

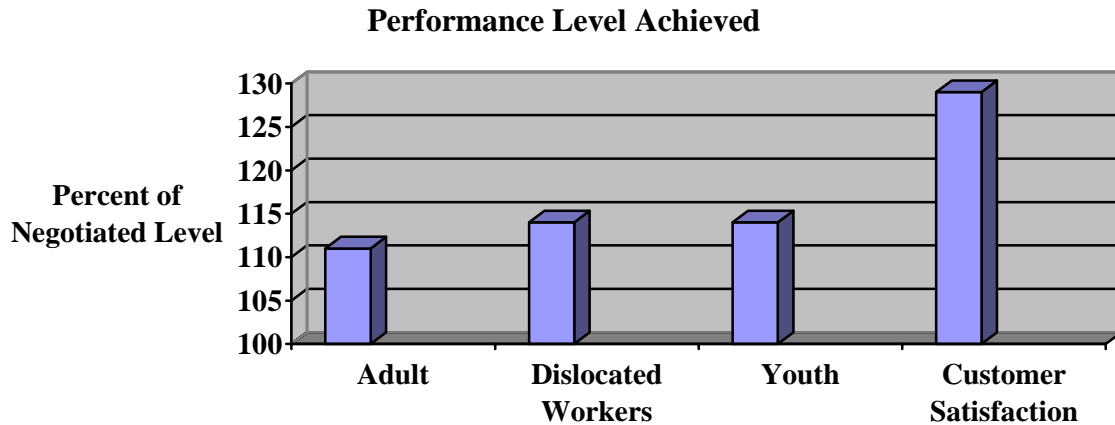
**MICHIGAN'S  
WORKFORCE  
INVESTMENT ACT**

**Annual Report**

**July 1, 2002, through June 30, 2003**

## STATE OF MICHIGAN PROGRAM YEAR 2002 PERFORMANCE ANALYSIS

Performance for the third year of the Workforce Investment Act (WIA) has resulted in Michigan exceeding the negotiated performance levels in the Adult, Dislocated Worker, and Youth programs, as well as the Customer Satisfaction measures. See table below.



Performance levels are calculated by dividing actual statewide Program Year (PY) 2002 performance by the negotiated planned performance level for the state for each WIA program and overall customer satisfaction.

### **COST EFFECTIVE PROGRAMS:**

The Adult program maintained an expenditure rate of over 90 percent. Expenditures totaled \$24.3 million of the \$25.6 million available during PY 2002. Expenditures were divided between core services (33%), intensive services (22%), and training services (45%). Adult participants who received training services were more likely to retain employment (3% increase) with greater earnings (over 20% increase). Training services did not increase the entered employment rate. The average cost per participant served was \$2,950. Front-end costs are limited to 10 percent from administration. Return on investment was measured using the adult earnings change in six months performance indicator and the average cost per participant exited from the Adult program. The increased earnings of adults will exceed total Adult program expenditures within one year.

The Dislocated Worker program maintained an expenditure rate of 90 percent. Expenditures totaled \$19.2 million of the \$20.3 million available during PY 2002. Expenditures were divided between core services (33%), intensive services (24%), and training services (43%). Dislocated worker participants who received training services were more likely to be employed (2% increase), and to retain employment (3% increase). Training services did not result in increased earnings. The average cost per participant served was \$2,200. Front-end costs are

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002

Date Submitted: November 24, 2003

limited to 10 percent from administration. Since Dislocated Worker program participants are unemployed or facing layoff, total post program earnings was used to measure return on investment. The earnings of dislocated workers exceeded total Dislocated Worker program expenditures within six months.

The Youth program maintained an expenditure rate of over 90 percent. Expenditures totaled \$30.6 million of the \$31.5 million available during PY 2002. The average cost per participant served was \$2,260. Front-end costs are limited to 10 percent from administration. The bulk of the funding supports direct service costs for the ten youth program elements. Summer youth employment costs represent 26 percent of total youth program expenditures. Return on investment is difficult to measure for the Youth program because younger youth (aged 14 to 18) are primarily exited to secondary school rather than employment. Using the older youth earnings change in six months and the average cost per participant exited for all youth, older youth increased earnings will exceed total youth program expenditures within one year.

### **EVALUATION OF PROGRAMS:**

Michigan is developing a process that will measure workforce development program success. This process will include the following components:

1. Review types of information available and what information needs to be developed to establish a process for performance goal setting and management of programs operated under the authority of the WIA and related programs;
2. Confer with other states on suggested approaches for how to set state system performance goals and measure performance against these goals;
3. Engage researchers to frame and analyze issues, data, and mechanisms for state system performance management;
4. Develop proposals for comment and review; and
5. Implement pilots for testing one or more features of a recommended performance measure management system, including such performance adjustment models that meet state needs.

The following deliverables will be generated:

1. Report containing a summary and analysis of current efforts in performance measures;
2. Report containing a broad framework for workforce investment;
3. Report composing the design and data requirements for developing flexible, regression-based performance standards;
4. Sets of performance standards and detailed documentation on their derivation and estimation;
5. Report detailing the results of conferring with Michigan policymakers and other state stakeholders on proposed standards;
6. Report on quantitative-based performance standards for Michigan workforce development programs;

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002

Date Submitted: November 24, 2003

7. Report detailing proposed standards for a broader workforce development system; and
8. Report and presentation to disseminate results to other states.

These deliverables will be produced during PY 2003 (Items 1 to 4 above), and PY 2004 (all remaining items).

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002  
Date Submitted: November 24, 2003

**LOCAL AREA BEST PRACTICES, INNOVATIONS,  
AND SUCCESS STORIES**



**WIA Adult Success Story**

Jamie Burgess had many barriers to overcome when she enrolled with the Workforce Investment Act adult program through Capital Area Michigan Works!

Five and a half years ago, Jamie was going through a divorce and had three children ages one, three, and six. At the time, she operated a home day care, but it did not provide enough income, nor did she have medical and retirement benefits. Her divorce attorney suggested she explore her options at Lansing Community College (LCC). Jamie had always aspired to be a nurse, and after meeting with the Women's Resource Center at LCC, she discovered it might be possible to achieve her goals.

While enrolled in the nurses' training classes, she was living off alimony, child support, and student loans. But when her ex-husband moved to Texas, those support payments stopped and she was the sole provider for her family.

Through WIA, Jamie received help with the cost of the NCLEX exams and study courses. WIA also helped with books, and the uniforms that were required for her nurses training, as well as the fees LCC charges. The Woman's Resource Center helped her with tuition as well as her PELL grant. The extra money that she got from student loans is what they survived on, but Jamie told herself she could never give up.

Jamie is now a Registered Nurse and is working for Ingham Regional Medical Center in Lansing. She is providing for her family with an outstanding income as well as receiving medical and retirement benefits. She has a flexible schedule that allows her to attend her children's school events and extracurricular activities.

Jamie is now offering back to her community, not only by being an outstanding nurse, but she has created a scholarship program to help someone that may be in the same place she was five years ago.



**City of Detroit Employment & Training Department**  
**A Michigan Works! Agency**



The City of Detroit Employment and Training Department, a Michigan Works! Agency, is pleased to profile the successful accomplishments of Ms. Joymeta Weems, a 30-year-old single mother with one son. Ms. Weems was employed with Allied Nursing Center for five years as a Certified Nursing Assistant before she decided to return to school to pursue a career as a Licensed Practical Nurse. Ms. Weems entered the WIA School of Practical Nursing in February 2002, and despite transportation, housing, and health issues she persevered to complete the program in February 2003, just one year later.

Although Ms. Weems encountered several barriers to her career development goal during the training period, she still managed to maintain a 3.5 GPA throughout the program while working a part-time job. During the first few months, Ms. Weems' only transportation was totaled in a storm after a tree fell on her automobile. Undeterred, Ms. Weems worked with counselors from a Work First agency and one-stop service center operator, SER Metro, to obtain a car voucher to purchase another vehicle.

Midway through the program, housing problems forced Ms. Weems and her son to move into the Open Door homeless shelter. The one-stop service center operator's case manager, and staff from the nursing school, helped Ms. Weems move her belongings into temporary storage. Ms. Weems and her son resided at the shelter for two months until they were eventually able to obtain housing through her local church.

In August 2002, an illness caused Ms. Weems to discontinue the training program. Sometime later she returned to school and continued her pursuit of the coveted nursing degree. In October 2002, Ms. Weems obtained employment with St. John's Medical Center where she has been working as a Certified Nursing Assistant. She plans to continue employment with St. John's and anticipates being promoted to a Licensed Practical Nurse once she obtains her board certification.

Ms. Weems is currently pursuing the "American Dream," and she is in the process of systematically purchasing her own home. Her plan of action to realize home ownership has included the following: she has sought financial planning counseling from a local church representative; she has enrolled in the homebuyers' education program, LINKS to Homeownership, through the Michigan State Housing Development Authority (while in that program she will receive ten thousand dollars towards a down payment); and she has qualified for an Individual Development Account ("IDA") which will provide Ms. Weems with four matching dollars for every one dollar she invests. The IDA program will provide up to \$5,000 towards her down payment. Today, this LPN-elect who was once homeless, is working with Bank One to qualify for a pre-home loan. With plan in place, she is very optimistic about her future.



### **WIA Adult Success Story**

Angelina Jones is a 24 year old, single mother with two children. Angelina was laid off from a company where she relied heavily on bonuses and her paycheck varied quite a bit, which resulted in her getting behind on paying her bills. When Angelina enrolled in the WIA Adult Program, she was unemployed and looking for work. She saw a flyer for training that was available through the WIA Adult Training Program and applied to the program for Certified Evaluated Nurses Aid (CENA) training. Angelina was looking for assistance to become a certified nurse aide because she needed a steady paycheck, a job that was in demand and wanted to make a difference in the lives of others.

Angelina appeared to be a sincere, happy person when she met with her case manager. She was very gregarious, and sociable, yet was having no luck at landing a job. Angelina was always upbeat and was excited about the CENA training. She did very well in class and was offered a job with Heartland Healthcare. She became a Michigan Certified CENA and continues to work at Heartland Healthcare. Not only is Angelina “happier with herself as a person”, but Angelina’s direct supervisor, Angela Nickers, Registered Nurse, and other nursing staff feel that Angelina is their “most excellent nurse aide and are lucky to have her and are glad this program could sponsor her in the CENA training.” Angelina finds the work as a CENA “more satisfying”. She said that many people where she works do not have family or friends, and the people she works with appreciate her.

Angelina is now taking pre-nursing classes, she feels “more professional”, she has guaranteed pay, earning more than \$10 an hour, and she can pay her bills on time. She also moved to an apartment complex in a quieter area for her and her children and even has a newer, more reliable car.

### **WIA Dislocated Worker Success Story**

The Kalamazoo/St. Joseph Michigan Works! partners formed a collaboration to assist two employers in St. Joseph County. Michigan Human Resources Development, Inc. (HRDI), operator of the Dislocated Worker program, established a relationship with the Vice President of the human resource department at MS Truck, formerly Grumman Olsen. Following the takeover, MS Truck was prepared to add 120 people to their workforce. HRDI had staff available onsite at MS Truck for three weeks to provide assistance. Other partners participating in this collaboration were: the Michigan Economic Development Corporation, Employment & Training Connections as the subcontracting agency for Employment Service and a WIA Adult

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002  
Date Submitted: November 24, 2003

representative, and a Veterans' representative. Company officials were pleased with the assistance they received and have indicated that they will definitely use Michigan Works! services in the future when they are hiring additional staff. Company officials also inquired about workforce development services that might be available in other states where they have factories; the HRDI staff was able to connect them with the state workforce development programs in Pennsylvania and Wisconsin. This collaboration is being repeated at Crocker Limited in St. Joseph County at present; total number of employees being hired is not yet known.

### **WIA Youth Success Story**

Angela Borton was a participant in the WIA Youth and Adult Services Program at Employment and Training Connections (ETC). Angie needed specialized training to attain her goal of becoming a certified Massage Therapist. She also lacked marketable skills and work experience.

Angela demonstrated her dedication to higher education by her commitment to the Massage Therapy Program at Olympia Career Training Institute. She maintained excellent grades and attendance and was always eager to do her best. While working toward her certification, Angela received assistance with transportation, training uniforms and supplies and was also enrolled in the work experience component at ETC where she worked in the office as a Clerical Aide. Her supervisors were very pleased with her performance and always gave her positive evaluations.

Angela has a very creative spirit and demonstrated this by incorporating her love for animals into her Massage Therapy Program by offering animal massage. She is currently self-employed as a Massage Therapist and also works as a Kennel Attendant for the Society for the Prevention of Cruelty to Animals (SPCA) of South West Michigan.

Jack Frost, one of Angela's supervisor's through the SPCA of South West Michigan, stated, "Angie is a breath of fresh air at the kennel. She is dedicated to her work and shows this through the extra hours she volunteers at adoption events and attention she gives to the animals. She has helped many of the nervous and hyper dogs to alter negative behaviors through massage therapy and tender loving care. We love working with her!"

Angela stated "I would not have been able to further my education at Olympia without the help of Youth Services. The staff helped me obtain my current job, which I love. I feel I have become more self-reliant and independent because of my experience with Employment and Training Connections."

### **"Southwest Michigan Career Connections - Career Information Forum"**

*The information in the article below was taken from an article that appeared in the Kalamazoo Gazette on June 17, 2003 prior to the event.*

The catalyst for the Southwest Michigan Career Connections Career Information Forum was the purchase of Pharmacia by Pfizer, Inc. The forum was held in an effort to keep laid-off workers



State of Michigan

Workforce Investment Act Annual Report

Program Year 2002

Date Submitted: November 24, 2003

in the Kalamazoo area and offered resources, information and support systems to anyone who found himself or herself out of work.

The Forum was geared toward informing participants about continuing education, business development, life science, volunteer opportunities, contract and temporary work, personal finances and supportive services. Presenters represented a wide range of business and community agencies.

The event was held on June 19, 2003 from 3-8 p.m. at Kalamazoo Valley Community College's Michigan Technical Education Center. Admission was free and over 200 individual attended.

Several area employers and non-profit organizations participated in panel discussions and informal meetings designed to provide critical information about specific industries and functional business areas. Training information was also provided on self-employment opportunities and workforce development.

Several regional colleges had information tables. Colleges that participated included Central Michigan University, Cornerstone University, Davenport University, Grand Valley State University, Kalamazoo Valley Community College, Michigan State University, Spring Arbor College and Western Michigan University.

The organizing committee for the event was made up of area organizations (including Michigan Works!, Southwest Michigan First, and the Kalamazoo Regional Chamber of Commerce) with an interest in keeping the workforce in the community.

### **Employment & Career Forum**

Finding a job in today's market can be a job in itself. This year with the many lay-offs that local businesses have had to make, many people in southwest Michigan found they are looking for work. In today's current economy, finding a new job is difficult and many individuals are looking for support and assistance in assessing their transferable skills and exploring alternative job and career options.

In an effort to help the unemployed and/or displaced workers, Michigan Works held an Employment and Career Forum on Tuesday, August 12, 2003 at Kalamazoo Valley Community College's Arcadia campus located in downtown Kalamazoo. Admission was free and over 340 individuals attended. The focus of the one-day event was a series of employment and career workshops designed to assist these individuals in becoming better prepared in their search for employment, discovering what skills they already had, and how to use those skills to find new employment and in making career decisions.

The event was held from 9:00 a.m. to 4:00 p.m. and attendees had the option of choosing to attend as many as four of the workshops offered. Workshop topics included: creating professional resumes and cover letters; interviewing for a job; assessing transferable skills, networking and developing job leads; learning about work experience through staffing agencies

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002

Date Submitted: November 24, 2003

and service learning; exploring careers in the non-profit sector, health and human services, technology, hospitality and retail areas; finding employment tools on the Internet; cash management and credit strategies and managing retirement accounts; the social and psychological effects of job loss; career assessment; and the basics of starting a business. In addition to the workshops, several educational entities had information tables where staff were available to visit with attendees to discuss career options and education.

Representatives from several area employers, educators, community organizations and the Kalamazoo-St. Joseph Workforce Development Board volunteered to present at the workshops where they offered their professional advice and guidance. When asked what significant benefits participants received from this event, one attendee stated that he gained useful and valuable tips, information and resources, and also found that interaction with other participants and learning about their experiences was beneficial. Another participant summed up the day's experience by saying "this forum was a great demonstration of the viable relationship between employment and career education."



### **Presque Isle County**

Tom J. Lambert was enrolled into the WIA youth program as a young high school student. While in the 21 Club (aka Teen Leadership Council or TLC) he received tutoring with his studies and guidance in his personal life from staff. As part of the TLC, he was provided travel to other states to enrich his education and was able to visit local and out of state colleges. He also took part in career exploration, which led him to Michigan Technological University (MTU), in Houghton, MI where he spent 5 years studying to become a Mechanical Engineer, graduating in June 2002. As a direct result of that education, Tom became employed as a Mechanical Engineer for Lockheed Martin Aeronautics, Fort Worth, TX in September 2002.

Tom received help with various support services ranging from assistance with school clothing and basic school supplies while in high school to assistance with rent, car expenses, books and tuition at MTU, Houghton. Through the WIA program, Tom also received help with rent and moving expenses to enable him to complete his internship at Delphi Automotive, Flint prior to graduation from MTU.

Tom maintains contact with many staff on a personal level and continues to be successful.

### **Cheboygan County**

Melissa Lundy's career goal was to become a licensed Dental Hygienist. In order to achieve this goal, Melissa had to figure out how she was going to afford to go to Ferris State University. She applied for financial aid but was only eligible for student loans. Melissa learned about the WIA Program in fall of 2001.

The Michigan Works! staff met with Melissa to discuss her education and career goals extensively. She is a very determined individual and knows exactly what she wants in life. Melissa has a very strong work ethic and has always worked during the summer seasons to save money for school.

Based on Melissa's goals and the financial help that she had been seeking, the Michigan Works! Agency (MWA) was able to assist with several supportive services throughout her education. In conjunction with student loans, the MWA was able to assist with a portion of her tuition, books, fees and housing. In addition, the MWA covered the costs of her scrubs and several tools required for the dental hygienist program. Melissa has now earned an Associate's Degree in

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002

Date Submitted: November 24, 2003

Dental Hygiene from Ferris State University in May of 2003. She has successfully passed her Regional and National Board Exams, which were funded by MWA.

Melissa is very grateful for the services provided to her the past two years. She is now employed with Great Lakes Dental in Traverse City, 20+ hours per week, \$24.00/hour. Once her dentist expands his new office, her hours will increase. She is really enjoying her job and is anxious to pick up extra hours as a substitute for other offices in the area to gain additional experience. She has proven her hard work and dedication by overcoming her financial barriers and successfully completing her education. The MWA is confident in her ability to grow in her field, and it has been a great pleasure working with her for the past couple of years. We wish her the best!

### **Alpena County**

Rebecca Buckerfield was actively participating in our Work First Program shortly before she was enrolled into the WIA program. She was working full time at the local Wal-Mart. She wanted to complete her degree but found it difficult to complete since she was a single mom and had to provide for her family. Rebecca was enrolled into training under WIA in a nontraditional college program for women, Concrete Technology. Her enrollment date into WIA was August 16, 2002 and she successfully completed her degree requirements and obtained employment in May 2003.

Successfully completing her degree was no small task. Bills and expenses mounted for her and WIA was able to provide financial assistance so she could avoid working full time. Her class and lab projects kept her busy but she managed to interview before her graduation date and was able to get a concrete technician job before graduating! WIA assisted Rebecca with relocation expenses when she moved to Grand Rapids in May.

Rebecca continues to work with the same employer and manages to work an average of 50 to 60 hours a week. She loves living in Grand Rapids and enjoys her job. Her employer is Driesenga & Associates, Inc.

### **Oscoda County**

Serena Shea is one of our Adult WIA participants and has been since August of 2002. She is from the small community of Mio, located in Oscoda County. Since her enrollment into the program, Serena has successfully completed an On the Job training (OJT) program with Sygnetics, Inc., located in Crawford County and is still currently employed with that company. She has also been attending college, majoring in Radiology.

Her monitors for the OJT have all resulted in great reviews from the employer, and she has demonstrated her personal acceptance and pleasure in her position as an Administrative Assistant/ Employment Clerk.

Serena has also demonstrated a great work ethic and a personal drive that can get her through anything. Living in a very small community in Northern Michigan with the economy in its

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002  
Date Submitted: November 24, 2003

present state, accomplishing all that she has, says much about the person she is. Serena plans to complete college and enter the field of Radiology, gaining employment as an X-ray Technician.

The staff here at the Oscoda County Michigan Works! office have no doubt that Serena will be very successful in her quest for continuing education and work experience. Therefore we feel that Ms. Serena Shea is a WIA success story.

### **Ostego County**

Taryn Davis was enrolled at Grand Valley State University where she was pursuing a career in the Human Services field through a Liberal Studies degree. Her goal was to complete her Bachelors degree.

She had been able to fund most of her training costs on her own. However, during her last year of schooling, Taryn encountered unexpected transportation expenses. She investigated and decided to apply for the WIA program to help remove her transportation barriers, in order to complete her training goals.

Taryn was enrolled into the program at the intensive level to assist with supportive services. We were able to provide her with mileage reimbursement that allowed her to cover some major commuting costs and vehicle repair expenses to enable her to get to her training institution.

With assistance from the WIA program, Taryn was able to attend her classes and complete her schooling. She graduated in December 2002 with her Bachelors degree in Liberal studies. Soon after she found employment as a Social Worker with Child and Family Services for 40 hours per week at \$10.94 per hour. In addition after Taryn found employment, WIA provided assistance with work clothing to ensure she was ready for her new career. Her hard work, positive attitude and partnership with the WIA program have allowed her to reach an important life goal. She is well on her way to a great new career and self-sufficiency.

### **Crawford County**

Dawn Marshall had the courage to leave an abusive relationship and leave her children until she could get her life settled around family and friends in Crawford County. She was without work, had a limited college education, and was without financial support when she came to Michigan Works! for help and direction. Dawn had several different job qualifications but really wanted a clerical/secretarial position, but would do any type of job to have money to bring her children to Grayling to live with her. Dawn was in a desperate situation; she needed to feed and care for her family and needed housing to keep her children. Without having her children in the home she was not eligible for FIA benefits but was eligible for WIA. Dawn finished her professional resume and a cover letter for numerous employers as well as registering on the Michigan Talent Bank.

Dawn met with the customer consultant and completed the pre-registration for WIA, and was soon registered as an adult. The customer consultant and business liaison referred Dawn to

State of Michigan  
Workforce Investment Act Annual Report  
Program Year 2002

Date Submitted: November 24, 2003

several different employers with resumes for employment. Dawn needed professional clothing and was referred to The Zonta Closet for clothing for her interviews, and for everyday job searching. She was offered a position in a wood plant as a general laborer and was also offered a position with a construction company. Dawn chose the construction position due to the salary and its ability to keep her family together. Dawn never gave up hope for a clerical/secretarial position and whenever she had time she would be in Michigan Works! updating her resume and job searching. The customer consultant continued to send job leads to her through the mail, and was in contact with Dawn on a regular basis.

Law Offices of Terrence Bloomquist contacted the MWA business liaison. After several conversations a new attorney joined the firm and was in need of a legal secretary, and was very interested in an OJT for this position. The business liaison contacted Dawn and set an interview with Attorney Bloomquist and his paralegal. Dawn came into MWA and polished her typing skills with Mavis Beacon Typing Tutorial. The customer consultant helped her with interviewing skills and she was ready for the first interview, which went very well. Dawn was asked to complete a typing test and dictation test on the 2<sup>nd</sup> interview, and then a 3<sup>rd</sup> interview was set and Dawn was offered the position. An OJT contract was completed. Furthermore, the Law Offices of Terrence Bloomquist were referred to BeeFreeway; an online prepaid training system from Michigan Department of Career Development that offers self-paced learning for small businesses, for additional computer training for other legal secretaries within the office. The OJT contract will be completed after 3 months, at a cost of \$2,400. Attorney Bloomquist was very excited that he could help an individual find a good job in a demand occupation in Crawford County and was completely grateful for the training dollars offered to help with his overhead in training a person who didn't have the transferable skills that was needed in a lawyers office but did have clerical skills that could be expanded upon.

Dawn Marshall is now working as a legal secretary, in a very busy law office in Crawford County. The opportunity would not have been available to this customer if all Michigan Works! staff and the customer didn't work together. The services available for this and many customers are varied and help individuals become employable and acquire skills employers are seeking. In Northern Michigan the availability of employment to our customers, to become self-sufficient, is scarce and all training funds are very well received to help employers with the overhead expense of training individuals.

## WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	88.6	15,020	16,676	16,356	91.8
Employers	66	84	3,045	4,306	4,306	70.7

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71.5	84.9	5,024
			5,915
Employment Retention Rate	78	84.7	5,045
			5,958
Earnings Change in Six Month	2,700	2,630	12,918,295
			4,911
Employment and Credential Rate	60	76.5	1,794
			2,345

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	78.8	477	87.4	390	76.9	327	78.5	234
		605		446		425		298
Employment Retention Rate	83.1	488	88.2	389	86.7	320	84.6	220
		587		441		369		260
Earnings Change in Six Months	3,018	1,448,667	3,472	1,194,354	2,114	558,008	882	180,761
		480		344		264		205
Employment and Credential Rate	72	247	82.7	129	66	95	73	54
		343		156		144		74

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	85	1,600	84.9	3,424
		1,882		4,033
Employment Retention Rate	87.8	1,769	83.1	3,276
		2,015		3,943
Earnings Change in Six Months	3,152	4,998,503	2,382	7,919,792
		1,586		3,325



**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	78.9	89.9	4,390
			4,885
Employment Retention Rate	85.5	92.2	4,046
			4,390
Earnings Replacement in Six Months	92.4	89.6	42,854,307
			47,841,648
Employment and Credential Rate	60	83.8	1,955
			2,332

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	91.6	514	84.4	114	86.6	388	80.5	317
		561		135		448		394
Employment Retention Rate	91.1	468	95.6	109	90.7	352	88	279
		514		114		388		317
Earnings Replacement Rate	84.4	5,532,768	88.1	953,681	75.6	3,389,235	223.8	1,394,027
		6,553,431		1,083,019		4,481,653		622,832
Employment And Credential Rate	85.9	249	84.8	56	81	158	77.1	37
		290		66		195		48

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	91	2,121	88.9
2,332			2,553	
Employment Retention Rate	93.7	1,988	90.7	2,058
		2,121		2,269
Earnings Replacement Rate	88.5	22,238,409	90.7	20,615,898
		25,114,202		22,727,446

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	73
Employment Retention Rate	79	76.6	837 1,093
Earnings Change in Six Months	2,150	1,960	1,769,740 903
Credential Rate	50	68.1	968 1,421

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	76.5	254	100	6	77.7	80	77.4
332			6		103		1,066	
Employment Retention Rate	73.8	223	83.3	5	78.5	73	76.2	725
		302		6		93		951
Earnings Change in Six Months	1,884	452,150	2,326	13,956	1,872	132,943	1,930	1,515,141
		240		6		71		785
Credential Rate	68.3	273	83.3	5	65.6	80	68.6	842
		400		6		122		1,228

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	73
			11,689
Diploma or Equivalent Attainment Rate	55	77.2	879
			1,138
Retention Rate	62	69.1	724
			1,047

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	93	2,810	91.4	2,982	88.8	1,299
		3,023		3,262		1,463
Diploma or Equivalent Attainment Rate	72.3	149	82	277	47.8	128
		206		338		268
Retention Rate	70.2	153	67.8	173	72	278
		218		255		386

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	73.4	3,326	1,404	5,805,324	3.6	182	4,202	18,565,136	71.4	1,395
		4,530		4,135		5,024		4,418		1,953
Dislocated Workers	83	2,506	87.9	28,547,318	4.9	214	5,912	22,944,653	75.1	1,534
		3,021		32,485,008		4,372		3,881		2,043
Older Youth	71.6	505	2,089	1,326,541	1.9	18	2,148	1,765,375		
		705		635		939		822		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>11,605</b>	<b>6,533</b>
<b>Dislocated Workers</b>	<b>8,716</b>	<b>4,947</b>
<b>Older Youth</b>	<b>2,766</b>	<b>1,342</b>
<b>Younger Youth</b>	<b>10,756</b>	<b>4,251</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$23,397,875.00</b>
<b>Local Dislocated Workers</b>		<b>\$17,856,618.00</b>
<b>Local Youth</b>		<b>\$25,569,700.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$650,300.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$3,238,444.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	Miscellaneous	<b>\$1,210,461.00</b>
	Focus Hope	<b>\$1,810,830.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$73,734,228.00</b>

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

<b>Local Area Name:</b> Area Community Services Employment And Training ACSET Council	<b>Total Participants Served</b>	Adults	1,114
		Dislocated Workers	570
		Older Youth	282
		Younger Youth	512
	<b>Total Exiters</b>	Adults	559
		Dislocated Workers	295
		Older Youth	97
		Younger Youth	203

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	86.3
	Employers	66	81.7
Entered Employment Rate	Adults	72	90.8
	Dislocated Workers	81.4	94.1
	Older Youth	73	93.8
Retention Rate	Adults	78	88.6
	Dislocated Workers	87.4	94.5
	Older Youth	79	93.3
	Younger Youth	57.2	91.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	1,397
	Dislocated Workers	92.4	82.8
	Older Youth (\$)	3,150	3,832
Credential / Diploma Rate	Adults	60	82.2
	Dislocated Workers	60	92.8
	Older Youth	50	93.8
	Younger Youth	55	91.3
Skill Attainment Rate	Younger Youth	73	99.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

<b>Local Area Name:</b> Berrien-Cass-Van Buren Office of Michigan Works	<b>Total Participants Served</b>	Adults	150
		Dislocated Workers	293
		Older Youth	73
		Younger Youth	292
	<b>Total Exiters</b>	Adults	112
		Dislocated Workers	159
		Older Youth	29
		Younger Youth	142

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	93.7
	Employers	66	85.6
Entered Employment Rate	Adults	71.5	87
	Dislocated Workers	74.2	97.5
	Older Youth	73	94.1
Retention Rate	Adults	78	87.4
	Dislocated Workers	83.7	90.3
	Older Youth	72.4	94.4
	Younger Youth	57.2	75.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,500	3,952
	Dislocated Workers	92.4	84.2
	Older Youth (\$)	1,841	4,034
Credential / Diploma Rate	Adults	60	78.9
	Dislocated Workers	60	89.6
	Older Youth	52	75
	Younger Youth	55	95.8
Skill Attainment Rate	Younger Youth	73	96.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Calhoun Workforce Development Board	Total Participants Served	Adults	253
		Dislocated Workers	322
		Older Youth	81
		Younger Youth	425
	Total Exiters	Adults	169
		Dislocated Workers	161
		Older Youth	53
		Younger Youth	168

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	93.4
	Employers	66	83.2
Entered Employment Rate	Adults	75	88.5
	Dislocated Workers	81	93.2
	Older Youth	55	77.8
Retention Rate	Adults	81.6	87.2
	Dislocated Workers	88.9	96
	Older Youth	75	66.7
	Younger Youth	50	55.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,060	3,482
	Dislocated Workers	92.4	88.7
	Older Youth (\$)	2,835	1,213
Credential / Diploma Rate	Adults	65	81.3
	Dislocated Workers	65	93.2
	Older Youth	50	50
	Younger Youth	55	87.5
Skill Attainment Rate	Younger Youth	73	86.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	



# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Capital Area Michigan Works!	Total Participants Served	Adults	492
		Dislocated Workers	207
		Older Youth	124
		Younger Youth	300
	Total Exiters	Adults	351
		Dislocated Workers	122
		Older Youth	62
		Younger Youth	122

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	91.4
	Employers	66	91.7
Entered Employment Rate	Adults	72	93
	Dislocated Workers	81	89.7
	Older Youth	73	85.2
Retention Rate	Adults	78	94.1
	Dislocated Workers	86.1	94.2
	Older Youth	79	89.1
	Younger Youth	62	82.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	3,257
	Dislocated Workers	92.4	102.6
	Older Youth (\$)	2,972	2,567
Credential / Diploma Rate	Adults	60	87.7
	Dislocated Workers	60	88.5
	Older Youth	50	83.1
	Younger Youth	55	79.2
Skill Attainment Rate	Younger Youth	73	85.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Career Alliance, Inc.	Total Participants Served	Adults	993
		Dislocated Workers	594
		Older Youth	241
		Younger Youth	999
	Total Exiters	Adults	970
		Dislocated Workers	573
		Older Youth	231
		Younger Youth	836

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	86.1
	Employers	66	80.7
Entered Employment Rate	Adults	75	76.2
	Dislocated Workers	84	81.3
	Older Youth	75	71.4
Retention Rate	Adults	72	72.5
	Dislocated Workers	82	86.1
	Older Youth	69.9	63.9
	Younger Youth	47.5	49.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	1,950	1,701
	Dislocated Workers	92.4	86
	Older Youth (\$)	1,950	930
Credential / Diploma Rate	Adults	60	62.8
	Dislocated Workers	60	71.4
	Older Youth	50	68.4
	Younger Youth	45	63.5
Skill Attainment Rate	Younger Youth	76	90.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Area Michigan Works! Consortium	<b>Total Participants Served</b>	Adults	191
		Dislocated Workers	115
		Older Youth	87
		Younger Youth	169
	<b>Total Exiters</b>	Adults	77
		Dislocated Workers	43
		Older Youth	12
		Younger Youth	44

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	94
	Employers	66	87.8
Entered Employment Rate	Adults	69.9	94.4
	Dislocated Workers	77.1	96.5
	Older Youth	71.3	100
Retention Rate	Adults	76.7	93.8
	Dislocated Workers	84.1	98.2
	Older Youth	77.7	85.2
	Younger Youth	61	95.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,623	2,482
	Dislocated Workers	75	91
	Older Youth (\$)	2,781	1,966
Credential / Diploma Rate	Adults	58.6	86.4
	Dislocated Workers	58.6	97.7
	Older Youth	48.8	96.8
	Younger Youth	55	87.5
Skill Attainment Rate	Younger Youth	73	97.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Detroit Workforce Development Board	Total Participants Served	Adults	1,607
		Dislocated Workers	780
		Older Youth	505
		Younger Youth	2,906
	Total Exiters	Adults	731
		Dislocated Workers	413
		Older Youth	209
		Younger Youth	896

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	87.1
	Employers	66	83.1
Entered Employment Rate	Adults	71.5	77.4
	Dislocated Workers	71.5	85.6
	Older Youth	73	70.1
Retention Rate	Adults	73.2	77.6
	Dislocated Workers	83.3	88.1
	Older Youth	76	78.9
	Younger Youth	62	38.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	3,549
	Dislocated Workers	90	96
	Older Youth (\$)	2,750	2,507
Credential / Diploma Rate	Adults	60	77.3
	Dislocated Workers	65	87.6
	Older Youth	65	65.5
	Younger Youth	60	93.8
Skill Attainment Rate	Younger Youth	75	93.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Eastern Upper Peninsula Michigan Works!	Total Participants Served	Adults	174
		Dislocated Workers	93
		Older Youth	37
		Younger Youth	136
	Total Exiters	Adults	93
		Dislocated Workers	55
		Older Youth	14
		Younger Youth	48

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	89
	Employers	66	89.1
Entered Employment Rate	Adults	72	95.9
	Dislocated Workers	77	95.7
	Older Youth	68	88.9
Retention Rate	Adults	78	94.5
	Dislocated Workers	91.6	97
	Older Youth	79	77.8
	Younger Youth	62	72.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,688	4,414
	Dislocated Workers	92.4	101.3
	Older Youth (\$)	3,150	1,102
Credential / Diploma Rate	Adults	60	91.4
	Dislocated Workers	60	86.2
	Older Youth	47.6	80
	Younger Youth	55	87.5
Skill Attainment Rate	Younger Youth	73	88.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Kalamazoo-St. Joseph Michigan Works!	Total Participants Served	Adults	266
		Dislocated Workers	132
		Older Youth	72
		Younger Youth	142
	Total Exiters	Adults	160
		Dislocated Workers	107
		Older Youth	36
		Younger Youth	61

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	87.4
	Employers	66	82.3
Entered Employment Rate	Adults	71.5	87.6
	Dislocated Workers	78.9	94.1
	Older Youth	68	90.9
Retention Rate	Adults	78	82.8
	Dislocated Workers	85.5	97.5
	Older Youth	66.7	89.2
	Younger Youth	62	68
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	2,395
	Dislocated Workers	92.4	90.8
	Older Youth (\$)	3,150	3,120
Credential / Diploma Rate	Adults	60	71.6
	Dislocated Workers	60	86.9
	Older Youth	43.5	48.8
	Younger Youth	55	64.2
Skill Attainment Rate	Younger Youth	73	80.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Michigan Works! The Job Force Board	Total Participants Served	Adults	318
		Dislocated Workers	247
		Older Youth	82
		Younger Youth	237
	Total Exiters	Adults	160
		Dislocated Workers	122
		Older Youth	43
		Younger Youth	120

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	95.7
	Employers	66	84.8
Entered Employment Rate	Adults	71.5	91.5
	Dislocated Workers	67.8	96.4
	Older Youth	73	100
Retention Rate	Adults	77.6	94.9
	Dislocated Workers	82.7	97.5
	Older Youth	79	95.7
	Younger Youth	63.8	96.2
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,214	1,036
	Dislocated Workers	80	77.3
	Older Youth (\$)	3,077	1,345
Credential / Diploma Rate	Adults	60	76.1
	Dislocated Workers	60	77.8
	Older Youth	50	75
	Younger Youth	55	82.8
Skill Attainment Rate	Younger Youth	73	97.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Livingston County Job Training Services	Total Participants Served	Adults	28
		Dislocated Workers	53
		Older Youth	15
		Younger Youth	33
	Total Exiters	Adults	26
		Dislocated Workers	37
		Older Youth	9
		Younger Youth	25

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	95
	Employers	66	82.3
Entered Employment Rate	Adults	72	100
	Dislocated Workers	81.1	92.6
	Older Youth	73	0
Retention Rate	Adults	78	100
	Dislocated Workers	85.5	100
	Older Youth	79	0
	Younger Youth	63.8	37.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,630	4,427
	Dislocated Workers	92.4	93.8
	Older Youth (\$)	2,850	0
Credential / Diploma Rate	Adults	60	100
	Dislocated Workers	60	86.7
	Older Youth	50	0
	Younger Youth	55	50
Skill Attainment Rate	Younger Youth	73	79.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		



# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Macomb/St. Clair Workforce Development Board, Inc.	Total Participants Served	Adults	730
		Dislocated Workers	982
		Older Youth	86
		Younger Youth	453
	Total Exiters	Adults	366
		Dislocated Workers	446
		Older Youth	73
		Younger Youth	103

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	92.4	
	Employers	66	82.7	
Entered Employment Rate	Adults	71.3	82.1	
	Dislocated Workers	79.6	95.2	
	Older Youth	73	78.8	
Retention Rate	Adults	78	87.5	
	Dislocated Workers	85.5	93.4	
	Older Youth	79	75.4	
	Younger Youth	63.8	49	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,674	2,307	
	Dislocated Workers	92.4	82.7	
	Older Youth (\$)	2,090	1,970	
Credential / Diploma Rate	Adults	60	63.8	
	Dislocated Workers	60	69.9	
	Older Youth	50	61.4	
	Younger Youth	55	54.4	
Skill Attainment Rate	Younger Youth	73	88.6	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Muskegon County Department of Employment and Training	<b>Total Participants                  Served</b>	Adults	656
		Dislocated Workers	373
		Older Youth	177
		Younger Youth	364
	<b>Total Exiters</b>	Adults	319
		Dislocated Workers	176
		Older Youth	43
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	86.6
	Employers	66	87.1
Entered Employment Rate	Adults	72	92.4
	Dislocated Workers	85	98.1
	Older Youth	73	80
Retention Rate	Adults	79.3	82.8
	Dislocated Workers	85.9	94.6
	Older Youth	88.3	69.2
	Younger Youth	63.8	41.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,000	2,361
	Dislocated Workers	92.4	102.1
	Older Youth (\$)	2,000	1,480
Credential / Diploma Rate	Adults	60	98.1
	Dislocated Workers	60	97.7
	Older Youth	50	81.4
	Younger Youth	55	55.6
Skill Attainment Rate	Younger Youth	73	89.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Northeast Michigan Consortium	Total Participants Served	Adults	276
		Dislocated Workers	210
		Older Youth	39
		Younger Youth	438
	Total Exiters	Adults	60
		Dislocated Workers	84
		Older Youth	22
		Younger Youth	170

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	92.7
	Employers	66	86.2
Entered Employment Rate	Adults	82	89.2
	Dislocated Workers	82	97.2
	Older Youth	70	75
Retention Rate	Adults	80	87.2
	Dislocated Workers	81	91.3
	Older Youth	81.8	100
	Younger Youth	65	70.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,886	4,285
	Dislocated Workers	72	75.8
	Older Youth (\$)	2,475	4,432
Credential / Diploma Rate	Adults	60	85.3
	Dislocated Workers	75	96.9
	Older Youth	57	84.6
	Younger Youth	65	74
Skill Attainment Rate	Younger Youth	77	95.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Northwest Michigan Council Of Governments	Total Participants Served	Adults	326
		Dislocated Workers	227
		Older Youth	53
		Younger Youth	336
	Total Exiters	Adults	110
		Dislocated Workers	92
		Older Youth	13
		Younger Youth	113

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	93.4
	Employers	66	87.2
Entered Employment Rate	Adults	71.5	95.1
	Dislocated Workers	84.1	91.4
	Older Youth	73	100
Retention Rate	Adults	78	96.4
	Dislocated Workers	87.1	96.1
	Older Youth	79	87.5
	Younger Youth	63.8	95.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,053	3,298
	Dislocated Workers	92.4	92.1
	Older Youth (\$)	3,150	950
Credential / Diploma Rate	Adults	60	80.3
	Dislocated Workers	60	89.8
	Older Youth	50	87.5
	Younger Youth	55	94.3
Skill Attainment Rate	Younger Youth	73	98.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Oakland County Michigan Works!	Total Participants Served	Adults	360
		Dislocated Workers	264
		Older Youth	60
		Younger Youth	488
	Total Exiters	Adults	200
		Dislocated Workers	102
		Older Youth	21
		Younger Youth	201

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	92.3
	Employers	66	86.9
Entered Employment Rate	Adults	72	98
	Dislocated Workers	79.5	89.3
	Older Youth	73	100
Retention Rate	Adults	78.8	95.5
	Dislocated Workers	85.5	97
	Older Youth	67.5	96.2
	Younger Youth	62	89.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,542	3,991
	Dislocated Workers	85.5	82.6
	Older Youth (\$)	2,914	4,664
Credential / Diploma Rate	Adults	60	83.3
	Dislocated Workers	60	91.7
	Older Youth	50	100
	Younger Youth	55	92.3
Skill Attainment Rate	Younger Youth	73	97.7
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			X

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Ottawa County Michigan Works! Agency	Total Participants Served	Adults	113
		Dislocated Workers	176
		Older Youth	32
		Younger Youth	81
	Total Exiters	Adults	56
		Dislocated Workers	103
		Older Youth	20
		Younger Youth	55

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	93.5
	Employers	66	86.3
Entered Employment Rate	Adults	72	78.7
	Dislocated Workers	78.9	90
	Older Youth	73	81.3
Retention Rate	Adults	78	83.6
	Dislocated Workers	92.6	90.2
	Older Youth	89.4	85.7
	Younger Youth	62	83.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,145	2,171
	Dislocated Workers	92.4	86.8
	Older Youth (\$)	2,678	805
Credential / Diploma Rate	Adults	60	74.2
	Dislocated Workers	60	82.3
	Older Youth	50	50
	Younger Youth	55	68
Skill Attainment Rate	Younger Youth	73	98.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Michigian Works! Region 7B Employment & Training Consortium	<b>Total Participants Served</b>	Adults	170
		Dislocated Workers	136
		Older Youth	74
		Younger Youth	376
	<b>Total Exiters</b>	Adults	125
		Dislocated Workers	92
		Older Youth	37
		Younger Youth	111

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	90.6
	Employers	66	88.6
Entered Employment Rate	Adults	71.5	85.6
	Dislocated Workers	80	94.1
	Older Youth	73	71.4
Retention Rate	Adults	73.6	84.3
	Dislocated Workers	87.1	92.1
	Older Youth	66.7	75
	Younger Youth	63.8	72.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,200	2,194
	Dislocated Workers	82	89.6
	Older Youth (\$)	2,225	2,533
Credential / Diploma Rate	Adults	60	83.2
	Dislocated Workers	62	93.9
	Older Youth	47	73.3
	Younger Youth	40	65.1
Skill Attainment Rate	Younger Youth	73	93.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Saginaw, Midland, Bay Job Training Consortium	<b>Total Participants Served</b>	Adults	590
		Dislocated Workers	188
		Older Youth	103
		Younger Youth	782
	<b>Total Exiters</b>	Adults	167
		Dislocated Workers	61
		Older Youth	27
		Younger Youth	185

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	86.8
	Employers	66	87.5
Entered Employment Rate	Adults	70.5	92.5
	Dislocated Workers	82.3	95
	Older Youth	68	88.9
Retention Rate	Adults	78	89.4
	Dislocated Workers	83.3	93.8
	Older Youth	70.8	87.5
	Younger Youth	62	89.1
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,253	3,141
	Dislocated Workers	92.4	87.9
	Older Youth (\$)	1,571	2,456
Credential / Diploma Rate	Adults	60	90.1
	Dislocated Workers	60	88.3
	Older Youth	46.2	73.7
	Younger Youth	55	86.4
Skill Attainment Rate	Younger Youth	73	98.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			X
			Exceeded



# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: South Central Michigan Works!	Total Participants Served	Adults	178
		Dislocated Workers	132
		Older Youth	84
		Younger Youth	273
	Total Exiters	Adults	129
		Dislocated Workers	74
		Older Youth	40
		Younger Youth	180

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	84.7
	Employers	66	80.8
Entered Employment Rate	Adults	72	92.2
	Dislocated Workers	80	95.1
	Older Youth	73	81.5
Retention Rate	Adults	76.3	86.7
	Dislocated Workers	89.1	93.9
	Older Youth	79	87.1
	Younger Youth	62	63.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,400	3,321
	Dislocated Workers	92.4	94.7
	Older Youth (\$)	3,150	1,386
Credential / Diploma Rate	Adults	60	91.5
	Dislocated Workers	60	90.4
	Older Youth	47	19.4
	Younger Youth	55	54.2
Skill Attainment Rate	Younger Youth	73	80.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southeast Michigan Community Alliance	Total Participants Served	Adults	666
		Dislocated Workers	642
		Older Youth	85
		Younger Youth	254
	Total Exiters	Adults	370
		Dislocated Workers	378
		Older Youth	41
		Younger Youth	62

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	84.2	
	Employers	66	82.8	
Entered Employment Rate	Adults	72	90.5	
	Dislocated Workers	81.2	95.9	
	Older Youth	73	93.5	
Retention Rate	Adults	78	85.8	
	Dislocated Workers	86.1	92.3	
	Older Youth	83.6	77.8	
	Younger Youth	57.2	72.4	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,340	2,357	
	Dislocated Workers	85	91.6	
	Older Youth (\$)	2,898	4,294	
Credential / Diploma Rate	Adults	60	95.8	
	Dislocated Workers	60	94.2	
	Older Youth	50	82.9	
	Younger Youth	55	84.2	
Skill Attainment Rate	Younger Youth	73	94.8	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Thumb Area Michigan Works!	Total Participants Served	Adults	1,182
		Dislocated Workers	997
		Older Youth	121
		Younger Youth	30
	Total Exiters	Adults	769
		Dislocated Workers	582
		Older Youth	92
		Younger Youth	20

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	84.3
	Employers	66	81.7
Entered Employment Rate	Adults	71.4	66.8
	Dislocated Workers	75.7	74.6
	Older Youth	73	75
Retention Rate	Adults	78	82.7
	Dislocated Workers	84.6	88.9
	Older Youth	78.1	78.8
	Younger Youth	62	51.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,560	2,086
	Dislocated Workers	75	82.6
	Older Youth (\$)	2,240	1,740
Credential / Diploma Rate	Adults	60	50.9
	Dislocated Workers	60	59.7
	Older Youth	50	47.6
	Younger Youth	55	50
Skill Attainment Rate	Younger Youth	73	92.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

<b>Local Area Name:</b> Washtenaw County Workforce Development Board	<b>Total Participants                  Served</b>	Adults	106
		Dislocated Workers	102
		Older Youth	16
		Younger Youth	69
	<b>Total Exiters</b>	Adults	57
		Dislocated Workers	36
		Older Youth	6
		Younger Youth	24

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	95.4
	Employers	66	83.8
Entered Employment Rate	Adults	72	85
	Dislocated Workers	78.9	88.9
	Older Youth	73	100
Retention Rate	Adults	76.1	90.3
	Dislocated Workers	87.7	100
	Older Youth	79	71.4
	Younger Youth	61.9	85.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,416	3,609
	Dislocated Workers	92.4	99.9
	Older Youth (\$)	2,700	1,773
Credential / Diploma Rate	Adults	60	78.6
	Dislocated Workers	60	71.4
	Older Youth	40	100
	Younger Youth	55	92.9
Skill Attainment Rate	Younger Youth	73	82.2
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Michigan Works! West Central	Total Participants Served	Adults	377
		Dislocated Workers	180
		Older Youth	80
		Younger Youth	360
	Total Exiters	Adults	261
		Dislocated Workers	97
		Older Youth	40
		Younger Youth	194

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68	88.9
	Employers	66	88.3
Entered Employment Rate	Adults	72	85.4
	Dislocated Workers	80.4	91.5
	Older Youth	73	75.6
Retention Rate	Adults	77.8	79
	Dislocated Workers	83.3	91.6
	Older Youth	79	80.5
	Younger Youth	57.4	65.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	2,449	2,562
	Dislocated Workers	92.4	92.5
	Older Youth (\$)	2,085	4,958
Credential / Diploma Rate	Adults	60	78
	Dislocated Workers	60	80
	Older Youth	48	64.2
	Younger Youth	55	85.7
Skill Attainment Rate	Younger Youth	73	84.3
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded
			X

# WIA Annual Report Data

State Name: MI

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Western Upper Peninsula WIB	Total Participants Served	Adults	289
		Dislocated Workers	151
		Older Youth	157
		Younger Youth	301
	Total Exiters	Adults	136
		Dislocated Workers	64
		Older Youth	72
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	68	90.5	
	Employers	66	87.2	
Entered Employment Rate	Adults	66.3	78.4	
	Dislocated Workers	70	82.3	
	Older Youth	73	51.6	
Retention Rate	Adults	80.5	84.9	
	Dislocated Workers	79.6	87.7	
	Older Youth	79	87.1	
	Younger Youth	63.8	47.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,615	4,447	
	Dislocated Workers	92.4	91.9	
	Older Youth (\$)	3,150	2,631	
Credential / Diploma Rate	Adults	60	71.8	
	Dislocated Workers	60	70.5	
	Older Youth	50	51.1	
	Younger Youth	55	31.3	
Skill Attainment Rate	Younger Youth	73	86.2	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		