

Workforce Development Agency

State of Michigan

Program Year 2010 Workforce Investment Act Annual Report

For the Period Covering July 1, 2010 through June 30, 2011

PURE *M*ICHIGAN®

Introduction:

The annual report provides a summary of Michigan's Workforce Investment Act (WIA) performance information, programs, and accomplishments for the period of July 1, 2010 through June 30, 2011.

Michigan's Vision

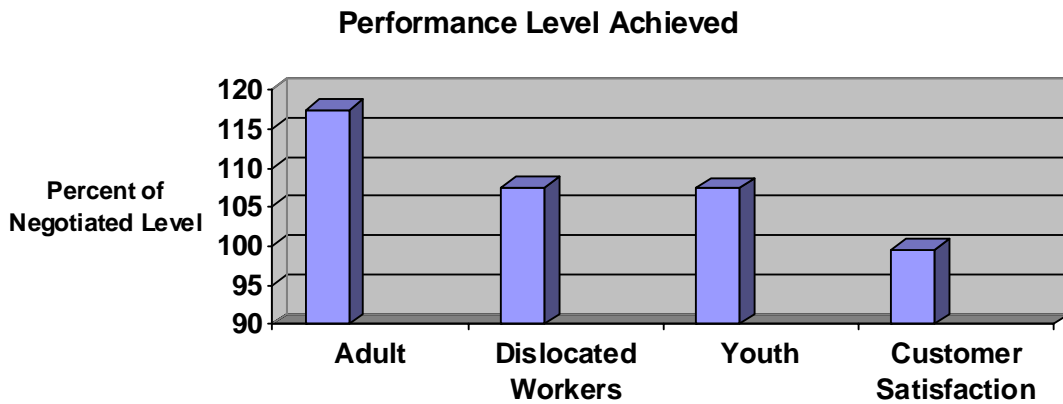
We will transform the Michigan economy by growing and attracting business, keeping talented residents here, and revitalizing our urban centers.

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EXECUTIVE SUMMARY:

As the table illustrates, performance for Program Year (PY) 2010 of WIA has resulted in Michigan meeting or exceeding the negotiated performance levels in the Adult, Dislocated Worker, and Youth Programs as well as the Customer Satisfaction measures.



Note: Performance levels are calculated by dividing actual statewide PY 2010 performance by the negotiated planned performance level for the state for each WIA program and overall customer satisfaction.

PERFORMANCE MEASURES

COST EFFECTIVE PROGRAMS:

The Adult program served 30,110 participants beyond self-service with expenditures totaling \$41.9 million for an average cost per participant of \$1,394. Total adult exits beyond self-service were 8,790 with 7,492 employed at time of exit for an average cost per employment of \$7,492. Adult participants' employment rate was 85.2 percent, and their average earnings were \$14.55 per hour.

The Dislocated Worker program served 27,989 participants with expenditures totaling \$62.7 million for an average cost per participant of \$2,242. Total dislocated worker exits were 7,844 with 6,990 employed at time of exit for an average cost per employment of \$6,990. Dislocated Worker participants' employment rate was 89.1 percent, and their average earnings were \$14.92 per hour.

The Youth program served 19,134 participants with expenditures totaling \$44.4 million for an average cost per participant of \$2,321. Total youth exits were 7,644 with younger youth (aged 14 to 18) representing the bulk of the exits at 5,952. Older youth exits totaled 1,692 with 934 employed at time of exit. Return on investment is difficult to measure for the Youth program because younger youth are primarily exited to secondary school rather than employment. Older Youth participants' employment rate was 55.2 percent, and their average earnings were \$9.21 per hour.

EVALUATION OF PROGRAMS:

Michigan utilizes the Value Added Performance Improvement System (VAPIS) model to measure workforce development program success. VAPIS offers a systematic, objective and transparent framework for:

- Setting performance targets
- Focusing on the value-added of the WIA
- Diagnosing WIA performance

Accounts for factors outside the control of state and local programs

- “Outside the control,” means factors that affect performance outcomes but are not related to the services provided by the programs
- Local labor market conditions (unemployment rates)
- Personal characteristics of participants (prior work history, educational attainment, barriers to employment)
- Diagnoses performance by understanding factors affecting outcomes

This performance reporting system, developed for the State of Michigan, continued to serve as a valuable performance improvement system for program year 2010.

The VAPIS is based on a model developed by the W.E Upjohn Institute for Employment Research; the system adjusts the U.S. Department of Labor's (USDOL) common measures for the WIA workforce programs for factors that are beyond the control of local administrators, such as the characteristics of program participants and local labor market conditions. The common measures include three labor market outcomes: entered employment, job retention, and earnings levels. By making these adjustments, the common measures more closely approximate the value added that the workforce programs contribute to the labor market outcomes of participants. The VAPIS also provides a short-term forecasting component that assists local workforce administrators in understanding the likelihood that their current participants will find and retain jobs. Because of the long lag in reporting common measures, local administrators have little systematic knowledge of their performance. The VAPIS tries to fill that gap by measuring the amount of value added by the local workforce area programs in terms of the effectiveness of services delivered, identifies areas for program improvement, and provides information to program managers on a real-time basis to predict area performance.

INNOVATIVE SERVICE STRATEGIES:

Improving the Skills of Michigan's Workforce: Special Projects and Initiatives

Gang Diversion Activities for At-Risk Youth

Funding: WIA Statewide Activities

The Gang Diversion project supports coordinated efforts between local Michigan Works! Agencies (MWAs) and police and sheriff departments to create programs that offer gang diversion activities and support services to at-risk youth in select urban areas. Information about the program is provided to schools, service agencies, churches, and community organizations. Once eligibility is determined, a case coordinator is assigned to work one-on-one with the participant to develop a mutually derived education and training action plan, which is included in the Individual Service Strategy. Participation is encouraged through a variety of strategies to engage participants in the WIA Youth activities. After-school "clubs" were designed for active participation using stimulating resources and collaborative activities for in-school youth. Rewards and incentives and public recognition of successes were built into the program. Follow-up services are provided for twelve months after leaving the program.

At the end of 2010, the number of participants enrolled in the program and recommended for employment was 61, exceeding the original goal of 50 participants.

Michigan Earn and Learn Initiative:

Funding: WIA Statewide Activities – Training

Wagner-Peyser – Job Development Specialists

Philanthropic Organizations/Foundations - Subsidized Wages

The Michigan Learn and Earn Initiative is a transitional jobs project, which utilizes philanthropic and public funding resources to offer life-changing employment and educational opportunities to disadvantaged individuals with limited workforce attachment. Individuals prioritized for Earn and Learn include low-income, disconnected, at-risk youth ages 18-24, formerly incarcerated individuals re-entering the workforce, and chronically unemployed adults in select urban areas (Detroit, Highland Park, Hamtramck, Flint, and Saginaw).

The philanthropic and public investments in Earn and Learn will create and fund immediate subsidized job opportunities that are intended to provide incentives for concurrent participant involvement in related education and training programs. Additionally, it provides comprehensive barrier management, supportive services, and job placement assistance. As a condition of grant award distribution to selected areas, a one dollar to one dollar match in both local philanthropic and State of Michigan provided funds are matched with the Open Society Foundation's match of one dollar. That is, every dollar invested by the state is matched with two dollars in philanthropic funds.

During 2010, the program was implemented in Flint, with rolling implementation to the other areas as local resources allowed. Outcomes are as follows:

- Training: 38 participants were enrolled in training.
- Subsidized/Unsubsidized Employment: 84 participants were enrolled in subsidized employment opportunities with 16 agencies/companies. Of the 84 participants, six were enrolled in On-the-Job Training activities.
- At-Risk Youth: 26 youth were being served in collaboration with a Gang Diversion grant.

Michigan Partnership for Training in Healthcare (M-PaTH):

Funding: WIA Dislocated Worker

The M-PaTH is designed for dislocated/displaced workers to transfer careers across industries. It is collaboration between private sector, education, economic and workforce development to build upon the nationally recognized success of the Flint Healthcare Employment Opportunities (FHEO) project and to regionalize the training program.

Prima Civitas Foundation partnered with the FHEO and three community colleges to train dislocated workers in healthcare related fields. At the end of PY 2009, a total of 304 participants were enrolled in the program. At the end of PY 2010, a total of 481 participants were enrolled in training, exceeding the initial goal of 400 participants. Components included assessment testing, life skills curriculum, transferable skills workshops, and case management.

SPECIAL PROJECTS AND INITIATIVES SUCCESS STORIES:

Name: Byron Blair

Program: Michigan Earn and Learn Initiative

Employers: Modern Drywall and Superior Design

MWA: Genesee Shiawassee Michigan Works! (GMSW) – Career Alliance, Inc.

Byron Blair is an ex-offender who spent most of his adult life in and out of prison. Byron initially came in to see a job development specialist at Genesee Shiawassee Michigan Works! to go over potential job opportunities and participate in the Workforce Investment Act (WIA) on-site intake session for enrollment. While there, he also attended an Earn and Learn information session.

The job development specialist was contacted by Modern Drywall, a company preparing to start work on the new Department of Human Services (DHS) building, requesting a worker who was a resident of Flint with experience in hanging drywall. Byron's name and resume were referred to the company and he was placed on assignment through the Earn and Learn program. As part of

Earn and Learn, Byron's wages were subsidized at a prevailing wage, which was \$27.10 per hour for the three-week project. After evaluating Byron's work ethic and abilities, the owner of Modern Drywall was quite impressed and prepared to offer Byron a full time position with the company. However, Byron lacked transportation.

Superior Design, another company working on the same DHS project, contacted the job development specialist and requested a Plaster Laborer with some experience with Stucco to assist with completing the outside portion of the building. After the owner of Superior Design spoke with the owner of Modern Drywall, Byron's name was mentioned and a referral was made to Superior Design for a two-week project upon completion of his work at Modern Drywall. This particular position was also paying a prevailing wage of \$27.46 per hour, which was subsidized through the Earn and Learn program.

Byron's placement with Modern Drywall allowed him to earn and save a majority of his income and he was eager to accept the position at Superior Design in order to continue saving for a vehicle. Byron was recently hired as a full time employee at Agree Construction Company, a privately-owned, green construction company.

Name: Candice Welch
Program: M-PaTH
Employer: Living Well
MWA: Genesee Shiawassee Michigan Works!

Candice Welch was a dislocated worker who had previously worked in various positions in the auto industry prior to becoming dislocated in May of 2009. She was accepted into the Greater Flint Health Coalition's Program in July 2009. In the M-PaTH Program, she completed a curriculum that included specialized life skills training and healthcare career exploration workshops. Following completion of specialized healthcare training, Ms. Welch enrolled into credential training, provided via the American Red Cross' Nurse Aide Training Program in November 2010. She obtained a Nurse Assistant credential in February 2011. Candice is now employed with the Living Well facility in Flint and has three other offers for interviews for positions with companies in her area.

WIA SUCCESS STORIES

A total of 35,514 Adult and Dislocated Workers were trained during PY 2010. Below are just a few examples of success achieved by the WIA participants in Michigan.

Name: Angela Strong
Program: Workforce Investment Act - Adult
Employer: Lakeland Hospital
MWA: Berrien/Cass/Van Buren

Angela Strong began her career in a factory, but always had a strong desire to work in the health care field. She took the first step in beginning her career in health care by becoming a Certified Nurse's Assistant and then an Obstetrics Technician. While an Obstetric Technician involved a lot of cleaning up after deliveries and the monotonous task of restocking surgical charts, she was happy just to be working in health care. It was her four-year-old son who inspired her to take the next step. "He motivated me to further my education. I wanted better for him; he gave me that extra push." That push led Angela to Michigan Works! where she applied for funding to return to school to become a Registered Nurse.

"It's amazing; I love it," Strong says about her position in the postpartum lab at Lakeland Hospital, in St. Joseph, Michigan. Angela admits, working part-time, studying full-time at Lake Michigan College's competitive Nursing Program, and raising a young child wasn't easy. "It took tremendous sacrifice; it was hard on all of us." Strong believes the sacrifices were all worth it. She's better able to provide for her son and she loves going to work every day. "It's hard when you don't have money for school, without Michigan Works! help, I don't know that I could have been able to do this."

Name: Casey Vanderploeg
Program: Workforce Investment Act – Dislocated Worker
Employer: Stryker Instruments (Medical Device Company)
MWA: Kalamazoo & St. Joseph Counties

Casey worked for Scott's Lawn Services as their Sales Manager for three years before he was laid off due to the slow economy in 2008. He had a family of four and had exhausted his unemployment benefits; he was feeling desperate. Casey heard of the Dislocated Worker program through a mutual friend and contacted Heather Michel, a case manager for the Michigan Works! Dislocated Worker program.

After meeting with Heather and completing an interest and skills assessment, Casey stated that he would be interested in the MIG and TIG Welding Training program. He was enrolled in the Dislocated Worker program and began the eight week welding training at W-TEC/FabMasters. He became a certified welder on December 1, 2010.

On December 6, one week after completing his training, he was hired by OnStaff USA, a temp agency, to work at Stryker Instruments as a welder. After working for three months through OnStaff, he was hired into Stryker in March 2011.

“This has been a great experience for me to go through this program and obtain the welding certification. My instructor at W-TEC was phenomenal, as he was a hands-on trainer which really helped me to retain what he was teaching. My job with Stryker has been fulfilling as well as bringing in a decent wage with great benefits. I am very happy to be working for this company,” states Casey.

Name: Carissa McDonald

Program: Workforce Investment Act – Younger Youth

Status: Student –Northern Michigan University Fall of 2011

MWA: Northeast Michigan Consortium

Carissa McDonald joined the WIA Youth Program in early 2010, after working with the ARRA Youth Program for her first job. Coming from a family of five and living in rural Montmorency County, Carissa struggled to achieve her academic, employment and leadership plans. Her goals upon entering the program were to succeed in high school, apply to college, find reliable transportation, and work. In less than two years, with the help of program funds, mentors and friends, Carissa achieved all of her goals.

The Youth program provided materials necessary for her to complete her higher-level math courses and even acquire college credit while in high school. Youth program instructors helped her complete her financial aid forms and college applications. She also completed her driver’s training course and received her driver’s license with financial assistance from the program. Lastly, she worked as a tutor, teaching other WIA youth students who had difficulty in mathematics. Carissa’s geometry ability and leadership skills made her an excellent tutor and ensured that other WIA youth students could succeed in math.

This past May, Carissa graduated as the valedictorian of her high school class. As of Fall 2011, she is attending Northern Michigan University.

Name: Lisa Baird

Program: Workforce Investment Act – Older Youth

Employer: Medical Administrative Assistant

MWA: Capital Area Michigan Works!

Lisa enrolled in the WIA Older Youth program initially seeking help with employment and training in the medical field. Due to health issues and becoming a new mother, she was unable to complete her training when she had initially hoped. Lisa had to put her dreams on hold for a short period of time to focus on her health and her child. She didn’t give up, nor did Capital Area Michigan Works! give up on her. Lisa was able to secure a position with Sparrow Health

Systems as a receptionist but still wanted more for herself and her family. With the help of her youth employment specialist, she enrolled in the Medical Administrative Assistant (MAA) classes at Career Quest Learning Center in June of 2009. After 11 months, Lisa successfully completed her courses and graduated with her MAA credential. After graduation, Lisa worked with the youth employment specialist on her resume building skills and also attended the various free employment workshops offered at the St. Johns Service Center. She also continued following up on job leads and applied for various positions in her field of study. In December of 2010 her hard work paid off and Lisa was able to secure full time employment at St. Lawrence Hospital as a Medical Administrative Assistant. Lisa loves her job and says she could not have gotten where she is now without the support and constant encouragement of Capital Area Michigan Works!. She is proof that hard work and diligence does pay off.

EMPLOYER TESTIMONIALS:
WIA Funded On-the-Job and Incumbent Worker (IW) Training Programs Help Businesses Grow

Employer: Diplomat Specialty Pharmacy
MWA: Genesee/Shiawassee Michigan Works! (GMSW) – Career Alliance, Inc.

Diplomat Specialty Pharmacy in Flint is a family-owned business that got its start over 34 years ago and has expanded across the Midwest to cities including Cleveland and Chicago.

Diplomat Specialty Pharmacy’s relationship with GSMW began in early 2010 in order to provide employment and training to individuals who were in career transition and/or were unemployed or underemployed. Through this partnership, Diplomat has been able to provide over 60 employees with gainful, full-time and permanent employment through the utilization of On-the-Job Training funding. Positions that have been successfully filled range from Patient Care Coordinators to Information Technology professionals.

Diplomat has also been able to train current employees through Incumbent Worker (IW) training funds that allow staff members to update their skill sets and remain on top of industry trends. Diplomat will maintain their successful relationship with GSMW to employ, train, and engage their employees.

Diplomat hired about 100 new employees in 2010, and plans to add another 200 during 2011. With long-term growth in mind, the company plans to add an additional 1,000 new employees over the next five years. The majority of the jobs pay an average of \$37,000 per year plus benefits.

Employer: First Telecommunications

MWA: Area Community Services Employment & Training Council (ACSET)

First Telecommunications delivers voice and data communications products and services. Locally owned and operated, the business has expanded to include three additional offices. The company has worked with the MWA since 2007 and recently submitted a letter about their success in utilizing Michigan Works! services. In particular, the company indicated that their success with their hiring workers via the On-the-Job-Training program was invaluable. Having the opportunity to hire individuals with the basic skills needed, along with being able to receive assistance financially with training has helped the company grow their business.

WAIVER SECTION:

1) Waivers for which the state has received approval

The following waivers, approved by the USDOL, were implemented during PY 2010.

- Waiver allowing up to *twenty percent* of the funds reserved for Appropriation Year 2010 **Rapid Response** (RR) activities to be used to operate an IW training program as part of the state's overall layoff aversion strategy, as defined under the WIA Section 134(a) (1) (A). All training under this waiver is restricted to skill attainment activities.
- Waiver allowing local WDBs to use up to *twenty percent* of AY 2010 **Dislocated Worker** funds to support local IW training programs as part of a layoff aversion strategy under the WIA Section 134(a) (3). All training under this waiver is restricted to skill attainment activities.
- Waiver allowing the transfer of up to *fifty percent* of local formula funds between the **Adult and Dislocated Worker** programs under Section 133(b) (4).
- Waiver allowing the use of a sliding scale based on employer size for **On-the-Job Training** employer **reimbursement** under the WIA Section 101(31) (B).
- Waiver allowing a sliding scale based on employer size for the **customized training** employer **contribution** requirement under WIA Section 101(8) (C).
- Waiver allowing the use of Individual Training Accounts for Older and Out-of-School Youth program participants at 20 CFR 664.510.

2) How waivers have changed the activities of the State and local areas

The aforementioned waivers assisted the state in developing and operating an IW training program and allowed Workforce Development Board (WDBs) to take a proactive approach in saving jobs by averting layoffs.

The increased ability to transfer local formula funds between the Adult and Dislocated Worker programs provided local WDBs the flexibility to meet the fluctuating demand for services and increase capacity in response to individual training needs.

Additional analysis and data to reflect how waivers were implemented and the impact on program operations at both the state and local level is provided below.

Waiver Implementation:

Waivers are a critical tool for Michigan’s workforce investment system. They provide local areas with flexibility in meeting local demand, layoff aversion, and skills attainment for workers.

Incumbent Worker (IW) Training Waivers:

Training for employed workers is beneficial for employers, workers, and regional economies. Layoff aversion strategies focus workforce development efforts on upgrading and expanding the skills of employed workers to prevent layoffs. IW training promotes greater job retention, facilitates more stability in the workforce, and heightens chances for advancement, higher wages, and continued employability.

Michigan was granted a waiver to allow local areas to use Dislocated Worker formula funds to support IW training. The use of Dislocated Worker formula funds to support IW training is documented in the table below. The amount of funds used for training varied greatly, with Capital Area using a little more than 10 percent, while South Central used approximately one percent.

2010 Dislocated Worker for IW Training

AGENCY	WAIVER	Dislocated Worker		
		FORMULA \$	To IW	Percent
Capital Area	20% DW for IW	\$1,528,058	\$157,882	10.33%
Central Area	20% DW for IW	\$ 872,385	\$ 14,787	1.70%
Livingston	20% DW for IW	\$ 583,637	\$ 36,524	6.26%
South Central	20% DW for IW	\$1,327,157	\$ 13,992	1.05%

*Oakland (20% DW), Ottawa (20% DW), Region 7B (20% DW), and West Central (20% DW), all had waiver approval but chose not to implement the waiver.

During Program Year 2010, \$2,902,359 in state set-aside Rapid Response (RR) funds were identified for use in the operation of the statewide IW program as part of an overall layoff aversion strategy. Twenty-two out of 25 MWAs aggressively used their RR supported IW training fund allocations to operate local IW training programs. Three of the MWAs only partially utilized their RR funds, which were recaptured and redistributed, based on expenditures, to MWAs in need of additional funds.

A total of 3,666 participants received training. Approximately half of the individuals were trained in five high-demand fields of study including production/manufacturing, engineering and management occupations, computer professionals, and healthcare professions.

Additionally, employer satisfaction survey results indicate mostly positive feedback. Overall employer satisfaction with the training programs was ranked 9 out of a possible 10. The IW training programs provided low-cost training to area employers and provided the community with increased awareness of and access to training. Based on the number of trainees (3,666), PY 2010 cost per training was approximately \$792 per participant.

Dislocated Worker/Adult Funding Transfer Waiver

This waiver provided local WDBs greater flexibility by aligning resources with current demand for services. A transfer authority of up to 50 percent between Adult and DW programs allowed both programs to more effectively and efficiently respond to changes in demand for services, increased capacity, and improved customer service.

Five out of twelve MWAs utilized their waiver authority to transfer funds between programs, as documented in the table below. The waivers were utilized to keep students enrolled, eliminate waiting lists, enroll students into accelerated certificate programs, and provided innovative training in high growth – high demand industry areas.

2010 Adult/Dislocated Worker Transfers

AGENCY	WAIVER	FROM/TO	DW FORMULA \$	TRANSFER	PERCENT
Capital Area	50% A <> DW	DW/Adult	\$1,528,058	\$ 75,000	4.91%
Central Area	50% A <> DW	DW/Adult	\$ 872,385	\$ 261,715	30.00%
Great Lakes Bay	50% A <> DW	DW/Adult	\$1,239,930	\$ 619,965	50.00%
South Central	50% A <> DW	DW/Adult	\$1,327,157	\$ 360,000	27.13%
West Central	50% A <> DW	Adult/DW	\$ 612,178	\$ 100,000	16.34%

*Career Alliance (50%), Livingston (50%), Northeast (50%), Oakland (50%), Ottawa (50%), Region 7B (50%), and Western U.P. (50%) all had waiver approval but chose not to transfer funds between Adult and DW.

On-the-Job Training and Customized Training Waivers

Waivers were granted to four MWAs that allowed sliding scales based on employer size for On-the-Job Training employer reimbursement and for customized training employer contribution requirements.

On-the-Job Training waivers to increase employer reimbursement for On-the-Job Training through a sliding scale were based on the size of the business. All training delivered under the waiver was restricted to skill attainment activities, and allowed local WDBs to provide additional assistance to area employers in creating jobs for WIA participants. The waivers provide assistance to employers in creating jobs sooner, rather than later, by reimbursing the cost of training new workers.

Waivers of the required 50 percent employer contribution for customized training utilizing a sliding scale were also based on the size of the business. Under the waiver, a sliding scale for the employer matching cost component created an incentive for small and mid-sized employers to participate in customized training, resulting in high skill, high demand, and/or high wage attainment.

Individual Training Accounts (ITAs) for Older and Out of School Youth

Funds utilized for Older and Out-of-School Youth ITAs allowed youth to access training earlier and provided the experience of responsibility through real-life informed decision-making. Allowing youth to use ITAs streamlined services, increased customer choice, and increased local flexibility. Waivers were approved for five of the MWAs, which are in the early stages of implementation.

3) How activities carried out under the waivers directly or indirectly affected state and local area performance outcomes

The PY 2010 waivers provided the state and local service delivery areas with increased flexibility in the administration and operation of WIA funded programs. State set-aside RR funds enabled local areas to tailor their programs to meet local employer demand and insure specific worker needs were met. The funds enabled local service delivery areas to provide definitive layoff aversion strategies through upgrading and expanding skills of their current workforce.

CHALLENGES:

As in 2009, there were challenges identified with operating an IW training program as authorized under our waiver. Challenges included:

- Additional administrative responsibilities and costs associated with reporting requirements. Employer time and costs associated with the coordination and follow up with paperwork and documentation creates administrative burdens and disincentives for employers to participate in IW training programs. Employers view IW reporting requirements as “bureaucratic red tape.” Time required by WDB staff to conduct expanded data entry and documentation requirements adds additional administrative costs.
- Employer liability concerns in collecting data to satisfy reporting requirements. Employers are apprehensive about possible complications and ramifications for collecting, maintaining, and disposing of additional employee records.
- Worker privacy concerns over the collection of private information by employers and local WDBs.

- Reductions in RR funding to support IW training forces WDBs to utilize local DW and Adult funds to support IW training programs. A 56 percent reduction in funding used to support IW training over the previous two years has eroded the support and momentum achieved by the program. Subsequently, statewide participation was reduced from 5,760 participants in PY 2009 to 870 participants in PY 2010.
- Ensuring that MWAs are operating IW training that is in compliance with USDOL's definition of layoff aversion. The narrowly defined layoff aversion strategy offers less flexibility in the use of funds for companies expanding or diversifying product lines and operations. The additional flexibility would benefit more employers, workers, and regional economies.

IMPACT:

As in PY 2009, Michigan's waivers for PY 2010 focused primarily on program operations, rather than on local performance outcomes. The waivers indirectly affected performance by averting potential layoffs, reducing the potential for additional dislocated workers and the need for public workforce investment system to support individuals following layoff. Waiver impact can be summarized as follows:

- Local areas had greater control over program design and program management. The increased local flexibility to respond to ever-changing local and regional economic conditions provided the ability to more effectively respond to ever changing workforce training commands.
- Provided employers with access to training resources necessary to remain viable and competitive in today's global economy. Higher local labor force quality is a key competitive factor affecting a local area's attractiveness for location and growth of business. The higher labor force quality drives the local creation of high-quality jobs, thereby resulting in increases in local earnings per capita.
- Increased the skills of local and regional workforces by learning new technologies, enabling Michigan's workers to be globally competitive and offering workers the chance to advance to higher positions or maintain their current jobs and avoid layoffs. Increased skills increases long-run earnings potential.
- Filled employment gaps in high-demand, high-growth occupations, such as manufacturing, healthcare, and information technology with training relevant to the employer needs.
- Built and expanded positive relationships between employers, WDBs, service providers, and community colleges and other training institutions by better aligning capacity with demand for services.

- Increased access to training and consumer choice through building a stronger partnership base with training institutions by offering training that is customized to the particular skills needs of individual employers.
- Michigan's IW training funds, leveraged with other training funds, proved to be a very cost effective method for providing training with limited resources.

Michigan's PY 2010 waivers encouraged innovative solutions in averting layoffs and assisting employers in retooling their businesses to adjust to a difficult economic environment. The impact of the waivers can be defined in greater detail in the Waiver Success Stories section below.

WAIVER SUCCESS STORIES:

Employer: Peacock Industries

MWA: Michigan Works! West Central

Waiver: Rapid Response Reserve funds for IW training

Peacock Industries is a metal fabrication, welding and machining company – one of only three manufacturers in Lake County. Considered a “job shop,” they don't make a particular product, but they make anything that their customer requires, given the specifications. Catering to a wide variety of industries, the company makes everything from ballistic and blast security products (mainly door and window systems) to magnetic conveyors used by automotive suppliers. The company did not have a certified quality program and was finding it difficult to acquire new business (and maintain current customers) because so many fabrication contracts required ISO certification. Without ISO certification, the company faced layoffs if it could not maintain its current customer base.

Michigan Works! West Central met with leaders at Peacock Industries to discuss potential solutions. By using IW training funds, Peacock Industries could educate current employees in quality standards, obtain an ISO 9001:2008 certification, and maintain its current workforce level.

Peacock Industries has now integrated the quality standards for ISO 9001:2008 into its business. The company has not only been able to better maintain its current customer base, but has experienced an increase in opportunities for new market penetration, as holding this quality management system certification allows Peacock Industries to better position itself in the marketplace.

Peacock Industries currently employs 18 people and is seeing a rebound in orders, particularly related to the automotive industry. The company has plans to hire additional workers this year, including an engineer, some laborers, and a quality manager to bring the company back to its peak size prior to the economic downturn.

Employer: Harsco Rail

MWA: Michigan Works! West Central

Waiver: Dislocated Worker Formula Funding to Support IW Training

In operation for 90 years, Ludington's Harsco Rail is a major international supplier of track construction and maintenance equipment to the world's railways. Employing 175 people, Harsco designs and manufactures an extensive line of railway and track maintenance equipment for not only local customers, but across the globe.

Because of their strong history of building track construction and maintenance equipment for European customers, Harsco recognized the need to re-train its welders and certify them in the new European EN 15085 welding standard. This would allow Harsco to continue to manufacture railway equipment for its European customers at the Ludington facility and avert layoffs.

Through IW training dollars, Harsco's welders were trained in 2009 at West Shore Community College (WSCC) in the new European Welding standards by an instructor who flew to the U.S. from the Czech Republic to specifically certify the welders; WSCC's training program, and WSCC Instructor Dave Cutler.

Michigan Works! West Central helped Harsco again in program year 2010 by assisting the company with re-certification training, which was made possible by a waiver that allowed a limited percentage of Dislocated Worker funds to be used for IW training. The continuing certification contributed to layoff aversion and the immediate return of four welders to make parts for the company's European Union customers.

"We are very thankful for the initial training of our welders and the assistance with our re-certification," said Roger Nash, general manager of Harsco Rail. Harsco is one of only a few U.S. companies to achieve this certification, which puts them at an extreme advantage for securing more international contracts and continuing to be the viable business they are today.

Program Year 2010 WIA Annual Report

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	91.0	96	17,140	24,182	21,617	79.3
Employers	86.0	95	1,678	2,249	2,249	74.6

Table B - Adult Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	88.0	89.1 ----- 5,470 6,137
Employment Retention Rate	85.0	93.0 ----- 7,541 8,109
Average Earnings	10,200	16,541 ----- 105,054,634 6,351
Employment and Credential Rate	83.0	81.5 ----- 8,225 10,093

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	79.7 ----- 1,283 1,610	92.1 ----- 291 316	80.1 ----- 173 216	88.0 ----- 380 432
Employment Retention Rate	87.5 ----- 1,395 1,595	91.6 ----- 294 321	86.3 ----- 176 204	93.3 ----- 516 553
Average Earnings Rate	10,021 ----- 11,394,840 1,137	18,026 ----- 4,362,418 242	10,270 ----- 1,355,668 132	19,593.5 ----- 8,288,068 423
Employment and Credential Rate	82.6 ----- 1,078 1,305	85.6 ----- 338 395	74.7 ----- 127 170	77.4 ----- 688 889

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	92.8 ----- 3,541 3,815	83.1 ----- 1,929 2,322
Employment Retention Rate	94.1 ----- 5,644 5,999	89.9 ----- 1,897 2,110
Average Earnings Rate	18,277 ----- 88,884,044 4,863	10,867 ----- 16,170,590 1,488

Table E - Dislocated Worker Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	94.0	94.9	7,552 ----- 7,959
Employment Retention Rate	92.0	94.8	5,368 ----- 5,660
Average Earnings	13,200	16,437	75,152,089 ----- 4,572
Employment and Credential Rate	83.0	84.1	4,630 ----- 5,504

Table F - Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	95.2	579 ----- 608	93.4	128 ----- 137	91.2	792 ----- 868	59.5	25 ----- 42
Employment Retention Rate	95.7	399 ----- 417	96.8	91 ----- 94	93.9	495 ----- 527	93.9	62 ----- 66
Average Earnings Rate	18,292	6,109,589 ----- 334	13,733	1,002,549 ----- 73	16,007	6,595,189 ----- 412	11,677	583,853 ----- 50
Employment and Credential Rate	81.7	309 ----- 378	76.8	73 ----- 95	81.8	445 ----- 544	65.5	19 ----- 29

Table G - Other Outcome for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	95.5	5,122 ----- 5,363	93.6	2,430 ----- 2,596
Employment Retention Rate	95.4	3,523 ----- 3,693	93.8	1,845 ----- 1,967
Average Earnings Rate	16,687	50,445,005 ----- 3,023	15,950	24,707,084 ----- 1,549

Table H.1 - Youth (14 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	N/A	51.4	3,391 ----- 6,593
Attainment of Degree or Certificate	N/A	37.2	2,170 ----- 5,834
Literacy and Numeracy Gains	N/A	7.2	196 ----- 2,726

Table H.2 – Older Youth (19 - 21) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83.0	85.3	1,106 ----- 1,296
Employment Retention Rate	85.0	90.3	992 ----- 1,099
Average Earnings	3,500	4,707	3,648,165 ----- 775
Credential Rate	79.0	77.0	1,262 ----- 1,639

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	81.9	403 ----- 492	87.5	7 ----- 8	82.9	107 ----- 129	86.7	885 ----- 1,021
Employment Retention Rate	87.9	311 ----- 354	100.0	1 ----- 1	92.9	92 ----- 99	90.1	808 ----- 897
Average Earnings Rate	4,153	1,100,566 ----- 265	0.0	0 ----- 0	4,278	278,095 ----- 65	3,875	2,391,149 ----- 617
Credential Rate	71.0	439 ----- 618	62.5	5 ----- 8	74.2	121 ----- 163	77.6	970 ----- 1,250

Table J - Younger Youth (14 - 18) Results

Reported Information	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	95.0	93.1	12,681 ----- 13,621
Youth Diploma or Equivalent Rate	89.0	91.9	2,238 ----- 2,435
Retention Rate	79.0	85.8	2,153 ----- 2,509

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	92.8	6,439 ----- 6,935	96.4	2,327 ----- 2,414	91.4	2,594 ----- 2,839
Youth Diploma or Equivalent Rate	92.1	1,023 ----- 1,111	90.5	497 ----- 549	87.4	403 ----- 461
Retention Rate	83.7	847 ----- 1,012	84.6	457 ----- 540	82.2	523 ----- 636

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earning Increase Adults and Older Youth) or 12 Months Earning Replacement (Dislocated Workers)		Placement in Non-traditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	80.0	5,450 ----- 6,810	4,143	23,191,013 ----- 5,597	3.3	183 ----- 5,470	5,939	27,447,771 ----- 4,621	73.3	2,594 ----- 3,541
Dislocated Workers	84.8	3,997 ----- 4,713	108	57,913,395 ----- 53,573,359	3.7	281 ----- 7,552	7,823	52,424,765 ----- 6,701	69.8	3,574 ----- 5,122
Older Youths	68.7	673 ----- 980	3,831	2,544,358 ----- 664	1.9	21 ----- 1,106	2,848	2,463,964 ----- 865		

Table M - Participation Levels

Reported Information	Total Participants Served	Total Exiters
Total Adult Customers	641,659	593,762
Total Adult self-service only	581,263	572,332
WIA Adult	613,873	585,035
WIA Dislocated Worker	27,790	8,734
Total Youth (14-21)	18,030	7,295
Younger Youth (14-18)	12,472	5,640
Older Youth (19-21)	5,558	1,655
Out-of-School Youth	7,309	2,359
In-School Youth	10,721	4,936

Table H.2 - Older Youth (19 - 21) Program Results
Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$ 41,999,602
Local Dislocated Worker		\$ 62,768,141
Local Youth		\$ 44,417,443
Rapid Response (up to 25%) WIA Section 134(a)(2)(B)		\$ 16,855,810
Statewide Required Activities (up to 15%) WIA Section 134(a)(2)(B)		\$ 2,562,105
Statewide Allowable Activities	Program Activity Description	
	WF - Support (JET)	\$ 5,213,424
	Focus: HOPE	\$ 1,771,803
	Misc. Other(s)	\$ 27,561,668
Total of All Federal Spending Listed Above		\$ 203,149,996

Table O – Local Performance

Local Area Name ACSET	Total Participants Served	Adults	44,403
		Dislocated Workers	1,744
		Older Youth (19 - 21)	775
		Younger Youth (14 - 18)	1,067
ETA Assigned # <u>26160</u>	Total Exitters	Adults	42,429
		Dislocated Workers	952
		Older Youth (19 - 21)	357
		Younger Youth (14 - 18)	581
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	97.2
	Employers	86.0	82.8
Entered Employment Rates	Adults	89.0%	95.3%
	Dislocated Workers	95.0%	96.7%
	Older Youth	84.0%	89.9%
Retention Rates	Adults	86.0%	95.6%
	Dislocated Workers	93.0%	98.0%
	Older Youth	86.0%	95.1%
	Younger Youth	80.0%	94.0%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$12,278
	Dislocated Workers	\$13,400	\$16,514
	Older Youth	\$3,500	\$3,758
Credential/Diploma Rates	Adults	84.0%	90.7%
	Dislocated Workers	84.0%	90.0%
	Older Youth	80.0%	84.3%
	Younger Youth	90.0%	92.4%
Skill Attainment Rate	Younger Youth	95.0%	94.2%
Placement in Employment or Education	Youth (14 - 21)	N.A.	60.6%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	41.8%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE
Overall Status of Local Performance		Not Met	Met
			X
		Exceeded	

Table O – Local Performance

Local Area Name Berrien/Cass/Van Buren	Total Participants Served	Adults	24,210
		Dislocated Workers	350
		Older Youth (19 - 21)	41
		Younger Youth (14 - 18)	306
ETA Assigned # <u>26110</u>	Total Exiters	Adults	23,150
		Dislocated Workers	30
		Older Youth (19 - 21)	3
		Younger Youth (14 - 18)	132
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	97.5
	Employers	86.0	80.6
Entered Employment Rates	Adults	82.0%	94.1%
	Dislocated Workers	93.0%	93.8%
	Older Youth	77.0%	92.9%
Retention Rates	Adults	80.0%	97.8%
	Dislocated Workers	92.0%	96.2%
	Older Youth	86.0%	100.0%
	Younger Youth	67.0%	90.9%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,000	\$16,359
	Dislocated Workers	\$12,800	\$15,744
	Older Youth	\$3,300	\$5,732
Credential/Diploma Rates	Adults	62.0%	92.5%
	Dislocated Workers	75.0%	94.1%
	Older Youth	65.0%	71.4%
	Younger Youth	82.0%	95.0%
Skill Attainment Rate	Younger Youth	92.0%	88.1%
Placement in Employment or Education	Youth (14 - 21)	N.A.	31.7%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	16.3%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Calhoun ISD	Total Participants Served	Adults	16,022
		Dislocated Workers	766
		Older Youth (19 - 21)	148
		Younger Youth (14 - 18)	273
ETA Assigned # <u>26050</u>	Total Exiters	Adults	16,194
		Dislocated Workers	342
		Older Youth (19 - 21)	11
		Younger Youth (14 - 18)	65
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	97.8
	Employers	86.0	81.8
Entered Employment Rates	Adults	89.0%	98.7%
	Dislocated Workers	94.0%	95.9%
	Older Youth	78.0%	85.7%
Retention Rates	Adults	84.0%	90.6%
	Dislocated Workers	92.0%	93.3%
	Older Youth	82.0%	93.3%
	Younger Youth	80.0%	80.9%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$14,706
	Dislocated Workers	\$13,200	\$15,527
	Older Youth	\$3,800	\$4,128
Credential/Diploma Rates	Adults	84.0%	93.6%
	Dislocated Workers	84.0%	86.0%
	Older Youth	77.0%	68.8%
	Younger Youth	89.0%	97.6%
Skill Attainment Rate	Younger Youth	95.0%	97.6%
Placement in Employment or Education	Youth (14 - 21)	N.A.	77.8%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	69.7%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Capital Area	Total Participants Served	Adults	9,138
		Dislocated Workers	938
		Older Youth (19 - 21)	229
		Younger Youth (14 - 18)	865
ETA Assigned # <u>26045</u>	Total Exiters	Adults	4,758
		Dislocated Workers	266
		Older Youth (19 - 21)	68
		Younger Youth (14 - 18)	279
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	91.7
	Employers	86.0	83.9
Entered Employment Rates	Adults	89.0%	89.2%
	Dislocated Workers	94.0%	96.5%
	Older Youth	82.0%	93.0%
Retention Rates	Adults	85.0%	92.2%
	Dislocated Workers	92.0%	95.2%
	Older Youth	85.0%	93.3%
	Younger Youth	79.0%	90.9%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$14,429
	Dislocated Workers	\$13,000	\$16,818
	Older Youth	\$3,000	\$4,848
Credential/Diploma Rates	Adults	84.0%	91.1%
	Dislocated Workers	84.0%	94.4%
	Older Youth	79.0%	77.8%
	Younger Youth	88.0%	94.0%
Skill Attainment Rate	Younger Youth	95.0%	99.7%
Placement in Employment or Education	Youth (14 - 21)	N.A.	89.9%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	91.9%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	1.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Career Alliance	Total Participants Served	Adults	32,008
		Dislocated Workers	3,711
		Older Youth (19 - 21)	653
		Younger Youth (14 - 18)	938
ETA Assigned # <u>26030</u>	Total Exitters	Adults	28,932
		Dislocated Workers	716
		Older Youth (19 - 21)	45
		Younger Youth (14 - 18)	251
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	96.1
	Employers	86.0	82.0
Entered Employment Rates	Adults	82.0%	94.0%
	Dislocated Workers	92.0%	97.3%
	Older Youth	80.0%	90.0%
Retention Rates	Adults	80.0%	92.1%
	Dislocated Workers	90.0%	93.7%
	Older Youth	75.0%	89.7%
	Younger Youth	67.0%	73.9%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$8,500	\$8,329
	Dislocated Workers	\$10,800	\$13,615
	Older Youth	\$2,600	\$4,020
Credential/Diploma Rates	Adults	80.0%	92.0%
	Dislocated Workers	83.0%	92.4%
	Older Youth	75.0%	82.1%
	Younger Youth	90.0%	83.2%
Skill Attainment Rate	Younger Youth	92.0%	94.6%
Placement in Employment or Education	Youth (14 - 21)	N.A.	46.3%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	57.4%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Central Area	Total Participants Served	Adults	4,324
		Dislocated Workers	896
		Older Youth (19 - 21)	427
		Younger Youth (14 - 18)	238
ETA Assigned # <u>26130</u>	Total Exiters	Adults	3,621
		Dislocated Workers	290
		Older Youth (19 - 21)	102
		Younger Youth (14 - 18)	69
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	96.4%
	Employers	86.0	79.8%
Entered Employment Rates	Adults	89.0%	95.5%
	Dislocated Workers	95.0%	95.7%
	Older Youth	84.0%	92.6%
Retention Rates	Adults	86.0%	89.6%
	Dislocated Workers	92.0%	95.8%
	Older Youth	86.0%	98.0%
	Younger Youth	80.0%	90.3%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,500	\$11,288
	Dislocated Workers	\$12,800	\$13,726
	Older Youth	\$3,800	\$5,547
Credential/Diploma Rates	Adults	84.0%	91.1%
	Dislocated Workers	84.0%	92.0%
	Older Youth	80.0%	87.2%
	Younger Youth	89.0%	91.7%
Skill Attainment Rate	Younger Youth	95.0%	91.3%
Placement in Employment or Education	Youth (14 - 21)	N.A.	92.0%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	52.8%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	43.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name City of Detroit	Total Participants Served	Adults	39,506	
		Dislocated Workers	1,481	
		Older Youth (19 - 21)	773	
		Younger Youth (14 - 18)	2,647	
ETA Assigned # <u>26010</u>	Total Exiters	Adults	35,557	
		Dislocated Workers	289	
		Older Youth (19 - 21)	79	
		Younger Youth (14 - 18)	1,734	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	91.0	94.2	
	Employers	86.0	81.8	
Entered Employment Rates	Adults	82.0%	68.3%	
	Dislocated Workers	94.0%	80.3%	
	Older Youth	78.0%	67.2%	
Retention Rates	Adults	82.0%	84.4%	
	Dislocated Workers	90.0%	90.7%	
	Older Youth	85.0%	81.9%	
	Younger Youth	67.0%	94.4%	
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$10,052	
	Dislocated Workers	\$11,300	\$13,127	
	Older Youth	\$3,500	\$2,904	
Credential/Diploma Rates	Adults	84.0%	80.7%	
	Dislocated Workers	84.0%	88.1%	
	Older Youth	72.0%	52.8%	
	Younger Youth	90.0%	80.7%	
Skill Attainment Rate	Younger Youth	96.0%	94.1%	
Placement in Employment or Education	Youth (14 - 21)	N.A.	14.7%	
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	5.1%	
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0	
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE		NONE
Overall Status of Local Performance		Not Met	Met	Exceeded
		X		

Table O – Local Performance

Local Area Name Eastern U.P.	Total Participants Served	Adults	1,780
		Dislocated Workers	97
		Older Youth (19 - 21)	49
		Younger Youth (14 - 18)	41
ETA Assigned # <u>26115</u>	Total Exiters	Adults	1,855
		Dislocated Workers	44
		Older Youth (19 - 21)	29
		Younger Youth (14 - 18)	26
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	94.9
	Employers	86.0	90.1
Entered Employment Rates	Adults	89.0%	94.0%
	Dislocated Workers	95.0%	95.3%
	Older Youth	84.0%	92.9%
Retention Rates	Adults	86.0%	98.5%
	Dislocated Workers	92.0%	88.0%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	94.1%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$15,341
	Dislocated Workers	\$12,200	\$18,844
	Older Youth	\$3,800	\$8,419
Credential/Diploma Rates	Adults	84.0%	86.7%
	Dislocated Workers	84.0%	80.0%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	100.0%
Skill Attainment Rate	Younger Youth	96.0%	100.0%
Placement in Employment or Education	Youth (14 - 21)	N.A.	89.3%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	35.4%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Great Lakes Bay	Total Participants Served	Adults	21,216
		Dislocated Workers	1,325
		Older Youth (19 - 21)	1
		Younger Youth (14 - 18)	635
ETA Assigned # <u>26020</u>	Total Exitters	Adults	19,931
		Dislocated Workers	472
		Older Youth (19 - 21)	1
		Younger Youth (14 - 18)	116
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	97.3
	Employers	86.0	70.1
Entered Employment Rates	Adults	89.0%	97.6%
	Dislocated Workers	94.0%	99.2%
	Older Youth	80.0%	100.0%
Retention Rates	Adults	85.0%	90.7%
	Dislocated Workers	92.0%	96.7%
	Older Youth	75.0%	33.3%
	Younger Youth	77.0%	91.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$15,259
	Dislocated Workers	\$13,200	\$18,834
	Older Youth	\$2,400	-\$763
Credential/Diploma Rates	Adults	84.0%	99.4%
	Dislocated Workers	84.0%	98.3%
	Older Youth	72.0%	66.7%
	Younger Youth	82.0%	93.6%
Skill Attainment Rate	Younger Youth	92.0%	97.4%
Placement in Employment or Education	Youth (14 - 21)	N.A.	91.1%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	93.9%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	16.7%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name Kalamazoo-St. Joseph	Total Participants Served	Adults	18,231
		Dislocated Workers	351
		Older Youth (19 - 21)	185
		Younger Youth (14 - 18)	252
ETA Assigned # <u>26040</u>	Total Exitters	Adults	19,574
		Dislocated Workers	274
		Older Youth (19 - 21)	66
		Younger Youth (14 - 18)	102
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	90.0
	Employers	86.0	76.2
Entered Employment Rates	Adults	89.0%	95.2%
	Dislocated Workers	95.0%	94.2%
	Older Youth	84.0%	97.8%
Retention Rates	Adults	85.0%	91.1%
	Dislocated Workers	92.0%	90.5%
	Older Youth	85.0%	95.0%
	Younger Youth	79.0%	93.0%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,000	\$10,543
	Dislocated Workers	\$13,400	\$15,840
	Older Youth	\$3,300	\$2,422
Credential/Diploma Rates	Adults	82.0%	90.5%
	Dislocated Workers	84.0%	88.7%
	Older Youth	79.0%	93.8%
	Younger Youth	89.0%	92.5%
Skill Attainment Rate	Younger Youth	92.0%	96.6%
Placement in Employment or Education	Youth (14 - 21)	N.A.	83.6%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	43.8%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name Livingston County	Total Participants Served	Adults	8,577
		Dislocated Workers	569
		Older Youth (19 - 21)	26
		Younger Youth (14 - 18)	114
ETA Assigned # <u>26145</u>	Total Exiters	Adults	8,311
		Dislocated Workers	103
		Older Youth (19 - 21)	3
		Younger Youth (14 - 18)	33
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	94.1
	Employers	86.0	95.1
Entered Employment Rates	Adults	89.0%	89.5%
	Dislocated Workers	95.0%	97.3%
	Older Youth	84.0%	87.5%
Retention Rates	Adults	86.0%	97.7%
	Dislocated Workers	92.0%	98.9%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	78.6%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$20,464
	Dislocated Workers	\$13,200	\$19,422
	Older Youth	\$3,800	\$2,115
Credential/Diploma Rates	Adults	84.0%	90.3%
	Dislocated Workers	84.0%	89.3%
	Older Youth	80.0%	80.0%
	Younger Youth	90.0%	91.7%
Skill Attainment Rate	Younger Youth	92.0%	92.3%
Placement in Employment or Education	Youth (14 - 21)	N.A.	62.5%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	58.1%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE
Overall Status of Local Performance		Not Met	Met
		X	
		Exceeded	

Table O – Local Performance

Local Area Name Macomb/St. Clair	Total Participants Served	Adults	70,451
		Dislocated Workers	3,964
		Older Youth (19 - 21)	255
		Younger Youth (14 - 18)	1,603
ETA Assigned # <u>26015</u>	Total Exiters	Adults	68,471
		Dislocated Workers	1,052
		Older Youth (19 - 21)	89
		Younger Youth (14 - 18)	555
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	92.8
	Employers	86.0	81.3
Entered Employment Rates	Adults	88.0%	91.3%
	Dislocated Workers	94.0%	98.0%
	Older Youth	80.0%	95.1%
Retention Rates	Adults	85.0%	94.1%
	Dislocated Workers	92.0%	94.3%
	Older Youth	78.0%	96.6%
	Younger Youth	79.0%	89.0%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,500	\$12,106
	Dislocated Workers	\$12,800	\$16,093
	Older Youth	\$3,000	\$4,869
Credential/Diploma Rates	Adults	82.0%	77.4%
	Dislocated Workers	83.0%	75.9%
	Older Youth	72.0%	84.3%
	Younger Youth	88.0%	96.4%
Skill Attainment Rate	Younger Youth	92.0%	86.8%
Placement in Employment or Education	Youth (14 - 21)	N.A.	85.5%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	84.7%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	3.8%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Muskegon County	Total Participants Served	Adults	24,448
		Dislocated Workers	1,244
		Older Youth (19 - 21)	133
		Younger Youth (14 - 18)	351
ETA Assigned # <u>26055</u>	Total Exiters	Adults	22,462
		Dislocated Workers	439
		Older Youth (19 - 21)	51
		Younger Youth (14 - 18)	119
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	96.5
	Employers	86.0	79.4
Entered Employment Rates	Adults	89.0%	85.6%
	Dislocated Workers	95.0%	95.5%
	Older Youth	84.0%	75.7%
Retention Rates	Adults	86.0%	92.3%
	Dislocated Workers	92.0%	91.9%
	Older Youth	86.0%	90.5%
	Younger Youth	80.0%	79.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$11,300
	Dislocated Workers	\$13,200	\$16,621
	Older Youth	\$2,500	\$3,610
Credential/Diploma Rates	Adults	84.0%	87.3%
	Dislocated Workers	84.0%	85.7%
	Older Youth	70.0%	68.1%
	Younger Youth	89.0%	87.0%
Skill Attainment Rate	Younger Youth	95.0%	85.1%
Placement in Employment or Education	Youth (14 - 21)	N.A.	64.0%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	64.0%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Northeast	Total Participants Served	Adults	11,761
		Dislocated Workers	219
		Older Youth (19 - 21)	1
		Younger Youth (14 - 18)	341
ETA Assigned # <u>26060</u>	Total Exiters	Adults	11,928
		Dislocated Workers	84
		Older Youth (19 - 21)	1
		Younger Youth (14 - 18)	218
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	95.7
	Employers	86.0	86.6
Entered Employment Rates	Adults	89.0%	90.9%
	Dislocated Workers	95.0%	91.0%
	Older Youth	84.0%	100.0%
Retention Rates	Adults	86.0%	91.5%
	Dislocated Workers	93.0%	96.2%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	79.6%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$15,000
	Dislocated Workers	\$13,000	\$13,086
	Older Youth	\$3,100	\$0.0
Credential/Diploma Rates	Adults	84.0%	88.3%
	Dislocated Workers	84.0%	91.5%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	97.2%
Skill Attainment Rate	Younger Youth	96.0%	97.8%
Placement in Employment or Education	Youth (14 - 21)	N.A.	58.8%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	55.8%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name Northwest	Total Participants Served	Adults	24,068
		Dislocated Workers	572
		Older Youth (19 - 21)	89
		Younger Youth (14 - 18)	406
ETA Assigned # <u>26105</u>	Total Exiters	Adults	24,164
		Dislocated Workers	203
		Older Youth (19 - 21)	40
		Younger Youth (14 - 18)	242
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	98.4
	Employers	86.0	85.3
Entered Employment Rates	Adults	89.0%	94.9%
	Dislocated Workers	95.0%	92.9%
	Older Youth	83.0%	81.0%
Retention Rates	Adults	85.0%	93.1%
	Dislocated Workers	92.0%	95.2%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	92.1%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$11,812
	Dislocated Workers	\$13,400	\$12,931
	Older Youth	\$3,300	\$5,283
Credential/Diploma Rates	Adults	83.0%	88.7%
	Dislocated Workers	77.0%	86.4%
	Older Youth	80.0%	78.6%
	Younger Youth	90.0%	96.5%
Skill Attainment Rate	Younger Youth	96.0%	98.8%
Placement in Employment or Education	Youth (14 - 21)	N.A.	69.9%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	58.9%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	50.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Oakland County	Total Participants Served	Adults	61,993
		Dislocated Workers	672
		Older Youth (19 - 21)	308
		Younger Youth (14 - 18)	325
ETA Assigned # <u>26170</u>	Total Exiters	Adults	60,776
		Dislocated Workers	174
		Older Youth (19 - 21)	173
		Younger Youth (14 - 18)	212
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	94.3
	Employers	86.0	85.0
Entered Employment Rates	Adults	89.0%	96.2%
	Dislocated Workers	95.0%	98.7%
	Older Youth	84.0%	89.1%
Retention Rates	Adults	86.0%	96.9%
	Dislocated Workers	92.0%	98.3%
	Older Youth	86.0%	87.5%
	Younger Youth	80.0%	90.7%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,400	\$20,328
	Dislocated Workers	\$13,400	\$22,100
	Older Youth	\$3,800	\$3,681
Credential/Diploma Rates	Adults	84.0%	90.8%
	Dislocated Workers	84.0%	87.1%
	Older Youth	79.0%	90.4%
	Younger Youth	90.0%	89.7%
Skill Attainment Rate	Younger Youth	96.0%	95.1%
Placement in Employment or Education	Youth (14 - 21)	N.A.	73.8%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	42.7%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Ottawa County	Total Participants Served	Adults	14,868
		Dislocated Workers	690
		Older Youth (19 - 21)	39
		Younger Youth (14 - 18)	320
ETA Assigned # <u>26165</u>	Total Exiters	Adults	15,508
		Dislocated Workers	276
		Older Youth (19 - 21)	27
		Younger Youth (14 - 18)	268
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	99.8
	Employers	86.0	78.4
Entered Employment Rates	Adults	88.0%	85.3%
	Dislocated Workers	94.0%	94.2%
	Older Youth	83.0%	85.0%
Retention Rates	Adults	85.0%	88.4%
	Dislocated Workers	92.0%	95.0%
	Older Youth	85.0%	84.4%
	Younger Youth	79.0%	65.6%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,000	\$10,718
	Dislocated Workers	\$12,800	\$15,586
	Older Youth	\$3,100	\$4,379
Credential/Diploma Rates	Adults	80.0%	67.2%
	Dislocated Workers	84.0%	76.4%
	Older Youth	80.0%	66.7%
	Younger Youth	82.0%	80.9%
Skill Attainment Rate	Younger Youth	96.0%	95.4%
Placement in Employment or Education	Youth (14 - 21)	N.A.	43.8%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	35.1%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	13.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Region 7B	Total Participants Served	Adults	13,162
		Dislocated Workers	258
		Older Youth (19 - 21)	43
		Younger Youth (14 - 18)	214
ETA Assigned # <u>26095</u>	Total Exiters	Adults	13,142
		Dislocated Workers	102
		Older Youth (19 - 21)	14
		Younger Youth (14 - 18)	82
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	95.1
	Employers	86.0	86.0
Entered Employment Rates	Adults	89.0%	93.9%
	Dislocated Workers	94.0%	97.0%
	Older Youth	83.0%	100.0%
Retention Rates	Adults	85.0%	93.1%
	Dislocated Workers	92.0%	91.1%
	Older Youth	85.0%	75.0%
	Younger Youth	77.0%	70.7%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,500	\$11,174
	Dislocated Workers	\$11,200	\$13,139
	Older Youth	\$3,100	\$2,338
Credential/Diploma Rates	Adults	83.0%	93.8%
	Dislocated Workers	84.0%	91.8%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	87.0%
Skill Attainment Rate	Younger Youth	95.0%	90.0%
Placement in Employment or Education	Youth (14 - 21)	N.A.	59.1%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	73.3%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name SEMCA	Total Participants Served	Adults	92,174
		Dislocated Workers	3829
		Older Youth (19 - 21)	397
		Younger Youth (14 - 18)	467
ETA Assigned # <u>26155</u>	Total Exiters	Adults	89,402
		Dislocated Workers	1,041
		Older Youth (19 - 21)	173
		Younger Youth (14 - 18)	171
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	95.3
	Employers	86.0	77.9
Entered Employment Rates	Adults	89.0%	91.8%
	Dislocated Workers	94.0%	95.2%
	Older Youth	83.0%	85.3%
Retention Rates	Adults	85.0%	91.3%
	Dislocated Workers	92.0%	95.3%
	Older Youth	85.0%	88.6%
	Younger Youth	79.0%	80.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$13,596
	Dislocated Workers	\$13,400	\$18,602
	Older Youth	\$3,300	\$4,057
Credential/Diploma Rates	Adults	84.0%	75.5%
	Dislocated Workers	84.0%	75.7%
	Older Youth	75.0%	74.3%
	Younger Youth	89.0%	92.9%
Skill Attainment Rate	Younger Youth	95.0%	90.7%
Placement in Employment or Education	Youth (14 - 21)	N.A.	71.5%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	35.1%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	10.3%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name South Central	Total Participants Served	Adults	22,007
		Dislocated Workers	856
		Older Youth (19 - 21)	167
		Younger Youth (14 - 18)	180
ETA Assigned # <u>26080</u>	Total Exiters	Adults	21,273
		Dislocated Workers	190
		Older Youth (19 - 21)	49
		Younger Youth (14 - 18)	61
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	94.7
	Employers	86.0	87.9
Entered Employment Rates	Adults	89.0%	100.0%
	Dislocated Workers	95.0%	99.3%
	Older Youth	84.0%	100.0%
Retention Rates	Adults	86.0%	98.3%
	Dislocated Workers	93.0%	100.0%
	Older Youth	85.0%	100.0%
	Younger Youth	80.0%	100.0%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$12,908
	Dislocated Workers	\$13,200	\$19,932
	Older Youth	\$3,500	\$5,202
Credential/Diploma Rates	Adults	84.0%	100.0%
	Dislocated Workers	84.0%	97.0%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	98.0%
Skill Attainment Rate	Younger Youth	96.0%	98.9%
Placement in Employment or Education	Youth (14 - 21)	N.A.	100.0%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	73.1%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name The Job Force	Total Participants Served	Adults	7,995
		Dislocated Workers	389
		Older Youth (19 - 21)	102
		Younger Youth (14 - 18)	110
ETA Assigned # <u>26125</u>	Total Exiters	Adults	7,342
		Dislocated Workers	401
		Older Youth (19 - 21)	48
		Younger Youth (14 - 18)	73
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	99.4
	Employers	86.0	82.1
Entered Employment Rates	Adults	89.0%	92.9%
	Dislocated Workers	95.0%	97.9%
	Older Youth	84.0%	86.7%
Retention Rates	Adults	86.0%	96.0%
	Dislocated Workers	93.0%	97.9%
	Older Youth	86.0%	97.5%
	Younger Youth	80.0%	96.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,500	\$14,466
	Dislocated Workers	\$12,800	\$23,959
	Older Youth	\$3,500	\$6,249
Credential/Diploma Rates	Adults	84.0%	94.3%
	Dislocated Workers	84.0%	96.2%
	Older Youth	79.0%	88.0%
	Younger Youth	90.0%	95.5%
Skill Attainment Rate	Younger Youth	95.0%	98.4%
Placement in Employment or Education	Youth (14 - 21)	N.A.	84.4%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	66.1%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name Thumb Area	Total Participants Served	Adults	18,782
		Dislocated Workers	716
		Older Youth (19 - 21)	252
		Younger Youth (14 - 18)	133
ETA Assigned # <u>26120</u>	Total Exiters	Adults	17,850
		Dislocated Workers	352
		Older Youth (19 - 21)	139
		Younger Youth (14 - 18)	67
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	87.7
	Employers	86.0	78.6
Entered Employment Rates	Adults	78.0%	69.0%
	Dislocated Workers	87.0%	77.2%
	Older Youth	80.0%	68.3%
Retention Rates	Adults	84.0%	81.0%
	Dislocated Workers	92.0%	90.4%
	Older Youth	85.0%	73.7%
	Younger Youth	79.0%	75.9%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,000	\$10,842
	Dislocated Workers	\$12,800	\$14,144
	Older Youth	\$3,300	\$3,201
Credential/Diploma Rates	Adults	75.0%	67.5%
	Dislocated Workers	72.0%	62.7%
	Older Youth	72.0%	45.4%
	Younger Youth	89.0%	90.0%
Skill Attainment Rate	Younger Youth	92.0%	91.5%
Placement in Employment or Education	Youth (14 - 21)	N.A.	59.3%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	32.8%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	8.0%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name Washtenaw County	Total Participants Served	Adults	15,210
		Dislocated Workers	670
		Older Youth (19 - 21)	162
		Younger Youth (14 - 18)	220
ETA Assigned # <u>26150</u>	Total Exitters	Adults	13,932
		Dislocated Workers	156
		Older Youth (19 - 21)	36
		Younger Youth (14 - 18)	36
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	97.1
	Employers	86.0	77.8
Entered Employment Rates	Adults	89.0%	88.0%
	Dislocated Workers	92.0%	92.3%
	Older Youth	84.0%	90.3%
Retention Rates	Adults	86.0%	97.6%
	Dislocated Workers	92.0%	96.0%
	Older Youth	85.0%	92.3%
	Younger Youth	80.0%	88.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$17,241
	Dislocated Workers	\$13,400	\$20,592
	Older Youth	\$3,000	\$18,131
Credential/Diploma Rates	Adults	84.0%	86.2%
	Dislocated Workers	83.0%	83.5%
	Older Youth	80.0%	81.8%
	Younger Youth	89.0%	91.7%
Skill Attainment Rate	Younger Youth	95.0%	87.5%
Placement in Employment or Education	Youth (14 - 21)	N.A.	88.5%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	58.5%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	5.9
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name West Central	Total Participants Served	Adults	11,646
		Dislocated Workers	355
		Older Youth (19 - 21)	142
		Younger Youth (14 - 18)	112
ETA Assigned # <u>26100</u>	Total Exiters	Adults	11,228
		Dislocated Workers	120
		Older Youth (19 - 21)	46
		Younger Youth (14 - 18)	55
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	89.0
	Employers	86.0	86.6
Entered Employment Rates	Adults	88.0%	93.4%
	Dislocated Workers	94.0%	98.2%
	Older Youth	84.0%	92.5%
Retention Rates	Adults	84.0%	89.3%
	Dislocated Workers	92.0%	96.0%
	Older Youth	85.0%	100.0%
	Younger Youth	80.0%	96.2%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$10,200	\$10,750
	Dislocated Workers	\$13,200	\$13,972
	Older Youth	\$3,800	\$5,159
Credential/Diploma Rates	Adults	82.0%	90.4%
	Dislocated Workers	83.0%	83.8%
	Older Youth	79.0%	91.7%
	Younger Youth	89.0%	91.7%
Skill Attainment Rate	Younger Youth	95.0%	97.5%
Placement in Employment or Education	Youth (14 - 21)	N.A.	68.9%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	44.3%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	5.6%
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan
 Workforce Investment Act Annual Report
 Program Year 2010
 Date Submitted: October 1, 2011

Table O – Local Performance

Local Area Name Western U.P.	Total Participants Served	Adults	899
		Dislocated Workers	223
		Older Youth (19 - 21)	154
		Younger Youth (14 - 18)	284
ETA Assigned # <u>26090</u>	Total Exiters	Adults	388
		Dislocated Workers	42
		Older Youth (19 - 21)	3
		Younger Youth (14 - 18)	63
Reported Information		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	91.0	95.2
	Employers	86.0	87.0
Entered Employment Rates	Adults	87.0%	70.6%
	Dislocated Workers	94.0%	90.0%
	Older Youth	78.0%	75.0%
Retention Rates	Adults	82.0%	89.6%
	Dislocated Workers	92.0%	100.0%
	Older Youth	78.0%	80.0%
	Younger Youth	67.0%	66.7%
Average Earnings (Adults/DWs) Six Months Earnings Increase (Older Youth)	Adults	\$9,500	\$10,219
	Dislocated Workers	\$12,200	\$9,708
	Older Youth	\$3,000	\$738
Credential/Diploma Rates	Adults	83.0%	82.1%
	Dislocated Workers	84.0%	86.2%
	Older Youth	70.0%	50.0%
	Younger Youth	82.0%	78.6%
Skill Attainment Rate	Younger Youth	96.0%	83.1%
Placement in Employment or Education	Youth (14 - 21)	N.A.	25.8%
Attainment of Degree or Certificate	Youth (14 - 21)	N.A.	12.9%
Literacy or Numeracy Gains	Youth (14 - 21)	N.A.	0.0
Description of Other State Indicators of Performance (WIA Section 136(d)(1) - Insert additional rows if there are more than two other state indicators of performance		NONE	NONE

Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

