



JENNIFER M. GRANHOLM  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH  
LANSING

STANLEY "SKIP" PRUSS  
DIRECTOR

October 1, 2009

John R. Beverly, III, Administrator  
U.S. Department of Labor  
Employment and Training Administration  
Office of Performance and Technology  
200 Constitution Avenue, NW  
Room S-5206  
Washington, D.C. 20210

Dear Mr. Beverly:

I am pleased to submit the State of Michigan's Workforce Investment Act Program Year 2008 Annual Report. The information contained in the annual report was assembled in accordance with the Office of Performance and Technology/Employment and Training Administration Workforce Investment Act Annual Report General Reporting Instructions.

If you have any questions regarding this report, please contact Ms. Liza Estlund Olson, Director, Bureau of Workforce Transformation, Michigan Department of Energy, Labor & Economic Growth at (517) 335-5858.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew S. Levin".

Andrew S. Levin  
Deputy Director

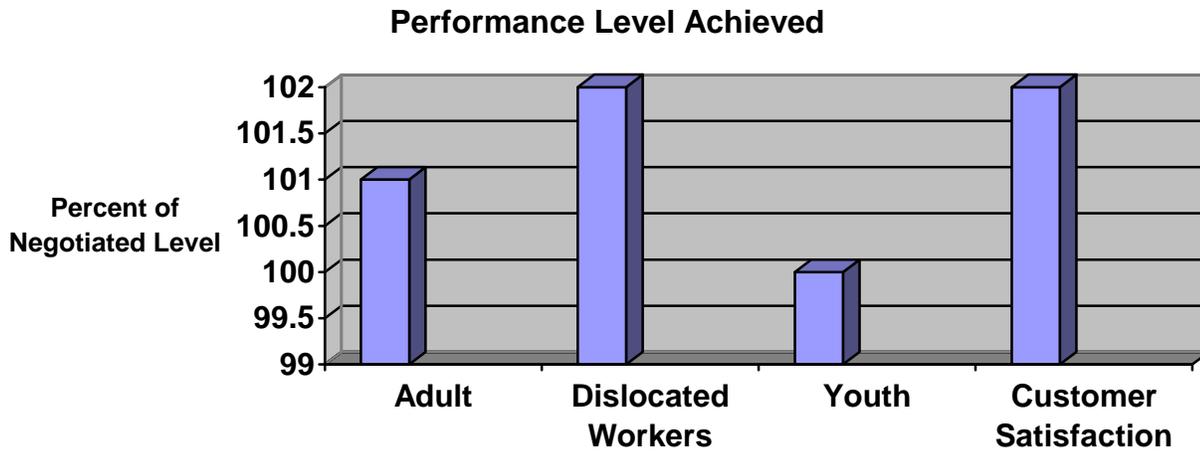
Enclosure

cc: Mr. Byron Zuidema, Regional Administrator, U.S. Department of Labor,  
Ms. Marium Baker, Workforce Development Specialist, U.S. Department of Labor

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## EXECUTIVE SUMMARY

As the table illustrates, performance for Program Year (PY) 2008 of Workforce Investment Act (WIA) has resulted in the State of Michigan meeting or exceeding the negotiated performance levels in the Adult, Dislocated Worker, and Youth Programs as well as the Customer Satisfaction measures.



Note: Performance levels are calculated by dividing actual statewide PY 2008 performance by the negotiated planned performance level for the state for each WIA program and overall customer satisfaction. All required elements are reported uniformly so state-by-state comparisons can be made.

## **PERFORMANCE MEASURES**

### **COST EFFECTIVE PROGRAMS**

The Adult program served 25,853 participants beyond self-service with expenditures totaling \$44.6 million for an average cost per participant of \$1,726. Total adult exits beyond self-service were 6,097 with 5,120 employed at time of exit for an average cost per employment of \$8,714. Adult participants who received training services were more likely to obtain employment (7% increase), retain employment (8% increase) with greater earnings (14% increase). Return on investment was measured using the adult average earnings in six months performance indicator and the total program cost of the Adult program. The earnings of adults will exceed total Adult program expenditures within six months.

The Dislocated Worker program served 22,181 participants with expenditures totaling \$92.1 million for an average cost per participant of \$4,150. Total dislocated worker exits were 4,452 with 3,988 employed at time of exit for an average cost per employment of \$23,085. Dislocated worker participants who received training services were more likely to obtain employment (3% increase), retain employment (3% increase) with greater (6% increase) average earnings. Since Dislocated Worker program participants are unemployed or facing layoff, total post program earnings was used to measure return on investment. The earnings of dislocated workers will exceed total Dislocated Worker program expenditures within ten months.

The Youth program served 28,147 participants with expenditures totaling \$47.8 million for an average cost per participant of \$1,698. Total youth exits were 6,175 with younger youth (aged 14 to 18) representing the bulk of the exits at 4,920. Older youth exits totaled 1,255 with 824 employed at time of exit. Return on investment is difficult to measure for the Youth program because younger youth are primarily exited to secondary school rather than employment. Using the older youth earnings change in six months and the average cost per participant exited for all youth, older youth increased earnings will exceed older youth program expenditures within one year.

### **EVALUATION OF PROGRAMS**

Michigan has implemented the Value Added Performance Improvement System (VAPIS) model in order to measure workforce development program success. VAPIS was developed in Michigan under a grant to the state from the U.S. Department of Labor, Employment and Training Administration, Performance Results Office. The Michigan Department of Energy, Labor & Economic Growth partnered with the Corporation for a Skilled Workforce, Public Policy Associates, and the W.E. Upjohn Institute for Employment Research, for research, development, and implementation of the VAPIS model.

VAPIS allows adjustments to the performance of state and local workforce programs to account for the characteristics of the participants served and the local economic conditions under which the program operates. It also measures the amount of value added by the local workforce area programs in terms of the effectiveness of services delivered, identifies areas for program improvement, and provides information to program managers on a real-time basis to predict area performance.

VAPIS is based on a model developed by the W.E Upjohn Institute for Employment Research. It provides an evidence-based approach to setting and negotiating performance measures for publicly funded workforce programs. By using a statistical approach to separate the impact of factors that are outside the control of the local workforce area (LWA) (client characteristics and local economic conditions) from the impact of factors within the control of the LWA (type and quality of services), VAPIS is able to measure the value added by the LWA.

The following deliverables are available for the VAPIS project:

1. Executive Summary
2. Full Report
3. Appendix B: Model Paper
4. State TA Guide
5. Local TA Guide
6. Webinar Slides

## **WORKFORCE INVESTMENT ACT SUCCESS STORIES**

Enabling workers to acquire the skills necessary to succeed in the fast-changing global economy of the 21<sup>st</sup> Century is central to Michigan's strategy for economic transformation. In her 2007 State of the State Address, Governor Jennifer Granholm announced the No Worker Left Behind (NWLB) free tuition program to help Michigan workers create a prosperous future. Since it was launched in August 2007, over 100,000 people will have entered training through NWLB by the end of October 2009. The Governor continues to stress the importance of education, training, and lifelong learning for our adult workforce. The vision for NWLB is to:

- Accelerate worker transitions through learning;
- Support the state's employers and economic development needs; and
- Align the use of existing training resources.

NWLB is Michigan's unified strategy for supporting workers in obtaining the training they need to make successful transitions from one career/job to another. NWLB includes all public monies, including Workforce Investment Act, monies used for training.

NWLB features:

- Up to two years worth of free tuition at any Michigan community college, university or other approved training program;
- A skills assessment administered by the Michigan Works! Agencies (MWAs);
- Participants must pursue a degree or occupational certificate in a high-demand occupation or emerging industry, or in an entrepreneurship program;
- The free tuition program is a one-time offer; and
- Participants have three years to sign up for the program beginning August 1, 2007.

Qualifying workers must pursue an associate's degree or attend a technical training program in a high-demand occupation, emerging industry, or entrepreneurship program. High-demand occupations vary from region to region, however some common examples include health care, accounting and bookkeeping services, information technology, auto service technicians and mechanics.

### **The Toodle Sisters: Health Care**

Sisters Cheryl and Barbara Toodle were ready to make a change after pending layoffs threatened their respective positions at a manufacturing company and telephone company. Both sisters had an interest in nursing after caring for their mother who passed away years earlier as a result of an undiagnosed mass in her lung. Motivated by their new economic reality, the sisters turned to the Detroit Workforce Development Department (DWDD), A Michigan Works! Agency (MWA), for assistance.

The MWA connected the sisters to the No Worker Left Behind (NWLB) program, which provides \$10,000 in tuition assistance to laid-off and low income adults. Workforce development professionals at the DWDD introduced the sisters to the Detroit Healthcare Career Center, which has formed a unique partnership with the DWDD, working together to maximize the educational, self-sufficiency and employment potential of local citizens. Incorporating a sophisticated vision of workforce development, DWDD partnered with Oakland University and the Detroit Medical Center to expand its mission to include targeting high employment growth industries with a progressive healthcare career ladder.

Students accepted into the newly established Career Center receive an integrated experience of educational, coaching and case management services designed to prepare students for successful careers in the healthcare industry. The program provides a series of assessments and employment planning and helps participants overcome barriers to training and employment. The Toodle sisters progressed through three levels of pre-nursing and vigorous full-time clinical experiences and received on-going coaching and participated in employability skills workshops. Simultaneously, employment specialists worked to facilitate placements and begin the retention and follow-up process.

On November 18, 2008, Cheryl and Barbara Toodle were two of 17 graduates of the Detroit Healthcare Career Centers first LPN program. In March of 2009, the sisters entered employment with the Detroit Harper Hospital as Patient Sitters, while they studied to take their State of Michigan LPN exams. Much to their excitement, both sisters passed and were offered immediate employment as LPNs with Harper Hospital. The sisters now earn \$17.50 per hour and are looking forward to furthering their education and becoming Registered Nurses in the near future.

**Denise Mozal: Publishing**

Denise Mozal was a form designer who designed the format of the mortgage forms at a mortgage company. In 2005, Mozal's company faced difficult economic times due to the housing slowdown that occurred in Michigan and eventually world-wide. The company decided to close its Michigan office in 2005 and Mozal found herself without a job.

Mozal decided to use this challenge as an opportunity to pursue more education that would lead to more satisfying employment. Despite nervousness about facing the challenges related to going back to school, Mozal utilized No Worker Left Behind (NWLB) funding to enroll in Macomb Community College's legal assistant program.

Not only did Mozal graduate, but she was recognized as the "Most Distinguished Macomb Graduate of 2008" and delivered the commencement speech at graduation. Mozal was able to use her advanced education to become a technical author at a distinguished publishing company. Because of her education she was able to receive a substantial pay raise from her previous occupation.

**Tracy Anderson: Electrical Technician**

After a career working for a local manufacturing company in the Upper Peninsula, Tracy Anderson found herself out of work. The company she worked for relocated out of Michigan, leaving many people unemployed. After her dismissal Tracy searched for another career, however she was unable to find work. It was then that Tracy turned to Michigan Works! The Job Force Board for assistance.

Friendly staff there introduced Tracy to the No Worker Left Behind (NWLB) program. After learning more about the program and the career prospects it would provide, Tracy decided that she needed to take advantage of this opportunity. After a 20-year hiatus, Tracy chose to enroll in school.

With the help of NWLB, Tracy participated in the electrical technician program at Northern Michigan University and graduated in June 2008. The time and hard work Tracy put into her new education soon paid off as she was hired as an electrical technician at a company that manufactures fish processing equipment. This notable company in the Upper Peninsula, had been unable to find qualified employees with an electrical technician education. Thanks to the No Worker Left Behind program, Tracy's new education qualified her for a new, fulfilling career in an area she desired.

**Tyler Sutton: Chemical Processing Technician**

Tyler Sutton had been making a good salary as a manager at a retail store until he was abruptly laid off in 2007. With a family to support, Tyler came into the Michigan Works! Service Center in Bay City seeking full time work. When various assessments indicated Tyler had high reading and math skills and an aptitude to succeed in re-training, his Michigan Works! career manager suggested that he consider going into chemical processing technician training.

Tyler wasn't really sure he wanted to go back to school, so the career manager suggested he go to Delta College and explore the program. The career manager explained that the chemical industry is expanding in the region and skilled process technicians are in demand. Tyler did go to Delta College, talked to the instructor and came back enthused.

Tyler graduated on April 4, 2008 with an associate's degree in chemical processing made possible through NWLB. He got an interview with Dow Corning and was hired full time in 2008. Tyler's job as a chemical process technician will afford him work with periodic raises and generous benefits including optical and dental.

## Waiver Section

### 1) Waivers for which the state has received approval?

The following five waivers are pending approval from the U.S. Department of Labor (USDOL).

- **Individual Training Account (ITA):** waiver on the time limit of initial eligibility of training providers for one local area (Thumb Area MWA).
- **Incumbent Worker Training:** waiver allowing utilization of up to *twenty percent* of the funds reserved for *Rapid Response* (RR) activities as “local activity funds” to operate an Incumbent Worker (IW) Program.
- **Redistribution Waiver:** waiver allowing redistribution of recaptured local area Adult, Dislocated Worker (DW), and Youth funds based on a WDBs *requested* amount, demonstrated capacity to *expend* formula funds, and *performance* in the current and prior program years, rather than redistribution based solely on a federally mandated formula.
- **Work-Flex:** waiver allowing work-flex authority, which allows local service areas to request and the state to approve waivers of statutory requirements (e.g., increase transfer to 50 percent between Adult and DW programs; Waiver granting local workforce development boards up to use up to *twenty percent* of DW funds to support IW training).
- **Incumbent Worker Reporting:** waiver of the requirement to report outcomes for IWs (RR or DW funded) in the Workforce Investment Act Standardized Record Data (WIASRD) system.

The following two Recovery Act waivers were approved by USDOL in June 2009.

- **Summer Youth Contracts:** waiver expanding existing competitively procured contracts (only applies for summer youth work experience funded by Recovery Act). This waiver allows rapid implementation of summer 2009 youth employment programs by expanding existing competitively procured contracts.
- **Summer Youth Performance Measures:** waiver requiring youth performance measures for out-of-school youth ages 18 to 24 served with Recovery Act funds for the first six months following the summer of 2009 (i.e., October 2009 to March 2010) who participate in work experience only.

### 2) How waivers have changed the activities of the state and local areas?

The aforementioned waivers assist the state in developing its workforce investment system by providing maximum flexibility regarding program implementation. The waivers have allowed workforce development agencies to put a renewed focus on lay-off aversion to prevent bad economic conditions from causing a downward spiral. They provide flexibility to handle the increasingly volatile numbers of dislocated workers as waves of unemployment hammer Michigan’s workforce development areas. And, particularly hard hit youth who suffer higher unemployment than usual during this latest economic downturn receive expanded services.

Of particular note are the incumbent worker-related waivers designed to promote lay-off aversion. Lay-off aversion strategies focus workforce development efforts on upgrading and expanding the skills of currently employed workers in order to prevent layoffs. Displaced workers compound the economic crisis so it is in everyone's best interest to serve participants while they are attached to the workforce as an incumbent worker rather than as a dislocated worker.

Waivers that provide greater flexibility in the redistribution of funds are a critical component of the state's overall workforce development efforts. Due to the disruptive and volatile nature of the economic downturn, state and local areas have needed greater flexibility to infuse troubled areas with funds and programs that target region-specific problems as they arise.

Youth have suffered severe unemployment in the latest economic downturn. Entry level jobs are often the first to be cut back and young persons are the first to be laid off. Summer youth waivers allow local areas to quickly move large numbers of youth into programs and assist them in obtaining new skills in a robust and expansive summer youth program.

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

Waivers provide the state and local service delivery areas with greater flexibility in the administration of WIA funding and align limited workforce development resources with current demands that will further the state's workforce system and increase the rate of investment of WIA funding. The waivers provide additional flexibility for state set-aside Rapid Response funds that enable local service delivery areas to tailor their programs to provide definitive layoff aversion strategies to meet the demands of local employers and ensure the specific needs of incumbent workers are met. Subsequently, the employment rates and wages of the state's incumbent workforce increase.

The aforementioned waivers increase consumer choice in the area of training opportunities, build a stronger partnership base with job training institutions, and encourage innovative initiatives among providers to maximize workforce development service availability. Program performance by local service delivery areas will be enhanced through redistribution to workforce areas where the greatest potential impact may be realized, better meeting the expectations of employers and jobseekers.

Finally, summer youth waivers remove barriers and allow speedy implementation of the program. The extension of summer work experiences for eligible youth add prolonged experience to the neediest of youth by allowing them to receive all necessary services to transition successfully beyond the WIA youth program. Implementation of these waivers allows a greater amount of eligible youth to be served with the expectation of increased employment, retention, and wages.

**TABLE SECTION**

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	Number of Completed Surveys	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	91.0	93.3	11,512	17,163	11,979	96.1%
Employers	86.0	86.5	1,463	1,983	1,983	73.8%

American Customer Satisfaction Index used for actual performance.

Report Period: January 1, 2008 through December 31, 2008.

Table B – Adult Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	88.0%	85.6%	4,145
			4,843
Employment Retention Rate	85.0%	85.4%	5,110
			5,984
Average Earnings in Six Months	\$10,200	\$10,939	\$45,834,139
			4,190
Employment and Credential Rate	83.0%	83.0%	2,925
			3,523

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	81.1%	1,331 1,641	87.8%	245 279	80.9%	203 251	84.4%
Employment Retention Rate	84.1%	1,689 2,009	85.9%	274 319	82.4%	258 313	84.3%	237 281
Average Earnings in Six Months	\$9,368	\$13,058,956	\$13,427	\$3,074,786	\$10,105	\$1,960,310	\$10,561	\$1,827,020
		1,394		229		194		173
Employment and Credential Rate	80.5%	946	81.3%	143	80.0%	108	78.3%	137
		1,175		176		135		175

Public assistance recipients receiving intensive or training services.

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	88.8%	2,210 2,488	82.2%
Employment Retention Rate	89.0%	2,985 3,353	80.8%	2,125 2,631
Average Earnings in Six Months	\$11,533	\$28,625,951	\$10,075	\$17,208,187
		2,482		1,708

Report Period: EER and ECR October 1, 2007 through September 30, 2008.  
 ERR and Earnings April 1, 2007 through March 31, 2008.

Table E – Dislocated Worker Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	94.0%	92.9%	4,431
			4,770
Employment Retention Rate	92.0%	92.5%	4,901
			5,297
Average Earnings in Six Months	\$13,200	\$13,964	\$59,068,221
			4,230
Employment and Credential Rate	83.0%	85.6%	2,591
			3,027

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	%	Count	%	Count	%	Count	%	Count
Entered Employment Rate	91.3%	346	91.5%	118	89.7%	426	84.7%	61
		379		129		475		72
Employment Retention Rate	91.8%	359	91.8%	145	90.6%	493	87.0%	114
		391		158		544		131
Average Earnings in Six Months	\$15,037	\$4,721,748	\$12,787	\$1,623,943	\$12,558	\$5,123,775	\$10,420	\$1,000,393
		314		127		408		96
Employment and Credential Rate	85.9%	189	82.9%	68	83.9%	224	81.3%	61
		220		82		267		75

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	94.0%	2,732 2,905	91.1%
Employment Retention Rate	93.8%	2,965 3,161	90.6%	1,936 2,136
Average Earnings in Six Months	\$14,278	\$36,537,166 2,559	\$13,484	\$22,531,055 1,671

Report Period: EER and ECR October 1, 2007 through September 30, 2008.  
 ERR and Earnings April 1, 2007 through March 31, 2008.

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

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Placement in Employ. or Education	N.A.	48.2%	2,763
			5,736
Attainment of Degree or Certificate	N.A.	38.6%	1,849
			4,788
Literacy and Numeracy Gains	N.A.	11.0%	239
			2,169

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

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	83.0%	79.2%	912
			1,151
Employment Retention Rate	85.0%	88.4%	1,038
			1,174
Earnings Change in Six Months	\$3,500	\$4,045	\$3,693,323
			913
Credential Rate	79.0%	68.3%	955
			1,399

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	75.0%	372	50.0%	3	81.6%	93	81.0%
		496		6		114		1,003
Employment Retention Rate	86.3%	422	100.0%	4	94.1%	112	88.3%	903
		489		4		119		1,023
Earnings Change in Six Months	\$3,457	\$1,341,256	\$6,025	\$24,098	\$4,470	\$366,532	\$3,870	\$3,045,703
		388		4		82		787
Credential Rate	65.4%	382	33.3%	2	76.4%	107	68.9%	836
		584		6		140		1,214

Report Period: PEE, ADC, EER and CR October 1, 2007 through September 30, 2008.  
 ERR and Earnings Change April 1, 2007 through March 31, 2008.

Table J – Younger Youth (14 – 18) Program Results

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Skill Attainment Rate	95.0%	93.0%	11,706
			12,585
Diploma or Equivalent Attainment Rate	89.0%	89.6%	1,786
			1,993
Retention Rate	79.0%	79.0%	1,747
			2,210

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
	Skill Attainment Rate	93.5%	5,830 6,235	92.0%	2,279 2,478	90.2%
Diploma or Equivalent Attainment Rate	88.5%	845 955	92.8%	375 404	77.4%	233 301
Retention Rate	77.0%	712 925	80.8%	408 505	78.7%	432 549

Report Period: April 1, 2008 through March 31, 2009 for the SAR and DAR.  
 April 1, 2007 through March 31, 2008 for the RR.

Table L – Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Month Earnings Change		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those Individuals Who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of those who Completed Training Services	
	Adults	73.5%	4,319 5,877	\$4,331	\$20,823,069 4,808	3.6%	148 4,145	\$4,656	\$16,504,950 3,545	77.0%
Dislocated Workers	81.5%	4,348 5,333	98.1%	\$57,339,148 \$58,438,143	4.2%	188 4,431	\$6,509	\$25,481,151 3,915	73.3%	2,203 2,732
Older Youth	68.9%	822 1,193	\$3,535	\$3,227,346 913	2.1%	19 912	\$2,672	\$1,924,010 720		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exits
Total Adult Customers	919,570	740,914
Total Adult self-service	871,536	730,365
WIA Adult	897,389	736,462
WIA Dislocated Worker	22,181	4,452
Total Youth (14-21)	28,147	6,175
Younger Youth (14-18)	20,910	4,920
Older Youth (19-21)	7,237	1,255
Out-of-School Youth	9,438	1,721
In-School Youth	18,709	4,454

Report Period: Participants July 1, 2008 through June 30, 2009.  
 Exits April 1, 2008 through March 31, 2009.

Table N – Cost of Program Activities

Program Activity	Total Federal Spending
Local Adults	\$44,615,810
Local Dislocated Workers	\$92,061,585
Local Youth	\$47,782,243
Rapid Response	\$9,789,406
Statewide Required Activities	\$5,899,528
Statewide Allowable Activities	
Miscellaneous	\$4,975,487
Focus Hope	\$5,000,000
Work First Support	\$5,563,565
Total of All Federal Spending Listed Above	\$215,687,624

Table O – Local Performance

Local Area Name: ACSET	Total Participants Served	Adults	58,339
		Dislocated Workers	1,689
		Older Youth	953
		Younger Youth	1,557
ETA Assigned # 26160	Total Exiters	Adults	47,719
		Dislocated Workers	487
		Older Youth	229
		Younger Youth	418
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	95.4
	Employers	86.0	83.5
Entered Employment Rate	Adults	89.0%	93.1%
	Dislocated Workers	95.0%	98.2%
	Older Youth	84.0%	96.4%
Retention Rate	Adults	86.0%	93.8%
	Dislocated Workers	93.0%	97.4%
	Older Youth	86.0%	97.9%
	Younger Youth	80.0%	93.7%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$10,274
	Dislocated Workers	\$13,400	\$13,943
	Older Youth	\$3,500	\$3,842
Credential / Diploma Rate	Adults	84.0%	89.4%
	Dislocated Workers	84.0%	92.1%
	Older Youth	80.0%	92.8%
	Younger Youth	90.0%	95.5%
Skill Attainment	Younger Youth	95.0%	96.0%
Placement or Ed.	Youth (14 – 21)	N.A.	63.0%
Degree/Certificate	Youth (14 – 21)	N.A.	66.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Berrien / Cass / Van Buren	Total Participants Served	Adults	31,956
		Dislocated Workers	297
		Older Youth	195
		Younger Youth	775
ETA Assigned # 26110	Total Exiters	Adults	27,176
		Dislocated Workers	41
		Older Youth	8
		Younger Youth	22
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	93.7
	Employers	86.0	81.7
Entered Employment Rate	Adults	82.0%	68.5%
	Dislocated Workers	93.0%	87.2%
	Older Youth	77.0%	80.0%
Retention Rate	Adults	80.0%	83.9%
	Dislocated Workers	92.0%	91.1%
	Older Youth	86.0%	85.7%
	Younger Youth	67.0%	94.1%
Average Earnings/ Change in Six Months	Adults	\$9,000	\$9,355
	Dislocated Workers	\$12,800	\$12,237
	Older Youth	\$3,800	\$3,164
Credential / Diploma Rate	Adults	62.0%	63.3%
	Dislocated Workers	75.0%	82.8%
	Older Youth	65.0%	83.3%
	Younger Youth	82.0%	100.0%
Skill Attainment	Younger Youth	92.0%	73.0%
Placement or Ed.	Youth (14 – 21)	N.A.	84.8%
Degree / Certificate	Youth (14 – 21)	N.A.	63.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
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Local Area Name: Calhoun ISD	Total Participants Served	Adults	22,883
		Dislocated Workers	427
		Older Youth	208
		Younger Youth	462
ETA Assigned # 26050	Total Exiters	Adults	19,522
		Dislocated Workers	110
		Older Youth	7
		Younger Youth	26
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.8
	Employers	86.0	85.0
Entered Employment Rate	Adults	89.0%	94.9%
	Dislocated Workers	94.0%	99.4%
	Older Youth	78.0%	85.7%
Retention Rate	Adults	84.0%	87.7%
	Dislocated Workers	92.0%	94.7%
	Older Youth	82.0%	91.7%
	Younger Youth	80.0%	92.9%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$13,665
	Dislocated Workers	\$13,200	\$17,262
	Older Youth	\$3,800	\$5,239
Credential / Diploma Rate	Adults	84.0%	87.8%
	Dislocated Workers	84.0%	96.3%
	Older Youth	77.0%	77.8%
	Younger Youth	89.0%	100.0%
Skill Attainment	Younger Youth	95.0%	90.7%
Placement or Ed.	Youth (14 – 21)	N.A.	75.7%
Degree / Certificate	Youth (14 – 21)	N.A.	62.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Capital Area	Total Participants Served	Adults	21,729
		Dislocated Workers	825
		Older Youth	389
		Younger Youth	1,278
ETA Assigned # 26045	Total Exiters	Adults	24,363
		Dislocated Workers	182
		Older Youth	52
		Younger Youth	171
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.3
	Employers	86.0	87.6
Entered Employment Rate	Adults	89.0%	93.9%
	Dislocated Workers	94.0%	96.0%
	Older Youth	83.0%	87.1%
Retention Rate	Adults	85.0%	90.1%
	Dislocated Workers	92.0%	96.9%
	Older Youth	85.0%	93.5%
	Younger Youth	79.0%	93.2%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$10,423
	Dislocated Workers	\$13,000	\$13,947
	Older Youth	\$3,000	\$4,841
Credential / Diploma Rate	Adults	84.0%	93.2%
	Dislocated Workers	84.0%	90.7%
	Older Youth	79.0%	88.2%
	Younger Youth	88.0%	95.9%
Skill Attainment	Younger Youth	95.0%	94.8%
Placement or Ed.	Youth (14 – 21)	N.A.	88.9%
Degree / Certificate	Youth (14 – 21)	N.A.	95.3%
Literacy/Numeracy	Youth (14 – 21)	N.A.	1.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Career Alliance	Total Participants Served	Adults	46,777
		Dislocated Workers	2,023
		Older Youth	795
		Younger Youth	1,027
ETA Assigned # 26030	Total Exiters	Adults	37,898
		Dislocated Workers	604
		Older Youth	136
		Younger Youth	258
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	91.8
	Employers	86.0	84.9
Entered Employment Rate	Adults	82.0%	76.4%
	Dislocated Workers	92.0%	83.3%
	Older Youth	80.0%	58.3%
Retention Rate	Adults	80.0%	61.6%
	Dislocated Workers	90.0%	78.2%
	Older Youth	75.0%	66.1%
	Younger Youth	67.0%	49.6%
Average Earnings/ Change in Six Months	Adults	\$8,500	\$7,942
	Dislocated Workers	\$10,800	\$10,911
	Older Youth	\$2,600	\$2,315
Credential / Diploma Rate	Adults	80.0%	71.2%
	Dislocated Workers	83.0%	91.3%
	Older Youth	75.0%	22.8%
	Younger Youth	90.0%	90.5%
Skill Attainment	Younger Youth	92.0%	86.2%
Placement or Ed.	Youth (14 – 21)	N.A.	43.3%
Degree / Certificate	Youth (14 – 21)	N.A.	32.9%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Central Area	Total Participants Served	Adults	10,010
		Dislocated Workers	1,390
		Older Youth	480
		Younger Youth	417
ETA Assigned # 26130	Total Exiters	Adults	7,624
		Dislocated Workers	554
		Older Youth	44
		Younger Youth	26
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.6
	Employers	86.0	87.0
Entered Employment Rate	Adults	89.0%	91.2%
	Dislocated Workers	95.0%	97.4%
	Older Youth	84.0%	97.0%
Retention Rate	Adults	86.0%	89.9%
	Dislocated Workers	92.0%	95.0%
	Older Youth	86.0%	88.6%
	Younger Youth	80.0%	73.1%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$13,872
	Dislocated Workers	\$13,200	\$13,204
	Older Youth	\$3,800	\$4,994
Credential / Diploma Rate	Adults	84.0%	92.0%
	Dislocated Workers	84.0%	92.5%
	Older Youth	80.0%	93.2%
	Younger Youth	89.0%	94.1%
Skill Attainment	Younger Youth	95.0%	91.7%
Placement or Ed.	Youth (14 – 21)	N.A.	98.2%
Degree / Certificate	Youth (14 – 21)	N.A.	80.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: City of Detroit	Total Participants Served	Adults	59,708
		Dislocated Workers	1,049
		Older Youth	719
		Younger Youth	4,575
ETA Assigned # 26010	Total Exiters	Adults	52,139
		Dislocated Workers	104
		Older Youth	149
		Younger Youth	1,872
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	90.5
	Employers	86.0	86.2
Entered Employment Rate	Adults	82.0%	74.7%
	Dislocated Workers	94.0%	86.8%
	Older Youth	78.0%	71.4%
Retention Rate	Adults	82.0%	76.9%
	Dislocated Workers	90.0%	88.5%
	Older Youth	85.0%	80.0%
	Younger Youth	67.0%	61.2%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$7,416
	Dislocated Workers	\$11,300	\$10,821
	Older Youth	\$3,500	\$4,293
Credential / Diploma Rate	Adults	84.0%	60.5%
	Dislocated Workers	84.0%	62.5%
	Older Youth	72.0%	53.6%
	Younger Youth	90.0%	86.7%
Skill Attainment	Younger Youth	96.0%	95.2%
Placement or Ed.	Youth (14 – 21)	N.A.	42.4%
Degree / Certificate	Youth (14 – 21)	N.A.	40.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Eastern U.P.	Total Participants Served	Adults	2,051
		Dislocated Workers	88
		Older Youth	132
		Younger Youth	158
ETA Assigned # 26115	Total Exiters	Adults	1,840
		Dislocated Workers	28
		Older Youth	17
		Younger Youth	16
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.4
	Employers	86.0	91.9
Entered Employment Rate	Adults	89.0%	100.0%
	Dislocated Workers	95.0%	100.0%
	Older Youth	84.0%	100.0%
Retention Rate	Adults	86.0%	95.3%
	Dislocated Workers	92.0%	97.5%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	93.8%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$13,615
	Dislocated Workers	\$12,200	\$13,565
	Older Youth	\$3,800	\$4,505
Credential / Diploma Rate	Adults	84.0%	92.9%
	Dislocated Workers	84.0%	95.2%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	100.0%
Skill Attainment	Younger Youth	96.0%	95.1%
Placement or Ed.	Youth (14 – 21)	N.A.	92.3%
Degree / Certificate	Youth (14 – 21)	N.A.	36.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	60.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: The Job Force	Total Participants Served	Adults	7,177
		Dislocated Workers	466
		Older Youth	172
		Younger Youth	308
ETA Assigned # 26125	Total Exiters	Adults	6,256
		Dislocated Workers	184
		Older Youth	38
		Younger Youth	41
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	99.2
	Employers	86.0	88.3
Entered Employment Rate	Adults	89.0%	90.5%
	Dislocated Workers	95.0%	95.8%
	Older Youth	84.0%	92.9%
Retention Rate	Adults	86.0%	90.5%
	Dislocated Workers	93.0%	97.3%
	Older Youth	86.0%	97.8%
	Younger Youth	80.0%	90.3%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$12,290
	Dislocated Workers	\$12,800	\$13,489
	Older Youth	\$3,500	\$8,362
Credential / Diploma Rate	Adults	84.0%	95.1%
	Dislocated Workers	84.0%	95.7%
	Older Youth	79.0%	80.5%
	Younger Youth	90.0%	100.0%
Skill Attainment	Younger Youth	95.0%	97.9%
Placement or Ed.	Youth (14 – 21)	N.A.	91.1%
Degree / Certificate	Youth (14 – 21)	N.A.	64.4%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Kalamazoo – St. Joseph	Total Participants Served	Adults	27,336
		Dislocated Workers	506
		Older Youth	311
		Younger Youth	612
ETA Assigned # 26040	Total Exiters	Adults	23,061
		Dislocated Workers	221
		Older Youth	53
		Younger Youth	139
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	93.8
	Employers	86.0	84.6
Entered Employment Rate	Adults	89.0%	95.7%
	Dislocated Workers	95.0%	91.9%
	Older Youth	84.0%	91.4%
Retention Rate	Adults	85.0%	91.5%
	Dislocated Workers	92.0%	92.9%
	Older Youth	85.0%	96.7%
	Younger Youth	79.0%	90.0%
Average Earnings/ Change in Six Months	Adults	\$9,000	\$9,970
	Dislocated Workers	\$13,400	\$13,690
	Older Youth	\$3,300	\$3,888
Credential / Diploma Rate	Adults	82.0%	90.5%
	Dislocated Workers	84.0%	63.3%
	Older Youth	79.0%	91.7%
	Younger Youth	89.0%	86.8%
Skill Attainment	Younger Youth	92.0%	96.0%
Placement or Ed.	Youth (14 – 21)	N.A.	77.2%
Degree / Certificate	Youth (14 – 21)	N.A.	64.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	40.6%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Livingston County	Total Participants Served	Adults	14,609
		Dislocated Workers	444
		Older Youth	73
		Younger Youth	240
ETA Assigned # 26145	Total Exiters	Adults	11,514
		Dislocated Workers	62
		Older Youth	5
		Younger Youth	14
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.9
	Employers	86.0	100.0
Entered Employment Rate	Adults	89.0%	93.8%
	Dislocated Workers	95.0%	97.6%
	Older Youth	84.0%	100.0%
Retention Rate	Adults	86.0%	100.0%
	Dislocated Workers	92.0%	93.5%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	80.0%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$13,637
	Dislocated Workers	\$13,200	\$15,416
	Older Youth	\$3,800	\$6,361
Credential / Diploma Rate	Adults	84.0%	90.5%
	Dislocated Workers	84.0%	95.2%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	100.0%
Skill Attainment	Younger Youth	92.0%	74.3%
Placement or Ed.	Youth (14 – 21)	N.A.	68.4%
Degree / Certificate	Youth (14 – 21)	N.A.	35.3%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Macomb/St. Clair	Total Participants Served	Adults	121,211
		Dislocated Workers	3,412
		Older Youth	402
		Younger Youth	2,171
ETA Assigned # 26015	Total Exiters	Adults	92,017
		Dislocated Workers	377
		Older Youth	74
		Younger Youth	361
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	93.7
	Employers	86.0	91.1
Entered Employment Rate	Adults	88.0%	75.3%
	Dislocated Workers	94.0%	85.5%
	Older Youth	80.0%	67.6%
Retention Rate	Adults	85.0%	84.8%
	Dislocated Workers	92.0%	91.5%
	Older Youth	78.0%	80.0%
	Younger Youth	79.0%	72.4%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$10,948
	Dislocated Workers	\$12,800	\$13,591
	Older Youth	\$3,000	\$2,732
Credential / Diploma Rate	Adults	82.0%	65.6%
	Dislocated Workers	83.0%	73.3%
	Older Youth	72.0%	47.7%
	Younger Youth	88.0%	86.0%
Skill Attainment	Younger Youth	92.0%	87.7%
Placement or Ed.	Youth (14 – 21)	N.A.	66.7%
Degree / Certificate	Youth (14 – 21)	N.A.	71.4%
Literacy/Numeracy	Youth (14 – 21)	N.A.	14.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met X	Met	Exceeded

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Muskegon County	Total Participants Served	Adults	28,109
		Dislocated Workers	1,082
		Older Youth	310
		Younger Youth	561
ETA Assigned # 26055	Total Exiters	Adults	23,026
		Dislocated Workers	173
		Older Youth	50
		Younger Youth	149
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.2
	Employers	86.0	87.1
Entered Employment Rate	Adults	89.0%	96.9%
	Dislocated Workers	95.0%	97.5%
	Older Youth	84.0%	90.0%
Retention Rate	Adults	86.0%	92.3%
	Dislocated Workers	92.0%	96.5%
	Older Youth	86.0%	88.9%
	Younger Youth	80.0%	84.3%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$9,819
	Dislocated Workers	\$13,200	\$16,185
	Older Youth	\$3,500	\$3,534
Credential / Diploma Rate	Adults	84.0%	95.1%
	Dislocated Workers	84.0%	93.9%
	Older Youth	80.0%	73.9%
	Younger Youth	89.0%	85.6%
Skill Attainment	Younger Youth	95.0%	89.8%
Placement or Ed.	Youth (14 – 21)	N.A.	75.3%
Degree / Certificate	Youth (14 – 21)	N.A.	80.2%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Northeast	Total Participants Served	Adults	14,710
		Dislocated Workers	258
		Older Youth	152
		Younger Youth	529
ETA Assigned # 26060	Total Exiters	Adults	12,378
		Dislocated Workers	30
		Older Youth	3
		Younger Youth	110
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.9
	Employers	86.0	87.0
Entered Employment Rate	Adults	89.0%	93.3%
	Dislocated Workers	95.0%	90.2%
	Older Youth	84.0%	0.0%
Retention Rate	Adults	86.0%	90.8%
	Dislocated Workers	93.0%	90.9%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	83.2%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$13,110
	Dislocated Workers	\$13,000	\$15,625
	Older Youth	\$3,100	\$8,679
Credential / Diploma Rate	Adults	84.0%	87.5%
	Dislocated Workers	84.0%	91.7%
	Older Youth	80.0%	0.0%
	Younger Youth	90.0%	95.6%
Skill Attainment	Younger Youth	96.0%	97.0%
Placement or Ed.	Youth (14 – 21)	N.A.	59.6%
Degree / Certificate	Youth (14 – 21)	N.A.	61.4%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Northwest	Total Participants Served	Adults	31,144
		Dislocated Workers	650
		Older Youth	188
		Younger Youth	590
ETA Assigned # 26105	Total Exiters	Adults	26,680
		Dislocated Workers	134
		Older Youth	22
		Younger Youth	245
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.5
	Employers	86.0	93.8
Entered Employment Rate	Adults	89.0%	96.6%
	Dislocated Workers	95.0%	94.6%
	Older Youth	83.0%	88.9%
Retention Rate	Adults	85.0%	89.8%
	Dislocated Workers	92.0%	93.1%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	92.7%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$12,643
	Dislocated Workers	\$13,400	\$12,528
	Older Youth	\$3,300	\$4,125
Credential / Diploma Rate	Adults	83.0%	87.1%
	Dislocated Workers	77.0%	81.5%
	Older Youth	80.0%	90.9%
	Younger Youth	90.0%	94.6%
Skill Attainment	Younger Youth	96.0%	98.4%
Placement or Ed.	Youth (14 – 21)	N.A.	68.0%
Degree / Certificate	Youth (14 – 21)	N.A.	54.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	66.1%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Oakland County	Total Participants Served	Adults	95,412
		Dislocated Workers	507
		Older Youth	506
		Younger Youth	1,088
ETA Assigned # 26170	Total Exiters	Adults	76,301
		Dislocated Workers	51
		Older Youth	49
		Younger Youth	362
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.2
	Employers	86.0	94.3
Entered Employment Rate	Adults	89.0%	91.8%
	Dislocated Workers	95.0%	97.1%
	Older Youth	84.0%	89.5%
Retention Rate	Adults	86.0%	88.3%
	Dislocated Workers	92.0%	95.3%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	94.8%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$14,465
	Dislocated Workers	\$13,400	\$16,445
	Older Youth	\$3,800	\$3,473
Credential / Diploma Rate	Adults	84.0%	87.7%
	Dislocated Workers	84.0%	95.7%
	Older Youth	79.0%	91.2%
	Younger Youth	90.0%	94.2%
Skill Attainment	Younger Youth	96.0%	98.9%
Placement or Ed.	Youth (14 – 21)	N.A.	34.2%
Degree / Certificate	Youth (14 – 21)	N.A.	24.8%
Literacy/Numeracy	Youth (14 – 21)	N.A.	18.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Ottawa County	Total Participants Served	Adults	24,293
		Dislocated Workers	695
		Older Youth	149
		Younger Youth	699
ETA Assigned # 26165	Total Exiters	Adults	19,477
		Dislocated Workers	140
		Older Youth	44
		Younger Youth	197
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	99.1
	Employers	86.0	86.0
Entered Employment Rate	Adults	88.0%	73.1%
	Dislocated Workers	94.0%	90.0%
	Older Youth	83.0%	55.2%
Retention Rate	Adults	85.0%	78.8%
	Dislocated Workers	92.0%	91.9%
	Older Youth	85.0%	85.7%
	Younger Youth	79.0%	65.8%
Average Earnings/ Change in Six Months	Adults	\$9,000	\$8,234
	Dislocated Workers	\$12,800	\$12,182
	Older Youth	\$3,100	\$4,263
Credential / Diploma Rate	Adults	80.0%	77.5%
	Dislocated Workers	84.0%	75.8%
	Older Youth	80.0%	46.5%
	Younger Youth	82.0%	76.2%
Skill Attainment	Younger Youth	96.0%	78.4%
Placement or Ed.	Youth (14 – 21)	N.A.	41.8%
Degree / Certificate	Youth (14 – 21)	N.A.	27.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	30.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Region 7B	Total Participants Served	Adults	16,352
		Dislocated Workers	175
		Older Youth	152
		Younger Youth	415
ETA Assigned # 26095	Total Exiters	Adults	13,643
		Dislocated Workers	38
		Older Youth	6
		Younger Youth	68
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	93.9
	Employers	86.0	92.6
Entered Employment Rate	Adults	89.0%	92.5%
	Dislocated Workers	94.0%	97.8%
	Older Youth	83.0%	40.0%
Retention Rate	Adults	85.0%	91.7%
	Dislocated Workers	92.0%	100.0%
	Older Youth	85.0%	100.0%
	Younger Youth	77.0%	82.0%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$11,392
	Dislocated Workers	\$11,200	\$12,623
	Older Youth	\$3,100	\$4,661
Credential / Diploma Rate	Adults	83.0%	89.7%
	Dislocated Workers	84.0%	95.2%
	Older Youth	80.0%	40.0%
	Younger Youth	90.0%	94.0%
Skill Attainment	Younger Youth	95.0%	93.5%
Placement or Ed.	Youth (14 – 21)	N.A.	72.0%
Degree / Certificate	Youth (14 – 21)	N.A.	68.6%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Great Lakes Bay (Saginaw/Midland)	Total Participants Served	Adults	24,025
		Dislocated Workers	1,058
		Older Youth	276
		Younger Youth	1,139
ETA Assigned # 26020	Total Exiters	Adults	20,392
		Dislocated Workers	253
		Older Youth	15
		Younger Youth	90
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	88.9
	Employers	86.0	81.9
Entered Employment Rate	Adults	89.0%	93.8%
	Dislocated Workers	94.0%	97.6%
	Older Youth	80.0%	87.5%
Retention Rate	Adults	85.0%	86.7%
	Dislocated Workers	92.0%	90.8%
	Older Youth	75.0%	57.9%
	Younger Youth	77.0%	75.4%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$12,836
	Dislocated Workers	\$13,200	\$12,077
	Older Youth	\$2,400	\$1,850
Credential / Diploma Rate	Adults	84.0%	81.9%
	Dislocated Workers	84.0%	86.7%
	Older Youth	72.0%	70.0%
	Younger Youth	82.0%	98.6%
Skill Attainment	Younger Youth	92.0%	92.9%
Placement or Ed.	Youth (14 – 21)	N.A.	89.2%
Degree / Certificate	Youth (14 – 21)	N.A.	87.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	35.2%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: South Central	Total Participants Served	Adults	33,860
		Dislocated Workers	540
		Older Youth	359
		Younger Youth	386
ETA Assigned # 26080	Total Exiters	Adults	27,926
		Dislocated Workers	89
		Older Youth	8
		Younger Youth	21
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.4
	Employers	86.0	94.9
Entered Employment Rate	Adults	89.0%	97.7%
	Dislocated Workers	95.0%	97.5%
	Older Youth	84.0%	100.0%
Retention Rate	Adults	86.0%	95.3%
	Dislocated Workers	93.0%	96.8%
	Older Youth	85.0%	87.5%
	Younger Youth	80.0%	88.2%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$13,085
	Dislocated Workers	\$13,200	\$16,926
	Older Youth	\$3,500	\$7,197
Credential / Diploma Rate	Adults	84.0%	96.1%
	Dislocated Workers	84.0%	94.9%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	94.1%
Skill Attainment	Younger Youth	96.0%	98.7%
Placement or Ed.	Youth (14 – 21)	N.A.	92.3%
Degree / Certificate	Youth (14 – 21)	N.A.	88.2%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: SEMCA	Total Participants Served	Adults	137,936
		Dislocated Workers	2,395
		Older Youth	579
		Younger Youth	891
ETA Assigned # 26155	Total Exiters	Adults	109,955
		Dislocated Workers	229
		Older Youth	107
		Younger Youth	92
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	89.4
	Employers	86.0	88.1
Entered Employment Rate	Adults	89.0%	90.7%
	Dislocated Workers	94.0%	94.8%
	Older Youth	83.0%	98.8%
Retention Rate	Adults	85.0%	92.3%
	Dislocated Workers	92.0%	95.2%
	Older Youth	85.0%	97.7%
	Younger Youth	79.0%	71.9%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$11,953
	Dislocated Workers	\$13,400	\$14,635
	Older Youth	\$3,300	\$4,862
Credential / Diploma Rate	Adults	84.0%	80.9%
	Dislocated Workers	84.0%	83.7%
	Older Youth	75.0%	87.1%
	Younger Youth	89.0%	87.1%
Skill Attainment	Younger Youth	95.0%	93.0%
Placement or Ed.	Youth (14 – 21)	N.A.	94.7%
Degree / Certificate	Youth (14 – 21)	N.A.	67.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	25.1%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Thumb Area	Total Participants Served	Adults	30,522
		Dislocated Workers	791
		Older Youth	344
		Younger Youth	140
ETA Assigned # 26120	Total Exiters	Adults	23,849
		Dislocated Workers	73
		Older Youth	70
		Younger Youth	7
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	88.9
	Employers	86.0	81.1
Entered Employment Rate	Adults	78.0%	69.4%
	Dislocated Workers	87.0%	84.6%
	Older Youth	80.0%	49.4%
Retention Rate	Adults	84.0%	76.1%
	Dislocated Workers	92.0%	83.6%
	Older Youth	85.0%	80.6%
	Younger Youth	79.0%	71.4%
Average Earnings/ Change in Six Months	Adults	\$10,000	\$9,960
	Dislocated Workers	\$12,800	\$12,894
	Older Youth	\$3,300	\$3,248
Credential / Diploma Rate	Adults	75.0%	66.1%
	Dislocated Workers	72.0%	70.9%
	Older Youth	72.0%	43.6%
	Younger Youth	89.0%	100.0%
Skill Attainment	Younger Youth	92.0%	81.6%
Placement or Ed.	Youth (14 – 21)	N.A.	47.9%
Degree / Certificate	Youth (14 – 21)	N.A.	14.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	43.1%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Washtenaw County	Total Participants Served	Adults	20,331
		Dislocated Workers	451
		Older Youth	282
		Younger Youth	421
ETA Assigned # 26150	Total Exiters	Adults	17,100
		Dislocated Workers	43
		Older Youth	29
		Younger Youth	40
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.2
	Employers	86.0	87.7
Entered Employment Rate	Adults	89.0%	90.0%
	Dislocated Workers	92.0%	98.2%
	Older Youth	84.0%	100.0%
Retention Rate	Adults	86.0%	90.0%
	Dislocated Workers	92.0%	92.6%
	Older Youth	85.0%	100.0%
	Younger Youth	80.0%	91.3%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$17,033
	Dislocated Workers	\$13,400	\$30,658
	Older Youth	\$3,000	\$4,808
Credential / Diploma Rate	Adults	84.0%	83.3%
	Dislocated Workers	83.0%	90.4%
	Older Youth	80.0%	93.5%
	Younger Youth	89.0%	96.9%
Skill Attainment	Younger Youth	95.0%	100.0%
Placement or Ed.	Youth (14 – 21)	N.A.	92.8%
Degree / Certificate	Youth (14 – 21)	N.A.	68.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: West Central	Total Participants Served	Adults	14,043
		Dislocated Workers	564
		Older Youth	177
		Younger Youth	237
ETA Assigned # 26100	Total Exiters	Adults	11,751
		Dislocated Workers	100
		Older Youth	25
		Younger Youth	48
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	84.7
	Employers	86.0	92.1
Entered Employment Rate	Adults	88.0%	93.2%
	Dislocated Workers	94.0%	98.0%
	Older Youth	84.0%	95.7%
Retention Rate	Adults	84.0%	88.8%
	Dislocated Workers	92.0%	98.5%
	Older Youth	85.0%	84.4%
	Younger Youth	80.0%	90.0%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$11,186
	Dislocated Workers	\$13,200	\$14,655
	Older Youth	\$3,800	\$4,104
Credential / Diploma Rate	Adults	82.0%	89.5%
	Dislocated Workers	83.0%	89.2%
	Older Youth	79.0%	85.7%
	Younger Youth	89.0%	100.0%
Skill Attainment	Younger Youth	95.0%	95.9%
Placement or Ed.	Youth (14 – 21)	N.A.	69.1%
Degree / Certificate	Youth (14 – 21)	N.A.	53.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

State of Michigan  
 Workforce Investment Act Annual Report  
 Program Year 2008  
 Date Submitted October 1, 2009

Local Area Name: Western U.P.	Total Participants Served	Adults	2,921
		Dislocated Workers	164
		Older Youth	116
		Younger Youth	268
ETA Assigned # 26090	Total Exiters	Adults	2,877
		Dislocated Workers	37
		Older Youth	21
		Younger Youth	134
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	89.6
	Employers	86.0	81.9
Entered Employment Rate	Adults	87.0%	88.3%
	Dislocated Workers	94.0%	86.0%
	Older Youth	78.0%	7.7%
Retention Rate	Adults	82.0%	79.7%
	Dislocated Workers	92.0%	92.3%
	Older Youth	78.0%	70.0%
	Younger Youth	67.0%	57.1%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$8,651
	Dislocated Workers	\$12,200	\$12,075
	Older Youth	\$3,000	\$4,910
Credential / Diploma Rate	Adults	83.0%	86.4%
	Dislocated Workers	84.0%	82.1%
	Older Youth	70.0%	0.0%
	Younger Youth	82.0%	0.0%
Skill Attainment	Younger Youth	96.0%	87.7%
Placement or Ed.	Youth (14 – 21)	N.A.	21.1%
Degree / Certificate	Youth (14 – 21)	N.A.	0.8%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

