

# Workforce Innovation and Opportunity Act

Annual Statewide Performance Report Narrative  
Program Year 2022



## EXECUTIVE SUMMARY

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

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

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

## SERVICE DELIVERY

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

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

### Services

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

- Basic career services available to anyone who visits a one-stop service center. Services include, but are not limited to, general and program information, outreach, intake and orientation, basic assessments and information, and meaningful assistance in filing for unemployment compensation.

- Individualized career services include, but are not limited to, comprehensive and specialized assessments, development of an individual employment plan, individualized or group counseling, career planning/case management, and short-term pre-vocational services.
- Training services for those who qualify include work-based training or occupational training activities. For occupational training activities, participants use an Individual Training Account to select an appropriate training program from a qualified training provider.
- Business services include, but are not limited to, activities provided to WIOA participants such as, screening and referrals of qualified participants to job openings employers may have, and activities provided to employers such as the development, convening or implementation of industry sector partnerships, and working with training providers and businesses to develop in-demand training programs to address employer needs.

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

### **Benchmarks**

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

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

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

Additional related strategic goals and key actions necessary to align with Governor Gretchen Whitmer's priorities and Michigan's current State Plan include:

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

### **Target Populations**

WIOA prioritizes special populations, focusing on serving individuals with barriers to success in the labor market, as defined in WIOA Section 3(24), and seeks to ensure access to quality services for these

populations. For example, priority for adults receiving career and training services must be given to Veterans, public assistance recipients, other low-income individuals, and individuals who are basic skills deficient. Additionally, the WIOA Youth program prioritizes funding and services for youth who are not engaged in education.

### **Key Partnerships**

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

- Title II Adult Education Partners: Michigan has a robust, integrated employment and training model to leverage Title I and II resources and funding. Further, co-enrollment of Title II participants is strongly encouraged across all Title I and III programs.
- Title IV Partners: Michigan's Title I staff is actively engaged with Michigan Rehabilitation Services and the Bureau of Services for Blind Persons. WIOA Title I and IV staff work together to complete Comprehensive Statewide Needs Assessments to determine how to best support underrepresented and marginalized individuals with disabilities.
- Michigan's Department of Education (MDE): WD staff has partnered with MDE's Career and Technical Education staff to establish a Career Readiness Initiative workgroup. This group focuses on a wide range of topics such as career readiness, closure of equity gaps, and removing barriers to employment.

## **WIOA WAIVERS**

On June 10, 2022, the following waivers were approved by the United States Department of Labor (USDOL):

### **WIOA Youth Program**

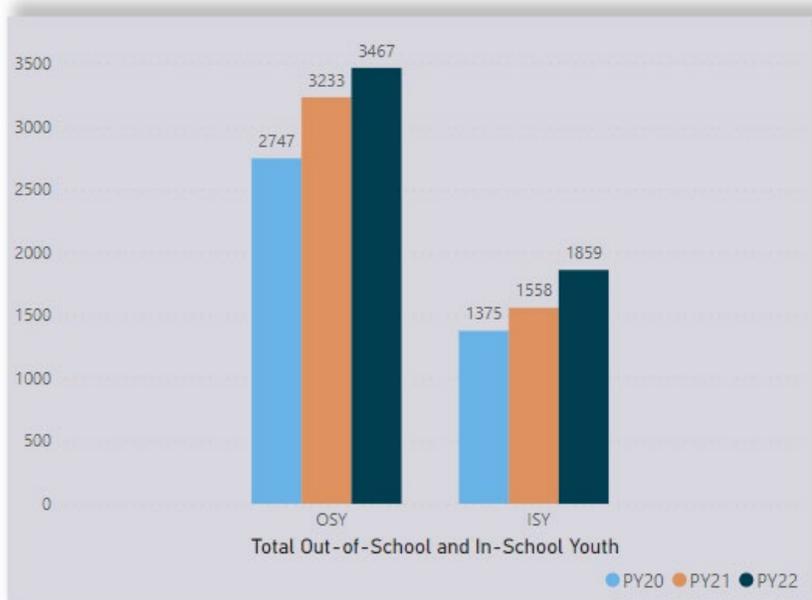
The USDOL approved a waiver of statutory and regulatory provisions of WIOA. Waiver approval is applied to the life of Program Years (PYs) 2022 and 2023 WIOA Youth funding.

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

- A waiver to lower the minimum OSY expenditure requirement to 50 percent for formula funding at both the state and local levels; and,
- A waiver to lower minimum OSY expenditure requirement for WIOA Statewide Activities funding to 50 percent when providing direct services to youth.

Flexibility of funding has increased Michigan's ability to provide equitable resources to meet the needs of all youth populations to ensure they have access to quality workforce development programming. Each of Michigan's local areas met or exceeded their performance metrics, in compliance with the waiver approval. The State tracks performance and expenditures quarterly and annually using the One-Stop Management Information System (OSMIS) and the Management of Awards to Recipients System. Should any area be identified as at-risk following a quarterly review, technical assistance is available and immediately provided.

Receipt of these waivers has resulted in an increase in the number of both OSY and In-School Youth (ISY) served in the last three PYs with a 7.24 percent increase in OSY and 19.32 percent increase in ISY in PY 2022.



### Workforce Development Board Membership Requirements

Michigan was approved for a waiver to substitute the WIOA state board membership requirements with alternate requirements, which specify board membership, chairperson, and category/sub-category representation requirements for PYs 2022 and 2023.

Projected programmatic outcomes resulting from alternate state workforce development board composition include better support for true engagement of employers and education providers with the state’s workforce development system. The composition also provides an enhanced opportunity for the creation of innovative solutions that address the challenges employers in key sectors are facing. An increase in Michiganders possessing postsecondary credentials was also anticipated to occur. As of PY 2022, the percentage of working-age adults with a certificate, associate degree or higher increased from 49 percent in PY 2021 to 50.5 percent.

## STATUS OF STATE EVALUATION ACTIVITIES

In September of 2023, the Michigan Department of Technology, Management, and Budget’s Michigan Center for Data and Analytics (MCDA) released a special Annual Economic Report for 2022 issue of Michigan’s Labor Market News publication. This report is a useful general narrative on trends in the Michigan labor market in 2022. This issue focuses on historical trends in Michigan’s labor market, as well as recovery from the impacts of 2020, and insight into how the market may progress. The report highlights Michigan’s labor force and unemployment rate, industry jobs, wages, employment projections, and population. The population section also includes the state’s ranking by natural population change, compared to other states. The report can be found [here](#).

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

The MCDA updated and expanded its workforce program dashboard in PY 2022. Currently, the dashboard focuses on WIOA Title I and III program participants, giving details on program demographics, barriers to employment, and wage and employment outcomes. The dashboard is currently available to State of Michigan staff. An expansion began at the end of PY 2022, that will make dashboard data available by the MWA and the dashboard will be made available to Michigan Works! leadership staff. This project is funded by WIOA Governor’s Reserve funding.

WD is partnering with the MCDA to commence an evaluation that will analyze the long-term impacts of WIOA Title I programs. Earning trends of program participants showing employment and/or wage record data, prior to and post participation, will be evaluated as the first component of this evaluation. This evaluation will then look closely at disaggregated demographic data to identify trends in reporting and to highlight opportunities for continuous improvement efforts. WD and MCDA are in the pre-implementation phase of this evaluation and are working to identify available data and to determine appropriate timelines as well as where additional partners, resources, and agreements are needed.

## STATE'S APPROACH TO CUSTOMER SATISFACTION

### Effectiveness in Serving Employers

During the pilot stage of the establishment of the Effectiveness in Serving Employers indicator, the State of Michigan chose to implement and analyze all three USDOL-provided approaches for measuring employer services. In PY 2022, the State of Michigan saw a substantial increase in Retention with the Same Employer with retention rates at 87.6 percent. Twenty-one-point two (21.2) percent of employers were Repeat Business Customers and there was a 22.5 percent Employer Penetration Rate. Furthermore, Michigan saw an increase in three metrics relating to services to employers, including employer information and support services, workforce recruitment assistance, and training services.



## Job Seeker Satisfaction

As part of the certification process for Michigan Works! Service Centers, Michigan requires local Workforce Development Boards and Chief Elected Officials have a process in place to evaluate one-stop service centers for the purposes of monitoring customer service levels, and implementation of service improvement to employers and job seekers.

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

- Customers are encouraged to complete a customer satisfaction survey, which is available on all Resource Room computers.
- Survey Monkey is used for all phases of job search participation. This may be program specific, exit-based, or may be solicited after workshops and larger scale events.
- MWAs may also utilize specialized tracking systems, such as G\*Stars, which allows individuals to complete surveys about their experiences.
- Electronic customer service surveys are emailed bi-annually. The data from the returned surveys is calculated to determine ongoing customer service satisfaction levels.
- Launchpad is being used to collect data regarding what services are utilized by customers, generate reports to promote ongoing positive service delivery strategies, and track job seeker referrals.
- A Quarterly Magazine is published to provide direct quotes from participants gathered from surveys to convey and market the impact the various programs had. Some of these quotes from various MWAs are included below:

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"The training was important to me because I fell on hard times and needed an occupation that had low barriers for entry, paid well and was in high demand nationwide," Richard said. "It's also part of a bigger dream of mine to start a logistics company for people who need a second chance at life like I did."

"I am really excited to begin my new career as a truck driver with Republic Services. I especially like that I will be providing waste management and recycling service near my hometown. I want to thank Michigan Works! for making it all possible by covering the cost for books, supplies, testing fees, and tuition for my Class A commercial driver's license."

Chris feels that the WIOA Youth program has been a blessing for him. "I would not have done anything without it," he stated. "It helped me to get a job and a GED. I could tell that the staff at Michigan Works! really cared about how I did and really wanted me to succeed."

"Immediately out of bootcamp I was able to get my first software development job at United Wholesale Mortgage. I spent over two years there, getting two promotions and two merit raises. I can't be more thankful for the advice and help that I got from Michael. He's fantastic."

"Michigan Works! Region 7B's Youth Program allowed me to take the next step in doing what I love and helping the community that has brought me to where I am today."  
- Raymond

My clinical rotation was 40 hours a week for an entire year, leaving time for a full-time or even part-time job very difficult. [GST] MI Works! provided me with funds to cover my tuition for multiple semesters, **taking that weight off my shoulders.**  
- Konnar

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

- Identifying ways to improve service delivery, or addressing customer service training for staff, based on trends or patterns identified in the surveys.
- Feedback received following workshops helps guide changes to curriculum for future workshops and/or the establishment of new workshops where individuals have identified that services are lacking, or based on employer feedback, as to whether potential job seekers need additional assistance to meet their hiring needs.

- Tracking customer traffic has resulted in decisions about service center location and staffing, including expanding hours, additional staffing during busy hours, service center layout, etc.
- Reviewing customer service through mystery shopper calls and on-site visits.

## GOVERNOR'S RESERVE FUNDED ACTIVITIES

During PY 2022, Michigan provided Governor's Reserve funding to support several significant projects. These projects include, but are not limited to, those listed below:

### Capacity Building and Professional Development

The Capacity Building and Professional Development (CPBD) funding may be used for, but is not limited to, supporting state and local partnerships, enhancing system capacity to provide opportunities for individuals with barriers to employment to enter in-demand industry sectors or occupations and nontraditional occupations, developing and improving local program performance and goals, and assisting ongoing system development and proficiency, including professional development and technical assistance. Activities supported by this funding will assist in addressing the goals of local and/or regional strategic plans, and the needs of local and regional employers for a skilled workforce. In PY 2022, 1,557 partners received training through CPBD efforts on topics such as communications, cybersecurity, managing challenging behaviors, apprenticeship process mapping, and reasonable accommodations.

### Career Exploration and Experience Events

Funding has been awarded to the local areas to support career exploration and experience of multiple businesses and industries at a single, coordinated location. These events introduce young adults and educators to available career paths in their region by offering a hands-on experience with in-demand businesses and industries. These innovative and interactive events provide real time information regarding employer, education, and training requirements necessary to secure employment. Impacts include career awareness, relationship building, establishing a talent pipeline, and talent retention.

### Funding to Support WIOA Participant Training

The WIOA allows states to use a portion of the funds reserved for Statewide Activities to develop strategies to serve individuals with barriers to employment, and to implement promising services for workers and businesses, including support for education, training, and skill upgrading. In accordance with WIOA and in recognition of job seeker and employer needs following the pandemic, MWAs received a one-time Governor's Reserve funding award in PY22 to assist with meeting local demands for training.

### High Concentrations of WIOA Eligible Youth

Funding was awarded to provide additional assistance to local areas that have a high concentration of WIOA eligible youth. The funds awarded are to provide additional assistance to local areas that have high concentrations of WIOA eligible youth to carry out the following:

- Provide an objective assessment of the academic levels, skills levels, and service needs of each participant.
- Develop service strategies for each participant that are directly linked to one or more of the indicators of performance described in WIOA Section 116(b)(2)(A)(ii), and that shall identify career pathways that include education and employment goals (including, in appropriate circumstances, non-traditional employment), appropriate achievement objectives, and appropriate services for the participant, taking into account the assessment conducted pursuant to subparagraph (A), except that a new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.
- Provide the following:
  1. Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential.
  2. Preparation for postsecondary educational and training opportunities.

3. Strong linkages between academic instruction (based on state academic content and student academic achievement standards established under Section 1111 of the Elementary and Secondary Education Act of 1965 [20 United States Code 6311]) and occupational education that leads to the attainment of recognized postsecondary credentials.
4. Preparation for unsubsidized employment opportunities, in appropriate cases.
5. Effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

Further, local WIOA Youth programs must include each of the 14 program elements listed in the WIOA Section 129(c)(2) as options available to youth participants.

### **Integrated Education and Training**

WD has allocated funding to support Integrated Education and Training (IET) programs that have already been developed by adult education providers and/or that will be developed jointly by our local MWAs and adult education providers. The intent of IET programming in Michigan is for WIOA Title II adult education providers to partner with a local MWA and/or an existing training provider to co-enroll participants in WIOA Title I and Title II services, when appropriate. The IET program must be part of a regionally or locally defined career pathway. The IET program must include three required components: (1) adult education and literacy activities, (2) workforce preparation activities, and (3) occupational training. The three required components must occur simultaneously within the overall scope of the IET program and must each be of sufficient intensity and quality.

### **Sector Strategy Employer-Led Collaboratives**

Regionally, partners such as MWAs, business associations, and non-profits convene employers with education providers, economic development organizations, and other groups associated with workforce development to solve talent challenges. These are known as Employer-Led Collaboratives, which are formed based on local needs to assist with things such as recruitment; creating customized training programs, including Registered Apprenticeships; and career awareness and exploration activities directed at K-12 and higher education.

### **MWA Apprenticeship Success Coordinators and MWA Registered Apprenticeship Program Intermediary Functions**

Statewide WIOA Activities funding and General Fund/General Purpose funding has been allocated to MWAs for the Apprenticeship Success Coordinators (ASC) and Registered Apprenticeship (RA) program intermediary functions. ASCs will perform outreach to and coordination with employers and organized labor to expand RA programs, increase partnerships, improve services to RA stakeholders, promote and connect employers with the Registered Apprenticeship Program Tracking with Online Reporting application, and enroll and track participants served. Funding is also awarded for intermediary services to grow the use of the RA model. A majority of MWAs are either currently offering, or planning to offer, RA program sponsorship and coordination services to regional employers. The MWA intermediary function extends opportunities and RA program model benefits to more employer partners.

### **Young Professionals**

The purpose of the Young Professionals initiative is to increase career awareness and preparation while reducing youth unemployment. This will be accomplished by introducing under-represented young adults, ages 14 to 24, to the world of work while providing participants and their families with income. Combined services will place young adults on the right path to gain the skills necessary to achieve lifelong economic self-sufficiency. Funding supports the creation and/or enhancement of locally developed Young Professionals employment initiatives to meet the unique needs of communities throughout the state.

## **DATA VALIDATION AND DATA INTEGRITY**

Michigan's Data Validation (DV) process covers both the accuracy of aggregate reports submitted to the USDOL on program activity and performance outcomes, and the accuracy of individual data elements. Michigan conducts participant file review in compliance with the requirement to regularly monitor subrecipients of funding in accordance with 2 CFR 200.331(d). Michigan monitors the activities of the subrecipients regularly to ensure subawards are used for authorized purposes in compliance with federal statute, regulations, and the

terms and conditions of the subaward, and that the subaward performance goals are achieved. Source documentation is reviewed to verify participant eligibility, service receipt, case management, and outcomes.

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

All OSMIS users have access to various tools housed in our state data system to conduct DV. One of these tools includes a random sampling feature attached to the participant reports that allows users to select up to 100 random participants based on user specified report criteria. The random customers selected have a DV mapping worksheet accessible, which is directly sourced from Training and Employment Guidance Letter (TEGL) 23-19, Change 2 Attachment II and is available for OSMIS participant records in Title I and Title III programs. This DV mapping worksheet outputs all data fields that have been deemed subject to DV and allows users to view data element numbers, names, definitions, and source documentation for all applicable programs. The DV worksheet outputs the Participant Individual Record Layout (PIRL) value and the current OSMIS value, for the specific record.

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

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

Regular assessment of DV protocols is, and will continue to be, ongoing in compliance with federal guidance.

Michigan implemented several other tools and reports in OSMIS that are used by the State and MWA staff to validate the data submitted in the Workforce Integrated Performance System (WIPS).

### ***Quarterly Report Analysis***

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

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

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

Technical Specifications provided by USDOL. This transparent reporting contributes to continuous improvement and has been fully embraced by the MWAs.

***Aged Enrollment Emails***

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

***PIRL Admin Utility***

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

## COMMON EXIT

The State of Michigan uses a common exit policy as defined in TEGL 10-16, Change 2 to promote an integrated service delivery system, and align performance reporting. A “Common Exit” occurs when a participant, enrolled in multiple partner programs, has not received services from any program to which the common exit policy applies, for at least 90 days, and has no future services planned. At that point, the date of exit is applied retroactively to the last date of service. Michigan has a common exit policy for the following programs:



If follow-up services are provided, they do not cause the exit date to change, and do not trigger re-enrollment in the WIOA program.

## PROGRAM OUTCOMES SUMMARY

For the five primary indicators of performance, under section 116(b)(2)(A) of WIOA, for which the state negotiated levels of performance for PY 2022, for the Adult, Dislocated Worker, Youth, and W-P Employment Services programs, Michigan succeeded on each of the following (utilizing actual performance):

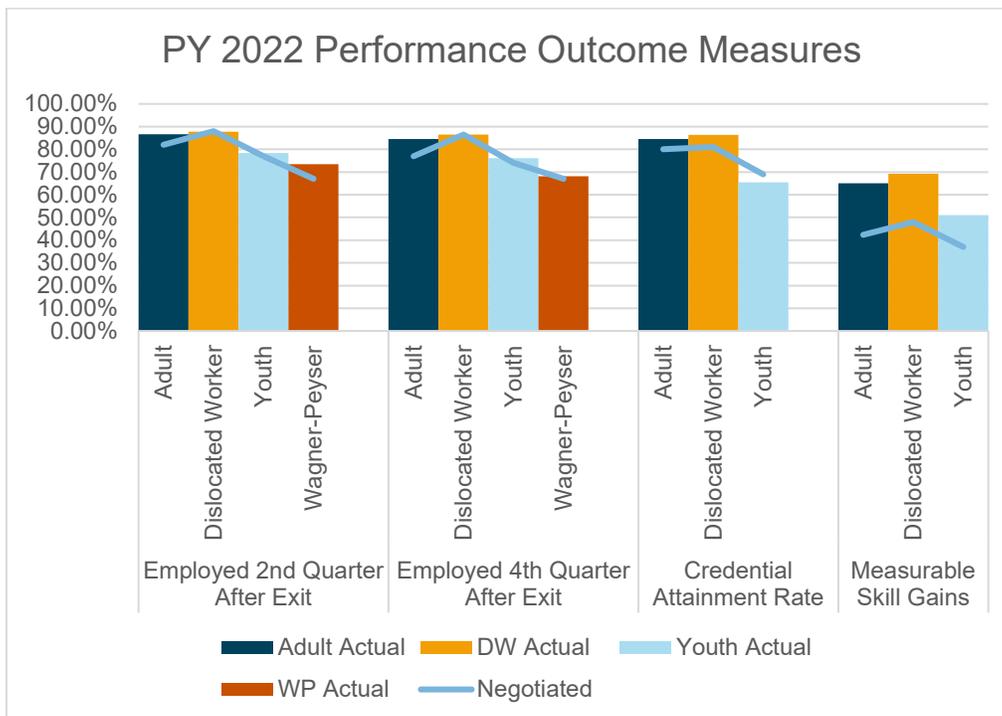
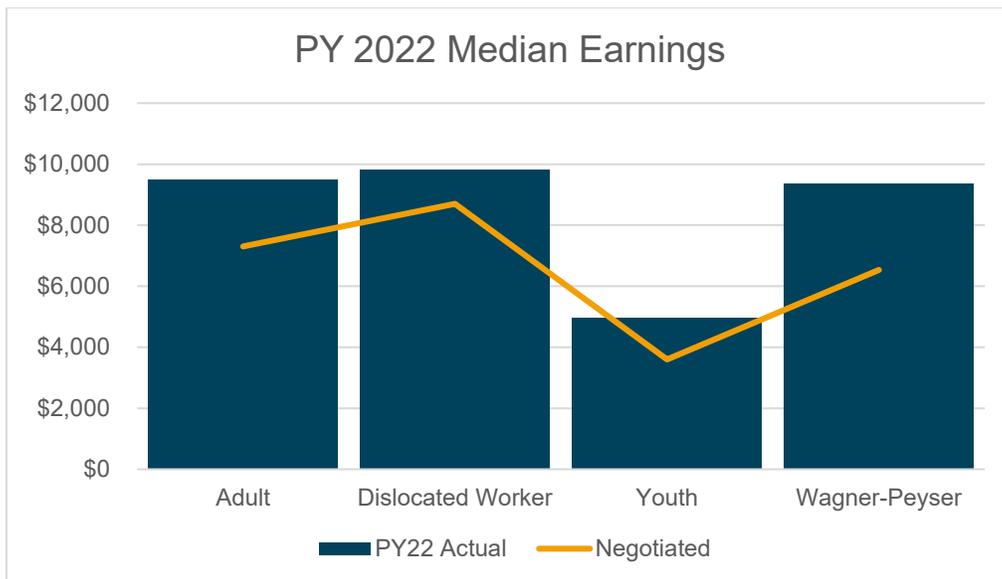
**Individual Indicator Score (50 Percent)** – The Individual Indicator Score measures performance in a single core performance metric for a single program. It is calculated by dividing the actual performance level by the target performance level. An Individual Indicator Score of 50 percent, or higher, indicates a passing performance score.

**Overall State Program Score (90 Percent)** – The Overall State Program Score is the average of the individual indicator scores across the performance indicators for a single WIOA core program. It is calculated by dividing the sum of the actual performance levels by the number of performance indicators. An Overall State Program Score of 90 percent, or higher, indicates a passing performance score.

**Overall State Indicator Score (90 Percent)** – The Overall State Indicator Score is the average of the individual indicator scores for a single performance indicator across WIOA core programs. It is calculated by dividing the sum of the actual performance levels of all WIOA core programs in a single measure by the number of performance indicators in the measure. An Overall State Indicator Score of 90 percent, or higher, indicates a passing performance score.

PY 2022	Adult	Dislocated Worker	Youth	W-P	Overall State Indicator Score
Employment 2nd Quarter After Exit	105.7%	99.8%	101.8%	109.6%	104.2%
Employment 4th Quarter After Exit	109.9%	100.0%	102.8%	101.8%	103.6%
Median Earnings 2nd Quarter After Exit	130.1%	112.7%	138.2%	143.2%	131.0%
Credential Attainment Rate	105.6%	106.7%	94.9%	-	102.4%
Measurable Skill Gains	153.5%	144.4%	137.8%	-	145.3%
Overall State Program Score	121.0%	112.7%	115.1%	118.2%	116.7%

When comparing the negotiated levels of performance to the actual levels of performance, Michigan met all performance measures for PY 2022, and exceeded 15 of the 18 negotiated rates. The following charts compare Michigan's WIOA Title I and Title III performance results by metric.



Michigan increased or retained many of last year’s program outcome scores across WIOA Title I and WIOA Title III. A description of each performance measure and analysis of Michigan’s results follows.

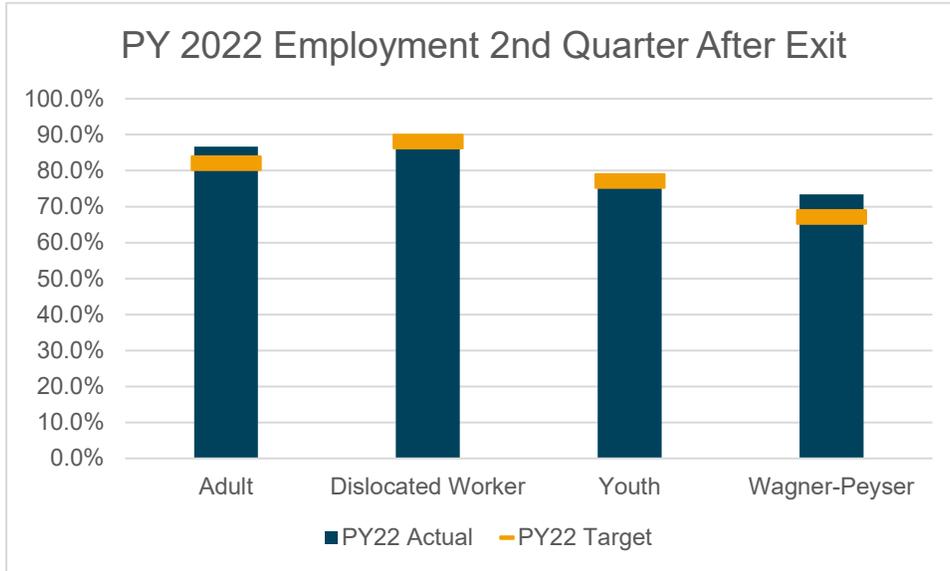
#### Employment Rate Second Quarter After Exit

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

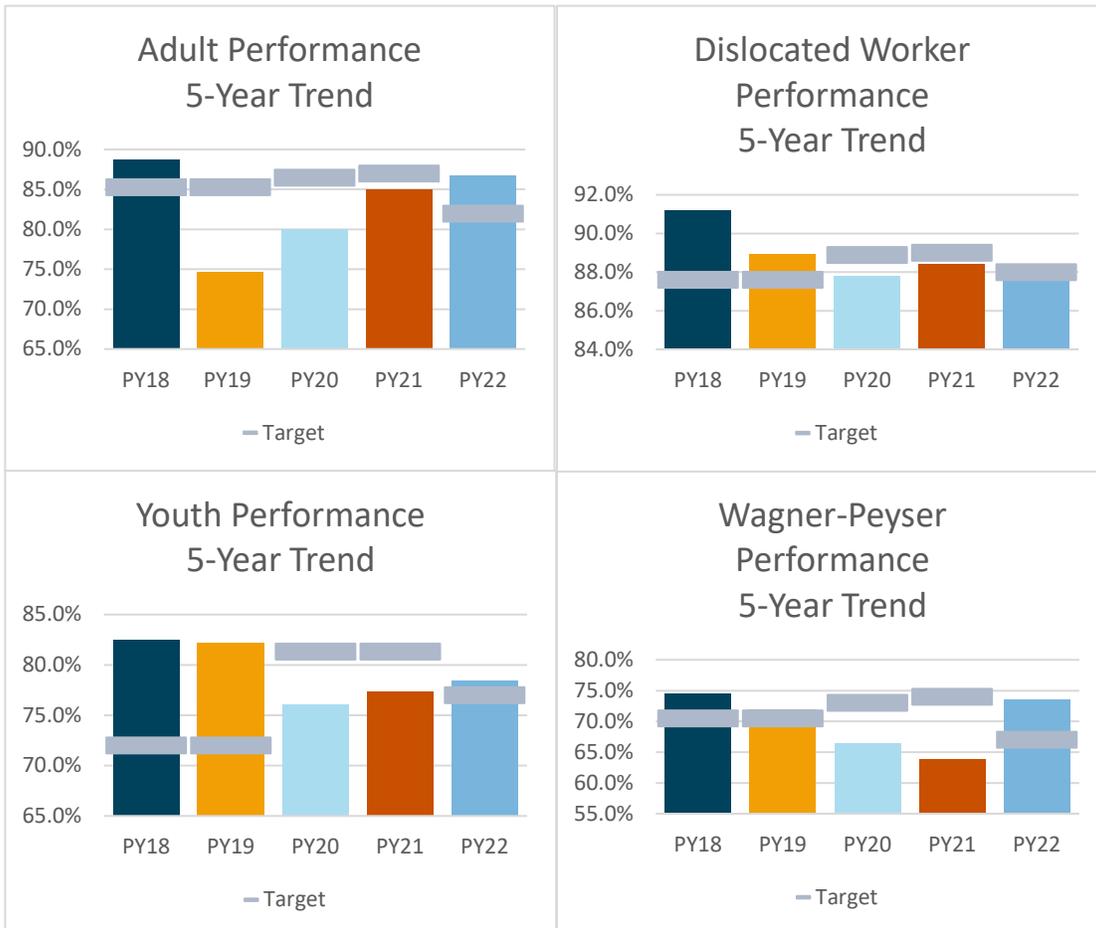
The bar graph below indicates Michigan’s negotiated rate for Employment Second Quarter After Exit for each of the WIOA Title I and III programs. The columns indicate Michigan’s actual performance for each of the last five program years, including PY 2022.

In PY 2022, all programs performed at, or above, the negotiated levels of performance rates exceeding the negotiated rate in three out of four WIOA programs.

- The Wagner-Peyser program exceeded the negotiated rate by 5.4 percent.
- The Adult program exceeded the negotiated rate by 4.7 percent.
- The Youth program exceeded the negotiated rate by 1.4 percent.



The graphs below depict performance trends for each WIOA core program for the past five program years.



A trend analysis of the previous five years of Employment Second Quarter After Exit performance reveals that in PY 2022:

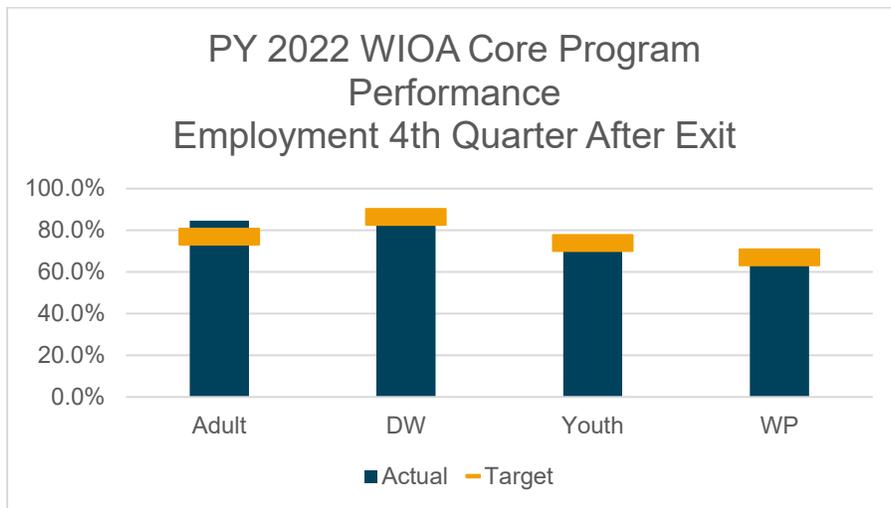
- W-P Employment Second Quarter After Exit increased 10 percent over PY 2021 performance,
- W-P performance returned to the range of pre-pandemic performance levels, and
- Youth performance levels continue a 3-year climb, rising 2.3 percent over PY 2020 performance levels.

### Employment Rate Fourth Quarter After Exit

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

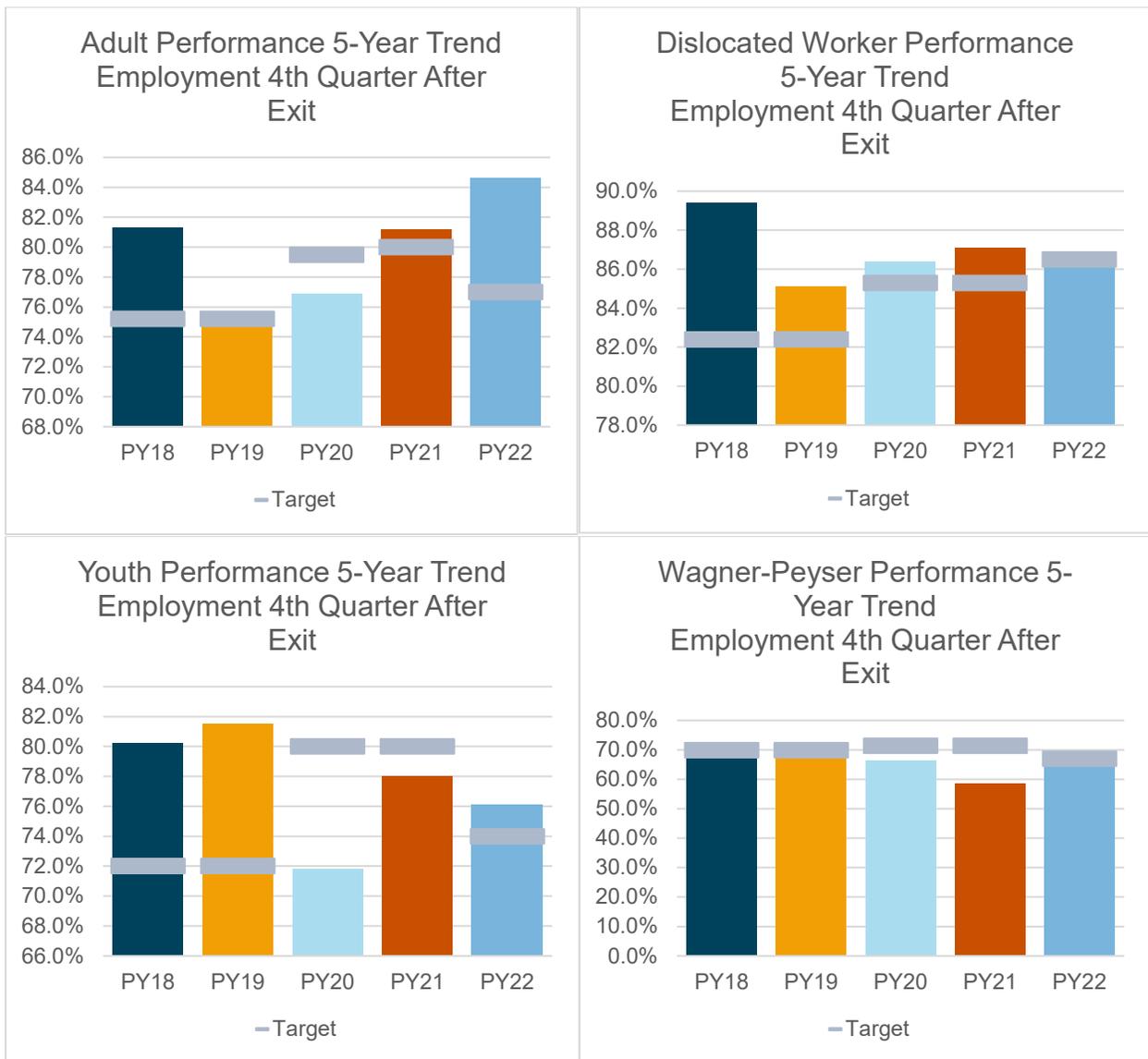
The bar graph below indicates Michigan’s negotiated rate for Employment Fourth Quarter After Exit for each of the WIOA Title I and III programs. The columns indicate Michigan’s actual performance for each of the most recent five program years.

- Michigan met, or exceeded, the negotiated rate in all four of the WIOA Title I and III programs.



A trend analysis of the previous five years of Employment Fourth Quarter After Exit performance reveals that in PY 2022:

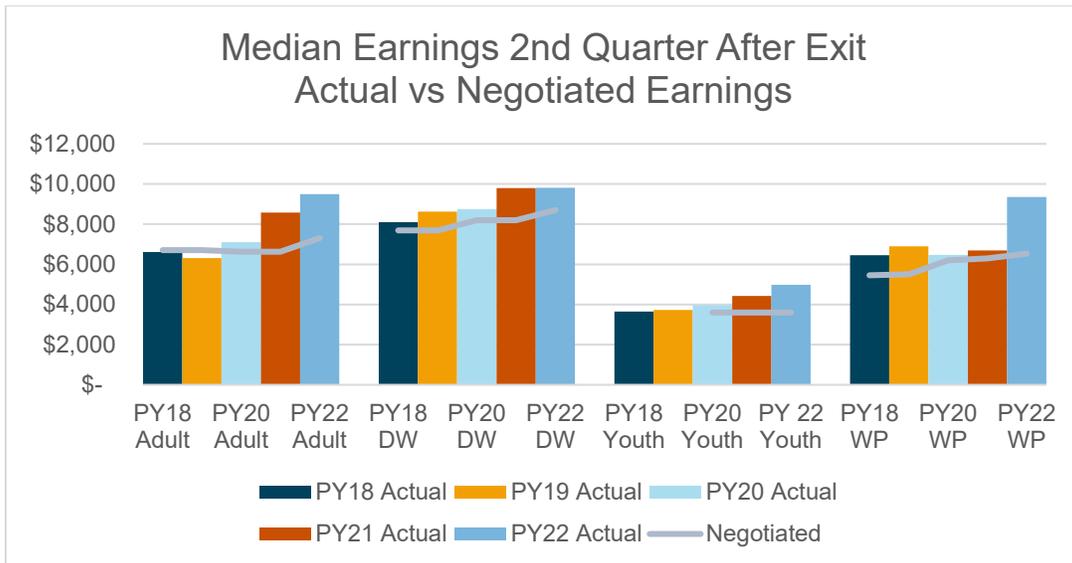
- WIOA Adult performance reached a five year high at 84.6 percent, continuing a three-year climb from a low of 74.8 percent in PY 2019.
- W-P performance increased 9.8 percent over PY 2021.
- Although Dislocated Worker and Youth performance declined from PY 2021, both programs met the negotiated target.



### Median Earnings

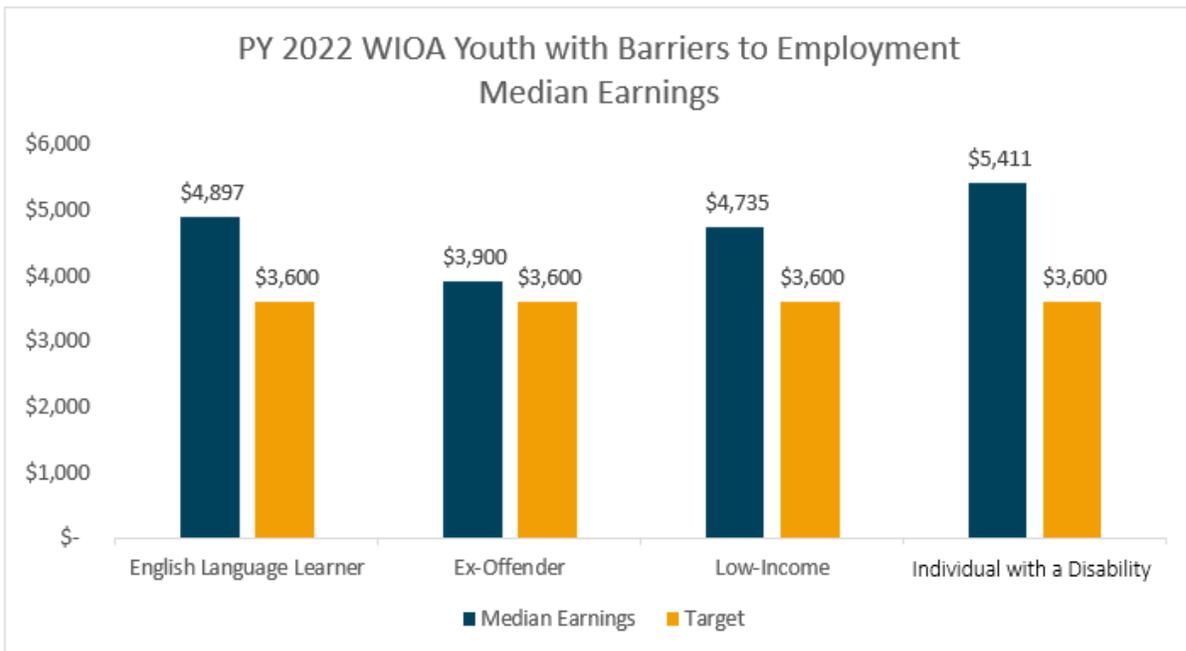
Median Earnings is the value of wages reported in the second quarter after the exit quarter that is the mid-point between the value of the lowest wage and the value of the highest wage. The bar graph below indicates Michigan's actual performance vs. negotiated rates for Median Earnings for each of the WIOA Title I and III programs for the five most recent program years.

- For PY 2022, Michigan exceeded the negotiated rates for all programs.
- The WIOA Adult program exceeded the negotiated rate by \$2,198, the WIOA Dislocated Worker program by \$1,108, the WIOA Youth program by \$1,373, and the W-P program by \$2,823.

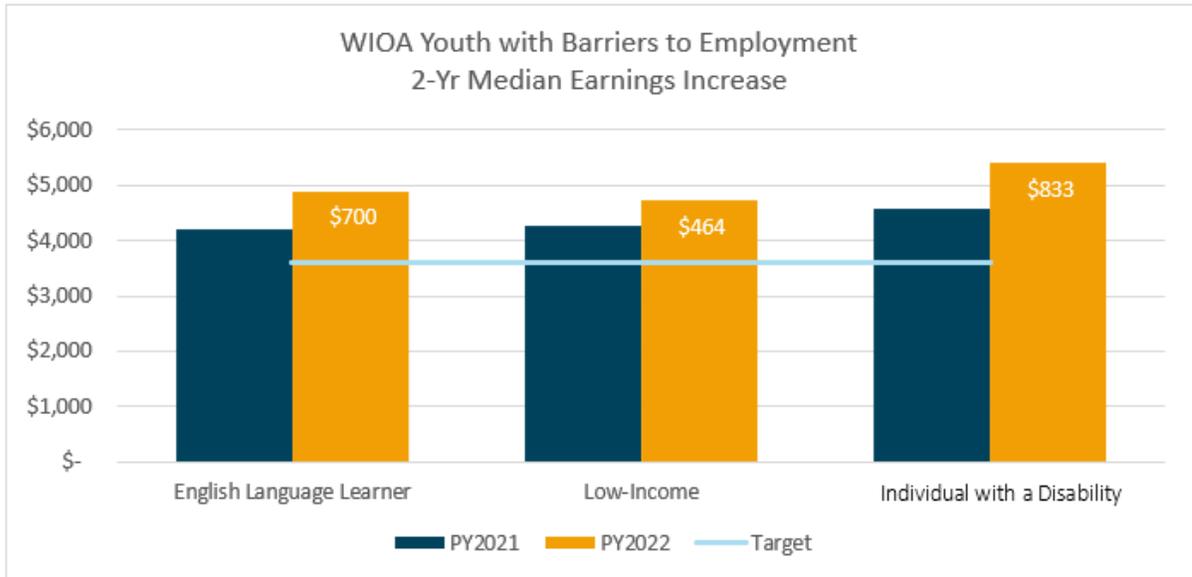


- While median earnings increased across all WIOA programs, the W-P program saw the greatest increase in median income earnings.
- In PY 2022, W-P Median Earnings rose to \$9,356, a 28.5 percent increase over the W-P Median Earnings reported for PY 2021.

Michigan is successfully reducing barriers to employment, as evidenced by the median earnings of populations with barriers that exceed the state’s negotiated target. Below is a graph that demonstrates performance for participants with significant barriers to employment in the WIOA Title I Youth program.



Michigan did particularly well in increasing Median Earnings in our WIOA Title I Youth program for participants with significant barriers to employment, including Individuals with Disabilities.

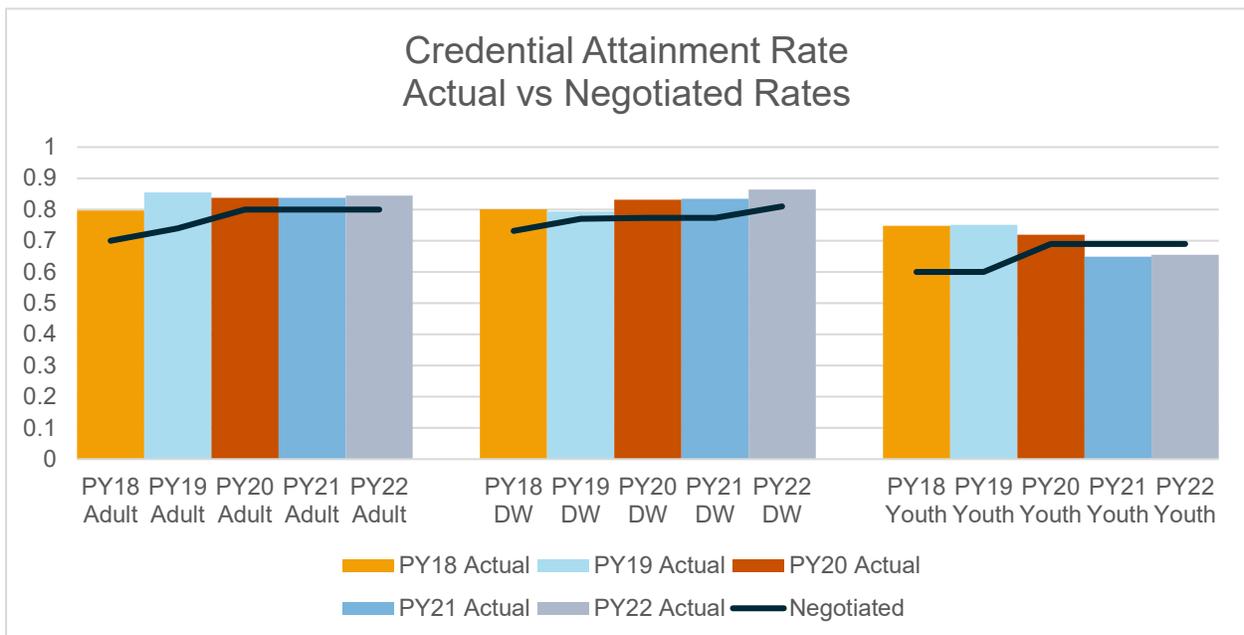


### Credential Attainment Rate

The Credential Attainment Rate is the percentage of participants enrolled in an education or training program who attain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included as a positive measure only if the participant also is employed within four quarters after exit or is enrolled in an education or training program leading to a recognized postsecondary credential within one year of exit from the program.

The bar graph below indicates Michigan's performance rate for Credential Attainment for each of the WIOA Title I programs. Title III is not subject to the Credential Attainment measure. The columns indicate Michigan's actual performance compared to the negotiated levels represented by the line.

- Michigan exceeded the negotiated rates for most of the Title I programs – WIOA Adult by 4.5 percent and WIOA Dislocated Worker by 5.4 percent.
- WIOA Youth showed some improvement, with a 0.50 percent increase over PY 2021, but 3.5 percent below the negotiated rate in PY 2022.



In PY 2022, 82 percent of participants who were enrolled in an education or training program earned a credential through WIOA-funded enrollments in Adult and Dislocated Worker.

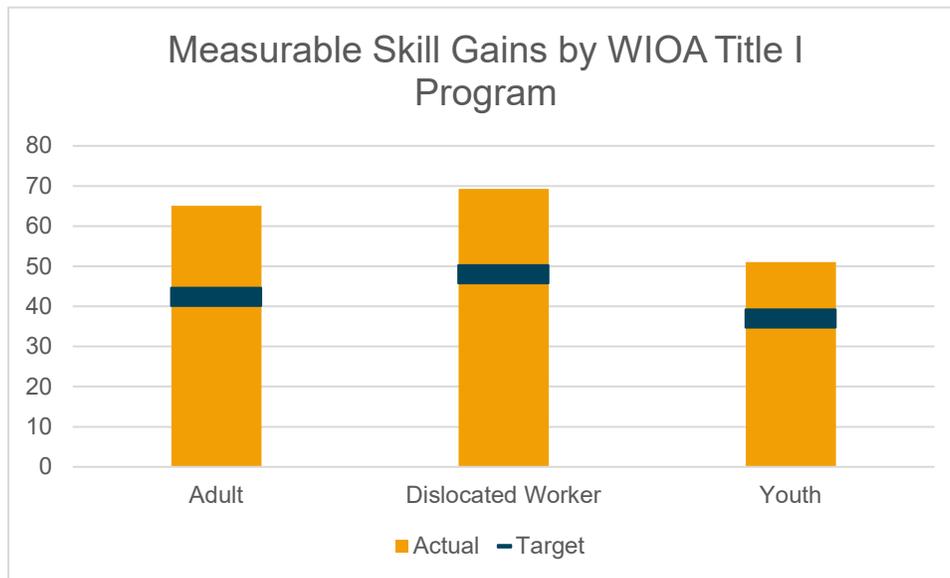
Over 4,000 participants earned a high school diploma or recognized equivalent or postsecondary credential.

### Measurable Skill Gains

The Measurable Skill Gains (MSG) metric is the percentage of program participants who, during a program year, are in an education or training program and who are achieving any one of five measurable skill gain types toward such a credential or employment.

The bar graph below displays Michigan's PY 2022 MSG achievement vs. negotiated levels of performance.

- The MSG negotiated targets for Adult, Dislocated Worker, and Youth were 10 percent to nearly 16 percent higher than PY 2021, yet Michigan exceeded those higher targets by significant amounts:
  - Adult target increased 10 percent; Adult MSG performance exceeded the target by 22.7 percent.
  - Dislocated Worker target increased 15.6 percent; Dislocated Worker MSG performance exceeded the target by 21.3 percent.
  - Youth target increased 7.1 percent; Youth MSG performance exceeded the target by 14 percent.



The following chart illustrates the methods by which MSGs were achieved in PY 2022.

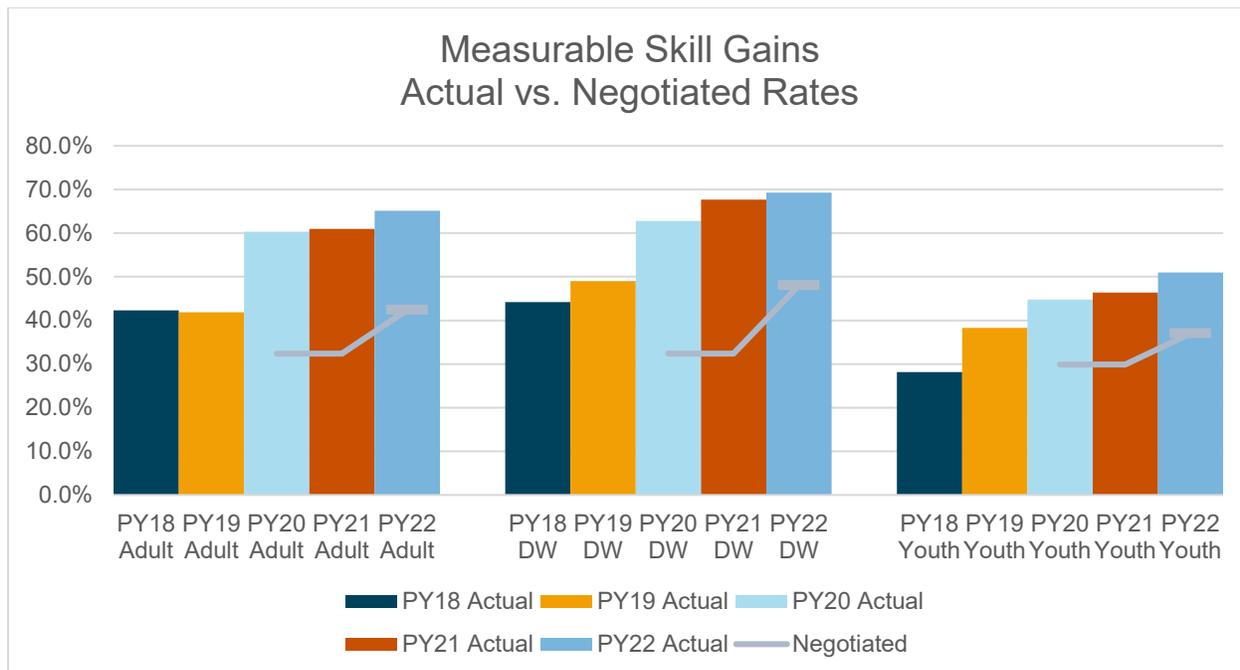
MSG Type Success Rate				
	Adult	Dislocated Worker	Youth	Compiled Title I*
Education Functioning Level (EFL) Gain – Documented achievement of at least one EFL gain/increase of a participant who is receiving instruction below the postsecondary education level.	2.4%	2.8%	1.8%	2.3%
Secondary Diploma/Equivalent – Documented attainment of a secondary school diploma or its recognized equivalent. Exit is not required to count and can include participants at all levels.	8.2%	0	15.3%	14.1%**
Secondary/Postsecondary Transcript – Secondary or Postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards.	12.8%	16.4%	20.1%	15.2%
Progression Towards Milestone – Satisfactory or better progress report, towards established milestones, such as completion of On-the-Job Training or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider.	4.9%	2.9%	2.1%	3.9%
Skills Progression – Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.	47.5%	50.4%	21.2%	40.1%

\*May include duplicate counts from co-enrolled participants.

\*\*Calculation: number of participants achieving MSG type divided by the number of participants without a secondary credential at entry.

In all Title I programs, the achievement of MSG outcome was most commonly a result of skills progression, followed by Secondary/Postsecondary Transcript progress, and Secondary Diploma or Equivalent attainment. MSG by Progression Towards Milestone and EFL Gain were the least common methods of MSG achievement. The negotiated level of performance was exceeded for PYs 2020, 2021, and 2022 as shown by the actual percentage values in the columns (targets were not set for PY 2018 and PY 2019 for this measure).

- Even as negotiated rates increased for PY 2022, Michigan's MSG achievement rates continued to increase in all WIOA Title I programs; Adult by 4.1 percent, Dislocated Worker by 1.6 percent, and Youth by 4.6 percent.

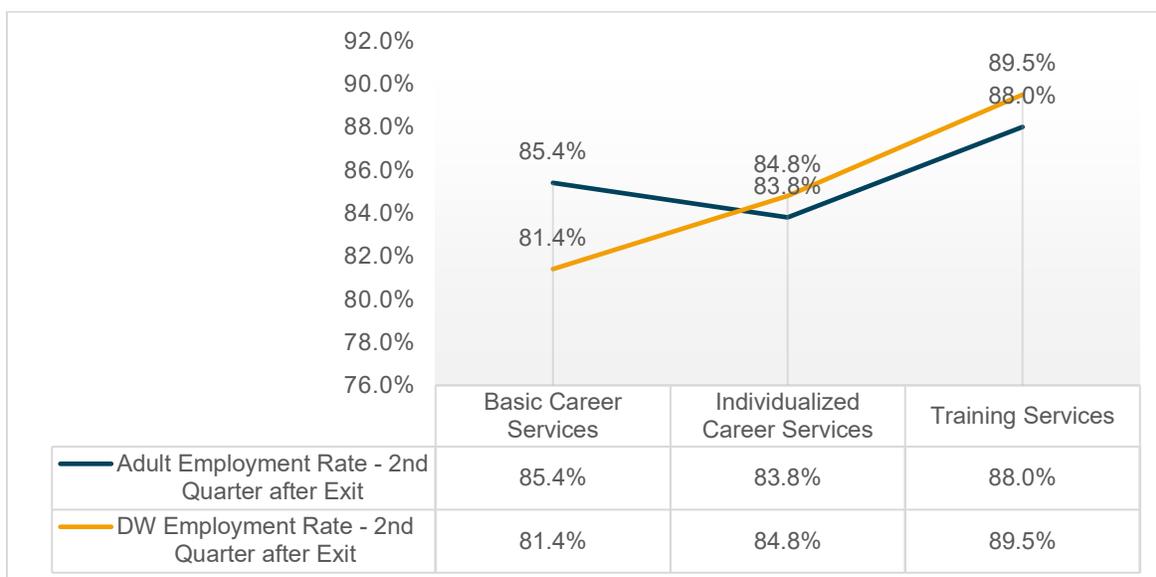


Michigan reported higher MSG rates for PY 2022 when compared to the national average of other states' PY 2021 performance for most Title I programs.

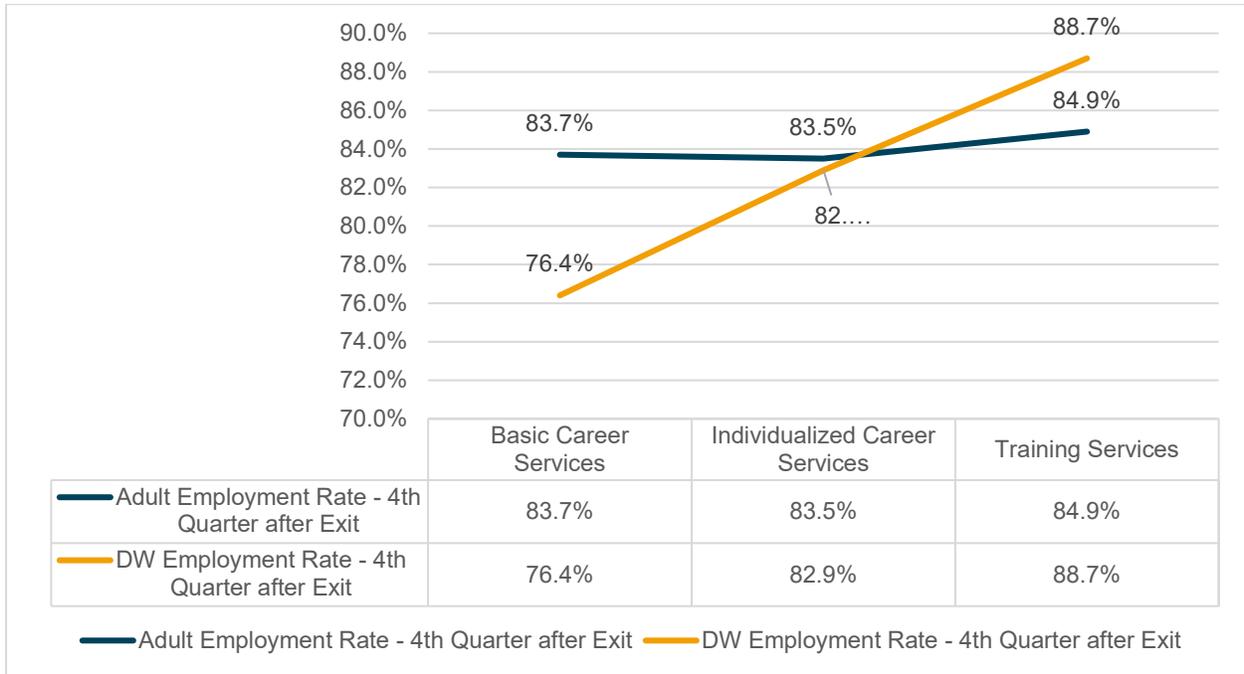
- Michigan reported 4.8 percent higher for WIOA Dislocated Worker, and 1.7 percent higher for WIOA Adult. Michigan reported 3.7 percent lower rate for WIOA Youth.

### Training Effect on Performance

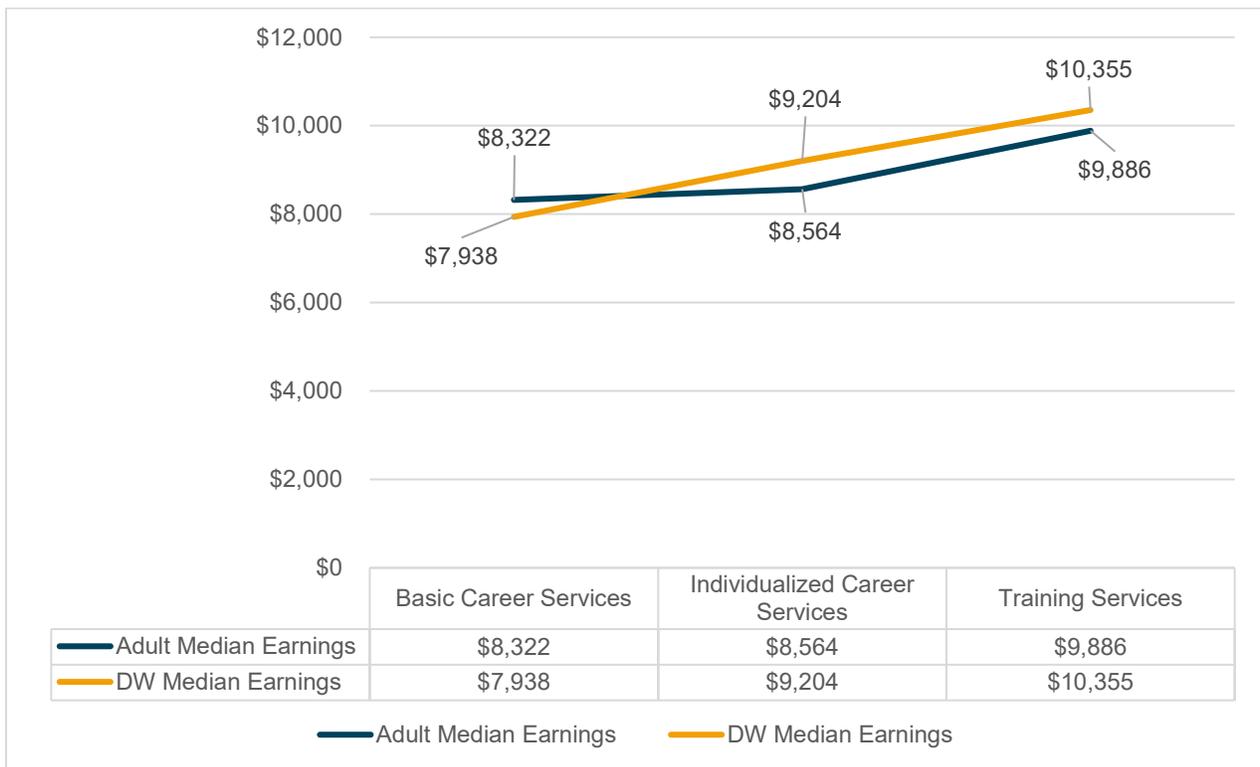
In PY 2022, state initiatives on training and credentialing made a significant impact on the performance of Adults and Dislocated Workers entering training programs. The Employment Rate in the Second quarter after exit for Adults and Dislocated Workers receiving training far exceeded the rate for participants receiving Basic Career Services and Individualized Career Services.



Similarly, the Employment Rate in the Fourth quarter after exit for Adults and Dislocated Workers receiving training exceeded the rate for participants receiving Basic Career Services and Individualized Career Services.



For Median Earnings in the Second Quarter after exit, Adults receiving training services earned \$1,322 more than Adults receiving Individualized Career Services, and \$1,564 more than Adults receiving Basic Career Services. Dislocated Workers receiving training services earned \$1,151 more than Dislocated Workers receiving Individualized Career Services, and \$2,417 more than Dislocated Workers receiving Basic Career Services.



# DIVERSITY, EQUITY, AND INCLUSION (DEI)

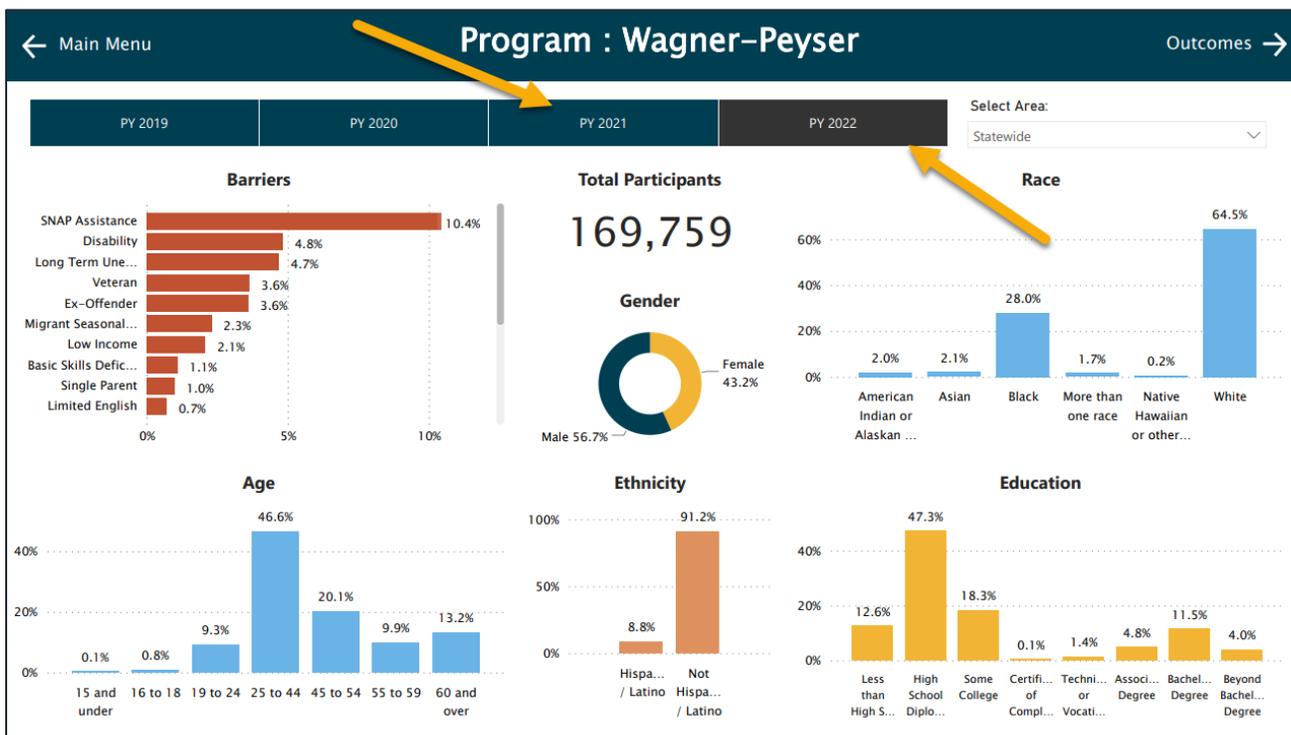
Michigan recognizes its people are the state's greatest strength and has been a leader in expanding high-skill, high-wage, in-demand, talent development opportunities for all citizens. When Michigan acts inclusively, it benefits from enhanced contribution, commitment, participation, and workforce satisfaction. [Executive Directive \(ED\) 2019-09](#) strengthens non-discrimination protections in state government employment, contracting, and services. This action makes Michigan a model of equal opportunity as one of only five states extending these protections and builds a more welcoming and inclusive state which works for everyone. Additionally, since the issuance of ED 2019-09, deeper commitment to DEI is evidenced by Michigan's efforts to identify and tackle the root causes of poverty. LEO's [2022 Poverty Taskforce Report](#) has put forth recommendations following the unprecedented collaboration between the Poverty Task Force members, and state departments and agencies. The recommendations in this report include income and social protections, increasing education, expanding job security, social inclusion and nondiscrimination, reducing food insecurity, and supporting early childhood development.

During PY 2022, WD staff partnered with the Department of Technology, Management and Budget, Michigan Center for Data and Analytics team to create a Workforce Development Program Dashboard in Power BI that includes interactive visualization of Workforce Development program data, including WIOA Adult, Dislocated Worker, Youth, and W-P Employment Services. The WD Program Dashboard uses data from the PIRL to allow state staff to review and analyze real-time data to make programmatic decisions.

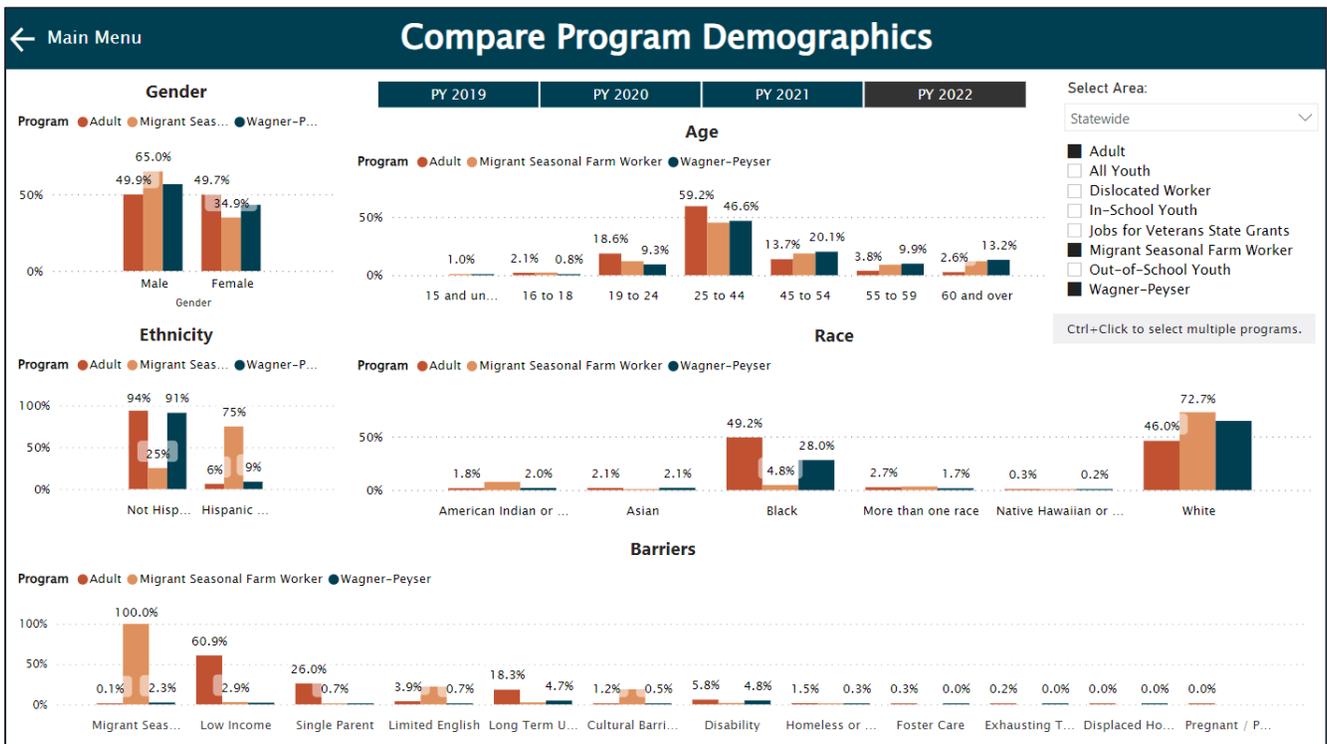
The Workforce Development Program Dashboard allows the state to identify and track the diversity of the population being served. This includes participants from different ethnic backgrounds, English language learners and individuals with significant barriers to employment. The dashboard gives a snapshot of how equitably the state is serving these participants.

Features of the Workforce Development Program Dashboard include:

**View both historical and current/up-to-date program data (statewide and by local area).**



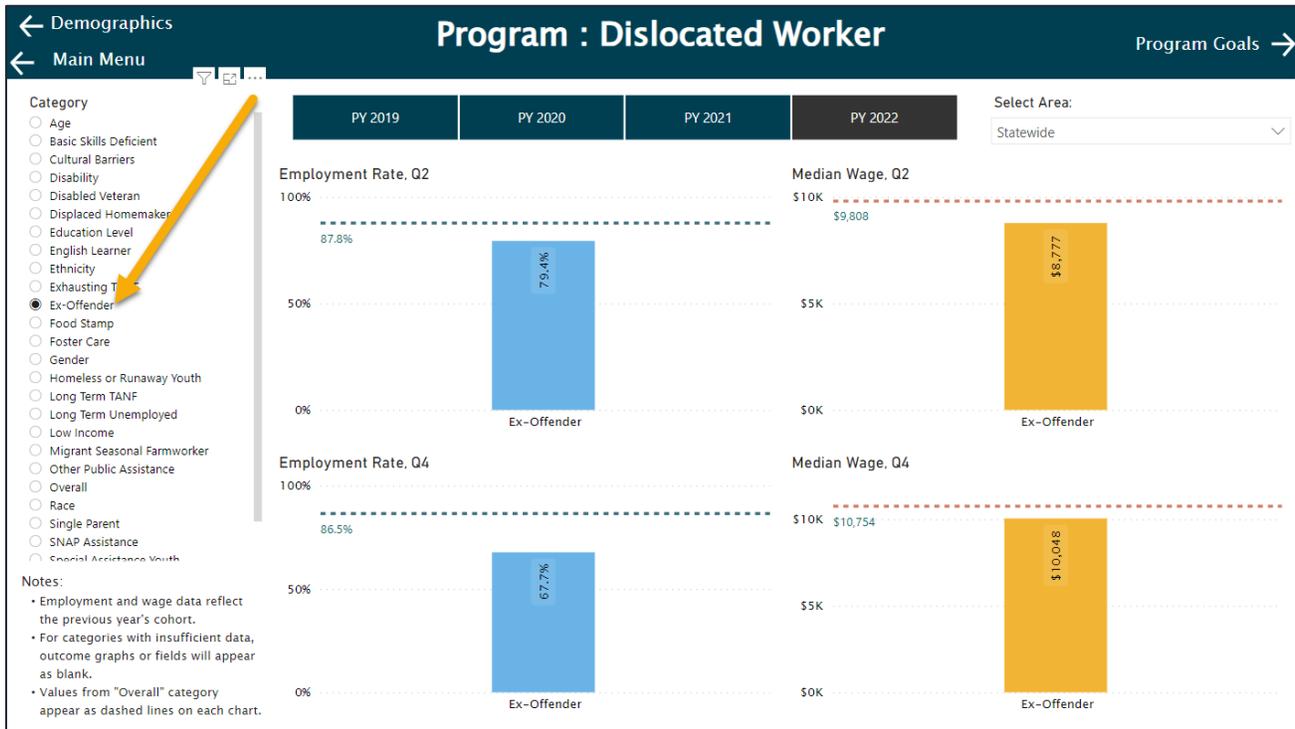
Compare demographic data across programs.



Review state and local area performance data.



**Review program performance by demographic and/or barrier status.**



Additionally, in PY 2022, the state-funded Barrier Removal Employment Success (BRES) program partnered with WIOA Title I and III programs to support at-risk individuals, and to assist them in securing and retaining long-term, meaningful employment. Often this population, especially those currently working but earning low wages, are not eligible for other assistance or job support programs. They are often referred to as the Asset Limited Income Constrained Employed (ALICE) population. The ALICE population consists of households that earn above the Federal Poverty Level, yet still struggle to make ends meet, or are one crisis away from poverty. Despite struggling to make ends meet, ALICE households often do not qualify for public assistance. BRES provides additional supportive services to job seekers participating in WD workforce education or training programs where supportive service funding is limited or unavailable. These funds are intended to address and remove barriers preventing customers from taking a job or staying in a job if they are currently employed. Supporting employment and removing barriers to employment for these populations has a profound impact on their economic well-being.

BRES helps close equity gaps by improving the economic security of at-risk, low-income workers through greater opportunities for stable, long-term employment and better wages. It helps grow the middle class by removing barriers to employment. BRES also creates better jobs and supports small businesses by assisting workers who may otherwise not be able to become employed, stay employed, and be part of Michigan's labor force. Below, the chart shows the number of co-enrollments in WIOA Title I and III programs and BRES.

Program	New BRES Enrollments in PY 2022 Co-Enrolled in Program
Adult	434
DW	93
Youth	97
Wagner-Peyser	1,899

# APPENDIX I: STATE OF MICHIGAN PERFORMANCE TOOLS

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

- State 9169 and 9173 Performance Reports** – 9169 and 9173 reports are available in the state's OSMIS and were created to mirror the federal reports generated from the Participant Individual Record Layout (PIRL) file in the Workforce Integrated Performance System. Both reports can be run as on-demand or quarterly reports. The on-demand reports use live data as of the previous night. The quarterly reports use the quarterly PIRL file that was submitted to the USDOL. Each report provides the state and the MWAs with a comprehensive look at Michigan's WIOA performance. Drill-down functionality in the reports leads OSMIS users to the participant records included in each measure. Both the 9169 and 9173 can also be run as negative performance reports. These negative performance reports keep the exact format as the original 9169 and 9173 but instead of displaying the counts for those that met the measure, they display those that did not pass. This allows case managers to pinpoint the participants who need additional assistance or follow up to meet their goals.
- Performance Matrix Report** – The Performance Matrix report compares actual performance rates to negotiated levels of performance across programs. It provides real-time performance results by dividing actual performance rates by negotiated levels of performance. The report is color coded to help MWAs and state staff gauge how well the public is being served, target areas for improvement, and better manage the success of the programs. Color coding includes:
  - Green: Indicates the actual performance or average indicator/program score is at or above 90 percent of the negotiated levels of performance, and therefore meets or exceeds performance requirements.
  - Yellow: Indicates the actual performance is at or above 50 percent and below 90 percent of the negotiated levels of performance and therefore, meets performance requirements but is not within 10 percent of negotiated rates.
  - Red: Indicates the actual performance is below 50 percent of the negotiated levels of performance for Individual Performance Indicators or the average indicator/program score is below 90 percent and therefore, did not meet performance requirements.

Michigan's Program Year 2022 Performance Matrix Scores report generated from OSMIS for WIOA Title I and III programs is pictured here:

SUMMARY INFORMATION														
		WIOA Adult			WIOA Dislocated Worker			WIOA Youth			Wagner-Peyser			Average Indicator Score
	Column	1	2	3	4	5	6	7	8	9	10	11	12	13
Row	Total Program Year-To-Date: Statewide	Target	Actual	Matrix Score	Target	Actual	Matrix Score	Target	Actual	Matrix Score	Target	Actual	Matrix Score	
1	Employment 2nd Quarter After Exit	82.00%	86.70%	105.70%	88.00%	87.80%	99.80%	77.00%	78.40%	101.80%	67.00%	73.40%	109.60%	104.20%
2	Employment 4th Quarter After Exit	77.00%	84.60%	109.90%	86.50%	86.50%	100.00%	74.00%	76.10%	102.80%	67.00%	68.20%	101.80%	103.60%
3	Median Earnings 2nd Quarter After Exit	\$7,302	\$9,500	130.10%	\$8,700	\$9,808	112.70%	\$3,600	\$4,973	138.20%	\$6,533	\$9,356	143.20%	131.00%
4	Credential Attainment Rate	80.00%	84.50%	105.60%	81.00%	86.40%	106.70%	69.00%	65.50%	94.90%				102.40%
5	Measurable Skill Gains	42.40%	65.10%	153.50%	48.00%	69.30%	144.40%	37.00%	51.00%	137.80%				145.30%
6	Average Program Score			121.00%			112.70%			115.10%			118.20%	116.70%

Understanding the Performance Matrix Score Report	Legend
<ul style="list-style-type: none"> <li>Matrix Scores are calculated by dividing the Actual Performance by the Negotiated Target</li> <li>Individual Matrix Scores must be at or above 50%</li> <li>Average Indicator and Average Program Scores must be at or above 90%</li> <li>Average Indicator Scores: average of the Matrix Scores in each row and column</li> </ul>	<ul style="list-style-type: none"> <li>Not included in Average Indicator/Program Score</li> <li>Actual Performance and Average Indicator/Program Score is at or above 90%</li> <li>Actual Performance is at or above 50% and below 90%</li> <li>Actual Performance is below 50%; Average Indicator/Program Score is below 90%</li> </ul>

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

- **Employment and Training Administration (ETA) Performance Standard Report** – The ETA Performance Standard Report displays each MWA and the count of participants in each performance measure, those that met the performance measure, and the percentage for the measure. The real-time report is color coded to help MWAs and the state see the measures that are met and areas for improvement. See Appendix I for the state's local performance.

# APPENDIX II: SUMMARY OF LOCAL PERFORMANCE

## Workforce Innovation and Opportunity Act Adult

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

A. ADULT - AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2022 - 06/30/2023)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup> (07/01/2021 - 06/30/2022)			Employment Rate (Q4) <sup>2</sup> (01/01/2021 - 12/31/2021)			Median Earnings (07/01/2021 - 06/30/2022)	Credential Rate <sup>3</sup> (01/01/2021 - 12/31/2021)			Measurable Skill Gains <sup>3</sup> (07/01/2022 - 06/30/2023)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
					4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	10,926	5,265	Target			82			77	\$7,302			80		42.4	
				Actual	3,513	4,050	86.7	2,962	3,502	84.6	9,500	2,083	2,466	84.5	3,588	5,513	65.1
2	02 - Region 7B	320	69	Target			81.5			76	\$6,900			76		50.6	
				Actual	92	105	87.6	78	88	88.6	10,093	44	51	86.3	122	213	57.3
3	04 - Great Lakes Bay	653	309	Target			90.7			85.1	\$6,963			86.7		58.5	
				Actual	188	226	83.2	163	187	87.2	8,684	112	125	89.6	186	226	82.3
4	05 - Berrien/Cass/Van Buren	236	68	Target			90.9			86.5	\$8,286			89.4		42	
				Actual	45	52	86.5	51	60	85	10,708	31	40	77.5	42	124	33.9
5	06 - UP Michigan Works!	710	287	Target			83.3			78	\$7,116			80.4		38.2	
				Actual	135	157	86	107	132	81.1	9,500	53	71	74.6	165	418	39.5
6	07 - Detroit Emp Solutions	2,543	814	Target			70			63.9	\$5,838			69		38.2	
				Actual	525	669	78.5	493	668	73.8	9,006	432	532	81.2	529	922	57.4
7	13 - GST Michigan Works	1,240	809	Target			85			81.2	\$7,011			83.4		45.6	
				Actual	707	778	90.9	455	533	85.4	9,571	317	371	85.4	435	669	65
8	14 - Southwest	273	95	Target			88.6			83.6	\$6,192			77.3		65.1	
				Actual	49	55	89.1	43	47	91.5	7,800	16	28	57.1	69	82	84.1
9	16 - West Central	160	92	Target			85.1			81.1	\$7,652			84.4		54.3	
				Actual	53	64	82.8	41	44	93.2	9,315	34	41	82.9	102	119	85.7
10	17 - Capital Area	196	151	Target			90			86.2	\$7,297			86.5		38.2	
				Actual	107	126	84.9	116	125	92.8	10,530	103	121	85.1	115	172	66.9
11	19 - Macomb/St. Clair	434	277	Target			89.5			84.6	\$8,182			82.6		42.4	
				Actual	217	239	90.8	220	243	90.5	10,515	181	214	84.6	163	232	70.3
12	21 - Northeast	189	121	Target			88.2			86.3	\$8,102			82.8		66.2	
				Actual	68	75	90.7	74	80	92.5	10,937	47	58	81	133	152	87.5
13	22 - Northwest	339	112	Target			87.3			86.2	\$7,657			88		45.7	
				Actual	98	105	93.3	93	101	92.1	8,831	46	55	83.6	155	236	65.7
14	23 - Oakland County	1,177	655	Target			90.1			87	\$8,235			84.8		51	
				Actual	504	570	88.4	469	547	85.7	10,142	345	388	88.9	579	764	75.8
15	30 - SE Michigan Consortium	666	375	Target			92.6			87.5	\$7,582			79.7		42.4	
				Actual	242	264	91.7	179	213	84	8,322	84	112	75	203	351	57.8
16	31 - SEMCA	558	303	Target			90			86	\$7,246			83.4		44	
				Actual	199	222	89.6	148	164	90.2	9,612	93	103	90.3	224	340	65.9
17	33 - West Michigan Works	1,232	728	Target			87			85.4	\$7,255			83.4		59.5	
				Actual	284	343	82.8	232	270	85.9	9,323	145	156	92.9	366	493	74.2

**Legend:**

- Actual Performance divided by Target Performance is at or above 90%
- Actual Performance divided by Target Performance is at or above 50% and below 90%
- Actual Performance divided by Target Performance is below 50%

<sup>1</sup>Exiters cohort period: 04/01/2022 - 03/31/2023.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

# Workforce Innovation and Opportunity Act Dislocated Worker

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

A. DISLOCATED WORKER - AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2022 - 06/30/2023)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup>			Employment Rate (Q4) <sup>2</sup>			Median Earnings (07/01/2021 - 06/30/2022)	Credential Rate <sup>3</sup>			Measurable Skill Gains <sup>3</sup>		
					(07/01/2021 - 06/30/2022)			(01/01/2021 - 12/31/2021)			Earnings	(01/01/2021 - 12/31/2021)			(07/01/2022 - 06/30/2023)		
					Num	Den	Rate	Num	Den	Rate		Num	Den	Rate	Num	Den	Rate
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	1,873	1,292	Target			88			86.5	\$8,700			81			48
				Actual	1,293	1,473	87.8	1,128	1,304	86.5	9,808	729	844	86.4	541	781	69.3
2	02 - Region 7B	36	4	Target			81			80	\$7,600			84			58.1
				Actual	19	20	95	21	23	91.3	8,726	16	17	94.1	15	21	71.4
3	04 - Great Lakes Bay	133	72	Target			91.5			88.8	\$8,315			85.6			51.8
				Actual	91	108	84.3	69	90	76.7	10,055	33	37	89.2	29	40	72.5
4	05 - Berrien/Cass/Van Buren	33	16	Target			88.1			82.5	\$8,988			77.9			48
				Actual	18	20	90	20	24	83.3	7,683	11	12	91.7	9	16	56.3
5	06 - UP Michigan Works!	56	42	Target			86			84.2	\$8,074			87.1			43.2
				Actual	37	45	82.2	40	47	85.1	9,755	13	17	76.5	14	25	56
6	07 - Detroit Emp Solutions	339	385	Target			78			76	\$8,000			73			43.2
				Actual	250	309	80.9	116	148	78.4	9,062	95	109	87.2	34	55	61.8
7	13 - GST Michigan Works	71	65	Target			86.8			83.3	\$7,846			81.4			48
				Actual	101	115	87.8	95	112	84.8	9,234	55	68	80.9	10	20	50
8	14 - Southwest	106	34	Target			90.1			87.6	\$7,914			76.9			67.6
				Actual	33	36	91.7	33	37	89.2	10,489	13	14	92.9	36	39	92.3
9	16 - West Central	34	23	Target			91			85.8	\$9,382			83.4			65.3
				Actual	8	8	100	8	8	100	11,321	7	7	100	22	22	100
10	17 - Capital Area	40	34	Target			86			86.7	\$8,524			81			43.2
				Actual	45	50	90	50	54	92.6	10,416	43	52	82.7	17	34	50
11	19 - Macomb/St. Clair	198	127	Target			91.7			86.5	\$9,392			73.4			48
				Actual	142	157	90.4	155	174	89.1	10,679	119	145	82.1	82	122	67.2
12	21 - Northeast	9	10	Target			88.8			82.7	\$7,379			81			66.2
				Actual	6	6	100	11	11	100	5,574	8	9	88.9	7	8	87.5
13	22 - Northwest	46	23	Target			90			90	\$9,160			79.4			48
				Actual	33	37	89.2	35	39	89.7	7,938	14	17	82.4	14	21	66.7
14	23 - Oakland County	282	161	Target			90.7			87.7	\$9,907			88.2			59.5
				Actual	175	198	88.4	176	198	88.9	11,731	133	147	90.5	113	146	77.4
15	30 - SE Michigan Consortium	75	53	Target			94.7			90.5	\$9,021			85.9			48
				Actual	75	81	92.6	78	86	90.7	9,209	43	50	86	22	31	71
16	31 - SEMCA	291	181	Target			91			89	\$8,615			78			48.6
				Actual	178	185	96.2	128	137	93.4	10,805	75	87	86.2	86	131	65.6
17	33 - West Michigan Works	115	62	Target			85.8			85.1	\$8,888			82.5			53.6
				Actual	82	98	83.7	93	116	80.2	9,067	51	56	91.1	31	45	68.9

**Legend:**

- Actual Performance divided by Target Performance is at or above 90%
- Actual Performance divided by Target Performance is at or above 50% and below 90%
- Actual Performance divided by Target Performance is below 50%

<sup>1</sup>Exiters cohort period: 04/01/2022 - 03/31/2023.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

# Workforce Innovation and Opportunity Act Youth

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

A YOUTH - AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2022 - 06/30/2023)	Exiters <sup>1</sup>	3	Employment Rate (Q2) <sup>2</sup> (07/01/2021 - 06/30/2022)			Employment Rate (Q4) <sup>2</sup> (01/01/2021 - 12/31/2021)			Median Earnings (07/01/2021 - 06/30/2022)	Credential Rate <sup>3</sup> (01/01/2021 - 12/31/2021)			Measurable Skill Gains <sup>3</sup> (07/01/2022 - 06/30/2023)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
					4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	5,357	2,097	Target			77			74	\$3,600			69			37
				Actual	1,298	1,655	78.4	1,184	1,555	76.1	4,973	626	955	65.5	1,319	2,587	51
2	02 - Region 7B	112	37	Target			77			75	\$3,968			76.8			37
				Actual	26	34	76.5	21	29	72.4	7,104	14	20	70	22	75	29.3
3	04 - Great Lakes Bay	282	142	Target			77			77.7	\$4,009			76.7			37.3
				Actual	73	93	78.5	82	113	72.6	5,150	25	32	78.1	36	106	34
4	05 - Berrien/Cass/Van Buren	140	22	Target			82.7			83.8	\$3,622			79.9			37
				Actual	21	24	87.5	25	29	86.2	6,678	9	16	56.3	32	70	45.7
5	06 - UP Michigan Works!	172	57	Target			81.4			77.1	\$4,814			67			34
				Actual	30	42	71.4	38	48	79.2	6,866	20	33	60.6	43	134	32.1
6	07 - Detroit Emp Solutions	1,014	274	Target			74			72.1	\$3,317			58.5			37
				Actual	177	246	72	146	217	67.3	3,380	64	125	51.2	207	385	53.8
7	13 - GST Michigan Works	608	324	Target			77			74	\$3,668			75.9			43.2
				Actual	171	196	87.2	122	171	71.3	5,413	98	128	76.6	162	297	54.5
8	14 - Southwest	280	131	Target			80.6			72.8	\$3,660			71.4			33.3
				Actual	42	63	66.7	55	78	70.5	3,965	13	37	35.1	26	75	34.7
9	16 - West Central	74	51	Target			74.5			68.6	\$3,893			66.4			57.5
				Actual	25	31	80.6	15	17	88.2	6,919	4	8	50	30	38	78.9
10	17 - Capital Area	244	86	Target			80.8			78.1	\$2,900			78			47
				Actual	40	53	75.5	33	38	86.8	4,433	15	21	71.4	56	103	54.4
11	19 - Macomb/St. Clair	285	180	Target			85.5			82.6	\$4,774			76.5			41
				Actual	120	140	85.7	107	122	87.7	6,508	56	73	76.7	105	139	75.5
12	21 - Northeast	180	74	Target			77			72	\$3,433			78.8			42
				Actual	39	59	66.1	50	64	78.1	4,473	40	47	85.1	76	111	68.5
13	22 - Northwest	112	29	Target			82.6			82.6	\$4,789			61.1			37
				Actual	33	39	84.6	15	18	83.3	6,364	10	14	71.4	31	85	36.5
14	23 - Oakland County	566	217	Target			85.4			79.4	\$4,061			74.7			37
				Actual	143	170	84.1	133	168	79.2	5,843	95	129	73.6	204	339	60.2
15	30 - SE Michigan Consortium	348	93	Target			82.2			80.5	\$4,717			73.2			37
				Actual	103	129	79.8	107	126	84.9	5,695	58	78	74.4	68	183	37.2
16	31 - SEMCA	558	224	Target			83.9			81	\$3,880			81.2			33.3
				Actual	132	158	83.5	93	115	80.9	5,517	36	43	83.7	111	218	50.9
17	33 - West Michigan Works	382	156	Target			78.6			79	\$3,718			62.1			37
				Actual	123	178	69.1	142	202	70.3	4,203	69	151	45.7	110	229	48

**Legend:**

- Actual Performance divided by Target Performance is at or above 90%
- Actual Performance divided by Target Performance is at or above 50% and below 90%
- Actual Performance divided by Target Performance is below 50%

<sup>1</sup>Exiters cohort period: 04/01/2022 - 03/31/2023.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

# Wagner-Peyser

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

A. WAGNER-PEYSER - AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2022 - 06/30/2023)	Exiters <sup>1</sup>		Employment Rate (Q2) <sup>2</sup> (07/01/2021 - 06/30/2022)			Employment Rate (Q4) <sup>2</sup> (01/01/2021 - 12/31/2021)			Median Earnings (07/01/2021 - 06/30/2022)	Credential Rate <sup>3</sup> (01/01/2021 - 12/31/2021)			Measurable Skill Gains <sup>3</sup> (07/01/2022 - 06/30/2023)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
					4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	169,759	151,364	Target			67			67	\$6,533						
				Actual	94,885	129,246	73.4	52,268	76,658	68.2	9,356	0	0		0	0	
2	02 - Region 7B	4,255	4,060	Target			68.9			66	\$5,880						
				Actual	2,743	3,635	75.5	1,932	2,930	65.9	8,166	0	0		0	0	
3	04 - Great Lakes Bay	9,438	7,693	Target			72.4			68.3	\$5,839						
				Actual	3,965	4,988	79.5	1,491	1,968	75.8	8,981	0	0		0	0	
4	05 - Berrien/Cass/Van Buren	4,350	3,909	Target			67			64.7	\$6,353						
				Actual	4,525	7,624	59.4	3,483	6,176	56.4	8,942	0	0		0	0	
5	06 - UP Michigan Works!	7,768	7,386	Target			70.9			62	\$5,979						
				Actual	6,941	9,688	71.6	4,561	6,910	66	8,400	0	0		0	0	
6	07 - Detroit Emp Solutions	14,698	13,377	Target			66			64	\$5,400						
				Actual	6,668	8,697	76.7	3,190	4,410	72.3	8,675	0	0		0	0	
7	13 - GST Michigan Works	15,075	13,513	Target			72			67.5	\$6,213						
				Actual	7,134	8,925	79.9	3,612	4,854	74.4	9,718	0	0		0	0	
8	14 - Southwest	8,025	6,788	Target			65			63	\$5,175						
				Actual	2,259	3,128	72.2	628	913	68.8	9,141	0	0		0	0	
9	16 - West Central	3,711	3,335	Target			67.4			62.6	\$6,462						
				Actual	2,044	2,617	78.1	956	1,303	73.4	9,059	0	0		0	0	
10	17 - Capital Area	968	787	Target			71			69	\$6,506						
				Actual	416	581	71.6	356	517	68.9	10,469	0	0		0	0	
11	19 - Macomb/St. Clair	16,279	14,127	Target			72.6			72.2	\$6,943						
				Actual	8,087	10,862	74.5	4,126	5,944	69.4	9,723	0	0		0	0	
12	21 - Northeast	4,306	4,103	Target			72			60.3	\$6,040						
				Actual	2,464	2,958	83.3	1,026	1,288	79.7	8,982	0	0		0	0	
13	22 - Northwest	6,542	5,807	Target			68			68	\$6,482						
				Actual	3,379	4,232	79.8	1,554	2,231	69.7	9,112	0	0		0	0	
14	23 - Oakland County	18,364	16,203	Target			69.3			70	\$7,250						
				Actual	9,411	12,891	73	4,766	6,827	69.8	10,200	0	0		0	0	
15	30 - SE Michigan Consortium	10,730	9,848	Target			69.4			68.6	\$6,826						
				Actual	4,866	6,642	73.3	2,188	3,162	69.2	9,572	0	0		0	0	
16	31 - SEMCA	24,580	22,360	Target			70.3			72	\$6,295						
				Actual	20,554	29,336	70.1	14,215	21,378	66.5	9,722	0	0		0	0	
17	33 - West Michigan Works	20,665	18,067	Target			72.2			71.8	\$6,568						
				Actual	9,429	12,441	75.8	4,184	5,847	71.6	9,415	0	0		0	0	

**Legend:**

- Actual Performance divided by Target Performance is at or above 90%
- Actual Performance divided by Target Performance is at or above 50% and below 90%
- Actual Performance divided by Target Performance is below 50%

<sup>1</sup>Exiters cohort period: 04/01/2022 - 03/31/2023.

<sup>2</sup>This indicator also includes those who entered into a training or education program for the Youth program.

<sup>3</sup>Credential Rate and Measurable Skill Gains do not apply to the Wagner-Peyser program.

## APPENDIX III: RAPID RESPONSE ACTIVITIES AND LAYOFF AVERSION

The State of Michigan Rapid Response (RR) and Trade Adjustment Assistance (TAA) programs are administered through the Department of Labor and Economic Opportunity, Workforce Development (WD), delivering services in partnership with 16 local service delivery areas, referred to as Michigan Works! Agencies (MWAs). The purpose of RR is to identify and enact strategies that minimize dislocation impacts on workers, businesses, and communities.

The federally funded TAA program entered Phase-out Termination status as of July 1, 2022. Under Phase-out Termination, the USDOL may not conduct new investigations or issue certifications of TAA program eligibility for new groups of workers. Petition determinations will resume once the TAA program is reauthorized. To be eligible to apply for benefits and services, workers must have been separated, or threatened with separation (under the 2015 Program), on or before June 30, 2022. The Phase-out Termination status of TAA does not allow for additional groups of workers to become eligible to apply for benefits or training.

There has been no impact on workers already receiving TAA as benefits and services are still accessible. For eligible workers, State TAA operations have continued after July 1, 2022. The WD's TAA/RR section, along with its MWA partners, are providing benefits and services to eligible workers that include Training Opportunities, Job Search and Relocation Allowances, Trade Readjustment Allowances, Re-employment Trade Adjustment Assistance or Alternative Trade Adjustment Assistance, and Employment and Case Management Services. Outreach to eligible individuals of certified worker groups is also still being conducted.

In Program Year (PY) 2022, the WD's TAA/RR section received 46 Worker Adjustment and Retraining Notifications (WARNs) for dislocation events across the state. This was a 92 percent increase compared to the previous PY. Seventeen (17) WARNs received were related to company mass layoffs, and twenty-nine (29) WARNs were related to company facility closures. An estimated 7,957 workers were impacted by dislocation events, a 174 percent increase from the previous year. WARNs greatly impacted the southeast and western regions of Michigan. Wayne, Oakland, Macomb, St. Clair, Kent, and Kalamazoo counties had the highest number of reported filings.

Statewide, industry sectors reporting dislocation events varied widely. The manufacturing sector reported the most dislocations, with subsectors such as motor vehicle parts, metal processing, wood, paper, rubber, and chemical manufacturing being adversely impacted. Other industry sectors reporting adverse impacts include Administrative and Support Services, Transportation and Warehousing, Finance and Insurance, and Professional and Technical Services.

The WD's TAA/RR section coordinated seventeen (17) RR events in PY 2022. Companies such as Advanced Input Systems, NBHX Trim Corporation, Faurecia, Lordstown Motors, North Lake Correctional Facility, and The Dearborn Inn, worked in collaboration with the TAA/RR section, Unemployment Insurance Agency, local MWAs, and other community partners to provide targeted support to impacted workers. In-person Worker Orientation sessions were conducted to disseminate Unemployment Insurance claimant information, and to help individuals access direct reemployment resources and services and training opportunities. In multiple instances, the Business Services team within local MWAs were able to identify workforce needs of partner employers and created pipelines to transition impacted workers into new employment and career pathways.

Although the TAA program is currently in Phase-out Termination status, nine (9) petitions were filed on behalf of an estimated 2,080 impacted workers in PY 2022. Determinations on the filed petitions will be made once the TAA program is reauthorized.

To promote the integration and coordination of services provided under the TAA program for eligible individuals, and in alignment with services provided under the WIOA Dislocated Worker program in support of a One Workforce System, co-enrollment in the WIOA Dislocated Worker program ensures that potential trade-affected workers can receive a comprehensive array of services under the WIOA and TAA programs. This

program partnership allows potential trade-affected workers to successfully work toward completion of training and attainment of long-term employment.

WD requires local areas to enroll all TAA adversely affected workers into the WIOA Dislocated Worker program through expedited eligibility, if not enrolled prior to certification. To ensure the maximum provision of services is received, the participant receives, at minimum, a WIOA participatory service per quarter for the duration of program participation.

Reporting of TAA participant co-enrollment in the WIOA Dislocated Worker program is a Trade Adjustment Assistance Data Integrity (TAADI) measure. Throughout PY 2022, WD exceeded the minimum TAADI reporting target which requires at least 75 percent of records report co-enrollment with WIOA Dislocated Worker or RR (Additional Assistance).

Statewide reporting confirmed 94 percent of individuals receiving RR services were also enrolled in WIOA Dislocated Worker programs and 84 percent were co-enrolled with other workforce programs. Both statewide RR and co-enrollment target goals were exceeded.

There were no Dislocated Worker Grant awards in PY 2022. However, awarded in PY 2020, the Northern Michigan Opioid Workforce Alliance Disaster Relief Employment (DRE) Grant remained active throughout PY 2022. The disaster grant covers the sixteen (16) northernmost counties of lower Michigan and provides employment and supportive service resources to individuals that may have been impacted by the opioid crisis. As is standard practice, local MWAs assess and identify the needs of each participant and co-enroll into partner workforce programs if necessary. A total of 280 participants have been enrolled into the grant project, including the creation of fourteen (14) DRE positions that serve as peer supports for dislocated workers who have experienced opioid use disorder in the past.

## APPENDIX IV: SUCCESS STORIES

**Name:** Izaha Nowlin

**University:** Northern Michigan University

**Program:** WIOA In-School Youth Program



Izaha Nowlin was a high school senior looking for assistance with job exploration and postsecondary preparation and transition. He began working with a Youth Career Advisor at Michigan Works! Northeast Consortium in Crawford County.

After learning about Izaha's goals, the Youth Career Advisor helped Izaha secure work experience at a local real estate office. She also provided postsecondary preparation and transition assistance, high school completion assistance, and supportive services.

Izaha was eligible for a Tuition Incentive Program Scholarship, which would provide tuition for his first two years at Northern Michigan University (NMU) with little to no cost. The Youth Career Advisor also assisted Izaha with the orientation process and helped secure housing.

Izaha thought he had a well-planned career path, starting with a real estate license followed by pursuing a career in real estate law. After his work experience, he decided it was best to pursue real estate law.

Thanks to the support and guidance provided by the Youth Career Advisor, Izaha has graduated from high school and is currently enrolled at NMU, pursuing his real estate law career goal.

Izaha states that he is grateful for the experience working at a real estate office. This truly helped shape his career path.

**Name:** Kionie Washington  
**Employer:** PTI Assembly & Machining  
**Program:** WIOA Out-of-School Youth Program



Kionie Washington came to Michigan Works! requesting tuition assistance to follow his dream of becoming a welder. He enrolled in the Young Professionals initiative to work on a strategy to meet his goals.

Following initial assessments, he spent time with the in-house tutor to help improve his reading and math skills. In the meantime, Kionie and the Career Development Facilitator (CDF) developed a plan that would lead to a welding certification.

Following research and a visit to the Detroit Training Center, Kione began the Welding MIG Production certificate program. Due to dual eligibility for training funds from WIOA, and a just-in-time award of the Industry Infinity Grant, all tuition expenses were paid for Kionie.

After successfully earning his welding certificate, the CDF helped Kionie update his resume and made a referral to the Placement Specialist. He quickly secured employment as a welder at PTI Welding & Machining in Detroit.

He enjoys his job as a welder and is appreciative of the assistance from the Michigan Works! Young Professionals initiative.

**Name:** Annette Sterling  
**Employer:** Weinlander Fitzhugh  
**Program:** WIOA Adult Program



Annette Sterling had recently immigrated to the United States (U.S.) from Jamaica when she came to the Great Lakes Bay Michigan Works! (GLBMW) office. She had 15 years of work experience in accounting and administrative assistant roles in Jamaica, but knew her schooling and credentials would not be recognized in the U.S.

Annette knew there would be challenges to continue working within the field of accounting as U.S. tax laws would be different than what she was accustomed to in Jamaica. However, she was also experiencing additional cultural challenges and unexpected differences in the job market. Finances were tight, as she and her husband left the life that they had in Jamaica to come to the U.S. to start over.

The GLBMW Career Coach offered job search assistance, updated Annette's resume, assisted with interview questions, and invited her to a job fair. This job fair offered her the opportunity to interview with Weinlander Fitzhugh, where she was offered, and accepted, the position of Payroll Specialist. She is currently working full-time, earning \$18.00 per hour with benefits. Her hourly pay in Jamaica was between a \$2.45 and \$4.45 per hour equivalent to the U.S. dollar.

Annette stated, "I recommend that anyone having a hard time gaining employment to check out Michigan Works! I want to express my sincere gratitude to my Career Coach and Michigan Works! for their kind assistance given to me in the time that I needed it most."

**Name:** Nygel Randle  
**Employer:** Coca-Cola  
**Program:** WIOA Dislocated Worker Program



After being laid off for the second time as a Leak Surveyor, Nygel Randle decided it was time to acquire a career where layoffs were not as common. Nygel came to GST Michigan Works! and met with a Career Coach to discuss the path to become a CDL-A Driver. After completing the Workplace Excellence workshops and Comprehensive Adult Student Assessment System (CASAS) assessment, Nygel was enrolled in the WIOA Dislocated Worker program.

Nygel started CDL-A training at the 160 Driving Academy in Flint. Since Nygel was training during the winter months and spent a lot of time outside, he needed winter gear to keep warm. He reached out to his Career Coach and was able to get a pair of boots, a coat, insulated pants, and other cold weather accessories.

Nygel graduated from the 160 Driving Academy and received his CDL-A license. He was very diligent in applying for employment and secured an interview with Coca-Cola within a week after receiving his license. Nygel became employed with Coca-Cola as a CDL-A Driver making \$24.98 per hour with benefits.

Nygel stated "I really appreciated how GST Michigan Works! helped me with a career change. I am now in a new tax bracket. It took a lot of trying to get there, but now I am in the big league and getting my turn at bat."

**Employer:** Michigan Sugar Company

**Program:** WIOA Business Services



Founded in 1906, Michigan Sugar Company is headquartered in Bay City, Michigan, and has sugar beet processing facilities in Bay City, Caro, Croswell, and Sebewaing, Michigan. In addition, Michigan Sugar also has warehouse facilities in Carrollton, Michigan. Michigan Sugar's nearly 900 growers/owners plant and harvest about 160,000 acres of sugar beets each year in 20 Michigan counties, as well as in Ontario, Canada. Those beets are sliced at the company's factories and turned into about 1.2 billion pounds of sugar annually. The sugar is sold to industrial, commercial, and retail customers under the Pioneer and Big Chief brands.

Amanada Stolicker, Human Resource Recruiter, was tasked with hiring 100 general laborers for the harvest season. She connected with the Business Services team at Great Lakes Bay Michigan Works! (GLBMW), where they suggested a job fair be held at their Bay City and Saginaw service centers.

GLBMW staff assisted with scheduling interviews before the event, as well as assisting with scheduling interviews for walk-ins the day of the job fairs. Over 100 people were hired after two successful job fairs.

Amanda stated, "We have hit our staffing goals for all four of our factories, something that's been unheard of for the last three years." She was extremely pleased with the outcome and credits GLBMW with the success of the job fairs. Michigan Sugar Company continues to partner with GLBMW for all their hiring needs.