



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
LANSING

SUSAN CORBIN
DIRECTOR

December 1, 2021

Ms. Rose Zibert, Acting Regional Administrator
United States Department of Labor
Employment and Training Administration
John C. Kluczynski Building, 6th Floor
230 South Dearborn Street
Chicago, IL 60604-1505

Dear Ms. Zibert:

I am pleased to submit the State of Michigan's Program Year 2020 Workforce Innovation and Opportunity Act Annual Report. The information contained in the report was compiled in accordance with the United States Department of Labor Training and Employment Guidance Letter 5-18, issued on November 7, 2018.

If you have questions regarding the report, please contact Ms. Krista Johnson, Division Administrator, Talent Development Division, at 517-582-1392 or via email at johnsonk2@michigan.gov.

Sincerely,

A handwritten signature in blue ink that reads "Stephanie Beckhorn".

Stephanie Beckhorn, Director
Workforce Development

SB:KJ:ph

cc: Danielle Waddell
Tommy Ouyang
Mike Wurmlinger
Krista Johnson
Chelsea Mates
Matt Shields
WIOA State Coordinators



Workforce Innovation and Opportunity Act

Annual Statewide Performance Report Narrative
Program Year 2020



MISSISSIPPI DEPARTMENT OF
LABOR & ECONOMIC
OPPORTUNITY

WD WORKFORCE
DEVELOPMENT

EXECUTIVE SUMMARY

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

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

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

SERVICE DELIVERY

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

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

Services

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

- Basic career services are available to anyone who visits a One-Stop 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 post-secondary education and training.

Benchmarks

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

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

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

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

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

Target Populations

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

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

Key Partnerships

Strong partnerships help to leverage Michigan's WIOA resources and increase opportunities for job seekers and businesses. They have enhanced the ability of our local workforce investment areas to access information and data, improved services, and increased efficiencies with regard to 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 of note in Michigan that continue to be crucial to the success of our workforce development system include those with:

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

GOVERNOR'S RESERVE FUNDED ACTIVITIES

During Program Year (PY) 2020, Michigan provided Governor's Reserve funding to support several significant projects. These projects include, but are not limited to, those listed below.

Summer Young Professionals/Young Professionals Initiatives

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

In accordance with the WIOA, WD allocated WIOA Statewide Activities funding to support the pilot Summer Young Professionals initiative for the timeline of March 1, 2020 through February 28, 2021. Statewide Activities funding to support the subsequent year-round Young Professionals initiative was allocated for the timeline of March 1, 2021 through February 28, 2022. The MWAs that received funding for these initiatives were selected through a Request for Proposal process and received awards of up to \$250,000 to support the development and/or enhancement of career and career-related educational opportunities for young persons.

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

Michigan Industry Cluster Approach 2.0

The Michigan Industry Cluster Approach 2.0 (MICA 2.0) is designed to develop new and support existing employer-led collaboratives that represent a variety of key industries around the state including: healthcare, manufacturing, energy, information technology, and mobility. These collaboratives are an effective strategy to help fill talent gaps by bringing together employers, educators, and workforce partners.

In 2019, the WD Industry Engagement Division-Sector Strategies team awarded competitive MICA 2.0 grant funding to 16 grantees to support sector-based workforce development activities. MICA 2.0 has brought together over 200 employer representatives who are collaborating with educators, economic developers, workforce development and community-based partners to address critical talent needs.

By the end of the grant period of May 31, 2021, the following training outcomes were achieved: 1,948 participants served and 949 credentials attained, playing a key role in supporting Governor Gretchen Whitmer's "Sixty by 30" goal, to increase the number of Michiganders with a post-secondary credential to 60 percent by the year 2030.

Apprenticeship Readiness Training

With many high-profile projects in the City of Detroit, including the construction of the Gordie Howe International Bridge, the WD and the Michigan Department of Transportation were committed to working in partnership with the City, the MWA (Detroit Employment Solutions Corporation [DESC]), educators and labor organizations to fill the need for skilled and general labor through an apprenticeship readiness training program; and in the process, assist Detroit residents – especially those who face significant barriers – with access to long-term employment. Services were provided to approximately 1,000 participants by the expiration date of December 31, 2020.

Funds supported:

- Occupational, classroom and/or work-based learning, including apprenticeships;
- Job readiness (soft/employability skills) training;
- Basic skills (literacy/numeracy) training;
- Wrap-around support services; and
- Job placement assistance.

Stellantis (Formerly Fiat Chrysler Automobiles)

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

SEMCA was designated as the single point of contact for recruitment outside of the City of Detroit for the skilled trades and salaried workforce needed to launch and sustain the new plant. Due to the high demand for workers with credentials, Stellantis anticipated recruitment for these positions required a timeframe extending well into 2020 to reach full capacity. The targeted nature of the recruitment, the technical expertise required, as well as the scale and intensity of the project required a significant amount of staff time and resources. Due to challenges related to COVID-19, recruitment continued into 2021.

Integrated Education and Training (IET)

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

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

Career Exploration and Experience Events

Funding has been awarded to the local areas to further expand career exploration and experience events. The WD supports Talent Tours that introduce young adults, parents, and educators to available career paths in their region by

offering a behind-the-scenes look into in-demand businesses and industries. Talent Tours provide real time information regarding employer, education, and training requirements necessary to secure employment. Impacts include relationship building, establishing a talent pipeline, talent retention, and the opportunity to see real life application of coursework. The funding awarded will support similar career exploration and experience of multiple businesses and industries at a single, coordinated location instead of individual, on-site efforts at single institutions.

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

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

WIOA WAIVERS

On June 23, 2020, the following waivers were approved by the United States Department of Labor (USDOL):

WIOA Youth Program

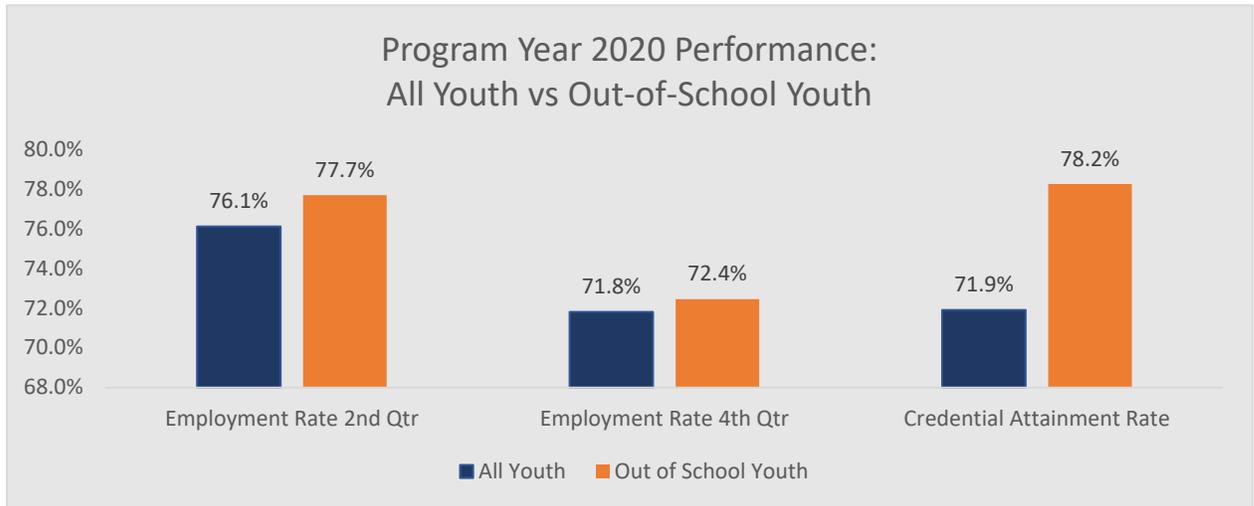
The U.S. Department of Labor conditionally approved a waiver of statutory and regulatory provisions of the WIOA. On September 18, 2020, the conditional status of this waiver was removed. Waiver approval is applied to the life of PY 2020 WIOA Youth funds.

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

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

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

Each of Michigan’s local areas is meeting or exceeding a minimum of 50 percent for Appropriation Year 2020 in compliance with the waiver approval. The implementation of these waivers has not negatively impacted state or local area performance outcomes, as evidenced in the table below comparing PY 2020 data.



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

Receipt of these waivers has resulted in an increase in the percentage of In-School Youth (ISY) participation in work experience activities. Fifty percent of ISY participated in work experience activities in PY 2020 compared to 40 percent in PY 2019, resulting in meeting the projected quantifiable outcome listed in the waiver request. Seventeen percent of In-School Youth participated in tutoring, study skills, and dropout prevention services compared to 29 percent in PY 2019. Due to the pandemic and prioritization of health and safety of participants, service center staff, and educational partners, Michigan did not meet this goal. Difficulty connecting with ISY while they were out of school due to the pandemic was cited as the most prevalent challenge. Still, Michigan saw a 14.4 percent increase of ISY served in PY 2020 compared to PY 2019.

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. This waiver is approved through June 30, 2022.

Projected programmatic outcomes resulting from waiver implementation included that the alternate state workforce development board composition would provide 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 to the challenges employers in key sectors are facing. An increase in Michiganders possessing post-secondary credentials was also anticipated to occur. As of 2020, 49.1 percent of Michigan adults possessed either a post-secondary degree or short-term credential. This marks a 13 percent increase in the overall rate of education attainment for Michigan Residents between 2008 and 2019.

PROGRAM OUTCOMES SUMMARY

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

| Statewide | Adult | Dislocated Worker | Youth | Wagner-Peyser | Average Indicator Score |
|--|--------|-------------------|--------|---------------|-------------------------|
| Employment 2nd Quarter After Exit | 92.5% | 98.7% | 93.6% | 91.0% | 93.9% |
| Employment 4th Quarter After Exit | 96.7% | 101.3% | 89.8% | 93.0% | 95.2% |
| Median Earnings 2nd Quarter After Exit | 107.4% | 106.6% | 110.1% | 104.3% | 107.1% |
| Credential Attainment Rate | 104.8% | 107.5% | 104.2% | | 105.5% |
| Measurable Skill Gains | 186.1% | 193.8% | 149.8% | | 176.6% |
| Average Program Score | 117.5% | 121.6% | 109.5% | 96.1% | 111.2% |

Michigan has several tools and reports in its OSMIS that are used by State and MWA staff to better serve our participants and attain the State's performance goals.

9169 and 9173 Reports

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

ETA Performance Matrix Score

The Performance Matrix report compares actual performance rates to target performance rates across programs. It provides real-time performance grades by dividing actual performance rates by target performance rates. The report is color coded to help MWAs and State staff gauge how well the public is being served, target areas for improvement, and better manage the success of the programs. Color coding includes:

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

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

ETA Performance Standard Report

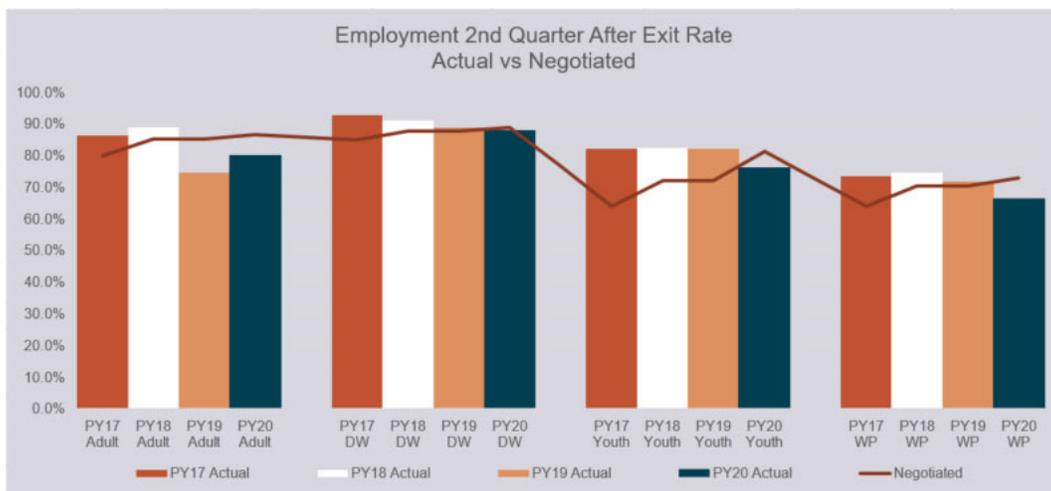
The ETA Performance Standard Report displays each MWA and the count of participants in each performance measure, those that met the performance measure, and percentage for the measure. The real-time report is color coded to help MWAs and the State see the measures that are met and areas for improvement.

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

Employment Rate Second Quarter After Exit

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

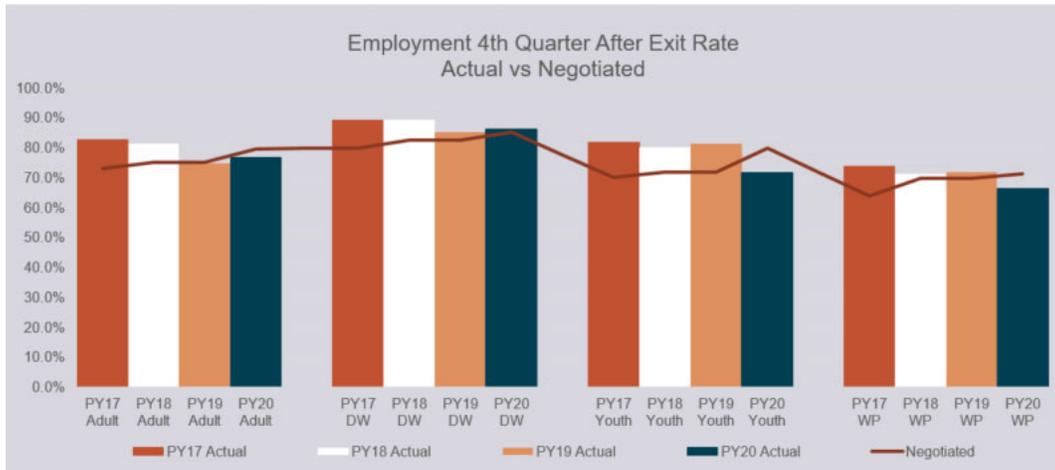
The bar graph below indicates Michigan's negotiated rate for Employment Second Quarter After Exit for each of the WIOA Title I and III programs. The columns indicate Michigan's actual performance for each of the most recent four program years. For PY 2020, Michigan met performance requirements but did not exceed the negotiated rate, performing under the negotiated rate for all Titles I and III programs: WIOA Adult by 6.5 percent, WIOA Dislocated Worker by 1.1 percent, WIOA Youth by 5.2 percent, and Wagner Peyser by 6.6 percent. The COVID-19 pandemic could be a contributing factor to this slight decrease from PY 2019, as this performance measure is based on exiters between July 1, 2019 and June 30, 2020. It is projected this measure will decrease by a larger percentage for PY 2021 reporting.



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.

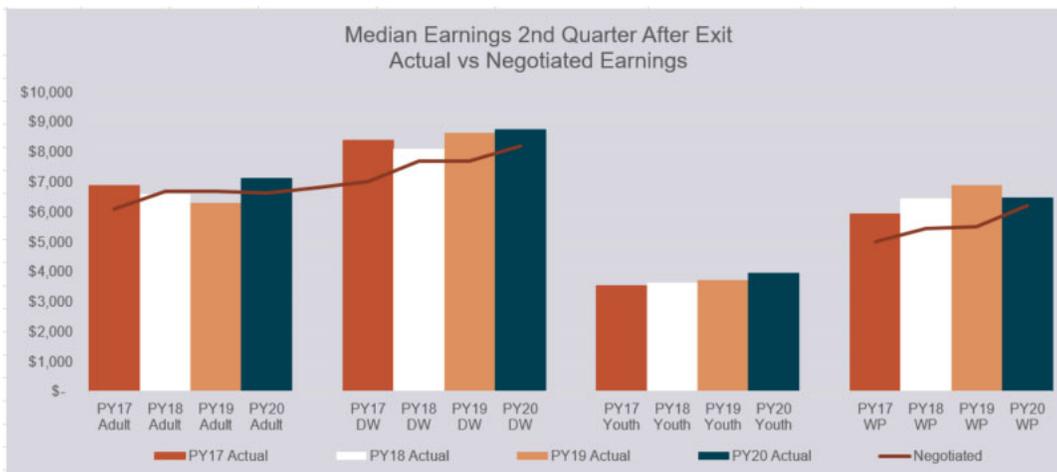
The bar graph below indicates Michigan's negotiated rate for Employment Fourth Quarter After Exit for each of the WIOA Title I and III programs. The columns indicate Michigan's actual performance for each of the most recent four program years. For PY 2020, Michigan met performance requirements but did not exceed the negotiated rate, performing under the negotiated rate for most Titles I and III programs: WIOA Adult by 2.6 percent, WIOA Youth by 8.2 percent, and Wagner Peyser by 5.0 percent. Michigan exceeded the negotiated rate for WIOA Dislocated Worker by 1.1 percent. The most notable change is the WIOA Youth negotiated rate, which decreased 17.7 percent compared to PY 2019. The COVID-19 pandemic could be a contributing factor to this decrease from PY 2019, as this performance measure is based on the fourth quarter and is applicable to those with an exit date between January 1, 2019 and December 31, 2019.



Median Earnings

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

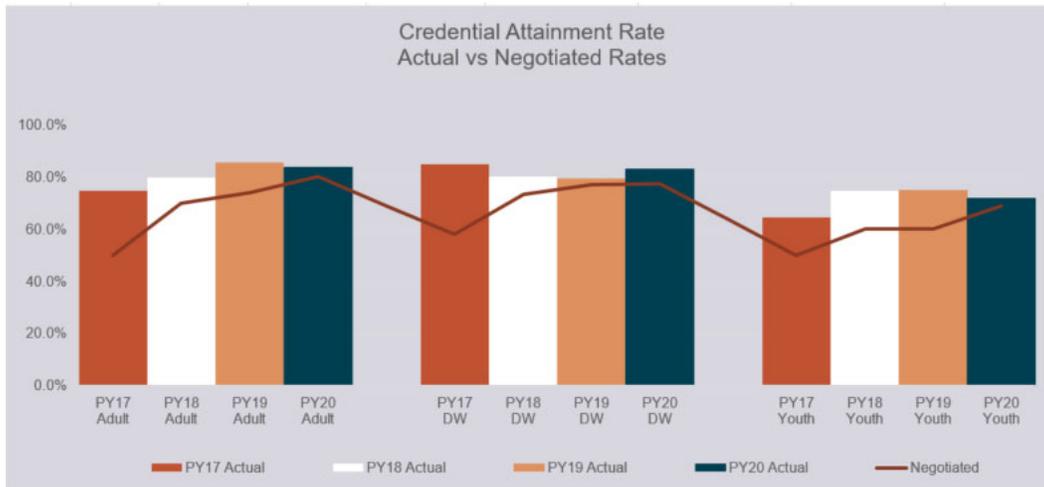
The bar graph below indicates Michigan’s negotiated rate for Median Earnings for each of the WIOA Title I and III programs. The columns indicate Michigan’s actual performance by the four most recent program years. Michigan exceeded the negotiated rates for the WIOA Adult program by \$487, the WIOA Dislocated Worker program by \$545 and the Wagner-Peyser program by \$265. The newly established WIOA Youth target was also exceeded by \$363.



Credential Attainment Rate

The Credential Attainment Rate is the percentage of those participants enrolled in an education or training program (excluding those in On-the-Job Training [OJT] and Customized Training) who attain a recognized post-secondary 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 post-secondary credential within 365 days of exit from the program.

The bar graph below indicates Michigan’s negotiated rate for Credential Attainment for each of the WIOA Title I programs. Title III is not subject to the Credential Attainment measure. The columns indicate Michigan’s actual performance. Michigan exceeded each of the negotiated rates – WIOA Adult by 3.8 percent, WIOA Dislocated Worker by 5.8 percent, and WIOA Youth by 2.9 percent.



Measurable Skill Gains (MSG)

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

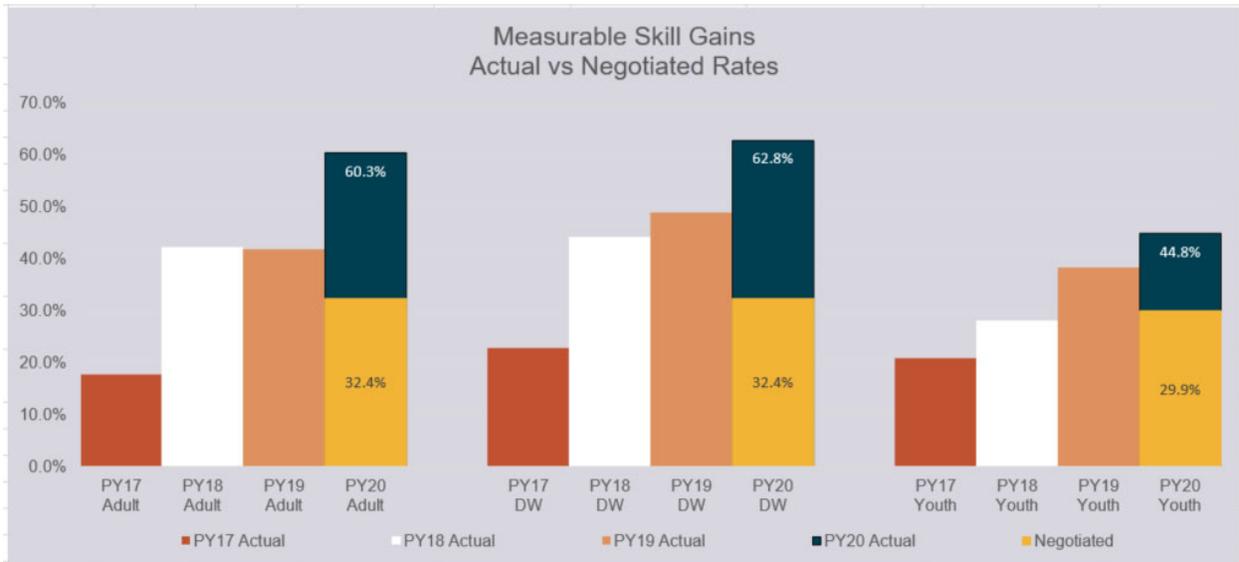
- Education Functioning Level (EFL) Gain – Documented achievement of at least one EFL gain/increase of a participant who is receiving instruction below the post-secondary education level.
- Secondary Diploma/Equivalent – Documented attainment of a secondary school diploma or its recognized equivalent.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

In the three prior program years, the MSG performance measure was a baseline indicator of performance for WIOA Adult, Dislocated Worker, and Youth, and no targets were set. Program Year 2020 is the first year the MSG measure had negotiated rates of 32.4 percent for WIOA Adult, 32.4 percent for WIOA Dislocated Worker, and 29.9 percent for WIOA Youth.

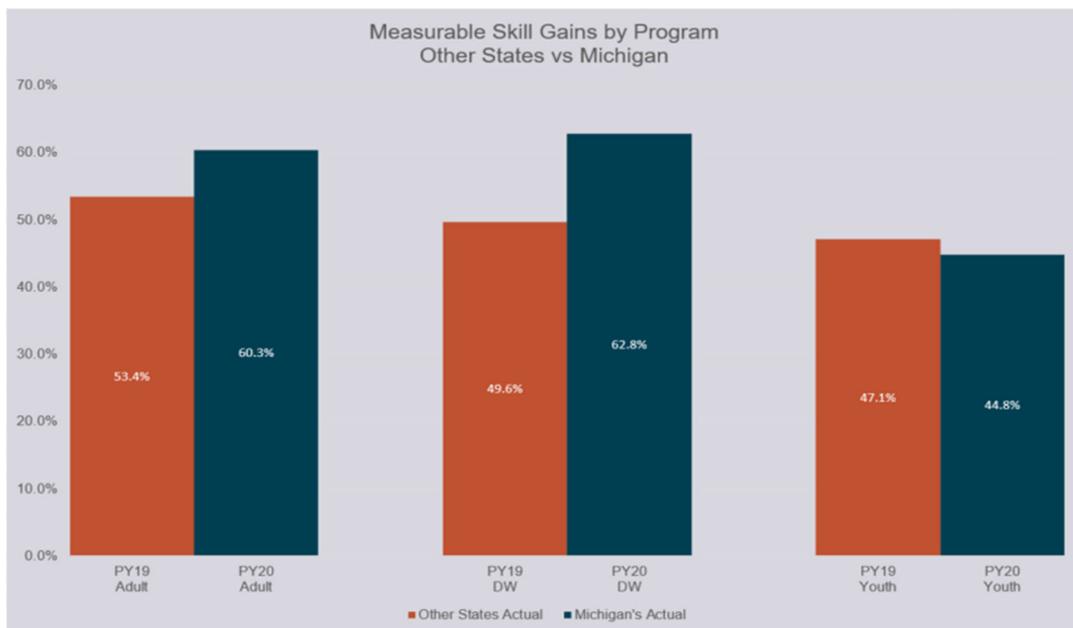
The State provided ongoing technical assistance to MWAs during PYs 2019 and 2020 to continue to assist MWAs with entering and tracking of MSG in the OSMIS. The module displays a detailed history of a participant's MSG information. OSMIS users can determine what year(s) a participant was subject to the measure, if they had a successful outcome, and the negotiated status of each of the measures. During PY 2020, OSMIS staff provided participant specific technical assistance for many MWAs. Links in the MSG module lead the user to the OSMIS screen where they can update participant data. This module allows case managers to easily monitor the progress of a participant and has led to improved MSG performance compared to prior program years for all Title I Programs.

An overall increase in both awareness and understanding of the MSG performance measure and the establishment of a target likely led to increased reporting of this measure for PY 2020 - from 41.9 percent to 60.3 percent for the WIOA Adult program, from 49.0 percent to 62.8 percent for WIOA Dislocated Worker program, and from 38.3 percent to 44.8 percent for the WIOA Youth program.

The bar graph below indicates no target was set for PYs 2017 through 2019. The negotiated target was exceeded for PY 2020, as shown by the actual percentage values in the columns.



Additionally, Michigan reported higher MSG rates for PY 2020 when compared to the national average of other states' performance for most Title I programs. Michigan reported 13.2 percent higher for WIOA Dislocated Worker, and 6.9 percent higher for WIOA Adult. Michigan reported a slightly lower rate for WIOA Youth, as depicted in the graph below.



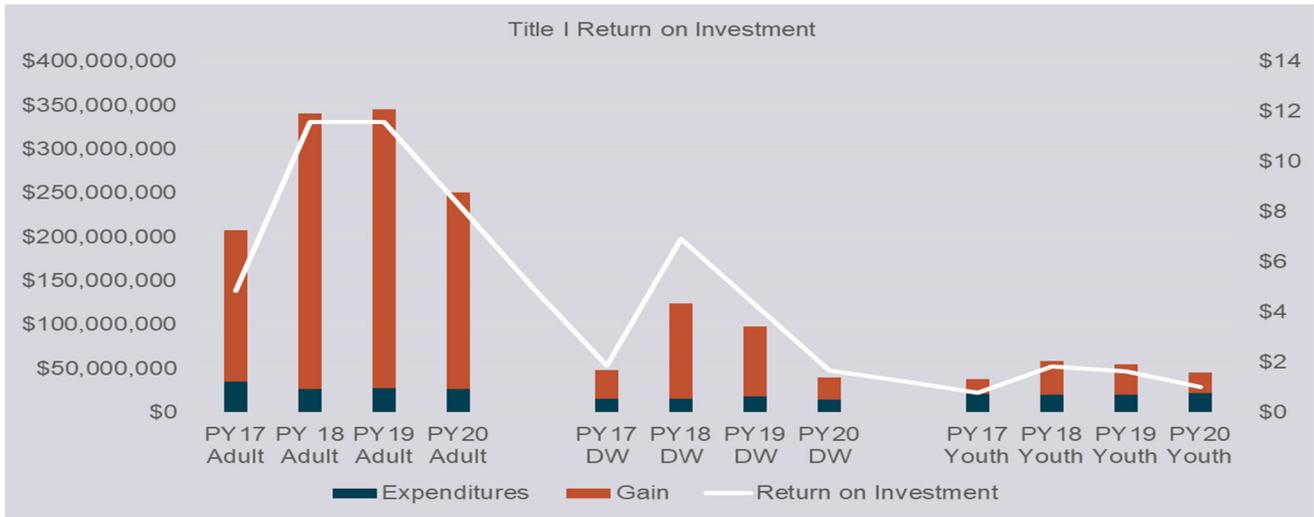
COST EFFECTIVENESS ANALYSIS

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

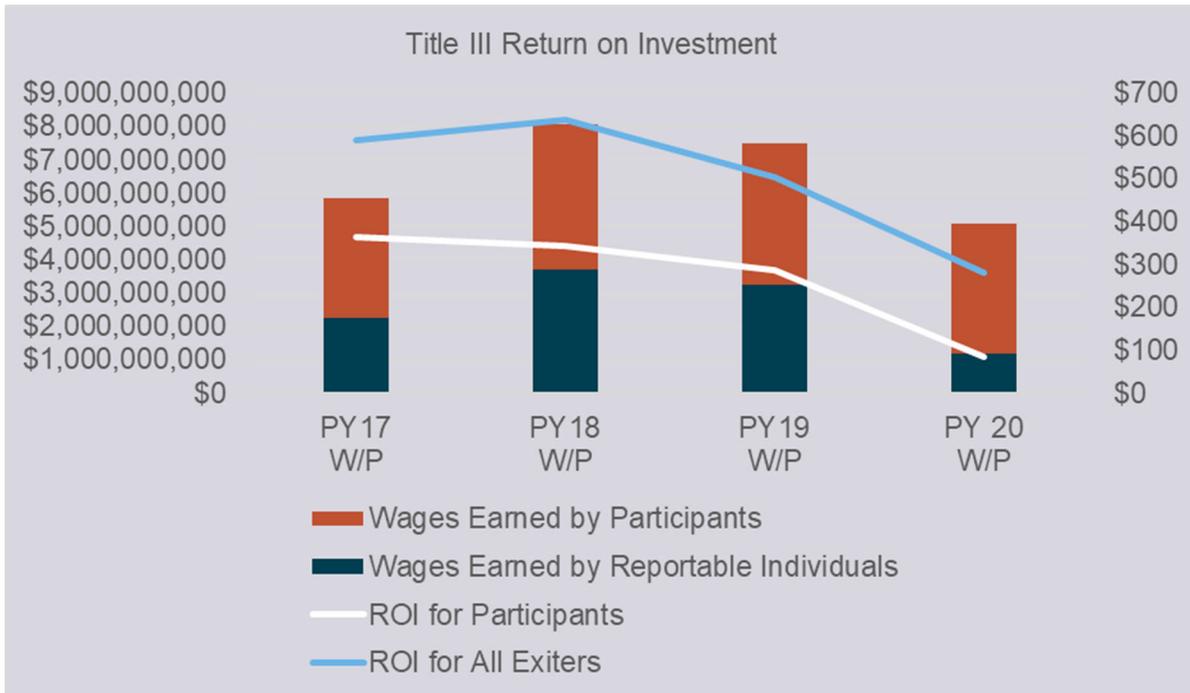
Michigan has used three methods to measure the cost effectiveness of its workforce programs – Return on Investment, Cost per Dollar Earned, and Cost by Category of Service.

Return on Investment

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



From PY 2017 through PY 2018, Title I programs saw a significant gain in their Return on Investment. The PY 2019 results were marginally better for Adult, while the PY 2020 results reflect a smaller gain despite expenditures remaining near the same level. Dislocated Worker and Youth Return on Investment fared worse. The lower Return on Investment for the Dislocated Worker program can be partially attributed to decreased gain while also exiting less participants than PY 2019. The PY 2020 Youth program saw a relatively constant level of expenditures, but a decrease in gain when compared to the previous year.



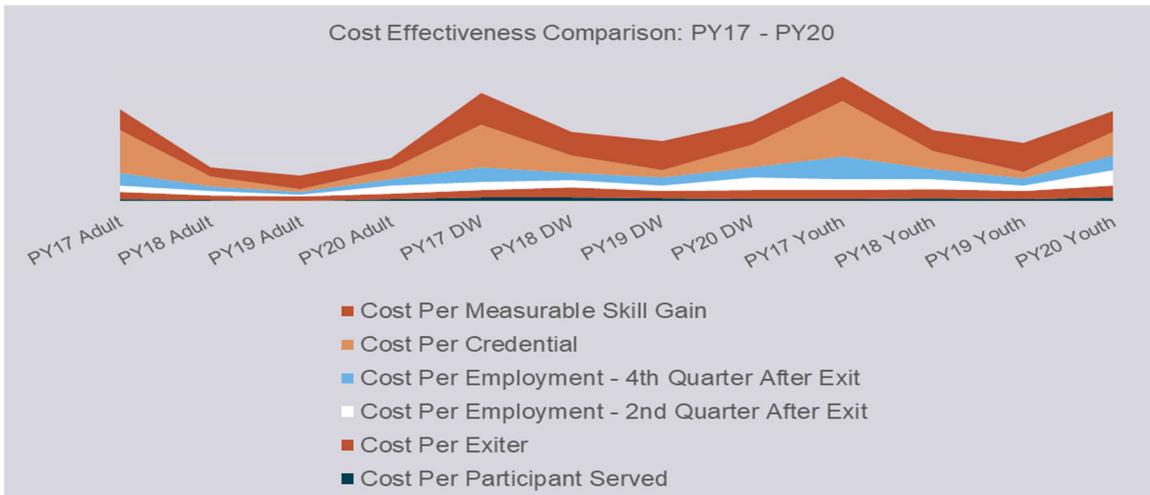
Return on Investment analysis identifies efficiency in program administration but is impacted overall by both wages and costs to generate those wages. As demonstrated in the charts above, PY 2020 saw a considerable decrease in wages, particularly those earned by Reportable Individuals. While wages earned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

Cost Effectiveness by Program and Performance Measure

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

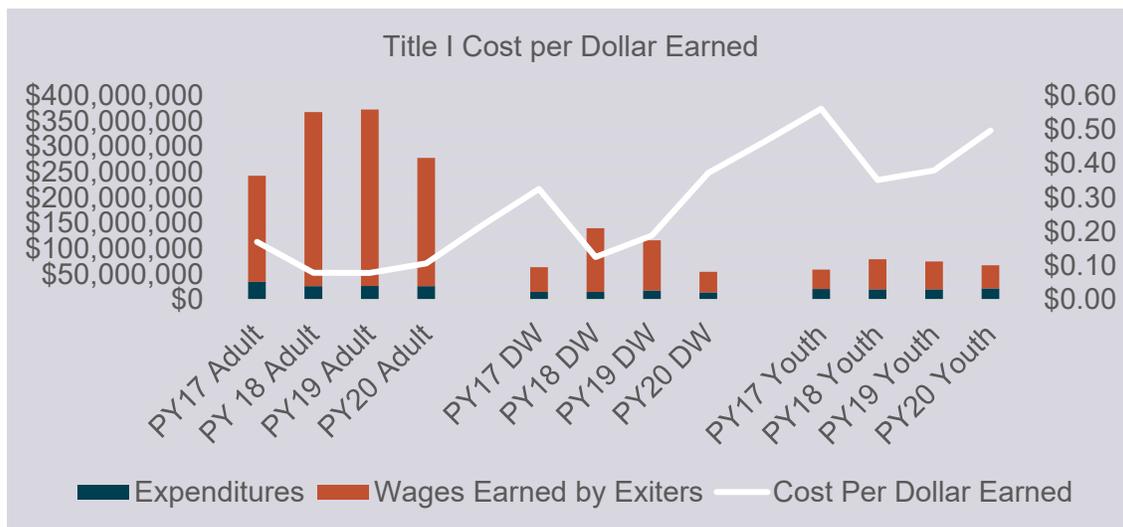
| Program Cost Analysis | | | | |
|--|--|----------------------------------|----------------|----------------|
| Ratio | Calculation | | PY 2020 Result | PY 2019 Result |
| Cost per Adult Participant Served (CP) | $\frac{\text{Program Expenditures}}{\text{Participants Served}}$ | $\frac{\$26,953,822.31}{10,620}$ | \$2,538.02 | \$1,395.75 |
| Cost per Exiter (CE) | $\frac{\text{Program Expenditures}}{\text{Total Program Exiters}}$ | $\frac{\$26,953,822.31}{4,324}$ | \$6,233.54 | \$4,378.96 |
| Cost per Employed in 2nd Quarter After Exit (CQ2) | $\frac{\text{Program Expenditures}}{\text{2nd Quarter After Exit Employment}}$ | $\frac{\$26,953,822.31}{2,895}$ | \$9,310.47 | \$2,370.45 |
| Cost per Employed in 4th Quarter After Exit (CQ4) | $\frac{\text{Program Expenditures}}{\text{4th Quarter After Exit Employment}}$ | $\frac{\$26,953,822.31}{3,622}$ | \$7,441.70 | \$2,989.17 |
| Cost per Credential Rate (CCR) | $\frac{\text{Program Expenditures}}{\text{Credential Rate}}$ | $\frac{\$26,953,822.31}{2,443}$ | \$11,033.08 | \$2,957.89 |
| Cost per Measurable Skill Gain (CMSG) | $\frac{\text{Program Expenditures}}{\text{Measurable Skill Gains}}$ | $\frac{\$26,953,822.31}{2,186}$ | \$12,330.20 | \$14,968.42 |
| Ratio | Calculation | | PY 2020 Result | PY 2019 Result |
| Cost per Dislocated Worker Participant Served (CP) | $\frac{\text{Program Expenditures}}{\text{Participants Served}}$ | $\frac{\$14,892,737.63}{4,382}$ | \$3,398.62 | \$3,771.27 |
| Cost per Exiter (CE) | $\frac{\text{Program Expenditures}}{\text{Total Program Exiters}}$ | $\frac{\$14,892,737.63}{1,500}$ | \$9,928.49 | \$8,412.70 |
| Cost per Employed in 2nd Quarter After Exit (CQ2) | $\frac{\text{Program Expenditures}}{\text{2nd Quarter After Exit Employment}}$ | $\frac{\$14,892,737.63}{1,068}$ | \$13,944.51 | \$6,388.44 |
| Cost per Employed in 4th Quarter After Exit (CQ4) | $\frac{\text{Program Expenditures}}{\text{4th Quarter After Exit Employment}}$ | $\frac{\$14,892,737.63}{1,265}$ | \$11,772.92 | \$8,416.51 |
| Cost per Credential Rate (CCR) | $\frac{\text{Program Expenditures}}{\text{Credential Rate}}$ | $\frac{\$14,892,737.63}{592}$ | \$25,156.65 | \$8,930.90 |
| Cost per Measurable Skill Gain (CMSG) | $\frac{\text{Program Expenditures}}{\text{Measurable Skill Gains}}$ | $\frac{\$14,892,737.63}{931}$ | \$25,900.41 | \$32,275.50 |
| Ratio | Calculation | | PY 2020 Result | PY 2019 Result |
| Cost per Youth Participant Served (CP) | $\frac{\text{Program Expenditures}}{\text{Participants Served}}$ | $\frac{\$22,546,123.74}{4,891}$ | \$4,609.72 | \$2,758.81 |
| Cost per Exiter (CE) | $\frac{\text{Program Expenditures}}{\text{Total Program Exiters}}$ | $\frac{\$22,546,123.74}{1,712}$ | \$13,169.46 | \$9,659.04 |
| Cost per Employed in 2nd Quarter After Exit (CQ2) | $\frac{\text{Program Expenditures}}{\text{2nd Quarter After Exit Employment}}$ | $\frac{\$22,546,123.74}{1,273}$ | \$17,711.02 | \$6,278.37 |
| Cost per Employed in 4th Quarter After Exit (CQ4) | $\frac{\text{Program Expenditures}}{\text{4th Quarter After Exit Employment}}$ | $\frac{\$22,546,123.74}{1,405}$ | \$16,047.06 | \$8,115.41 |
| Cost per Credential Rate (CCR) | $\frac{\text{Program Expenditures}}{\text{Credential Rate}}$ | $\frac{\$22,546,123.74}{840}$ | \$26,840.62 | \$6,339.85 |
| Cost per Measurable Skill Gain (CMSG) | $\frac{\text{Program Expenditures}}{\text{Measurable Skill Gains}}$ | $\frac{\$22,546,123.74}{998}$ | \$22,591.31 | \$32,679.23 |

The graph below illustrates each of the “Cost Per” calculations stacked together by program. The relatively smooth slopes for the Cost Per Employment, Cost Per Exiter, and Cost Per Participant demonstrate the Cost Effectiveness has been fairly consistent from PY 2017 to PY 2020. An increase in the Cost Per Measurable Skill Gain and Cost Per Credential is visible for PY 2020 despite more consistent Cost Effectiveness by Performance Measure. This can be attributed to decreased wages earned by exiters during PY 2020.



Cost Per Dollar Earned

The Cost per Dollar Earned is the inverse of the Return on Investment. It calculates the investment required by the workforce system to result in one dollar of wages earned by a participant who exits the program. Cost per Dollar Earned is calculated by dividing the expenditures by the wages earned by exiters. Wages earned drive Cost per Dollar Earned, while also demonstrating program efficiency in placing individuals in employment. Overall cost remained relatively consistent with last year, while wages dropped considerably compared to PY 2020.



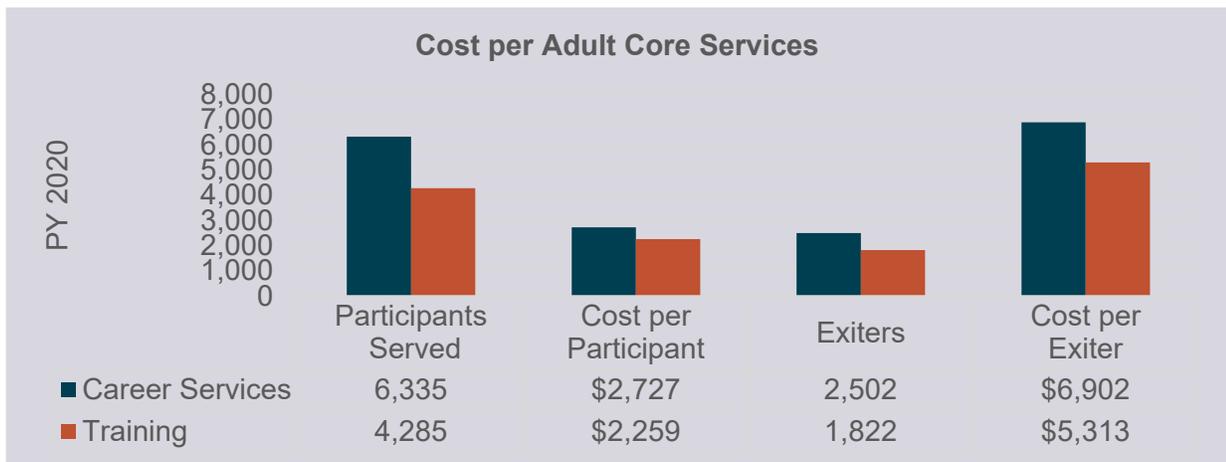
Cost by Category of Service

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

For the WIOA Adult program, Career Service expenditures (\$17,267,650) are divided by the number of participants who received Career Services (6,335) to calculate the Cost Per Participant for Career Services. The Career Service

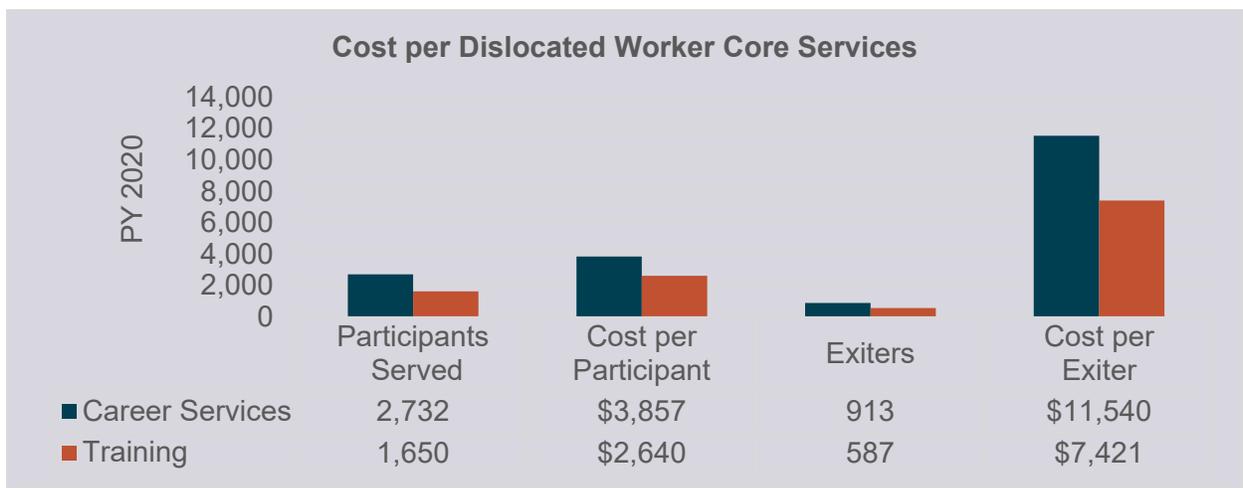
expenditures (\$17,267,650) are divided by the number of exiters who received Career Services (2,502) to calculate the Cost Per Exiter for Career Services.

The Training Service expenditures (\$9,679,776) are divided by the number of participants who received Training Services, and the result is added to the Cost Per Participant for Career Services to calculate the Cost per Participant for Training Services. The Training Service Expenditures (\$9,679,776) are divided by the number of exiters that received training services, and the result is added to the Cost Per Exiter for Career Services to calculate the Cost per Exiter for Training Services.



The Cost per Dislocated Worker Core Services chart utilizes the same calculations as the Cost per Adult Core Services Chart. The Career Service expenditures (\$10,536,459) are divided by the number of participants who received Career Services (2,732) to calculate the Cost Per Participant for Career Services. The Career Service expenditures (\$10,536,459) are divided by the exiters who received Career Services (913) to calculate the Cost Per Exiter for Career Services.

The Training Service expenditures (\$4,356,278) are divided by the number of participants who received Training Services, and the result is added to the Cost Per Participant for Career Services to calculate the Cost per Participant for Training Services. The Training Service expenditures (\$4,356,278) are divided by the number of exiters that received training services, and the result is added to the Cost Per Exiter for Career Services to calculate the Cost per Exiter for Training Services.



For the WIOA Youth program, 35.3 percent of participants received training-related employment. The expenditures for Services other than Occupational Skills Training (\$21,738,644) are divided by the number of participants who received Services other than Occupational Skills Training (4,189) to calculate the Cost Per Participant for Services

other than Occupational Skills Training. The expenditures for Services other than Occupational Skills Training (\$21,738,644) are divided by the number of exiters who received Services other than Occupational Skills Training (1,433) to calculate the Cost Per Exiter for Services other than Occupational Skills Training. The Occupational Skills Training Expenditures (\$807,480) are divided by the number of participants who received Occupational Skills Training, and the result is added to the Cost Per Participant for Services other than Occupational Skills Training to calculate the Cost per Participant for Occupational Skills Training. The Occupational Skills Training Expenditures (\$807,480) are divided by the number of exiters that received Occupational Skills Training, and the result is added to the Cost Per Exiter for Services other than Occupational Skills Training to calculate the Cost per Exiter for Occupational Skills Training.



CATEGORY OF SERVICE IMPACT

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

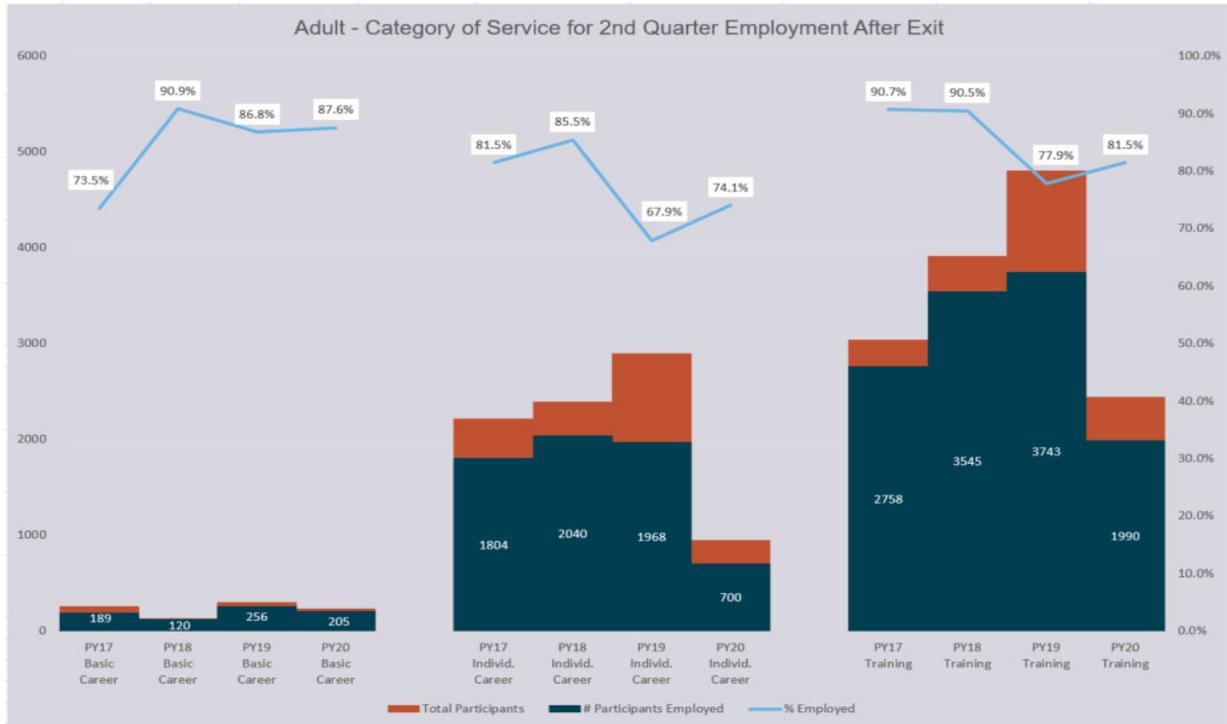
There are two levels of services provided to participants in the WIOA Youth program – Services Other than Occupational Skills Training and Occupational Skills Training. Occupational Skills Training is considered the more intense service, therefore participants who receive both categories of services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

The following series of charts demonstrate the impact that the category of service provided has on the participants' employment related outcomes for each of the WIOA Title I programs. The Employment Second Quarter After Exit Rate and Employment Fourth Quarter After Exit Rate bar graphs utilize columns to show the total number of participants and number of participants employed in each measure. Additionally, the graphs utilize a line to show the percent of positive outcomes for each category of service. The Median Earnings graphs use columns to compare the median earnings by category of service. Each of the charts in this section compare performance between PYs 2017 through 2020 by category of service.

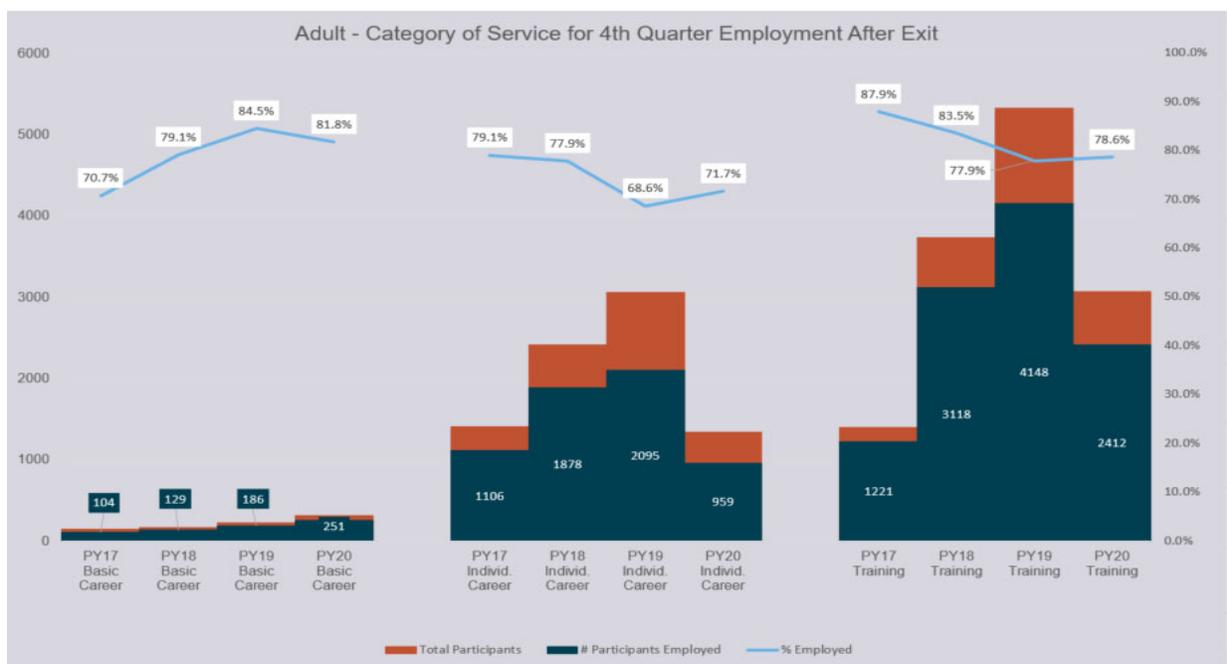
WIOA Adult

The graph below displays the Employment in the Second Quarter after Exit Rate in each program year by category of service. For PY 2020, the graph demonstrates higher employment rates for participants who only received Basic Career Services or received Training than for participants who received Individualized Career Services. This may be attributed to participants who are more job-ready requiring less intense services. Participants who lack job-readiness skills or experience greater barriers to employment require Individualized Career Services and may face additional challenges to post-exit employment. Those participants who receive Training Services enroll in training with projected high-demand employment. Enrollment in such training increases their marketable skills and employment

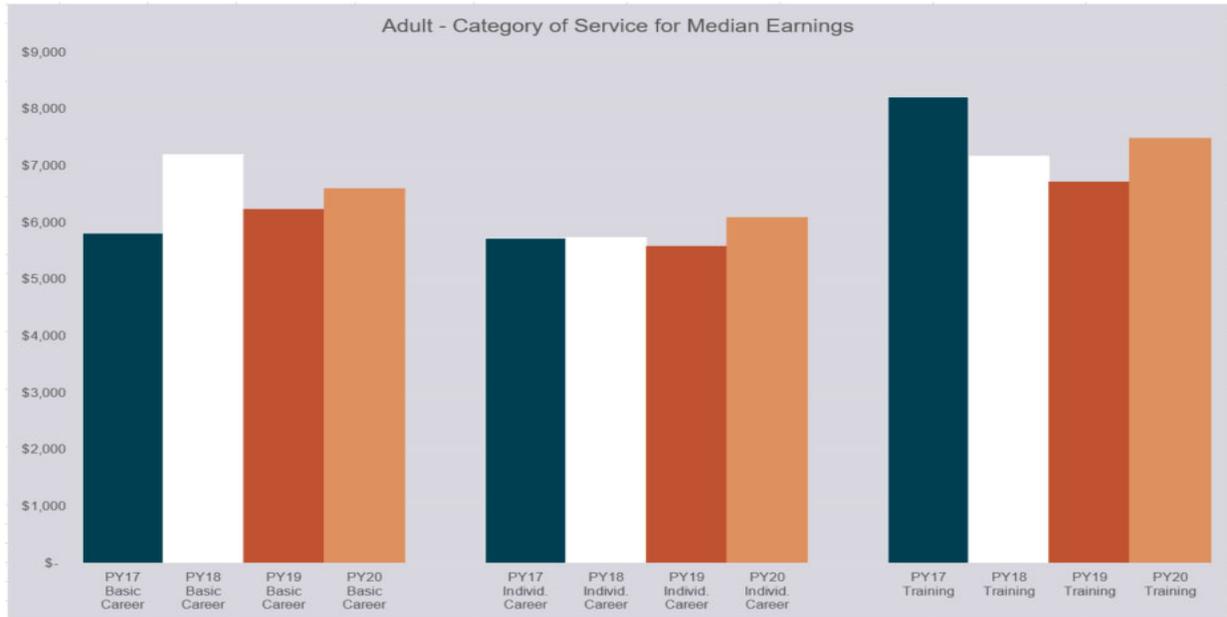
outlook, which could contribute to increased employment rates. This may explain why individuals who received a Training Service in PY 2020 were 7.4 percent more likely to be employed in the second quarter after exit than those who received Individualized Career Services. This is 2.6 percent less than the same comparison for PY 2019.



The graph below displays the Employment Rate in the Fourth Quarter after Exit in each program year by category of service. The chart for Employment Rate in the Fourth Quarter after Exit shows similar results to the second quarter after exit performance except for those who received Basic Career category services only. Employment for those who received Basic Career Services had a slight decrease in PY 2020, dropping 2.7 percent. Employment for those who received Individualized Career Services reported the largest increase from the prior year, increasing 3.1 percent for PY 2020.

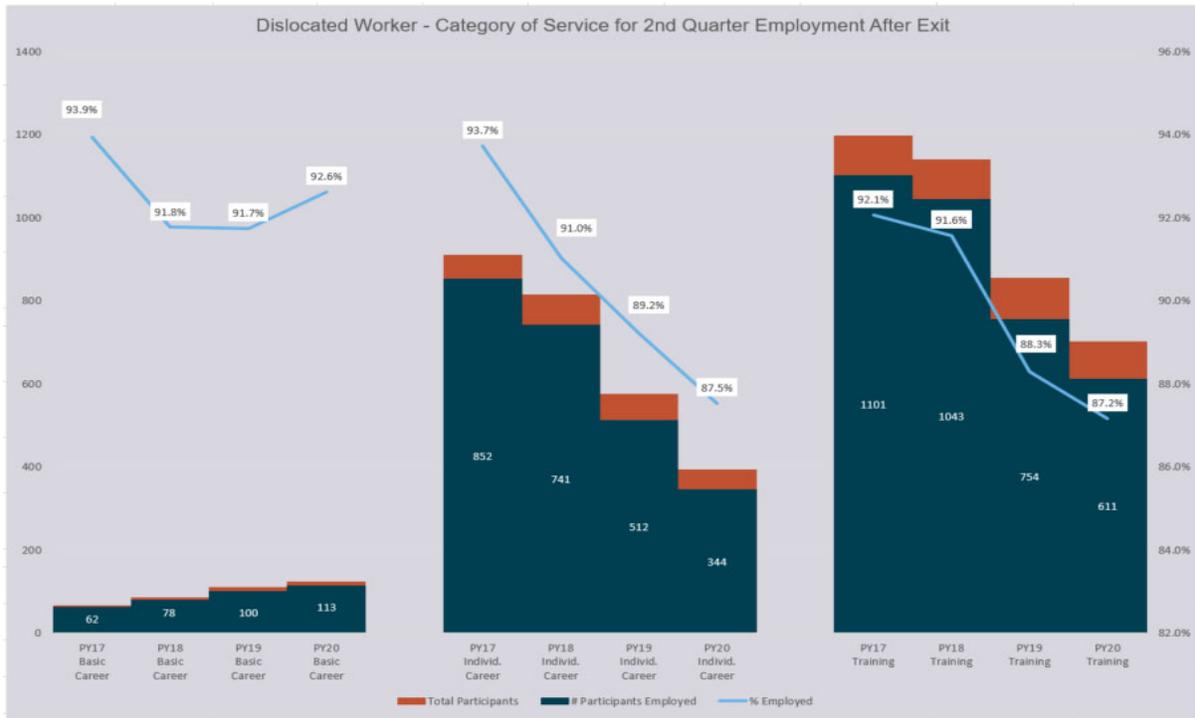


The chart for Median Earnings for WIOA Adults shows in PY 2019 participants who received Training Services earned significantly higher wages than participants who received Basic or Individualized Career Services. In PY 2020, participants who received Training Services earned on average 6.9 percent more than those who received Individualized Career Services, and on average 4.4 percent more than those who received Basic Career services. This is expected as those participants who receive Individualized Career Services may face larger barriers than those who move on to receive Training, possibly impacting their ability to secure employment.

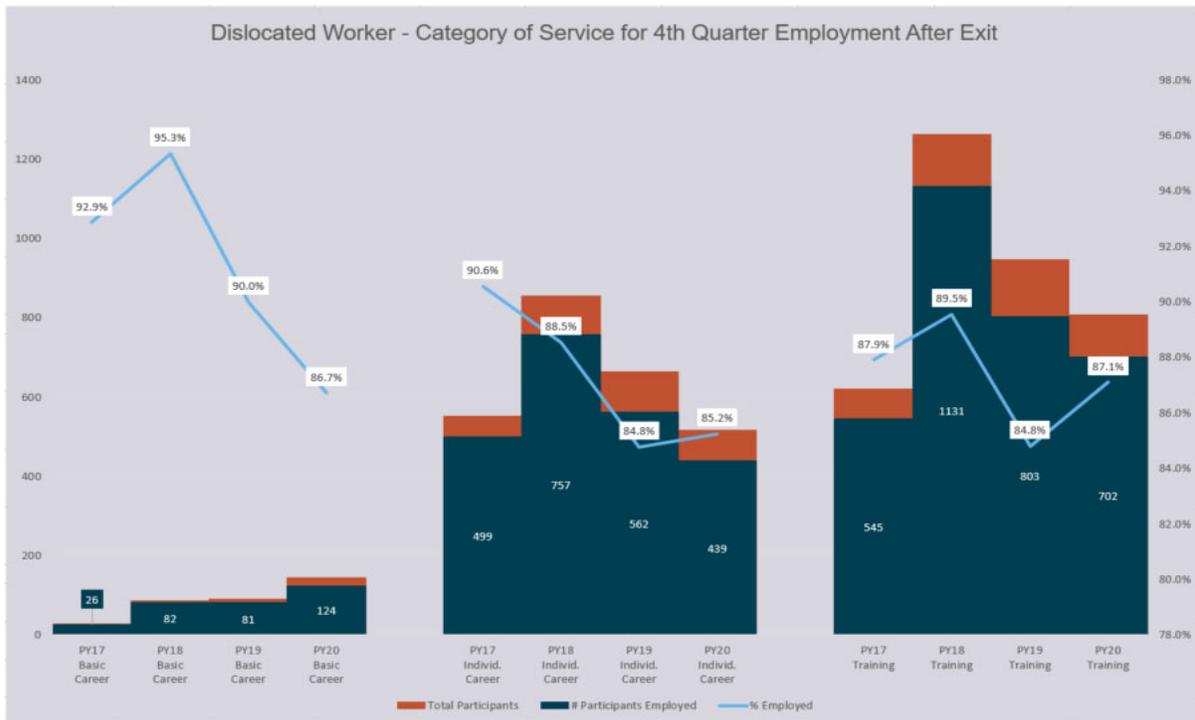


WIOA Dislocated Worker

The bar graph below exhibits the Employment Second Quarter After Exit Rate by the categories of service. Noteworthy is the slight increase in the number of total participants who received Basic Career Services only, and the significant decrease in the number of total participants who went on to receive Individualized Career Services and/or Training each year since PY 2017. The percent employed during the second quarter after exit typically follows the change in number of total participants, so a lower number of participants result in lower employment rates. The exception is those employed during the second quarter after exit and received Basic Career Services only, slightly improving .9 percent during PY 2020.



The Employment in Fourth Quarter After Exit Rate improved slightly for those who received Individualized Career Services for PY 2020, up by .4 percent. It also improved for those who went on to receive Training Services, by 2.3 percent when comparing to the prior program year. Conversely, the participants who were employed and only received Basic Career Services decreased by 3.3 percent. The overall decrease in total participants from PY 2019 to PY 2020 means each participant allows more opportunity for the results to be skewed in one direction. This is especially true for the Basic Career Services category.



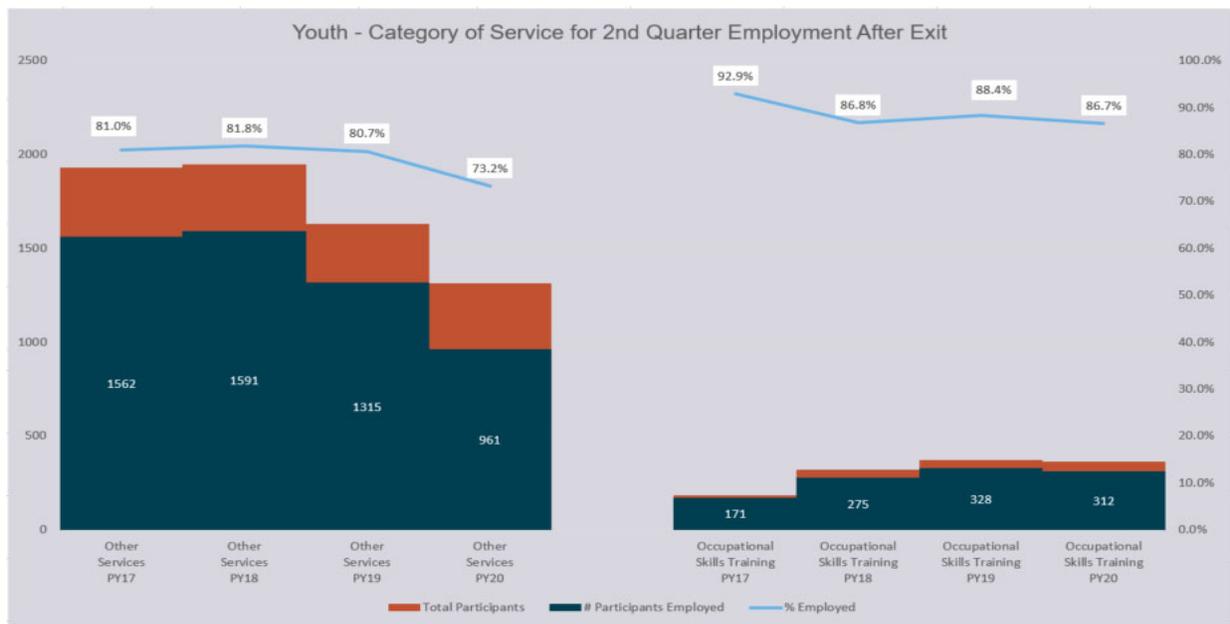
The bar graph below displays the Median Earnings for participants in the WIOA Dislocated Worker by category of Service. The trend for median earnings has increased each year since PY 2017 for those who received Basic Career

Services and for those who received Training Services, but that is not true for those who received Individualized Career Services. Dislocated Worker participants had higher median earnings when compared to Adult participants. The biggest difference between the Dislocated Worker and Adult programs median earnings is for those who received Individualized Career Services, with participants in Dislocated Worker earning an average of \$2,080 more than the Adult participants during the second quarter after exit.



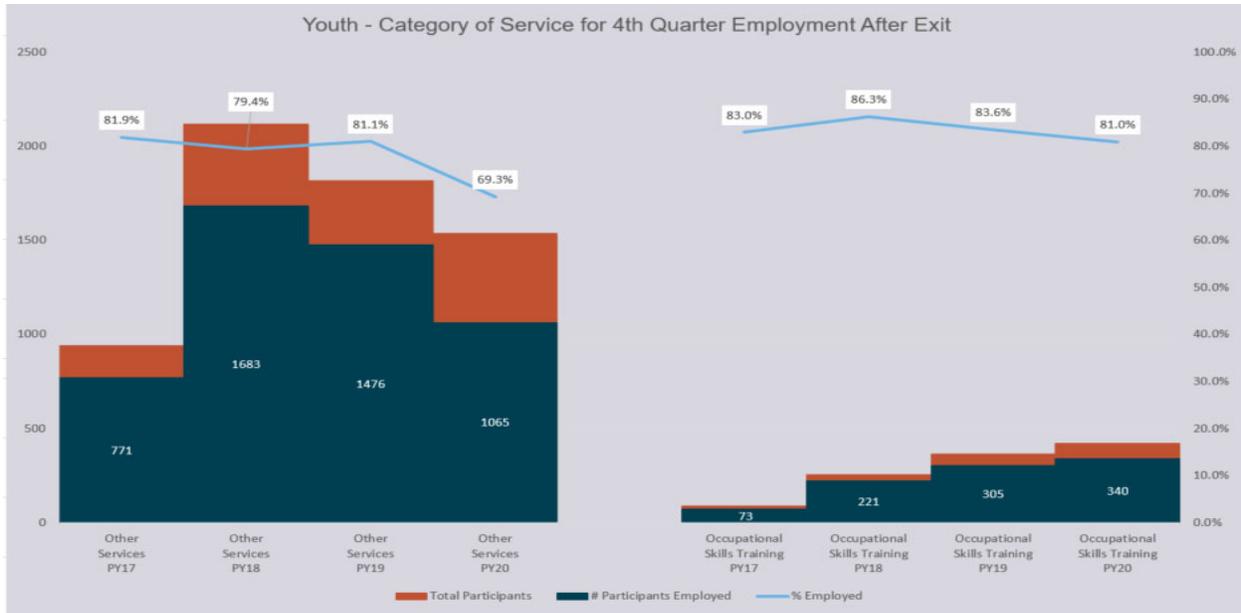
WIOA Youth

The bar graph below demonstrates the Employment Rate Second Quarter After Exit Rate for participants who received Occupational Skills Training and for those who received the Other Services category. The percent employed was 13.5 percent higher when youth participants received Occupational Skills Training, although the total participants is significantly lower in this same category.

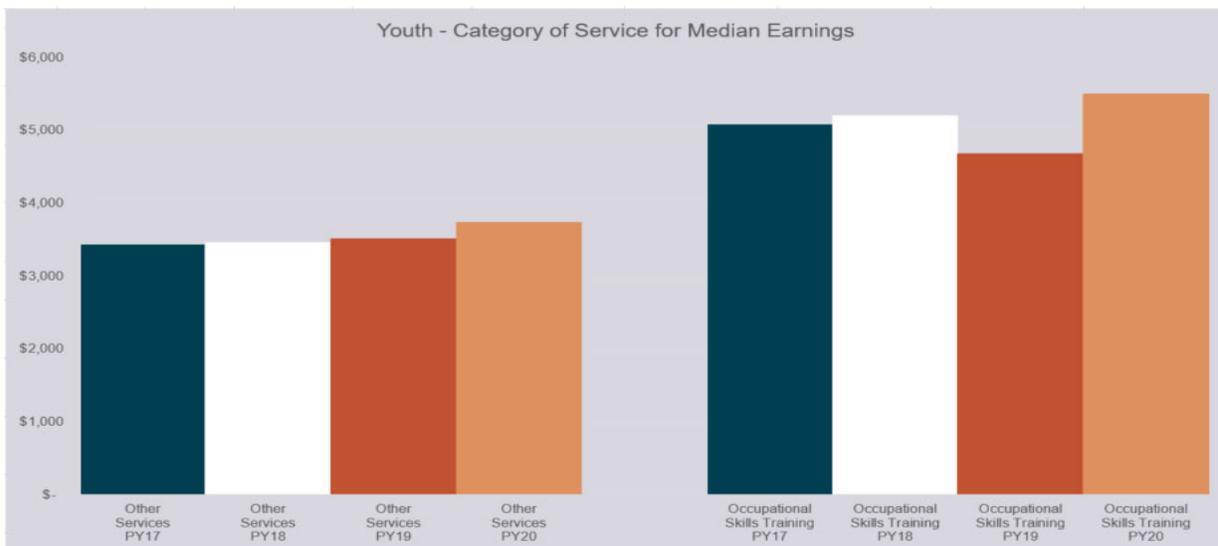


The bar graph below shows Employment in Fourth Quarter After Exit Rate by category of service. Most noteworthy is the significant decrease in employment for the Other Services category, dropping by 11.8 percent when compared to PY 2019. This is similar to the Employment in Second Quarter After Exit rate for this same category, but the second

quarter shows a slight decrease of 7.5 percent. It is also worth noting that, despite a significant difference in participation rates between participants who received Other Services in PY 2020 and those who received Occupational Skills Training for the Employment Fourth Quarter After Exit Rate, the data shows a significant increase in employment rates for those who received Occupational Skills Training in PY 2020, up 11.7 percent when compared to those who received Other Services.



The chart for Median Earnings for WIOA Youth shows that the median earnings for participants who received Occupational Skills Training earned an average of 19.2 percent more than the median wages of participants who did not receive Occupational Skills Training in PY 2020. Participants who received Occupational Skills Training earned, on average, \$1,767 more during the second quarter after exit than those who did not receive Occupational Skills Training.



STATUS OF STATE EVALUATION ACTIVITIES

An evaluation of the WIOA Youth program commenced during PY 2020. The purpose of this evaluation is to compare and evaluate trends in participation related to program eligibility barriers. Barriers and characteristics identified for youth participants are compared to those seen in the general population within a specific region and

statewide. Findings from this evaluation will assist Michigan in identifying where there may be gaps in service delivery and highlight best practices in serving vulnerable populations.

In October of 2021, Labor Market Information and Strategic Initiatives (LMISI) released a special issue of *Michigan's Labor Market News* Annual Economic Analysis Report. This report is a useful general narrative on trends in the Michigan labor market in 2020. This issue was repurposed to review key labor market indicators for 2019 and describe the pandemic's impact on the state's labor market in 2020. It also spotlights the economic forecasts from the University of Michigan's Research Seminar in Quantitative Economics and lists Michigan's *Relevant Rankings* that looks at job losses between 2009 and August 2020 among the states and in Michigan's metropolitan statistical areas. The report can be found [here](#).

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

STATE'S APPROACH TO CUSTOMER SATISFACTION

Job Seekers

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

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

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

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

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

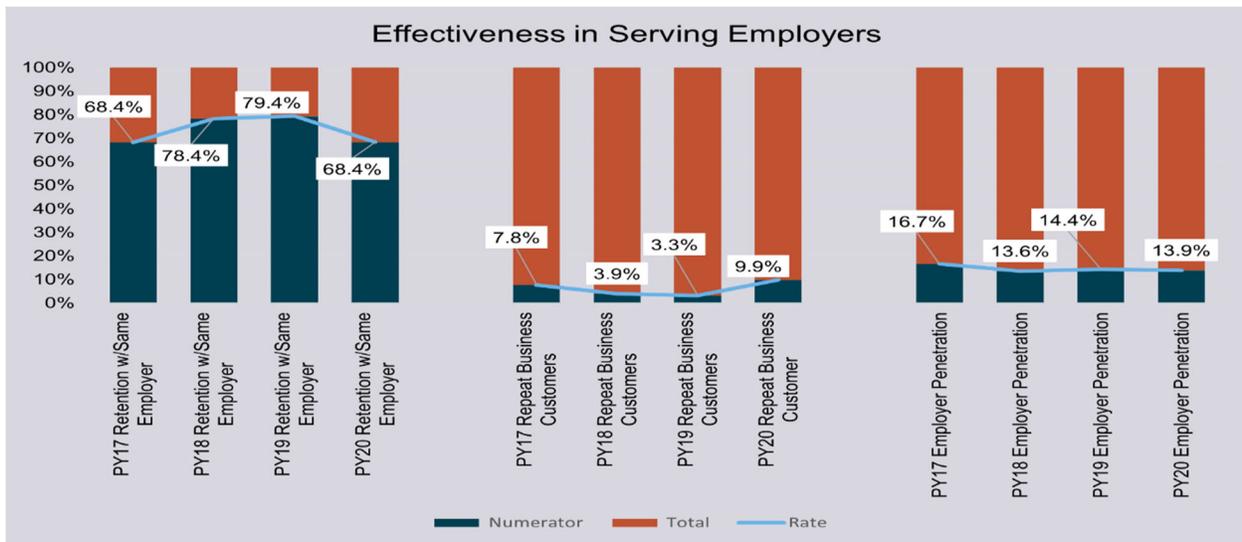
Based on feedback from the MWAs, voluntary response rates to surveys are low as individuals whose needs have been met are unlikely to respond to surveys as opposed to individuals who received exemplary services.

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

Effectiveness in Serving Employers

Michigan has chosen to report the expected level of performance for the Effectiveness in Serving Employers Indicator Pilot by utilizing the following approaches. The chart below compares Michigan’s performance in each of the employer measures from PY 2017 through PY 2020.

- Retention with the same employer, measured by the percentage of participants who exit and are employed in the second and fourth quarters after exit. The orange section of the bar graph represents the total number of participants who had the opportunity to be employed four quarters after exiting a WIOA program. The blue section of the bar graph represents the number of participants who were employed with the same employer in the second and fourth quarters after exit. Michigan experienced an 11 percent decrease in retention with the same employer in PY 2020.
- Repeat business customers, based on the percentage of repeat employers using services within the three previous years. The orange section of the bar graph represents the group of employers served during the program year. The blue section of the bar graph represents the group of employers that also received services during the previous program year. Michigan primarily reports repeat business customers for training related services reported into the OSMIS because the state does not utilize a common customer relationship management tool across the workforce system.
- Employer penetration rate based on the percentage of employers using services out of all employers in the State. The orange section of the bar graph represents the total number of employers in Michigan as defined by the Quarterly Census of Employment and Wages. The blue section of the bar graph represents the number of employers who received services during the program year.



DATA VALIDATION

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

DV file review will be 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 will review files of both active and exited participants. Participants selected will have a registration date on or after July 1st of three program years prior to the current program year. At this time, no fewer than 10 and no more than 45 files per program will be selected per review unless necessary for a targeted review. WD will use a progressive sampling model and use progressively larger samples as the data validation process evolves.

During Program Year 2020, a data validation tool was created and is accessible to all OSMIS users. This tool uses a new random sampling feature added to the participant reports and allows users to select up to 100 random participants based on user specified report criteria. The random customers selected have a Data Validation mapping worksheet accessible which is directly sourced from Training and Employment Guidance Letter (TEGL) 23-19 Attachment II and is available for OSMIS participant records in Title I and Title III programs. This Data Validation mapping worksheet outputs all data fields that have been deemed subject to data validation and allows users to view data element numbers, names, definitions, and source documentation for all applicable programs. The data validation worksheet outputs the PIRL value and the current OSMIS value for the specific record for convenience. Participant records must reflect accurate recording of data in accordance with definitions and allowable source documentation listed in the most recent Data Validation 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. WD will also calculate the error rate for each element, by program, for each of the selected MWAs. A satisfactory DV performance pass rate is 80 percent or higher of total files validated. MWAs who fail to achieve a satisfactory pass rate or fail to demonstrate compliant data collection standards for source documentation will be subject to technical assistance and/or a corrective action plan.

Regular assessment of Data Validation protocols is and will continue to be ongoing, as per TEGL 23-19, issued June 18, 2020.

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

User Dashboard

During PY 2019, OSMIS added a multi-level customizable User Dashboard. Enhancements made during PY 2020 were based on user feedback and include a functionality allowing users to view specified data for their own customers, customers within their local area and/or Statewide customers. Another feature added was a widget filtering option, allowing users to limit the output of their widget based on any widget data. These highly customizable upgrades allow for real time data driven decisions and further enhances Case Management capability.

Quarterly Report Analysis

Quarterly Report Analysis (QRA) is a data integrity tool that ensures information provided in reports is accurate and reliable. The USDOL selects data elements across the WIOA Title I and III programs related to eligibility, program participation, performance outcomes and other program requirements and sets initial targets based on assessment of national trends. If set targets are not met, states must provide a description of what necessary changes will be made to resolve or improve these rates. Michigan was selected as a QRA pilot state and is therefore regularly analyzing data elements to improve individual metric results and support data accuracy. This report is generated on a quarterly basis.

During PY 2020, the QRA report was added to OSMIS. This report uses USDOL specifications for the QRA program and mirrors the QRA report disseminated quarterly by ETA. The numerator and denominator for each element contain hyperlinks that load customer information when clicked. This information will allow analysis of customers to determine the appropriate course of action needed to rectify anomalies and improve

performance percentages. A “Negative” version of the QRA report is also available to see the count and customer listing of records that did not pass the measure. These reports will display quarterly data and can be run to display individual MWA or statewide data.

Aged Enrollment Emails

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

Participant Individual Record Layout Admin Utility

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

Participant Reports

The participant reports allow OSMIS users to run on-demand, real-time reports for the individuals served in the WIOA Adult, Dislocated Worker, Youth and Wagner-Peyser programs. For each of these programs, reports are available for active individuals, registrations, participations, activities, exiters and performance. The flexibility in the filtering/criteria allows users to customize the criteria for each report. The State and MWAs use these reports to find participant lists, answer questions, and better serve customers.

Performance Summary

The performance summary is a robust tool that provides a summary of an individual’s Common Measures participation. Links within this tool take OSMIS users directly to the registrations, activities and MSG information that is included in the Common Measures participation. This summary helps OSMIS users identify which activities may be holding a common measures participation open and what other case manager(s) are serving this customer so together they can assist the participant in reaching their goals.

APPENDIX 1: SUMMARY OF LOCAL PERFORMANCE

WIOA Adult

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

| A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA | | | | | | | | | | | | | | | | | |
|---|-----------------------------|--|----------------------|--------|--|-------|------|--|-------|------|--|---|-------|------|--|-------|------|
| Row | Column | Participants Served (07/01/2020 - 06/30/2021) | Exiters ¹ | | Employment Rate (Q2) ² (07/01/2019 - 06/30/2020) | | | Employment Rate (Q4) ² (01/01/2019 - 12/31/2019) | | | Median Earnings (07/01/2019 - 06/30/2020) | Credential Rate ³ (01/01/2019 - 12/31/2019) | | | Measurable Skill Gains ³ (07/01/2020 - 06/30/2021) | | |
| | | | | | Num | Den | Rate | Num | Den | Rate | Earnings | Num | Den | Rate | Num | Den | Rate |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 1 | Statewide | 6,762 | 2,811 | Target | | | 86.5 | | | 79.5 | \$6,621 | | | 80.0 | | | 32.4 |
| | | | | Actual | 2,895 | 3,621 | 80.0 | 3,622 | 4,713 | 76.9 | 7,108 | 2,443 | 2,914 | 83.8 | 2,098 | 3,482 | 60.3 |
| 2 | 02 - Region 7B | 134 | 32 | Target | | | 80.0 | | | 76.0 | \$6,200 | | | 75.0 | | | 50.6 |
| | | | | Actual | 54 | 63 | 85.7 | 59 | 70 | 84.3 | 7,910 | 55 | 58 | 94.8 | 58 | 101 | 57.4 |
| 3 | 04 - Great Lakes Bay | 477 | 145 | Target | | | 90.2 | | | 84.6 | \$6,139 | | | 84.4 | | | 58.5 |
| | | | | Actual | 204 | 232 | 87.9 | 291 | 332 | 87.7 | 6,951 | 161 | 175 | 92.0 | 105 | 146 | 71.9 |
| 4 | 05 - Berrien/Cass/Van Buren | 177 | 60 | Target | | | 90.4 | | | 86.0 | \$7,963 | | | 89.4 | | | 31.1 |
| | | | | Actual | 69 | 76 | 90.8 | 73 | 84 | 86.9 | 8,154 | 48 | 55 | 87.3 | 33 | 76 | 43.4 |
| 5 | 06 - UP Michigan Works! | 277 | 206 | Target | | | 86.8 | | | 79.0 | \$6,910 | | | 81.2 | | | 29.2 |
| | | | | Actual | 167 | 220 | 75.9 | 194 | 268 | 72.4 | 7,192 | 108 | 142 | 76.1 | 55 | 119 | 46.2 |
| 6 | 07 - Detroit Emp Solutions | 1,388 | 310 | Target | | | 66.8 | | | 61.8 | \$4,700 | | | 59.7 | | | 29.2 |
| | | | | Actual | 400 | 648 | 61.7 | 775 | 1,198 | 64.7 | 4,740 | 508 | 650 | 78.2 | 305 | 539 | 56.6 |
| 7 | 13 - GST Michigan Works | 807 | 333 | Target | | | 84.5 | | | 80.7 | \$6,194 | | | 82.4 | | | 45.6 |
| | | | | Actual | 328 | 415 | 79.0 | 382 | 489 | 78.1 | 7,018 | 306 | 356 | 86.0 | 262 | 563 | 46.5 |
| 8 | 14 - Southwest | 87 | 33 | Target | | | 88.6 | | | 83.6 | \$5,878 | | | 74.0 | | | 65.1 |
| | | | | Actual | 81 | 93 | 87.1 | 81 | 104 | 77.9 | 5,771 | 58 | 72 | 80.6 | 14 | 17 | 82.4 |
| 9 | 16 - West Central | 80 | 56 | Target | | | 80.2 | | | 75.2 | \$7,097 | | | 84.3 | | | 54.3 |
| | | | | Actual | 44 | 54 | 81.5 | 33 | 41 | 80.5 | 7,823 | 28 | 35 | 80.0 | 58 | 64 | 90.6 |
| 10 | 17 - Capital Area | 194 | 90 | Target | | | 89.5 | | | 85.7 | \$7,046 | | | 85.6 | | | 32.4 |
| | | | | Actual | 94 | 100 | 94.0 | 99 | 107 | 92.5 | 7,904 | 90 | 102 | 88.2 | 81 | 162 | 50.0 |
| 11 | 19 - Macomb/St. Clair | 518 | 196 | Target | | | 88.4 | | | 81.9 | \$7,283 | | | 82.6 | | | 35.6 |
| | | | | Actual | 234 | 262 | 89.3 | 262 | 304 | 86.2 | 8,527 | 220 | 264 | 83.3 | 293 | 381 | 76.9 |
| 12 | 21 - Northeast | 113 | 65 | Target | | | 89.6 | | | 83.7 | \$7,646 | | | 82.7 | | | 66.2 |
| | | | | Actual | 71 | 86 | 82.6 | 89 | 101 | 88.1 | 9,144 | 50 | 63 | 79.4 | 85 | 96 | 88.5 |
| 13 | 22 - Northwest | 174 | 79 | Target | | | 88.3 | | | 85.7 | \$7,123 | | | 88.0 | | | 45.7 |
| | | | | Actual | 57 | 69 | 82.6 | 58 | 63 | 92.1 | 7,116 | 14 | 18 | 77.8 | 40 | 85 | 47.1 |
| 14 | 23 - Oakland County | 860 | 398 | Target | | | 91.3 | | | 87.4 | \$8,211 | | | 84.5 | | | 51.0 |
| | | | | Actual | 328 | 404 | 81.2 | 352 | 468 | 75.2 | 8,190 | 282 | 323 | 87.3 | 371 | 615 | 60.3 |
| 15 | 30 - SE Michigan Consortium | 410 | 196 | Target | | | 92.1 | | | 87.0 | \$7,281 | | | 79.7 | | | 29.2 |
| | | | | Actual | 246 | 272 | 90.4 | 257 | 296 | 86.8 | 7,102 | 70 | 90 | 77.8 | 78 | 152 | 51.3 |
| 16 | 31 - SEMCA | 357 | 148 | Target | | | 89.0 | | | 85.0 | \$7,000 | | | 83.4 | | | 33.0 |
| | | | | Actual | 147 | 168 | 87.5 | 175 | 221 | 79.2 | 6,574 | 134 | 150 | 89.3 | 71 | 131 | 54.2 |
| 17 | 33 - West Michigan Works | 709 | 464 | Target | | | 88.6 | | | 84.9 | \$6,856 | | | 83.4 | | | 41.4 |
| | | | | Actual | 371 | 459 | 80.8 | 442 | 567 | 78.0 | 7,141 | 311 | 361 | 86.1 | 189 | 235 | 80.4 |
| 18 | 49 - MCTI/MRS | | | Target | | | | | | | | | | | | | |
| | | | | Actual | | | | | | | | | | | | | |
| 19 | 50 - HRDI | | | Target | | | | | | | | | | | | | |
| | | | | Actual | | | | | | | | | | | | | |

WIOA Dislocated Worker

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

| A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA | | | | | | | | | | | | | | | | | |
|---|-----------------------------|--|----------------------|--------|--|-------|-------|--|-------|------|--|---|-----|-------|--|-------|-------|
| Row | Column | Participants Served (07/01/2020 - 06/30/2021) | Exiters ¹ | | Employment Rate (Q2) ² (07/01/2019 - 06/30/2020) | | | Employment Rate (Q4) ² (01/01/2019 - 12/31/2019) | | | Median Earnings (07/01/2019 - 06/30/2020) | Credential Rate ³ (01/01/2019 - 12/31/2019) | | | Measurable Skill Gains ³ (07/01/2020 - 06/30/2021) | | |
| | | | | | Num | Den | Rate | Num | Den | Rate | Earnings | Num | Den | Rate | Num | Den | Rate |
| | Column | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 1 | Statewide | 2,740 | 915 | Target | | | 89.0 | | | 85.3 | \$8,200 | | | 77.3 | | | 32.4 |
| | | | | Actual | 1,068 | 1,216 | 87.8 | 1,265 | 1,464 | 86.4 | 8,745 | 592 | 712 | 83.1 | 909 | 1,447 | 62.8 |
| 2 | 02 - Region 7B | 32 | 8 | Target | | | 81.0 | | | 80.0 | \$7,279 | | | 83.0 | | | 58.1 |
| | | | | Actual | 12 | 14 | 85.7 | 16 | 20 | 80.0 | 7,384 | 13 | 13 | 100.0 | 19 | 27 | 70.4 |
| 3 | 04 - Great Lakes Bay | 233 | 91 | Target | | | 91.5 | | | 88.8 | \$7,570 | | | 85.4 | | | 48.3 |
| | | | | Actual | 98 | 114 | 86.0 | 126 | 146 | 86.3 | 7,956 | 41 | 52 | 78.8 | 38 | 63 | 60.3 |
| 4 | 05 - Berrien/Cass/Van Buren | 52 | 26 | Target | | | 88.8 | | | 81.7 | \$8,309 | | | 75.8 | | | 30.3 |
| | | | | Actual | 20 | 23 | 87.0 | 36 | 41 | 87.8 | 9,009 | 9 | 10 | 90.0 | 10 | 13 | 76.9 |
| 5 | 06 - UP Michigan Works! | 101 | 66 | Target | | | 88.1 | | | 82.8 | \$7,884 | | | 85.4 | | | 37.0 |
| | | | | Actual | 79 | 90 | 87.8 | 90 | 106 | 84.9 | 7,317 | 35 | 44 | 79.5 | 9 | 23 | 39.1 |
| 6 | 07 - Detroit Emp Solutions | 575 | 32 | Target | | | 75.4 | | | 71.0 | \$6,504 | | | 68.5 | | | 29.2 |
| | | | | Actual | 26 | 40 | 65.0 | 56 | 80 | 70.0 | 9,203 | 46 | 56 | 82.1 | 172 | 309 | 55.7 |
| 7 | 13 - GST Michigan Works | 163 | 57 | Target | | | 86.8 | | | 83.3 | \$6,779 | | | 81.4 | | | 44.3 |
| | | | | Actual | 91 | 113 | 80.5 | 98 | 119 | 82.4 | 8,379 | 57 | 69 | 82.6 | 57 | 104 | 54.8 |
| 8 | 14 - Southwest | 82 | 42 | Target | | | 90.1 | | | 87.6 | \$7,323 | | | 73.7 | | | 67.6 |
| | | | | Actual | 94 | 104 | 90.4 | 114 | 124 | 91.9 | 8,650 | 18 | 23 | 78.3 | 23 | 25 | 92.0 |
| 9 | 16 - West Central | 18 | 13 | Target | | | 86.3 | | | 83.1 | \$7,887 | | | 83.4 | | | 57.0 |
| | | | | Actual | 11 | 11 | 100.0 | 11 | 12 | 91.7 | 9,836 | 9 | 10 | 90.0 | 14 | 14 | 100.0 |
| 10 | 17 - Capital Area | 103 | 50 | Target | | | 89.5 | | | 86.7 | \$7,750 | | | 80.0 | | | 32.4 |
| | | | | Actual | 40 | 43 | 93.0 | 55 | 59 | 93.2 | 8,418 | 50 | 57 | 87.7 | 47 | 89 | 52.8 |
| 11 | 19 - Macomb/St. Clair | 371 | 111 | Target | | | 90.9 | | | 82.8 | \$9,004 | | | 68.7 | | | 35.6 |
| | | | | Actual | 139 | 150 | 92.7 | 141 | 151 | 93.4 | 10,046 | 104 | 134 | 77.6 | 193 | 279 | 69.2 |
| 12 | 21 - Northeast | 13 | 9 | Target | | | 88.5 | | | 88.2 | \$6,701 | | | 76.1 | | | 57.5 |
| | | | | Actual | 9 | 10 | 90.0 | 8 | 9 | 88.9 | 8,708 | 4 | 5 | 80.0 | 9 | 12 | 75.0 |
| 13 | 22 - Northwest | 67 | 27 | Target | | | 94.5 | | | 92.0 | \$10,008 | | | 79.4 | | | 52.5 |
| | | | | Actual | 15 | 16 | 93.8 | 27 | 28 | 96.4 | 10,562 | 9 | 11 | 81.8 | 12 | 27 | 44.4 |
| 14 | 23 - Oakland County | 290 | 114 | Target | | | 91.4 | | | 88.3 | \$9,770 | | | 87.5 | | | 59.5 |
| | | | | Actual | 110 | 134 | 82.1 | 131 | 161 | 81.4 | 10,984 | 94 | 102 | 92.2 | 127 | 203 | 62.6 |
| 15 | 30 - SE Michigan Consortium | 174 | 57 | Target | | | 94.7 | | | 88.9 | \$8,388 | | | 85.1 | | | 29.2 |
| | | | | Actual | 104 | 108 | 96.3 | 119 | 125 | 95.2 | 9,004 | 29 | 35 | 82.9 | 47 | 73 | 64.4 |
| 16 | 31 - SEMCA | 291 | 130 | Target | | | 90.0 | | | 86.5 | \$8,150 | | | 77.0 | | | 39.4 |
| | | | | Actual | 162 | 175 | 92.6 | 189 | 220 | 85.9 | 8,688 | 48 | 62 | 77.4 | 73 | 115 | 63.5 |
| 17 | 33 - West Michigan Works | 166 | 82 | Target | | | 85.8 | | | 82.7 | \$8,839 | | | 80.6 | | | 33.6 |
| | | | | Actual | 58 | 71 | 81.7 | 48 | 63 | 76.2 | 8,216 | 26 | 29 | 89.7 | 59 | 66 | 89.4 |
| 18 | 49 - MCTI/MRS | | | Target | | | | | | | | | | | | | |
| | | | | Actual | | | | | | | | | | | | | |
| 19 | 50 - HRDI | 9 | 0 | Target | | | | | | | | | | | | | |
| | | | | Actual | 0 | 0 | | 0 | 0 | | | 0 | 0 | | 0 | 5 | 0.0 |

WIOA Youth

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

| A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA | | | | | | | | | | | | | | | | | |
|---|-----------------------------|--|----------------------|--------|--|-------|------|--|-------|------|--|---|-------|------|--|-------|------|
| Row | Column | Participants Served (07/01/2020 - 06/30/2021) | Exiters ¹ | | Employment Rate (Q2) ² (07/01/2019 - 06/30/2020) | | | Employment Rate (Q4) ² (01/01/2019 - 12/31/2019) | | | Median Earnings (07/01/2019 - 06/30/2020) | Credential Rate ³ (01/01/2019 - 12/31/2019) | | | Measurable Skill Gains ³ (07/01/2020 - 06/30/2021) | | |
| | | | | | Num | Den | Rate | Num | Den | Rate | Earnings | Num | Den | Rate | Num | Den | Rate |
| | | | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 | Statewide | 4,219 | 1,435 | Target | | | 81.3 | | | 80.0 | \$3,600 | | | 69.0 | | 29.9 | |
| | | | | Actual | 1,273 | 1,672 | 76.1 | 1,405 | 1,957 | 71.8 | 3,963 | 840 | 1,168 | 71.9 | 915 | 2,044 | 44.8 |
| 2 | 02 - Region 7B | 50 | 18 | Target | | | 75.0 | | | 75.0 | \$3,723 | | | 75.0 | | 35.0 | |
| | | | | Actual | 35 | 44 | 79.5 | 40 | 48 | 83.3 | 4,700 | 28 | 33 | 84.8 | 11 | 27 | 40.7 |
| 3 | 04 - Great Lakes Bay | 258 | 99 | Target | | | 77.0 | | | 77.7 | \$4,009 | | | 74.4 | | 37.3 | |
| | | | | Actual | 76 | 107 | 71.0 | 59 | 84 | 70.2 | 3,850 | 28 | 30 | 93.3 | 9 | 78 | 11.5 |
| 4 | 05 - Berrien/Cass/Van Buren | 89 | 18 | Target | | | 82.2 | | | 83.0 | \$3,622 | | | 75.9 | | 35.0 | |
| | | | | Actual | 38 | 44 | 86.4 | 22 | 25 | 88.0 | 4,783 | 5 | 6 | 83.3 | 11 | 29 | 37.9 |
| 5 | 06 - UP Michigan Works! | 98 | 54 | Target | | | 81.4 | | | 78.5 | \$4,814 | | | 70.6 | | 26.9 | |
| | | | | Actual | 53 | 75 | 70.7 | 55 | 80 | 68.8 | 5,301 | 31 | 50 | 62.0 | 30 | 66 | 45.5 |
| 6 | 07 - Detroit Emp Solutions | 1,015 | 293 | Target | | | 71.1 | | | 70.2 | \$2,906 | | | 58.5 | | 26.9 | |
| | | | | Actual | 170 | 245 | 69.4 | 260 | 365 | 71.2 | 2,654 | 141 | 196 | 71.9 | 306 | 469 | 65.2 |
| 7 | 13 - GST Michigan Works | 316 | 176 | Target | | | 77.4 | | | 75.7 | \$3,458 | | | 74.9 | | 43.2 | |
| | | | | Actual | 137 | 195 | 70.3 | 191 | 283 | 67.5 | 4,040 | 176 | 223 | 78.9 | 98 | 197 | 49.7 |
| 8 | 14 - Southwest | 254 | 68 | Target | | | 80.6 | | | 72.8 | \$4,206 | | | 71.4 | | 26.9 | |
| | | | | Actual | 36 | 51 | 70.6 | 66 | 90 | 73.3 | 4,205 | 32 | 40 | 80.0 | 8 | 106 | 7.5 |
| 9 | 16 - West Central | 24 | 20 | Target | | | 72.2 | | | 68.2 | \$3,183 | | | 66.4 | | 40.6 | |
| | | | | Actual | 45 | 64 | 70.3 | 43 | 60 | 71.7 | 2,409 | 18 | 38 | 47.4 | 10 | 11 | 90.9 |
| 10 | 17 - Capital Area | 181 | 58 | Target | | | 78.9 | | | 76.2 | \$2,900 | | | 75.1 | | 47.3 | |
| | | | | Actual | 48 | 60 | 80.0 | 50 | 68 | 73.5 | 3,353 | 30 | 41 | 73.2 | 45 | 72 | 62.5 |
| 11 | 19 - Macomb/St. Clair | 241 | 138 | Target | | | 85.5 | | | 83.1 | \$3,960 | | | 75.9 | | 32.9 | |
| | | | | Actual | 126 | 155 | 81.3 | 112 | 160 | 70.0 | 5,929 | 69 | 92 | 75.0 | 79 | 125 | 63.2 |
| 12 | 21 - Northeast | 159 | 83 | Target | | | 77.0 | | | 75.9 | \$3,086 | | | 74.0 | | 33.7 | |
| | | | | Actual | 50 | 60 | 83.3 | 55 | 82 | 67.1 | 3,966 | 44 | 66 | 66.7 | 60 | 119 | 50.4 |
| 13 | 22 - Northwest | 48 | 8 | Target | | | 84.5 | | | 83.5 | \$4,705 | | | 61.1 | | 26.9 | |
| | | | | Actual | 8 | 13 | 61.5 | 12 | 18 | 66.7 | 5,235 | 7 | 12 | 58.3 | 11 | 29 | 37.9 |
| 14 | 23 - Oakland County | 264 | 99 | Target | | | 85.4 | | | 80.2 | \$3,733 | | | 80.4 | | 36.2 | |
| | | | | Actual | 100 | 138 | 72.5 | 90 | 136 | 66.2 | 3,954 | 65 | 99 | 65.7 | 72 | 173 | 41.6 |
| 15 | 30 - SE Michigan Consortium | 325 | 83 | Target | | | 82.2 | | | 80.5 | \$4,389 | | | 69.8 | | 26.9 | |
| | | | | Actual | 137 | 170 | 80.6 | 123 | 162 | 75.9 | 4,737 | 48 | 68 | 70.6 | 53 | 128 | 41.4 |
| 16 | 31 - SEMCA | 466 | 112 | Target | | | 82.0 | | | 80.0 | \$3,750 | | | 80.0 | | 27.6 | |
| | | | | Actual | 124 | 137 | 90.5 | 97 | 121 | 80.2 | 4,112 | 26 | 36 | 72.2 | 30 | 124 | 24.2 |
| 17 | 33 - West Michigan Works | 431 | 108 | Target | | | 78.6 | | | 79.0 | \$3,354 | | | 59.7 | | 32.5 | |
| | | | | Actual | 90 | 114 | 78.9 | 130 | 175 | 74.3 | 4,430 | 92 | 138 | 66.7 | 82 | 291 | 28.2 |
| 18 | 49 - MCTI/MRS | | | Target | | | | | | | | | | | | | |
| | | | | Actual | | | | | | | | | | | | | |
| 19 | 50 - HRDI | | | Target | | | | | | | | | | | | | |
| | | | | Actual | | | | | | | | | | | | | |

Wagner-Peyser

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

| A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA | | | | | | | | | | | | | | | | | |
|---|-----------------------------|--|----------------------|--------|--|---------|------|--|---------|------|--|---|-----|------|--|-----|------|
| Row | Column | Participants Served (07/01/2020 - 06/30/2021) | Exiters ¹ | | Employment Rate (Q2) ² (07/01/2019 - 06/30/2020) | | | Employment Rate (Q4) ² (01/01/2019 - 12/31/2019) | | | Median Earnings (07/01/2019 - 06/30/2020) | Credential Rate ³ (01/01/2019 - 12/31/2019) | | | Measurable Skill Gains ³ (07/01/2020 - 06/30/2021) | | |
| | | | | | Num | Den | Rate | Num | Den | Rate | Earnings | Num | Den | Rate | Num | Den | Rate |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 1 | Statewide | 59,375 | 20,971 | Target | | | 73.0 | | | 71.4 | \$6,200 | | | | | | |
| | | | | Actual | 87,650 | 132,036 | 66.4 | 103,968 | 156,570 | 66.4 | 6,465 | 0 | 0 | | 0 | 0 | |
| 2 | 02 - Region 7B | 1,846 | 1,214 | Target | | | 67.3 | | | 66.0 | \$5,496 | | | | | | |
| | | | | Actual | 2,316 | 3,417 | 67.8 | 2,436 | 3,792 | 64.2 | 5,874 | 0 | 0 | | 0 | 0 | |
| 3 | 04 - Great Lakes Bay | 955 | 585 | Target | | | 73.4 | | | 68.3 | \$5,439 | | | | | | |
| | | | | Actual | 5,695 | 8,252 | 69.0 | 6,793 | 9,912 | 68.5 | 6,164 | 0 | 0 | | 0 | 0 | |
| 4 | 05 - Berrien/Cass/Van Buren | 6,012 | 240 | Target | | | 67.1 | | | 64.7 | \$6,253 | | | | | | |
| | | | | Actual | 952 | 1,614 | 59.0 | 783 | 1,266 | 61.8 | 6,383 | 0 | 0 | | 0 | 0 | |
| 5 | 06 - UP Michigan Works! | 5,589 | 1,398 | Target | | | 76.1 | | | 63.8 | \$5,597 | | | | | | |
| | | | | Actual | 2,654 | 3,875 | 68.5 | 1,877 | 2,737 | 68.6 | 6,014 | 0 | 0 | | 0 | 0 | |
| 6 | 07 - Detroit Emp Solutions | 2,705 | 2,011 | Target | | | 66.0 | | | 64.5 | \$5,400 | | | | | | |
| | | | | Actual | 7,702 | 12,322 | 62.5 | 9,127 | 14,384 | 63.5 | 5,419 | 0 | 0 | | 0 | 0 | |
| 7 | 13 - GST Michigan Works | 2,848 | 2,101 | Target | | | 72.4 | | | 67.5 | \$5,672 | | | | | | |
| | | | | Actual | 9,294 | 13,230 | 70.2 | 11,666 | 16,755 | 69.6 | 6,582 | 0 | 0 | | 0 | 0 | |
| 8 | 14 - Southwest | 895 | 716 | Target | | | 65.0 | | | 63.0 | \$4,700 | | | | | | |
| | | | | Actual | 1,406 | 2,232 | 63.0 | 1,891 | 3,013 | 62.8 | 5,040 | 0 | 0 | | 0 | 0 | |
| 9 | 16 - West Central | 688 | 529 | Target | | | 66.5 | | | 62.6 | \$6,316 | | | | | | |
| | | | | Actual | 2,007 | 3,013 | 66.6 | 2,449 | 3,698 | 66.2 | 6,530 | 0 | 0 | | 0 | 0 | |
| 10 | 17 - Capital Area | 1,459 | 1,422 | Target | | | 71.0 | | | 69.0 | \$6,100 | | | | | | |
| | | | | Actual | 492 | 767 | 64.1 | 452 | 724 | 62.4 | 5,960 | 0 | 0 | | 0 | 0 | |
| 11 | 19 - Macomb/St. Clair | 4,238 | 1,592 | Target | | | 73.8 | | | 72.2 | \$6,820 | | | | | | |
| | | | | Actual | 12,337 | 18,420 | 67.0 | 15,739 | 23,107 | 68.1 | 7,124 | 0 | 0 | | 0 | 0 | |
| 12 | 21 - Northeast | 386 | 308 | Target | | | 71.1 | | | 67.0 | \$5,453 | | | | | | |
| | | | | Actual | 2,787 | 3,925 | 71.0 | 2,947 | 4,541 | 64.9 | 5,646 | 0 | 0 | | 0 | 0 | |
| 13 | 22 - Northwest | 1,557 | 1,506 | Target | | | 73.8 | | | 69.0 | \$6,313 | | | | | | |
| | | | | Actual | 4,340 | 6,542 | 66.3 | 4,798 | 7,562 | 63.4 | 6,520 | 0 | 0 | | 0 | 0 | |
| 14 | 23 - Oakland County | 5,127 | 1,394 | Target | | | 69.5 | | | 70.0 | \$7,000 | | | | | | |
| | | | | Actual | 8,624 | 13,287 | 64.9 | 10,418 | 15,794 | 66.0 | 7,777 | 0 | 0 | | 0 | 0 | |
| 15 | 30 - SE Michigan Consortium | 2,556 | 2,032 | Target | | | 70.1 | | | 69.0 | \$6,367 | | | | | | |
| | | | | Actual | 7,991 | 11,852 | 67.4 | 10,115 | 15,293 | 66.1 | 6,605 | 0 | 0 | | 0 | 0 | |
| 16 | 31 - SEMCA | 19,581 | 1,881 | Target | | | 72.9 | | | 72.0 | \$6,214 | | | | | | |
| | | | | Actual | 13,489 | 20,847 | 64.7 | 16,675 | 25,346 | 65.8 | 6,150 | 0 | 0 | | 0 | 0 | |
| 17 | 33 - West Michigan Works | 2,929 | 2,040 | Target | | | 73.6 | | | 71.8 | \$6,445 | | | | | | |
| | | | | Actual | 5,564 | 8,439 | 65.9 | 5,800 | 8,646 | 67.1 | 6,798 | 0 | 0 | | 0 | 0 | |
| 18 | 49 - MCTI/MRS | | | Target | | | | | | | | | | | | | |
| | | | | Actual | | | | | | | | | | | | | |
| 19 | 50 - HRDI | 4 | 0 | Target | | | | | | | | | | | | | |
| | | | | Actual | 0 | 0 | | 0 | 0 | | | 0 | 0 | | 0 | 0 | |

APPENDIX II: 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 (LEO-WD), with services delivered locally by 16 American Job Centers, referred to as Michigan Works! Agencies (MWAs). The purpose of Rapid Response is to identify and enact plans that prevent or minimize impacts on workers, businesses, and communities.

In collaboration with local MWA partners, WD executes effective, adaptive, and comprehensive service strategies to actively support dislocated workers throughout Michigan. The COVID-19 pandemic continues to reshape how WD-RR/TAA, the MWAs, and partner agencies deliver services. Many job seekers have continued to take advantage of virtual services but also had the option to schedule appointments for in-person services with their local MWA if applicable.

In Program Year (PY) 2020, the WD-TAA/RR staff experienced a decrease in Worker Adjustment and Retraining Notices (WARNs) compared to the previous program year in which there was a significant influx of WARNs due to the COVID-19 pandemic. From July 1, 2020 through the end of December 2020, Michigan's workforce received 53 WARNs that adversely affected approximately 9,844 employees, and an additional 10 WARNs affecting approximately 947 employees from January 1, 2021 through the end of June 2021.

The industry sectors experiencing dislocation events were largely hospitality and front-line services including restaurant, hotel, and grocery store workers, as manufacturing dislocations began to slow and recover from the impacts of COVID-19. The TAA/RR Section coordinated Rapid Response events with companies such as Lear Corporation, Globe Fire Sprinkler, The Cardinal Group, Harman International, Keihin Corporation, Dayco Products, and Hemlock Semiconductor.

The TAA/RR Section filed 23 TAA petitions on behalf of workers whose employment was affected by foreign trade. Of the 23 petitions filed, 16 petitions were TAA certified. In addition to Rapid Response services, the TAA/RR Section conducted at least 12 TAA Worker Benefit Orientations for adversely affected workers. TAA benefits such as On-the-Job Training and classroom training allow eligible adversely affected workers opportunities to upskill and obtain suitable employment.

The WD-TAA/RR also found success assisting in the implementation of the first TAA Registered Apprenticeship in Michigan. In partnership with Northwest Michigan Works!, Pinnacle Truck Driver Training in Cadillac accepted its first Office Manager Apprentice. The apprentice will perform On-the-Job Training with the company and receive related technical instruction at Northwestern Michigan College Extended Education. With successful implementation of the TAA Registered Apprenticeship, WD-TAA/RR staff conducted statewide training for all MWAs and partner agencies. The purpose of the TAA Registered Apprenticeship training was to inform statewide staff of the United States Department of Labor registration process and share a best practice framework with hopes of assisting other potential apprentices upskill their talents by utilizing TAA benefits.

APPENDIX III: NATIONAL DISLOCATED WORKER GRANTS SUMMARY

Trade & Economic Transitions Grant

Funding Award: \$3,200,000

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

Awarded in September 2018, the Trade and Economic Transitions Grant encompasses two distinct components; development of a predictive analytics tool through the Upjohn Institute in collaboration with the Michigan Bureau of Labor Market Information and Strategic Initiatives, and career and training support for dislocated manufacturing workers as well as retail trade and finance and insurance workers with job loss tied to E-commerce.

The analytics application provides job seekers and career planners with customized information about employment prospects and an effective sequence of services. The application combines real-time employment data with information about skills required by occupation with predictive analytics. The tools are embedded in a seamless series of informational screens that enhance the operation of Michigan's One-Stop service centers.

To date, 549 grant participants have been provided essential reemployment services such as assessment, career counseling, training, and supportive services with the expectation to return to full-time employment in growth industries.

National Health Emergency Grant - Disaster Recovery National Dislocated Worker Grant

Funding Award: \$1,770,000

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

Awarded in April 2019, the National Health Emergency grant focuses on the criminal justice involved population with an opioid use diagnosis through Macomb Community Corrections and the 16th Circuit Court Drug Court. A secondary but substantial emphasis is on providing workforce services to those recovering from substance abuse that may not be involved in the criminal justice system. The goal is to establish that a targeted approach connecting those most affected by the opioid crisis with training and employment services will result in lowered recidivism, increased employment, and reduced occurrences of relapse.

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

As individuals with a history of opioid abuse, especially those with a criminal record, often struggle to identify and maintain employment, peer recovery coaches work in tandem with their career planner counterparts on holistic solutions for participants. Referrals can be generated from any partner dependent on the participant's needs with the goal of self-sustaining employment. Other local recovery centers may also refer individuals to Michigan Works! To date, 106 grant participants have been provided essential reemployment services such as assessment, career counseling, training, and supportive services with the expectation to return to full-time employment in growth industries.

COVID-19 Recovery Project Grant

Funding Award: 3,330,000

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

Awarded in May 2020, the COVID-19 Disaster Recovery Dislocated Worker Grant supports the fight against COVID-19 and expected workforce disruptions related to the pandemic. On May 29, 2020, the USDOL conditionally awarded Michigan \$3,330,000. After extensive discussions with leadership from the 16 Michigan Works! Agencies and other interested parties, a plan to distribute funding to best accommodate the varied needs of each local area was enacted.

At years end, 69 workers were employed in temporary positions directly tied to the COVID-19 relief and recovery effort. All temporary workers will receive additional employment services and, potentially, training to enable them to transition into full-time employment when their temporary positions end.

Layoffs and business reorganizations caused by the pandemic had a disproportionate impact on workers in lower skilled positions. To combat this pandemic related effect, significant funding was dedicated to support those with no job in which to return. To date, 396 grant participants have been provided essential reemployment services such as assessment, career counseling, training, and supportive services with the expectation to return to full-time employment in growth industries.

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

National Health Emergency - Opioid Crisis Disaster Recovery National Dislocated Worker Grant

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

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

Participating Michigan Works! Agencies (MWAs) include Michigan Works! Northeast, Michigan Works! Region 7B, and Northwest Michigan Works! - collectively operating under the name "Northern Michigan Opioid Workforce Alliance (NMOWA)". Awarded in January 2021, the National Health Emergency grant focuses on increasing training and workforce participation opportunities for workers negatively impacted by the opioid crisis and the long-term unemployed. The award covers a sixteen-county region of Northern Lower Michigan.

The two-year NMOWA project will engage an estimated 150 dislocated workers by offering supportive services, employment and training services and job placement assistance. Participants who are deemed suitable, and have an interest, will be encouraged to pursue training in fields that positively impact the opioid crisis, including mental health, addiction treatment, and pain management. To accommodate the influx of recovery participants, the three MWAs will create twenty temporary disaster relief positions. Each participant filling a position will be trained as a life coach and serve as a mentor and community navigator for others impacted by opioid use.

Grants Summary

| Grant | Period of Performance | Participants Through 6/30/21 | Participants in or Completed Training |
|--------------------|------------------------------|-------------------------------------|--|
| TET | 10/1/18 – 9/30/21 | 549 | 395 |
| Macomb Opioid | 4/1/19 – 3/31/22 | 106 | 29 |
| COVID-19 | 5/6/20 – 6/30/22 | 396 | 254 |
| Northern MI Opioid | 1/1/21 – 12/31/22 | 0 | 0 |
| Total | | 1,051 | 678 |

APPENDIX IV: SUCCESS STORIES

Name: Omar Rodriguez
College: Muskegon Community College
Employer: Butterworth Hospital
Program: WIOA Adult Program



Omar Rodriguez came to the Ludington Michigan Works! West Central service center seeking assistance with his schooling. He had heard great things about Michigan Works! and hoped one of the programs could assist him.

He was employed at Spectrum Hospital Ludington Hospital, earning \$11.50 per hour as a part-time employee. Omar was already attending Muskegon Community College, studying to become a respiratory therapist. He had used the money available to him through a Pell Grant for his education and knew the daily mileage traveled to and from Muskegon Community College would be an extra hardship for his family.

Omar was committed to participate in the Adult WIOA program. The talent specialist with whom he was working noted that he had determination to reach his career goal. He was determined to work hard and persevere.

Michigan Works! West Central assisted Omar with gas mileage supportive services to complete his course of studies. They also assisted with his financial obligation for college each semester. Omar was in contact with Michigan Works! every month throughout the remainder of his college courses.

Omar graduated in Applied Science in Respiratory Therapy. He then took his licensing exam and passed in April 2020. Omar is now a Licensed Respiratory Therapist and is employed at Butterworth Hospital in Grand Rapids.

Omar is very grateful to Michigan Works! West Central for all the support and encouragement throughout his journey. During the COVID-19 pandemic, he found full-time employment at Butterworth Hospital making double his previous wage.

Name: Teresa Rowley

Employer: Precision Machine & Tool

Program: WIOA Dislocated Worker Program



Teresa came to West Michigan Works! after her position as a Production Coordinator was eliminated. Teresa attended several workshops and eventually met with a career coach and was enrolled in the WIOA Dislocated Worker program.

Through WIOA, Teresa revamped her resume, practiced her interviewing skills, and was provided interview clothing and mileage supports while she was job searching. After several months, Teresa saw her old job, as an Office Manager with Precision Machine & Tool from seven years ago, come up on Pure Michigan Talent Connect. She was thrilled with the idea of returning to her old job and submitted her resume. She received a call the next day for a phone interview. The hiring manager was happy to see her resume come across his desk. He knew within minutes of the phone interview he wanted her back in their company. He offered her the position and she accepted.

Teresa was quoted as saying, "I learned so much from the workshops. The women in the Ionia office helped me with my job search and would let me know of job openings that were in my line of work." Teresa also stated, "Do not give up on yourself. I was down and out when I lost my job. I was at West Michigan Works! about three days a week job searching. The staff there was so great and helped me get my self-esteem back."

Name: Tatiana (Tanya) Thompson

College: Delta College

Program: WIOA Out-of-School Youth Program



Tatiana enrolled in the WIOA Young Adult program at Great Lakes Bay Michigan Works! She was self-educated when she entered the program, receiving no formal education.

Workforce Innovation and Opportunity Act (WIOA) Young Adult coaches connected her with several alternative educational facilities until she found the best suited place for her to study for her GED. As English was Tanya's second language, it became apparent that one-on-one tutoring with The Legacy Center was the best fit for her to study for her GED, improve her language skills, and meet basic skill requirements.

Tanya also attended many workshops, colleges, and talent tours to expand her world view and to improve her skills in areas such as: interviewing skills, financial literacy, and understanding what opportunities were available to her for career pursuits.

After much determination and hard work, Tanya obtained her GED. Although she struggled, she was persistent until she finally passed all four subjects and obtained her GED certificate.

Tanya is currently enrolled at Delta College, studying general studies with the intention to transfer to MSU to pursue a major in Russian Translation. She has an apartment with a roommate and owns her own vehicle. She is working at Home Depot and Our Redeemer Church and is thriving today as a GED graduate working towards a bright future.

Name: Briana Quick
School: Midwest Truck Driving School
Employer: Keystone Automotive
Program: WIOA In-School Youth Program



Briana was a high school dropout and parenting youth who decided she needed to make a better life for herself and her son. She was studying to finish her high school diploma through the Escanaba Student Success Center, when she heard about programs and services she could receive through Upper Peninsula Michigan Works! (UPMW!) and the Job for Michigan's Graduates (JMG) program. This was the opportunity she was seeking.

Briana showed determination and had a goal of completing her diploma and finding work as soon as possible. Briana graduated at the top of her class and was asked to give a graduation speech in their virtual graduation ceremony. After researching Labor Market Information and doing an O*Net Interest Profiler, Briana decided that she would love a career as a truck driver and wanted to obtain her Class A CDL.

UPMW! enrolled Briana in Midwest Truck Driving School (MTDS). She successfully completed training and earned her Class A CDL in July 2020. "Briana was most definitely in the top of her class with being the only female of 12 students! She came to class every day ready to learn! She was self-motivated and took in every bit of the class she could," said a representative from MTDS.

When asked about her participation with JMG and UPMW!, Briana said "I am very thankful to UPMW! and the JMG program for all the support they have so kindly given me. The help I've received has allowed me to overcome obstacles in my life. UPMW! and JMG are great programs and because of their help I have earned my high school diploma and obtained my Class A CDL through MTDS. I will forever be grateful to these wonderful programs and all the people in them!"

Briana is working full time at Keystone Automotive as a Truck Driver making \$14.50/hour.

Employer: Paddle Hard Brewing
Program: WIOA Business Services



Paddle Hard Brewing is a local brewery and eatery, which was purchased by new owners in 2020 amidst the pandemic. They serve tens of thousands of customers each year.

They sought out Michigan Works! Northeast for assistance in recruiting employees. Michigan Works! helped with placing hiring ads, finding qualified workers, assisted with training, and found funding for the training, which helped with some of the financial burden the brewery was facing.

Josie Swander stated, "We have been fortunate to work with Michigan Works! Northeast to provide tools for our employees to develop their skillsets and ensure successful and safe service to our guests at no cost to us. We look forward to partnering with them in the future."