section of the bar graph represents the total number of participants who had the opportunity to be employed four quarters after exiting a WIOA program. The blue section of the bar graph represents the number of participants who were employed with the same employer in the second and fourth quarters after exit. Michigan experienced a 5 percent decrease in retention with the same employer in PY 2021.
2. Repeat business customers, based on the percentage of repeat employers using services within the three previous years. The orange section of the bar graph represents the group of employers served during the program year. The blue section of the bar graph represents the group of employers that also received services during the previous program year. Michigan primarily reports repeat business customers for training related services reported into the OSMIS because the State does not utilize a common customer relationship management tool across the workforce system.
3. Employer penetration rate based on the percentage of employers using services out of all employers in the state. The orange section of the bar graph represents the total number of employers in Michigan as defined

by the Quarterly Census of Employment and Wages. The blue section of the bar graph represents the number of employers who received services during the program year.



## DATA VALIDATION

Michigan's Data Validation (DV) process covers both the accuracy of aggregate reports submitted to the USDOL on program activity and performance outcomes and the accuracy of individual data elements. Michigan conducts participant file review in compliance with the requirement to regularly monitor subrecipients of funding in accordance with 2 CFR 200.331(d). Michigan monitors the activities of the subrecipients regularly to ensure that the subaward is used for authorized purposes in compliance with federal statute, regulations, and the terms and conditions of the subaward, and that the subaward performance goals are achieved. Source documentation is reviewed to verify participant eligibility, service receipt, case management, and outcomes.

DV file review is conducted concurrently with Comprehensive Programmatic Reviews on a biennial basis by WD, at a minimum. In alternate years that MWAs are not selected for DV by WD, an internal review must be conducted with a report of the results submitted to WD for review. WD reviews files of both active and exited participants. Participants selected have a registration date on or after July 1st of three program years prior to the current program year. At this time, no fewer than 10 and no more than 45 files per program are selected per review unless necessary for a targeted review.

All OSMIS users have access to various tools housed in our state data system to conduct DV. During PY 2021, technical assistance was provided for these DV tools, and both State-level staff and local area staff have adopted the use of these tools as a method to keep participant files prepared for DV at any given point. One of these tools includes a random sampling feature attached to the participant reports that allows users to select up to 100 random participants based on user specified report criteria. The random customers selected have a DV mapping worksheet accessible which is directly sourced from Training and Employment Guidance Letter (TEGL) 23-19 Change 1 Attachment II and is available for OSMIS participant records in Title I and Title III programs. This DV mapping worksheet outputs all data fields that have been deemed subject to data validation and allows users to view data element numbers, names, definitions, and source documentation for all applicable programs. The data validation worksheet outputs the PIRL value and the current OSMIS value for the specific record for convenience.



Participant records must reflect accurate recording of data in accordance with definitions and allowable source documentation listed in the most recent DV guidance provided by the USDOL for all elements selected. If one of the selected elements fails to meet the federal definitions for source documentation, the entire record fails the DV process. The additional elements remain subject to validation and will be validated under the federal WIOA DV requirements.

At the conclusion of the DV process, cumulative error rates for each element, by program, will be calculated based on all the participant records reviewed. A satisfactory DV performance pass rate is 80 percent or higher of total files validated. MWAs who fail to achieve a satisfactory pass rate or fail to demonstrate compliant data collection standards for source documentation will be subject to technical assistance and/or a corrective action plan.

Regular assessment of DV protocols is and will continue to be ongoing, as per TEGL 23-19 Change 1, issued October 25, 2022.

Michigan implemented several other tools and reports in the OSMIS that are used by the State and MWA staff to validate the data submitted in the WIPS.

#### ***Quarterly Report Analysis (QRA)***

The QRA reports allow specific OSMIS users access to an innovative, real-time report that outlines USDOL program performance measures. Such reports ensure program data is valid and accurate and allows for the evaluation of program service delivery. These reports are used in conjunction with two data integrity processes – PIRL Edit Checks and DV. The reports provide color coding for each performance measure. This color coding gives users an at-a-glance indicator of success as explained below:

- 1) Green: Performance measure passed.
- 2) Yellow: Performance measure is within 5 percent of the target.
- 3) Red: Performance measure is more than 5 percent off the target.

The QRA report collects and reports WIOA Title I Adult, DW and Youth and Title III W-P performance measure data. Users can order each report by any quarter and can select an itemized list of records identifying customers who contribute to each performance measure's denominator and/or numerator. This allows MWAs to easily identify records that count toward each measure, and those who did/did not pass the measure. Most importantly, this allows MWAs to easily identify non-passing customers to determine any course of action needed. Each performance measure in OSMIS is tied directly to the QRA Technical Specifications provided by USDOL. This transparent reporting contributes to continuous improvement and has been fully embraced by the MWAs.

#### ***Aged Enrollment Emails***

To further ensure the validity of data and manage aged records in the OSMIS, aged enrollment report emails are sent to all applicable MWAs on a quarterly basis. For purposes of these email reports, aged enrollments are defined as participations entered over two years from the email send date that are still active with no recent activities and either no recent case notes or case notes indicating that no successful contact has been made with the participant in over 90 days. MWAs are encouraged to review and assess these participations to determine whether efforts are needed to re-engage individuals or determine an exit strategy. Participant data is to be corrected to reflect accurate data collection.

#### ***Participant Individual Record Layout Admin Utility***

The PIRL Admin Utility allows State and MWA staff to view records that did not pass edit checks. The participant's name and the exact edit check rule that was broken is displayed. Links within the utility lead directly to the errored record. The record can be researched and, where applicable, updated before the PIRL file is submitted in the WIPS quarterly. This facilitates more accurate data and identifies possible updates to the OSMIS system.

## APPENDIX 1: SUMMARY OF LOCAL PERFORMANCE

### WIOA Adult

The chart below displays the local performance outcomes for each of the 16 Michigan Works! Agencies.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2021 - 06/30/2022)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup> (07/01/2020 - 06/30/2021)			Employment Rate (Q4) <sup>2</sup> (01/01/2020 - 12/31/2020)			Median Earnings (07/01/2020 - 06/30/2021)	Credential Rate <sup>3</sup> (01/01/2020 - 12/31/2020)			Measurable Skill Gains <sup>3</sup> (07/01/2021 - 06/30/2022)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	9,223	4,239	Target			87.0			80.0	\$6,621			80.0			32.4
				Actual	2,659	3,128	85.0	2,346	2,889	81.2	8,580	1,660	1,982	83.8	2,960	4,854	61.0
2	02 - Region 7B	209	39	Target			80.0			76.0	\$6,200			75.0			50.6
				Actual	64	76	84.2	42	53	79.2	8,847	34	40	85.0	78	167	46.7
3	04 - Great Lakes Bay	576	216	Target			90.7			85.1	\$6,139			84.4			58.5
				Actual	149	170	87.6	141	165	85.5	8,010	95	104	91.3	126	208	60.6
4	05 - Berrien/Cass/Van Buren	208	51	Target			90.9			86.5	\$7,963			89.4			31.1
				Actual	69	73	94.5	70	80	87.5	9,827	59	67	88.1	30	82	36.6
5	06 - UP Michigan Works!	427	139	Target			87.3			79.5	\$6,910			81.2			29.2
				Actual	176	204	86.3	197	241	81.7	7,213	102	136	75.0	94	233	40.3
6	07 - Detroit Emp Solutions	1,961	731	Target			67.3			62.2	\$4,700			59.7			29.2
				Actual	428	568	75.4	293	442	66.3	7,908	290	332	87.3	323	679	47.6
7	13 - GST Michigan Works	1,360	733	Target			85.0			81.2	\$6,194			82.4			45.6
				Actual	332	384	86.5	275	342	80.4	9,011	213	251	84.9	645	1,000	64.5
8	14 - Southwest	160	48	Target			88.6			83.6	\$5,878			74.0			65.1
				Actual	26	30	86.7	37	44	84.1	7,223	24	32	75.0	43	53	81.1
9	16 - West Central	118	55	Target			80.7			75.6	\$7,097			84.3			54.3
				Actual	51	54	94.4	54	62	87.1	8,338	47	53	88.7	69	77	89.6
10	17 - Capital Area	202	123	Target			90.0			86.2	\$7,046			85.6			32.4
				Actual	104	112	92.9	87	97	89.7	9,086	77	87	88.5	104	179	58.1
11	19 - Macomb/St. Clair	522	190	Target			88.9			82.4	\$7,283			82.6			35.6
				Actual	211	229	92.1	196	219	89.5	10,400	145	181	80.1	238	370	64.3
12	21 - Northeast	154	114	Target			90.1			76.0	\$7,646			82.7			66.2
				Actual	76	84	90.5	60	67	89.6	12,264	45	53	84.9	94	109	86.2
13	22 - Northwest	214	113	Target			88.8			86.2	\$7,123			88.0			45.7
				Actual	78	84	92.9	65	72	90.3	9,098	28	34	82.4	83	101	82.2
14	23 - Oakland County	1,094	541	Target			91.8			87.9	\$8,211			84.5			51.0
				Actual	401	486	82.5	307	373	82.3	8,906	219	260	84.2	513	776	66.1
15	30 - SE Michigan Consortium	602	324	Target			92.6			87.5	\$7,281			79.7			29.2
				Actual	135	159	84.9	142	173	82.1	8,360	67	82	81.7	138	256	53.9
16	31 - SEMCA	463	205	Target			90.0			86.0	\$7,000			83.4			33.0
				Actual	128	141	90.8	115	135	85.2	7,460	50	65	76.9	132	246	53.7
17	33 - West Michigan Works	953	617	Target			89.1			85.4	\$6,856			83.4			41.4
				Actual	231	274	84.3	265	324	81.8	8,107	165	205	80.5	250	318	78.6

## WIOA Dislocated Worker

The chart below displays the local performance outcomes for each of the 16 Michigan Works! Agencies.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row		Participants Served (07/01/2021 - 06/30/2022)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup> (07/01/2020 - 06/30/2021)			Employment Rate (Q4) <sup>2</sup> (01/01/2020 - 12/31/2020)			Median Earnings (07/01/2020 - 06/30/2021)	Credential Rate <sup>3</sup> (01/01/2020 - 12/31/2020)			Measurable Skill Gains <sup>3</sup> (07/01/2021 - 06/30/2022)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
	Column	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	<a href="#">2,664</a>	<a href="#">1,396</a>	Target			89.0			85.3	\$8,200			77.3			32.4
				Actual	<a href="#">995</a>	<a href="#">1,125</a>	88.4	<a href="#">901</a>	<a href="#">1,034</a>	87.1	<a href="#">9,792</a>	<a href="#">490</a>	<a href="#">587</a>	83.5	<a href="#">845</a>	<a href="#">1,248</a>	67.7
2	02 - Region 7B	<a href="#">38</a>	<a href="#">9</a>	Target			81.0			80.0	\$7,279			83.0			58.1
				Actual	<a href="#">11</a>	<a href="#">13</a>	84.6	<a href="#">9</a>	<a href="#">10</a>	90.0	<a href="#">9,087</a>	<a href="#">6</a>	<a href="#">6</a>	100.0	<a href="#">17</a>	<a href="#">28</a>	60.7
3	04 - Great Lakes Bay	<a href="#">207</a>	<a href="#">122</a>	Target			91.5			88.8	\$7,570			85.4			48.3
				Actual	<a href="#">81</a>	<a href="#">90</a>	90.0	<a href="#">87</a>	<a href="#">99</a>	87.9	<a href="#">9,303</a>	<a href="#">33</a>	<a href="#">37</a>	89.2	<a href="#">44</a>	<a href="#">64</a>	68.8
4	05 - Berrien/Cass/Van Buren	<a href="#">36</a>	<a href="#">26</a>	Target			88.8			81.7	\$8,309			75.8			30.3
				Actual	<a href="#">22</a>	<a href="#">30</a>	73.3	<a href="#">24</a>	<a href="#">29</a>	82.8	<a href="#">10,422</a>	<a href="#">10</a>	<a href="#">13</a>	76.9	<a href="#">4</a>	<a href="#">8</a>	50.0
5	06 - UP Michigan Works!	<a href="#">79</a>	<a href="#">44</a>	Target			88.1			82.8	\$7,884			85.4			37.0
				Actual	<a href="#">64</a>	<a href="#">74</a>	86.5	<a href="#">71</a>	<a href="#">79</a>	89.9	<a href="#">7,464</a>	<a href="#">24</a>	<a href="#">26</a>	92.3	<a href="#">17</a>	<a href="#">39</a>	43.6
6	07 - Detroit Emp Solutions	<a href="#">614</a>	<a href="#">147</a>	Target			75.4			71.0	\$6,504			68.5			29.2
				Actual	<a href="#">52</a>	<a href="#">60</a>	86.7	<a href="#">24</a>	<a href="#">30</a>	80.0	<a href="#">9,550</a>	<a href="#">19</a>	<a href="#">23</a>	82.6	<a href="#">90</a>	<a href="#">169</a>	53.3
7	13 - GST Michigan Works	<a href="#">160</a>	<a href="#">133</a>	Target			86.8			83.3	\$6,779			81.4			44.3
				Actual	<a href="#">80</a>	<a href="#">92</a>	87.0	<a href="#">77</a>	<a href="#">92</a>	83.7	<a href="#">9,683</a>	<a href="#">43</a>	<a href="#">55</a>	78.2	<a href="#">72</a>	<a href="#">99</a>	72.7
8	14 - Southwest	<a href="#">75</a>	<a href="#">38</a>	Target			90.1			87.6	\$7,323			73.7			67.6
				Actual	<a href="#">37</a>	<a href="#">43</a>	86.0	<a href="#">53</a>	<a href="#">60</a>	88.3	<a href="#">9,730</a>	<a href="#">13</a>	<a href="#">16</a>	81.3	<a href="#">24</a>	<a href="#">25</a>	96.0
9	16 - West Central	<a href="#">20</a>	<a href="#">6</a>	Target			86.3			83.1	\$7,887			83.4			57.0
				Actual	<a href="#">14</a>	<a href="#">16</a>	87.5	<a href="#">13</a>	<a href="#">15</a>	86.7	<a href="#">11,101</a>	<a href="#">13</a>	<a href="#">15</a>	86.7	<a href="#">14</a>	<a href="#">14</a>	100.0
10	17 - Capital Area	<a href="#">69</a>	<a href="#">63</a>	Target			89.5			86.7	\$7,750			81.0			32.4
				Actual	<a href="#">58</a>	<a href="#">66</a>	87.9	<a href="#">49</a>	<a href="#">57</a>	86.0	<a href="#">9,104</a>	<a href="#">41</a>	<a href="#">50</a>	82.0	<a href="#">33</a>	<a href="#">55</a>	60.0
11	19 - Macomb/St. Clair	<a href="#">318</a>	<a href="#">158</a>	Target			90.9			82.8	\$9,004			68.7			35.6
				Actual	<a href="#">132</a>	<a href="#">139</a>	95.0	<a href="#">125</a>	<a href="#">143</a>	87.4	<a href="#">13,002</a>	<a href="#">90</a>	<a href="#">121</a>	74.4	<a href="#">151</a>	<a href="#">222</a>	68.0
12	21 - Northeast	<a href="#">11</a>	<a href="#">8</a>	Target			88.5			79.4	\$6,701			76.1			57.5
				Actual	<a href="#">11</a>	<a href="#">11</a>	100.0	<a href="#">6</a>	<a href="#">9</a>	66.7	<a href="#">12,034</a>	<a href="#">6</a>	<a href="#">7</a>	85.7	<a href="#">9</a>	<a href="#">9</a>	100.0
13	22 - Northwest	<a href="#">101</a>	<a href="#">44</a>	Target			94.5			92.0	\$10,008			79.4			52.5
				Actual	<a href="#">23</a>	<a href="#">27</a>	85.2	<a href="#">17</a>	<a href="#">18</a>	94.4	<a href="#">8,824</a>	<a href="#">9</a>	<a href="#">11</a>	81.8	<a href="#">20</a>	<a href="#">23</a>	87.0
14	23 - Oakland County	<a href="#">310</a>	<a href="#">208</a>	Target			91.4			88.3	\$9,770			87.5			59.5
				Actual	<a href="#">142</a>	<a href="#">163</a>	87.1	<a href="#">101</a>	<a href="#">124</a>	81.5	<a href="#">10,956</a>	<a href="#">90</a>	<a href="#">98</a>	91.8	<a href="#">148</a>	<a href="#">207</a>	71.5
15	30 - SE Michigan Consortium	<a href="#">141</a>	<a href="#">86</a>	Target			94.7			88.9	\$8,388			85.1			29.2
				Actual	<a href="#">70</a>	<a href="#">78</a>	89.7	<a href="#">74</a>	<a href="#">79</a>	93.7	<a href="#">9,880</a>	<a href="#">32</a>	<a href="#">36</a>	88.9	<a href="#">36</a>	<a href="#">52</a>	69.2
16	31 - SEMCA	<a href="#">327</a>	<a href="#">190</a>	Target			91.0			88.0	\$8,150			78.0			39.4
				Actual	<a href="#">114</a>	<a href="#">126</a>	90.5	<a href="#">106</a>	<a href="#">118</a>	89.8	<a href="#">9,204</a>	<a href="#">33</a>	<a href="#">41</a>	80.5	<a href="#">108</a>	<a href="#">164</a>	65.9
17	33 - West Michigan Works	<a href="#">149</a>	<a href="#">114</a>	Target			85.8			82.7	\$8,839			80.6			33.6
				Actual	<a href="#">84</a>	<a href="#">97</a>	86.6	<a href="#">65</a>	<a href="#">72</a>	90.3	<a href="#">9,431</a>	<a href="#">28</a>	<a href="#">32</a>	87.5	<a href="#">58</a>	<a href="#">65</a>	89.2

## WIOA Youth

The chart below displays the local performance outcomes for each of the 16 Michigan Works! Agencies.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2021 - 06/30/2022)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup> (07/01/2020 - 06/30/2021)			Employment Rate (Q4) <sup>2</sup> (01/01/2020 - 12/31/2020)			Median Earnings (07/01/2020 - 06/30/2021)	Credential Rate <sup>3</sup> (01/01/2020 - 12/31/2020)			Measurable Skill Gains <sup>3</sup> (07/01/2021 - 06/30/2022)		
					Num	Den	Rate	Num	Den	Rate		Num	Den	Rate	Num	Den	Rate
	Column	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	<a href="#">4,844</a>	<a href="#">1,605</a>	Target			81.3			80.0	\$3,600			69.0			29.9
				Actual	<a href="#">1,266</a>	<a href="#">1,637</a>	77.3	<a href="#">1,250</a>	<a href="#">1,602</a>	78.0	4,420	<a href="#">611</a>	<a href="#">941</a>	64.9	<a href="#">1,095</a>	<a href="#">2,362</a>	46.4
2	02 - Region 7B	<a href="#">89</a>	<a href="#">12</a>	Target			75.0			75.0	\$3,723			75.0			35.0
				Actual	<a href="#">23</a>	<a href="#">27</a>	85.2	<a href="#">24</a>	<a href="#">30</a>	80.0	5,217	<a href="#">16</a>	<a href="#">20</a>	80.0	<a href="#">15</a>	<a href="#">49</a>	30.6
3	04 - Great Lakes Bay	<a href="#">255</a>	<a href="#">105</a>	Target			77.0			77.7	\$4,009			74.4			37.3
				Actual	<a href="#">80</a>	<a href="#">114</a>	70.2	<a href="#">67</a>	<a href="#">92</a>	72.8	4,133	<a href="#">23</a>	<a href="#">29</a>	79.3	<a href="#">25</a>	<a href="#">110</a>	22.7
4	05 - Berrien/Cass/Van Buren	<a href="#">140</a>	<a href="#">28</a>	Target			82.2			83.0	\$3,622			75.9			35.0
				Actual	<a href="#">17</a>	<a href="#">20</a>	85.0	<a href="#">30</a>	<a href="#">34</a>	88.2	5,029	<a href="#">19</a>	<a href="#">22</a>	86.4	<a href="#">21</a>	<a href="#">75</a>	28.0
5	06 - UP Michigan Works!	<a href="#">122</a>	<a href="#">43</a>	Target			81.4			78.5	\$4,814			70.6			26.9
				Actual	<a href="#">54</a>	<a href="#">61</a>	88.5	<a href="#">43</a>	<a href="#">52</a>	82.7	5,171	<a href="#">22</a>	<a href="#">37</a>	59.5	<a href="#">29</a>	<a href="#">88</a>	33.0
6	07 - Detroit Emp Solutions	<a href="#">1,064</a>	<a href="#">284</a>	Target			71.1			70.2	\$2,906			58.5			26.9
				Actual	<a href="#">211</a>	<a href="#">270</a>	78.1	<a href="#">252</a>	<a href="#">303</a>	83.2	3,690	<a href="#">86</a>	<a href="#">160</a>	53.8	<a href="#">229</a>	<a href="#">378</a>	60.6
7	13 - GST Michigan Works	<a href="#">502</a>	<a href="#">182</a>	Target			77.4			75.7	\$3,458			74.9			43.2
				Actual	<a href="#">126</a>	<a href="#">173</a>	72.8	<a href="#">130</a>	<a href="#">171</a>	76.0	4,115	<a href="#">99</a>	<a href="#">123</a>	80.5	<a href="#">130</a>	<a href="#">282</a>	46.1
8	14 - Southwest	<a href="#">257</a>	<a href="#">69</a>	Target			80.6			72.8	\$4,206			71.4			26.9
				Actual	<a href="#">50</a>	<a href="#">72</a>	69.4	<a href="#">39</a>	<a href="#">58</a>	67.2	2,939	<a href="#">14</a>	<a href="#">27</a>	51.9	<a href="#">15</a>	<a href="#">113</a>	13.3
9	16 - West Central	<a href="#">71</a>	<a href="#">29</a>	Target			72.2			68.2	\$3,183			66.4			40.6
				Actual	<a href="#">12</a>	<a href="#">13</a>	92.3	<a href="#">14</a>	<a href="#">24</a>	58.3	5,245	<a href="#">8</a>	<a href="#">19</a>	42.1	<a href="#">29</a>	<a href="#">33</a>	87.9
10	17 - Capital Area	<a href="#">217</a>	<a href="#">34</a>	Target			78.9			76.2	\$2,900			75.1			47.3
				Actual	<a href="#">30</a>	<a href="#">37</a>	81.1	<a href="#">47</a>	<a href="#">57</a>	82.5	2,598	<a href="#">31</a>	<a href="#">37</a>	83.8	<a href="#">58</a>	<a href="#">87</a>	66.7
11	19 - Macomb/St. Clair	<a href="#">265</a>	<a href="#">127</a>	Target			85.5			83.1	\$3,960			75.9			32.9
				Actual	<a href="#">119</a>	<a href="#">154</a>	77.3	<a href="#">112</a>	<a href="#">134</a>	83.6	7,210	<a href="#">65</a>	<a href="#">82</a>	79.3	<a href="#">96</a>	<a href="#">159</a>	60.4
12	21 - Northeast	<a href="#">180</a>	<a href="#">63</a>	Target			80.1			70.1	\$3,086			78.4			33.7
				Actual	<a href="#">68</a>	<a href="#">84</a>	81.0	<a href="#">72</a>	<a href="#">80</a>	90.0	3,858	<a href="#">48</a>	<a href="#">65</a>	73.8	<a href="#">79</a>	<a href="#">120</a>	65.8
13	22 - Northwest	<a href="#">97</a>	<a href="#">41</a>	Target			84.5			83.5	\$4,705			61.1			26.9
				Actual	<a href="#">13</a>	<a href="#">15</a>	86.7	<a href="#">12</a>	<a href="#">16</a>	75.0	6,317	<a href="#">6</a>	<a href="#">12</a>	50.0	<a href="#">21</a>	<a href="#">63</a>	33.3
14	23 - Oakland County	<a href="#">386</a>	<a href="#">168</a>	Target			85.4			80.2	\$3,733			80.4			36.2
				Actual	<a href="#">117</a>	<a href="#">142</a>	82.4	<a href="#">93</a>	<a href="#">111</a>	83.8	6,515	<a href="#">45</a>	<a href="#">76</a>	59.2	<a href="#">117</a>	<a href="#">259</a>	45.2
15	30 - SE Michigan Consortium	<a href="#">297</a>	<a href="#">114</a>	Target			82.2			80.5	\$4,389			69.8			26.9
				Actual	<a href="#">99</a>	<a href="#">116</a>	85.3	<a href="#">107</a>	<a href="#">144</a>	74.3	6,168	<a href="#">50</a>	<a href="#">63</a>	79.4	<a href="#">62</a>	<a href="#">147</a>	42.2
16	31 - SEMCA	<a href="#">519</a>	<a href="#">121</a>	Target			82.0			80.0	\$3,755			81.2			27.6
				Actual	<a href="#">87</a>	<a href="#">109</a>	79.8	<a href="#">88</a>	<a href="#">108</a>	81.5	4,620	<a href="#">21</a>	<a href="#">37</a>	56.8	<a href="#">66</a>	<a href="#">159</a>	41.5
17	33 - West Michigan Works	<a href="#">383</a>	<a href="#">185</a>	Target			78.6			79.0	\$3,354			59.7			32.5
				Actual	<a href="#">160</a>	<a href="#">230</a>	69.6	<a href="#">120</a>	<a href="#">188</a>	63.8	4,010	<a href="#">58</a>	<a href="#">132</a>	43.9	<a href="#">103</a>	<a href="#">240</a>	42.9

## Wagner-Peyser

The chart below displays the local performance outcomes for each of the 16 Michigan Works! Agencies.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row		Participants Served (07/01/2021 - 06/30/2022)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup> (07/01/2020 - 06/30/2021)			Employment Rate (Q4) <sup>2</sup> (01/01/2020 - 12/31/2020)			Median Earnings (07/01/2020 - 06/30/2021)	Credential Rate <sup>3</sup> (01/01/2020 - 12/31/2020)			Measurable Skill Gains <sup>3</sup> (07/01/2021 - 06/30/2022)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
	Column	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	<a href="#">136,296</a>	<a href="#">107,854</a>	Target			74.0			71.4	\$6,300						
				Actual	<a href="#">15,256</a>	<a href="#">23,907</a>	63.8	<a href="#">33,644</a>	<a href="#">57,571</a>	58.4	6,686	0	0		0	0	
2	02 - Region 7B	<a href="#">3,720</a>	<a href="#">3,725</a>	Target			68.2			66.0	\$5,496						
				Actual	<a href="#">1,138</a>	<a href="#">1,776</a>	64.1	<a href="#">1,130</a>	<a href="#">1,864</a>	60.6	6,224	0	0		0	0	
3	04 - Great Lakes Bay	<a href="#">6,269</a>	<a href="#">3,838</a>	Target			74.4			68.3	\$5,539						
				Actual	<a href="#">430</a>	<a href="#">681</a>	63.1	<a href="#">1,959</a>	<a href="#">3,257</a>	60.1	6,091	0	0		0	0	
4	05 - Berrien/Cass/Van Buren	<a href="#">7,461</a>	<a href="#">6,835</a>	Target			68.1			64.7	\$6,353						
				Actual	<a href="#">143</a>	<a href="#">208</a>	68.8	<a href="#">553</a>	<a href="#">932</a>	59.3	5,786	0	0		0	0	
5	06 - UP Michigan Works!	<a href="#">10,290</a>	<a href="#">8,841</a>	Target			76.1			63.8	\$5,697						
				Actual	<a href="#">1,254</a>	<a href="#">1,842</a>	68.1	<a href="#">1,415</a>	<a href="#">2,508</a>	56.4	6,147	0	0		0	0	
6	07 - Detroit Emp Solutions	<a href="#">9,018</a>	<a href="#">6,653</a>	Target			66.9			64.5	\$5,400						
				Actual	<a href="#">1,384</a>	<a href="#">2,334</a>	59.3	<a href="#">2,962</a>	<a href="#">5,598</a>	52.9	5,651	0	0		0	0	
7	13 - GST Michigan Works	<a href="#">9,819</a>	<a href="#">7,399</a>	Target			73.4			67.5	\$5,772						
				Actual	<a href="#">1,726</a>	<a href="#">2,639</a>	65.4	<a href="#">2,942</a>	<a href="#">5,040</a>	58.4	6,824	0	0		0	0	
8	14 - Southwest	<a href="#">3,362</a>	<a href="#">2,058</a>	Target			65.0			63.0	\$4,700						
				Actual	<a href="#">453</a>	<a href="#">722</a>	62.7	<a href="#">638</a>	<a href="#">1,112</a>	57.4	6,087	0	0		0	0	
9	16 - West Central	<a href="#">2,664</a>	<a href="#">2,190</a>	Target			67.4			62.6	\$6,416						
				Actual	<a href="#">330</a>	<a href="#">487</a>	67.8	<a href="#">733</a>	<a href="#">1,311</a>	55.9	6,686	0	0		0	0	
10	17 - Capital Area	<a href="#">636</a>	<a href="#">567</a>	Target			71.0			69.0	\$6,100						
				Actual	<a href="#">899</a>	<a href="#">1,408</a>	63.8	<a href="#">1,002</a>	<a href="#">1,553</a>	64.5	7,135	0	0		0	0	
11	19 - Macomb/St. Clair	<a href="#">11,733</a>	<a href="#">8,956</a>	Target			74.8			72.2	\$6,930						
				Actual	<a href="#">1,282</a>	<a href="#">2,098</a>	61.1	<a href="#">4,333</a>	<a href="#">7,368</a>	58.8	7,160	0	0		0	0	
12	21 - Northeast	<a href="#">3,090</a>	<a href="#">2,465</a>	Target			72.0			65.2	\$5,453						
				Actual	<a href="#">254</a>	<a href="#">349</a>	72.8	<a href="#">771</a>	<a href="#">1,591</a>	48.5	6,882	0	0		0	0	
13	22 - Northwest	<a href="#">4,397</a>	<a href="#">3,628</a>	Target			74.8			69.0	\$6,413						
				Actual	<a href="#">713</a>	<a href="#">1,192</a>	59.8	<a href="#">1,817</a>	<a href="#">3,216</a>	56.5	6,605	0	0		0	0	
14	23 - Oakland County	<a href="#">13,990</a>	<a href="#">10,124</a>	Target			70.5			70.0	\$7,100						
				Actual	<a href="#">1,054</a>	<a href="#">1,713</a>	61.5	<a href="#">3,065</a>	<a href="#">5,284</a>	58.0	7,627	0	0		0	0	
15	30 - SE Michigan Consortium	<a href="#">7,145</a>	<a href="#">5,111</a>	Target			71.1			69.0	\$6,467						
				Actual	<a href="#">1,361</a>	<a href="#">1,944</a>	70.0	<a href="#">3,184</a>	<a href="#">4,976</a>	64.0	7,633	0	0		0	0	
16	31 - SEMCA	<a href="#">29,948</a>	<a href="#">25,865</a>	Target			72.9			72.0	\$6,214						
				Actual	<a href="#">1,312</a>	<a href="#">2,167</a>	60.5	<a href="#">4,598</a>	<a href="#">7,830</a>	58.7	6,629	0	0		0	0	
17	33 - West Michigan Works	<a href="#">12,750</a>	<a href="#">9,599</a>	Target			74.6			71.8	\$6,545						
				Actual	<a href="#">1,523</a>	<a href="#">2,347</a>	64.9	<a href="#">2,542</a>	<a href="#">4,131</a>	61.5	6,723	0	0		0	0	

## APPENDIX II: RAPID RESPONSE ACTIVITIES AND LAYOFF AVERSION

The State of Michigan Trade Adjustment Assistance (TAA) and Rapid Response (RR) programs are administered through the Department of Labor and Economic Opportunity, Workforce Development (LEO-WD), with services delivered locally by 16 American Job Centers, referred to as Michigan Works! Agencies (MWAs). The purpose of RR is to offer reemployment services to Dislocated Workers (DWs) and assist with successful transitions to new employment. The TAA program is designed to assist workers whose employment may have been adversely affected by foreign trade activities. Dislocated workers that are eligible for TAA benefits are provided with employment resources and training opportunities to obtain enhanced skills and credential. Layoff Aversion is a rapid response strategy utilized to identify and enact plans that prevent or minimize employment impacts on workers, businesses, and communities.

LEO-WD TAA/RR staff work in collaboration with local MWA partners to execute effective, adaptive, and comprehensive service strategies to actively support dislocated workers throughout Michigan.

In cases of qualified plant/business closings and mass layoffs, the Worker Adjustment and Retraining Notification (WARN) Act helps ensure advance notice. A business or plant is required to submit a WARN 60 days before a closing or mass layoff is ordered. The WARN is a written order to notify employees, State DW units, and local governments.

In Program Year (PY) 2021, the LEO-WD received 22 WARNs. This was a 69 percent decrease compared to the previous year. Statewide, there were approximately 2,700 employees adversely affected by layoffs as reported to LEO-WD. This was a 76 percent decrease compared to the previous year. More than half of the WARNs received were notices related to facility closings. All other WARNs received were related to layoffs only.

The dislocation impacts on employers correlates with global supply chain challenges. The majority industry sectors experiencing dislocation events as reported to LEO-WD were manufacturing, transport, and logistics. The TAA/RR staff helped coordinate RR events with companies such as Magna Powertrain, Lear, Advanced Input Systems, Champion Bus, Pretium Packaging, McKesson, and Palisades Nuclear Plant.

TAA petition filings on behalf of workers whose employment had been affected by foreign trade activities decreased in PY 2021 compared to the previous year. The TAA/RR Section filed 16 TAA petitions, and five (5) were certified. Petition certification entitles eligible workers to TAA benefits such as on-the-job and classroom trainings. Training programs allow adversely affected workers an opportunity to upskill and obtain suitable reemployment. Manufacturing companies certified as TAA eligible include Interdyne, MPT Lansing, and Advanced Input Systems. Fluid Routing Solutions, a transport company, was also TAA certified.



## **APPENDIX III: NATIONAL DISLOCATED WORKER (DW) GRANTS SUMMARY**

### **Trade & Economic Transitions (TET) Grant**

Funding Award: \$3,200,000

Period of Performance: 10/1/18 – 9/30/21

The TET Dislocated Worker Grant (DWG) encompassed two distinct components; the development of the predictive analytics tool, and funding to provide reemployment related services to dislocated workers in the manufacturing, retail, and financial service sectors. The DWG allowed for the implementation of innovative strategies to reemploy eligible participants with career planning, training, placement, and supportive services allowable under the Workforce Innovation and Opportunity Act (WIOA).

The predictive analytics tool was developed through a collaboration between the Upjohn Institute and the Michigan Bureau of Labor Market Information and Strategic Initiatives. Results from the tool provided job seekers and career planners with customized information about employment prospects and an effective sequence of services by using combined real-time employment data with information about skills required by occupation with predictive analytics.

### **National Health Emergency Grant - Disaster Recovery National Grant**

Funding Award: \$1,770,000

Period of Performance: 4/1/19 – 3/31/21

The National Health Emergency grant focuses on the criminal justice involved population with an opioid use diagnosis through Macomb Community Corrections and the 16<sup>th</sup> Circuit Court Drug Court. A secondary but substantial emphasis is on providing workforce services to those recovering from substance abuse that may not be involved in the criminal justice system. The goal is to establish that a targeted approach connecting those most affected by the opioid crisis with training and employment services will result in lowered recidivism, increased employment, and reduced occurrences of relapse.

A formal relationship has been established between the Macomb/St. Clair Workforce Development Board, Macomb County Community Corrections, the 16<sup>th</sup> District Drug Court and CARE, a Community Recovery Organization. The grant allowed CARE to hire five peer recovery coaches to work directly with referrals from Community Corrections and the Drug Court to support people on their path to recovery. Additionally, three staff were hired by Michigan Works! and dedicated to the project; two career planners to provide case management and employment support, and a Business Account Manager to recruit local employers for job placements and On-the-Job Training opportunities.

### **COVID-19 Recovery Project Grant**

Funding Award: 3,330,000

Period of Performance 5/6/20 – 6/30/22

The COVID-19 Disaster Recovery DWG provides support to individuals who face workforce disruptions related to the pandemic. Approximately 29 percent of grant funds will be used to employ temporary workers to assist with contact tracing, sanitizing, test-site facilitating, and other jobs directly tied to the COVID-19 relief and recovery effort. Funding also provides essential reemployment services such as assessment, career counseling, training, and supportive services to this group with the expectation they will return to full-time employment in growth industries.

The final funding component will directly impact the delivery of services through the Michigan Works! network. The crisis uncovered several areas where upgraded technology could greatly enhance the system's ability to better serve participants going forward, particularly when there are larger numbers of individuals seeking services. Technology upgrades to meet new demands include supporting virtual service delivery models, electronic registrations, website upgrades, virtual talent tours and equipment

necessary to accommodate virtual learning.

**National Health Emergency - Opioid Crisis Disaster Recovery National DWG (NMOWA)**

Funding Award: \$3,075,661 (immediate award \$1,025,220)

Period of Performance: 1/1/21 – 12/31/22

The NMOWA DWG engages dislocated workers negatively impacted by the opioid crisis by offering supportive services, employment, and training services, as well as job placement assistance. This project focuses on the long-term unemployed population of the northern tier of lower Michigan. The NMOWA DWG also supports disaster relief employment positions allowing participants to become trained Life Coaches that will serve as a mentor and community navigator for others who have been negatively impacted by opioid use. Additionally, employment and training services will assist impacted dislocated workers transition to the workforce.

**Grants Summary**

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<b>Grant</b>	<b>Period of Performance</b>	<b>Participants Through 6/30/21</b>	<b>Participants in or Completed Training</b>
TET	10/1/18 – 9/30/21	477	343
Macomb Opioid	4/1/19 – 3/31/22	105	28
COVID-19	5/6/20 – 6/30/22	344	209
Northern MI Opioid	1/1/21 – 12/31/22	60	19
<b>Total</b>		<b>986</b>	<b>599</b>

## APPENDIX IV: SUCCESS STORIES

**Name:** Shannon Harris

**School:** Lake Michigan College and Tri-Area Trucking

**Employer:** Michigan Paving

**Program:** WIOA Adult Program



Shannon Harris contacted Berrien/Cass/Van Buren Michigan Works! inquiring about CDL-A training. She had been a Flagger working on a road crew and was laid off due to seasonality of the position. She mentioned that she used to ride over the road with her father who had since passed away. It was always her dream job to obtain a CDL-A license.

Shannon overcame several obstacles in her quest to obtain her CDL-A license. When she first applied, she was on a waiting list due to COVID-19 and the requirement for smaller classes. During this time, she took it upon herself to study for the learners permit and obtained this prior to her training. Once her turn came up for training, the instructor of Tri-Area Trucking went on a 3-month leave, forcing Shannon to wait once again. Finally, after a 4-month delay, Shannon began the two-week CDL training.

Shannon graduated from training and received her certificate of completion towards her CDL-A training. She needed to pass the driving portion which would enable her to receive the actual license. Shannon did not pass the driving test the first time. She was devastated and was ready to give up. With the support of the staff from Berrien/Cass/Van Buren, Shannon was scheduled for a second driving test, which she passed. Shannon received her CDL-A license. She was so excited, she connected with Michigan Works! immediately to thank them for all they did for her.

Shannon is employed with Michigan Paving in their apprenticeship program making \$26.40/hour with full benefits and a 401k. Shannon now has the ability to drive due to her CDL-A license and will also be trained as a Roller. Shannon not only succeeded within the parameters of what she needed to do to get her license, but also in a non-traditional role.

"Thank you for helping my dream come true!", a quote from Shannon Harris.

**Name:** Trent Crull

**Employer:** Cherry Capital Foods

**Program:** WIOA Dislocated Worker Program



Trent Crull was permanently laid off from his job at Metal Works in Ludington after the company faced challenges caused by the COVID-19 pandemic. Trent immediately connected with Northwest Michigan Works! for employment and training services, as well as guidance with his Unemployment Insurance Agency claim.

Michigan Works! provided Trent with job referrals, employer advocacy, resume development, interview skills, Career Connection Meetings, Virtual Job Fairs, and travel reimbursement by providing gas cards for long distance travel in job search activity. Trent received guidance, reassurance, and encouragement from the Business Service Representative, Career Services Specialist, and Career Advisor as he worked toward developing his career path and understanding/resolving unemployment issues.

Trent secured employment as a Purchasing Coordinator at Cherry Capital Foods in Traverse City earning \$38,000/year.

Trent stated, "I was grateful to be able to utilize the Michigan Works! resources of online job fairs, Career Connection, networking, unemployment insurance assistance, and staff's flexibility of meeting with me. I also appreciated the Business Service Representative advocating for me to become employed with my current employer. My job and company I work for has been a great match for my passion and enthusiasm."

**Name:** Jason Jackson

**Employer:** The Food Bank of Eastern Michigan

**Program:** WIOA Out-of-School Youth Program



Jason Jackson was referred to GST Michigan Works! by his brother who had previously sought out GST Michigan Works! to obtain employment. Jason was working part-time at a retail store making minimum wage but wanted a full-time position at a company where he could grow.

After speaking with a Career Coach, Jason realized his resume may have been hindering him in obtaining interviews. His Career Coach worked with him to update his resume and mock interview via Zoom. Jason's resume was forwarded to Business Services for multiple openings with The Food Bank of Eastern Michigan.

Jason started at The Food Bank of Eastern Michigan for a youth work experience as an Operations Warehouse Worker making \$11.00/hr. Jason called his Career Coach after his first day and said he loved his new job. When the Career Coach followed up with The Food Bank of Eastern Michigan regarding Jason's performance they stated, "Jason is doing great, and his hiring is a big win."

Jason still stays in contact with his Career Coach to update her on his advancement. Most recently Jason completed forklift training and The Food Bank of Eastern Michigan asked him to oversee meat deliveries. He just started receiving full benefits as well.

Jason stated, "Michigan Works! really changed my life for the better. I was able to obtain my first full-time job during a pandemic and I know the work that I am doing with The Food Bank of Eastern Michigan is helping feed so many families. When I go home at the end of the day, I know I have helped make a difference in so many lives."

**Name:** Emily Hanger  
**Employer:** West Wind Stables  
**Program:** WIOA In-School Youth Program



Emily came to Michigan Works! West Central as a junior heading into her senior year who had several barriers to overcome. She had some physical barriers, was lacking self-confidence, and her father was ill.

Emily became enrolled in the WIOA In-School Youth program. She was also referred to one of our partner agencies, Michigan Rehabilitation Services. Emily attended a job tour with other youth in the program and accepted a job through West Wind Stables for the summer. She was also enrolled in the National Retail Federation's Rise Up program and earned a credential.

Emily completed her job at West Wind Stables and returned to school. She is now taking driver's training and on track to graduate.

Emily has grown by leaps and bounds in terms of her self-confidence. She is now considering a job with the Department of Natural Resources when she graduates from school.

She is grateful for Michigan Works! West Central for giving her this opportunity to work and earn a good wage during the summer. Emily was able to earn money to help her mother and father out during this difficult time for her father.

Emily's advice for other students who may need the extra encouragement is, "No matter how you feel, get up, dress up, and show up."





Glenn Forgie from 876 came into the Michigan Works! West Central Baldwin location to inquire about what services could be provided for a new business coming into Baldwin. A Talent Specialist explained that there were several ways to assist him, but one great idea was holding job fairs either at Michigan Works! or at the 876 location. Michigan Works! would also advertise on social media to get the word out.

Glenn decided to go ahead and post his job openings and set up the first job fair, which would take place at the Baldwin Michigan Works! Service Center. As a result of the first job fair, he filled five of the open positions and was very pleased on the response to the job fair.

With the first job fair being such a success, he decided to schedule a second job fair, which also proved to be a success as all the remaining positions were filled.

Being a new business, Glenn knew he would have to hold another job fair, because from his past experience, some of the new hires would not make it through the training and those positions would need to be refilled. Just as expected, there were new hires who did not make it. A third job fair was setup, but this time it would be at the 876 restaurant site. The job fair was successful, and two more position were filled.

"Michigan Works! West Central Baldwin location has been such a great help in the process of opening the new 876 Restaurant," Glenn said. "I was not having any success in the different avenues that I have pursued, so I entered the Michigan Works! Baldwin location to see if they would be able to assist in my hiring needs. The staff was very helpful and assisted by setting up numerous job fairs, and they turned out better than I could have ever expected. The positions were filled with success."