



JENNIFER M. GRANHOLM
GOVERNOR

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

ANDREW S. LEVIN
ACTING DIRECTOR

October 1, 2010

U.S. Department of Labor
Employment and Training Administration
Attn: Thomas M. Dowd
Administrator, Office of Policy Development and Research
200 Constitution Avenue, NW
Room N-5641
Washington, D.C. 20210

Dear Mr. Dowd:

I am pleased to submit the State of Michigan's Workforce Investment Act Program Year 2009 Annual Report. The information contained in the annual report was assembled in accordance with the Office of Policy Development and Research/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, Acting Deputy 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
Acting Director

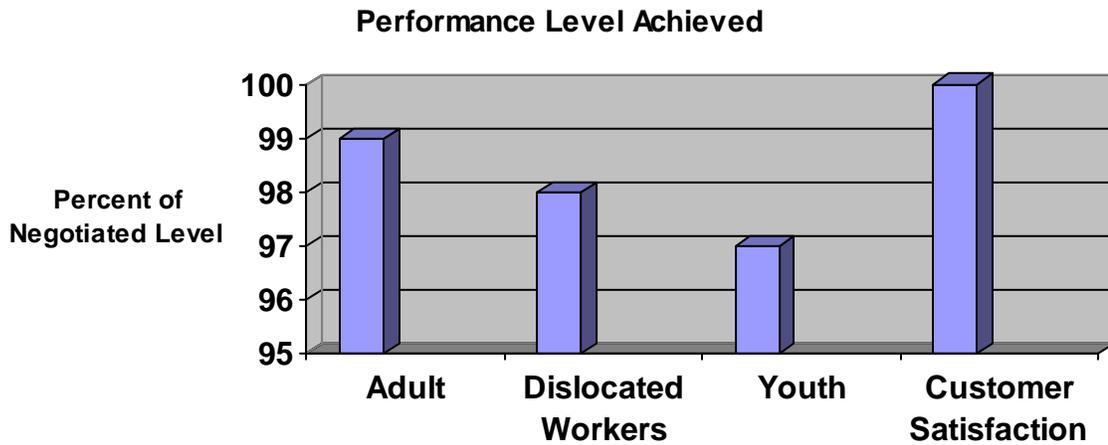
Enclosure

cc: Mr. Byron Zuidema
Ms. Liza Estlund Olson
Ms. Janet Howard
Mr. Gary Clark
Ms. Stephanie Beckhorn
Mr. Malcom Jackson

DELEG is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

EXECUTIVE SUMMARY:

This table illustrates Michigan's Workforce Investment Act (WIA) performance for Program Year (PY) 2009. Michigan met or exceeded the negotiated performance levels in the Adult, Dislocated Worker (DW), and Youth Programs as well as the Customer Satisfaction measures.



Note: Performance levels are calculated by dividing actual statewide PY 2009 performance by the negotiated planned performance level for the state for each WIA program and overall customer satisfaction.

PERFORMANCE MEASURES

COST EFFECTIVE PROGRAMS:

The Adult program served 33,551 participants beyond self-service with expenditures totaling \$46.7 million for an average cost of \$1,395 per participant. Total adult exits beyond self-service were 7,840 with 6,531 employed at time of exit with an average cost of \$7,165 per employment. Adult participants who received training services were more likely to obtain employment (4% increase), retain employment (5% increase) with higher earnings (15% 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 DW program served 32,965 participants with expenditures totaling \$61.5 million for an average cost of \$1,866, per participant. Total dislocated worker exits were 5,868 with 5,304 employed at time of exit for an average cost per employment of \$11,596. They were more likely to retain employment (1% increase) with greater (2% increase) average earnings. Since DW program participants are unemployed or facing layoff, total post program earnings was used to measure return on investment. The earnings of dislocated workers is expected to exceed total DW program expenditures within one year.

The Youth program served 33,483 participants with expenditures totaling \$53.3 million with an average cost of \$1,593 per participant. Total youth exits were 6,393 with younger youth (aged 14 to 18) representing the bulk of the exits at 4,244 of those exits. Older youth exits totaled 2,149 with 930 employed at time of exit. The overall return on investment is difficult to measure for the Youth program because younger youth are primarily exited to education 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 utilizes the Value Added Performance Improvement System (VAPIS) model to measure workforce development program success. This performance reporting system, developed for the State of Michigan was first utilized in PY 2006, and continues to serve as a valuable performance improvement system for PY 2009.

VAPIS is based on a model developed by the W.E Upjohn Institute for Employment Research; the system adjusts the U.S. Department of Labor's (USDOL) common measures for WIA workforce programs for factors that are beyond the control of local administrators, such as the characteristics of program participants and local labor market

conditions. The common measures include three labor market outcomes: entered employment, job retention, and earnings level. By making these adjustments, the common measures more closely approximate the value added that the workforce programs contribute to the labor market outcomes of participants. VAPIS also provides a short-term forecasting component that assists local workforce administrators in understanding the likelihood that their current participants will find and retain jobs. Because of the long lag in reporting common measures, local administrators have little systematic knowledge of their performance. VAPIS fills gaps by measuring the amount of value added by the local workforce area's 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.

The following deliverables are available for the VAPIS project:

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

WORKFORCE INVESTMENT ACT SUCCESS STORIES

The success stories highlighted in this section of our Annual Report recognizes Michigan citizens who have successfully utilized services provided under the WIA to gain employment and self-sufficiency. Services were provided through local service delivery areas – Michigan Work! Agencies (MWAs). During these difficult economic times these participants have overcome long odds to learn new skills that helped them transition into new careers in high-demand occupations.

Kevin Kolassa

Employed by: Community Health Center of Branch County

MWA: Calhoun Intermediate School District

After working for 25 years in the automotive industry, Kevin Kolassa decided to make a career change. He visited a local Michigan Works! Service Center to pursue retraining that he hoped would allow him to break out of the automotive manufacturing field and ultimately find work.

With an interest in pursuing a degree as a phlebotomy technician, Kolassa took the initiative, with support from Michigan Works!, to begin his education. After successfully participating in an externship and completing a degree, Kolassa was hired by the Community Health Center of Branch County as a full time laboratory assistant.

Kolassa recently participated in a local health fair and was featured drawing blood in an article on the front page of a local newspaper.

“I am very thankful that Michigan Works! helped me with my degree. The transition went much smoother than I ever expected. I’ve found my new career to be very rewarding.

I feel appreciated and good because I am doing something to help people,” said Kolassa.

Messina Gorm

Employed by: The Dow Chemical Company

MWA: Great Lakes Bay Michigan Works!

Messina Gorm, a single parent with young children, came to Michigan Works! following relocation from Texas after serving in the Air Force.

With support from Michigan Works!, Gorm enrolled in Delta College's Fast Start program, a 16 week course that trains students to be chemical process operators.

Michigan Works! supported Gorm with training, tuition, college admission fees, interview clothing, and mileage.

Despite the rigorous demands of the Fast Start program, Gorm successfully balanced school and a part time job with a local retailer.

Following successful completion of the Fast Start program, Gorm accepted a position as a Chemical Process Operator with The Dow Chemical Company.

"I'm learning every day about another benefit of working for Dow Chemical. I am very happy with my job," said Gorm.

Gorm is currently training as a chemical operator at a herbicide plant which produces specialty chemicals for Dow AgroScience. She is quickly moving through intensive training in the facility because of the outstanding training that she received as a Fast Start graduate.

"She will become a crucial resource for the success of the company long term," said Bill Dubensky, Operations Leader, Dow Chemical.

Antonio Battle

Employed by: ADAC Automotive

MWA: Muskegon/Oceana Consortium

Antonio Battle worked a variety of unfulfilling jobs throughout his life and was ready for long-term, sustainable employment when he visited a local Michigan Works! Service Center.

Battle was selected to participate in the American Reinvestment and Recovery Act (ARRA) summer youth employment program and was placed at ADAC Automotive as an assembly/maintenance worker. He was responsible for a variety of basic duties, including performing safety inspections, under the direction of his supervisor.

Because of his efforts and abilities, Battle was given an opportunity to assist a manufacturing engineer and to be a member of an inspection team. This experience enabled Battle to learn more about lean manufacturing and provided hands-on training.

Battle's excellent performance, attendance and attitude did not go unnoticed. When the ARRA summer youth employment program work experience ended, his supervisor requested that he continue working with the organization permanently, and Battle accepted the offer.

Battle reached his goal of self-sufficiency by earning a competitive wage, which not only allows him to provide for his family, but provides a sense of accomplishment and success.

Patrick Madonna

Employed by: West Branch Furniture Outlet

MWA: Michigan Works! Region 7B

Patrick Madonna had a good paying job at Ford Motor Company when he was offered a buyout and accepted. Due to the economic downturn, finding employment turned out to be tougher than expected and Madonna visited a local Michigan Works! Service Center to seek training and education resources.

In addition to seeking employment, Madonna was also battling Type 2 diabetes, taking four shots of insulin daily.

Michigan Works! supported Madonna with transportation and job search assistance and helped give him the confidence he needed to get back on his feet.

“No matter what job I found, I wanted my children to have a strong work ethic and be proud of any job they might have, no matter how much they earn,” said Madonna.

Madonna enrolled in the No Worker Left Behind program with a goal of furthering his education and obtaining a new career. Michigan Works! matched Madonna with West Branch Furniture Outlet where he found success as a Customer Service Representative.

Shortly after accepting this position with the company, Madonna was promoted to Sales Manager, in charge of all deliveries and employees, earning a good wage and commission.

WAIVER SECTION

1) Waivers for which the State has received approval?

The following waivers were approved by the USDOL for PY 2009.

- **Individual Training Account (ITA):** Waiver on the time limit of initial eligibility of training providers for one local area (Thumb Area MWA).
- **IW Training:** Waiver allowing up to *twenty percent* of the funds reserved for *Rapid Response* (RR) activities to be used to operate an IW Program as part of the State's overall layoff aversion strategy.
- **IW Participant Data:** Waiver to reduce the reporting requirements for incumbent worker participants by seven Workforce Investment Act Standardized Record Data elements. This waiver was not utilized during PY 2009.
- **Work-Flex:** Work-flex authority, which allowed local Workforce Development Boards (WDBs) to request and the state to approve the following statutory requirements:
 - i) Local WDBs to use up to **twenty percent** of Appropriation Year (AY) 2009 Adult and DW formula funds to support local IW training;
 - ii) The transfer of up to **100 percent** of local formula funds between the Adult and DW program;
 - iii) Allow the use of a sliding scale based on employer size for **On-The-Job** (OJT) training employer **reimbursement**;
 - iv) Allow a sliding scale based on employer size for the **customized training** employer **contribution** requirement; and
 - v) Allow Central Area Michigan Works! Consortium to use training providers not on the **Eligible Training Provider List**. Central Area did not use this waiver.

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

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

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

Below is additional analysis and data to reflect how our waivers have been implemented and the impact on program operation at both the state and local level.

IMPLEMENTATION:

IW Waivers:

Layoff aversion strategies focus workforce development efforts on upgrading and expanding the skills of currently employed workers in order to prevent layoffs. Since displaced workers compound the economic crisis, it is in everyone’s best interest to serve participants while they are attached to the workforce as an IW rather than as a DW.

Under Work-Flex authority, the State of Michigan granted local waivers to use Adult and DW formula funds to support IW training. These efforts were combined with the state’s ability to use up to twenty percent of the funds reserved for RR activities to operate a statewide IW program. The State of Michigan identified \$3,857,512 in RR funds to be used in the operation of an incumbent worker program during PY 2009.

The use of local formula funds to support IW training is documented in the table below. The amount of funds used for IW training varied greatly, with Capital Area using 19.2 percent while Northwest used less than one percent. Livingston was the only MWA to use both Adult (16.6 percent) and DW (11.9 percent) funds for IW activities.

2009 Adult and DW for Incumbent Worker

AGENCY	WAIVER	ADULT			DW		
		FORMULA \$	TO IW	%	FORMULA \$	TO IW	PERCENT
ACSET	20% DW for IW				\$2,717,355	\$293,071	10.79%
Capital Area	20% DW for IW				\$1,797,503	\$344,752	19.18%
CAMWC	10% DW for IW				\$1,179,515	\$63,850	5.41%
Eastern U.P.	20% Adult/DW for IW				\$331,851	\$9,647	2.91%
Livingston	20% DW for IW	\$462,930	\$76,944	16.62%	\$631,797	\$75,072	11.88%
Northeast	20% Adult/DW for IW				\$885,893	\$13,130	1.48%
Northwest	20% DW				\$1,568,054	\$10,713	0.68%
South Central	20% DW				\$1,631,586	\$31,203	1.91%

*Job Force (10% DW), Oakland (20% Adult & DW), Region 7B (20% DW), and West Central (20% DW) all had waiver approval but did not choose to implement the waiver.

All 25 of our MWA's aggressively used their RR supported IW training funding allocations to operate local IW training programs. The IW training programs provided low cost training to area employers and provided the community with increased awareness of and access to available training.

DW/Adult Funding Transfer Waiver

This waiver provided greater flexibility in meeting the ever changing demand for local services. The local DW/Adult formula fund transfer waiver was granted to eleven MWA's and utilized by seven. MWA's used the waiver to transfer funding from the DW program to the Adult program. When this waiver was used it was used with some intensity, usually around 30 to 40 percent transfers. At the high end was Central Area shifting 75 percent of its funds from DW to Adult and Capital Area at the other extreme transferring approximately 8 percent of its funds. Actual transfers are documented in the table below.

2009 Adult/DW Transfers

AGENCY	WAIVER	FROM/TO	DW FORMULA \$	TRANSFER	PERCENT
Capital Area	100% A <> DW	DW/Adult	\$1,797,503	\$ 150,000	8.34%
Central Area	100% A <> DW	DW/Adult	\$1,179,515	\$ 889,757	75.00%
Northeast	100% A <> DW	DW/Adult	\$ 885,893	\$ 350,750	39.59%
Oakland	100% A <> DW	DW/Adult	\$4,634,513	\$1,150,000	24.81%
Region 7B	50% A <> DW	DW/Adult	\$ 811,025	\$ 391,199	48.24%
SEMCA	100% A <> DW	DW/Adult	\$4,192,515	\$1,300,000	31.01%
West Central	100% A <> DW	DW/Adult	\$ 767,459	\$ 590,000	76.88%

*Livingston (50%), Ottawa (50%), Great Lakes Bay (100%), and South Central (50%) all had waiver approval but choose not to transfer funds between Adult and DW.

The identified MWAs used the DW/Adult transfer waiver to provide the flexibility necessary to more effectively respond to diversified workforce training demands. These waivers were used to keep students enrolled, eliminate wait lists, enroll students in accelerating certificate programs and provide additional innovative training.

OJT and Customized Training Waivers

Work-flex waivers allowed sliding scales based on employer size for on-the-job (OJT) training employer reimbursement and customized training employer contribution requirements. These were new waivers that one MWA (Michigan Works! West Central – MWWC) found to be of benefit in reaching out to smaller companies.

MWWC utilized the waivers to market Michigan Works! services to employers in a practical way and assists with job placement of participants. During PY 2009, MWWC assisted 9 employers and 25 participants with training under the OJT waiver.

These two waivers were used successfully by MWWC in PY 2009 and have resulted in additional MWA's requesting the waivers for PY 2010.

Waiver of Time Limit on Period of Initial Eligibility for Training Providers

Michigan was granted a waiver to allow the State to exercise flexibility in the use of training providers on the Eligible Training Provider List. This waiver was necessary to maintain the broadest range of eligible providers to enable individuals to make informed choices relating to their training goals. Included in this waiver request was approval for the Thumb Area Michigan Works! to continue to pilot an Individual Training Account (ITA) Tiered Provider System. Since its inception, the ITA Tiered Provider System has increased customer choice in the area of training opportunities, built a stronger partnership base with job training institutions, and encouraged innovative initiatives in this rural service delivery area.

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

Waivers provided during PY 2009 afforded the state and local service delivery areas with greater flexibility in the administration and operation of WIA funded programs. The waivers provided additional flexibility for state set-aside RR funds that enabled 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 workers were met.

CHALLENGES:

There were numerous challenges identified when operating the IW training program as authorized under our waiver. These challenges are summarized as follows:

- Additional administrative responsibilities and costs associated with the new reporting requirements.
- Employer **liability** concerns in collecting data to satisfy the new reporting requirements.
- Worker **privacy** concerns over the collection of their private information by employers and WDBs.
- The **reduction** (from 50 percent in PY 2008 to 20 percent in PY 2009) in RR funding to support IW training funding forced WDBs to use Work-Flex waivers to tap into local DW and Adult funds in order to fund IW training programs.

The new reporting requirements (i.e. collecting personal information and validating documentation for the state's management information system) created a burden/disincentive for **employers** to participate in IW training programs. The burdens/costs included a logistics problem for employers to coordinate and follow up with paper work and documentation and the time required by WDB staff to conduct the expanded data entry and documentation requirements.

Employers also expressed concern about the **liability** related to collecting and keeping personnel information for the purpose of training. Employers feared the possible complications and ramifications for collecting, maintaining, and disposing of additional employee records.

The reduction in allowable RR funding to support IW training also served to undercut the program. Over the past five years, Michigan has strived to build a successful program aimed to benefit employers and their workers. This reduction in funding dramatically slowed and in some cases eliminated the support and momentum achieved by the statewide program in the previous five years. Subsequently, statewide participation in the program was reduced by 74 percent.

The new **definition** and requirement for "**layoff aversion**" has created new challenges for WDBs. The definition provides a very small window of opportunity to provide services. Concern over meeting the new definition resulted in WDBs wasting precious time trying to determine which businesses could receive IW funding. During this time of indecision, businesses continued to decline until they reached a point where intervention was no longer appropriate. The end result was employee lay offs and/or companies closing their doors. A larger window to render services would benefit the employer, their employees, and the local community. Furthermore, IW training should also be available for companies expanding or diversifying product lines and operations.

IMPACT:

PY 2009 waivers received by the State of Michigan have predominantly focused on program operations rather than performance outcomes. Waiver impact can be summarized as follows:

- Increased flexibility in program operations.
- Better aligned capacity with demand for services.
- Increased access to training.
- Built/expanded positive relationships between employers, WDB's, service providers, and community colleges/training institutions .
- Increased access to training.

- Increased the skills of local and regional workforces to avoid layoffs and attract employers.
- Filled gaps in critical growing areas like health care and information technology – thereby preventing layoffs and business closures.

The aforementioned waivers increased consumer choice in the area of training opportunities, built a stronger partnership base with job training institutions, and encourage innovative initiatives among providers to maximize workforce development service availability. The waivers provided the state and all 25 WDBs the ability to more effectively and efficiently respond to ever changing workforce training demands and increased capacity in response to those demands. They provided employers with access to training resources necessary to remain viable and upgraded the skills of state residents.

The state's PY 2009 waivers encouraged collaboration between local entities involved in workforce development, economic development and education institutions, as well as employers and workers. The IW training dollars and other training dollars kick started activity and inspired local players to take action in training workers and transforming local economies. These waivers encouraged innovative solutions in averting layoffs and assisting employers in retooling their businesses to adjust to a difficult economic environment. The impact of these waivers will be defined in greater detail in the success stories section that follows.

WAIVER SUCCESS STORIES:

Employer: General Motors, Oakland County, Michigan

MWA: Oakland County Michigan Works! Workforce Development Division

Waiver: Incumbent Worker

In June 2009, General Motors announced that General Motors Orion Assembly was selected to build the Chevrolet Aveo, preserving 1,200 local jobs. However, building the Aveo would require the entire Orion Assembly plant to be retooled and redesigned prior to launch in 2011.

In preparation for the launch, General Motors management, the United Auto Workers, Oakland County Michigan Works, and Oakland Community College created a team to identify employee training needs and the financial resources to successfully train and avert the layoffs of nearly 100 skilled trade workers.

In June 2010, 34 journeyman millwrights and pipefitters began the Mechanical Multi Skill Program at Oakland Community College. The Mechanical Multi Skill Program, developed by Oakland Community College in partnership with General Motors, provided training in rigging and machine leveling, fluid power, pipefitting, blueprint reading, schematics, Computer Numerical Controls (CNC), robotics, and welding and fabrication. The 432-hour program would prepare the team with the skills necessary to successfully retool the Orion Assembly plant. In September 2010, the 34 individuals completed the program, returned to work at Orion Assembly, and began retooling the plant. They will likely maintain their employment throughout the retooling and after the launch in 2011. In July 2010, six cohorts of electricians started the 328-hour Electrical Multi Skill program. This program provides training on PLC Global Architecture, robotics, motors control, CNC, fluid power, and computer literacy. By November 2010, 75 electricians will have successfully completed this program.

At this time, over 100 General Motors Orion Assembly employees have received training directly related to averting their layoff from General Motors. The success of this project is a direct result of the partnership and communication between Oakland County Michigan Works!, Oakland Community College, General Motors, and the United Auto Workers.

Employer: Mosaic Company, Hersey, Michigan

MWA: Michigan Works! West Central

Waiver: On-the-Job Training Sliding Scale

The OJT waiver was implemented to stimulate job placement by encouraging smaller employers to hire and train participants.

The Mosaic company produces and markets phosphate and potash for agricultural industry worldwide. Their facility in Hersey Michigan produces and packages water salt for water softeners. Packaging Supervisor, Allan Millward states: "We offer OJT and the opportunity for advancement. We believe that our employee's are the strength of our business and promote an open culture of safety, quality and job satisfaction." Hope Network, (MWA Service Provider) worked closely with Mosaic in employee development by sharing the costs of training. Mosaic recently hired three employees, which participated in the OJT program.

Mike Laycock, one of the employees hired through this OJT waiver is very grateful to both Mosaic and Michigan Works! He stated that "Mosaic is a great company to work for with excellent wages and benefits. The company is very family and community oriented and has several family outings throughout the year." MWWC provided supportive services including gas mileage and car repairs to get workers started along with the OJT.

Mosaic was eligible for 75 percent reimbursement, based on the sliding scale, and all three participants remain employed after the training period concluded.

This waiver helps market Michigan Works! services to employers in a practical way and assists with job placement of participants. During PY 2009, West Central assisted 9 employers and 25 participants with training under the waiver.

Employer: Schwartz Boiler

MWA: Northeast Michigan Consortium

Waiver: Incumbent Worker

Schwartz Boiler was in need of cross training a current employee as a certified crane operator and to re-certify two existing crane operators in order to retain existing contracts and obtain new contracts. Once the employees were certified, Schwartz Boiler was able to bid and was awarded two local contracts with revenue of approximately \$665,000.00. This saved current jobs and may promote further employment opportunities within the company.

In addition, Schwartz Boiler was able to renew an existing contract to refurbish buoys. Recent mandates required certified welding inspectors and certified welding workers on-site in order to meet the requirements of the contract. IW funds provided the training of current Schwartz Boiler employees which resulted in them obtaining the required certifications. In the past, the employer had to incur additional expense by subcontracting to other companies to fulfill this contract requirement. The ability to renew this contract provided \$453,000 of revenue for the employer and eliminated the reduction of work and need for employee layoffs.

CONCLUSION

These waivers provided a critical tool in Michigan's workforce investment system in giving local MWA's the flexibility they needed to meet local funding demands, avert layoffs, and prevent employers from moving out of state or overseas.

TABLE SECTION

Table A – WIA 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	94.2	15,615	25,790	18,765	83.4%
Employers	86.0	82.4	1,987	2,413	2,413	82.3%

American Customer Satisfaction Index used for actual performance.
 Report Period: January 1, 2009 through December 31, 2009.

Table B – Adult Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	88.0%	87.1%	3,714
			4,266
Employment Retention Rate	85.0%	87.5%	4,658
			5,321
Average Earnings in Six Months	\$10,200	\$11,036	\$40,777,615
			3,695
Employment and Credential Rate	83.0%	85.3%	3,480
			4,082

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals with Disabilities		Older Individuals	
	Entered Employment Rate	78.7%	1,098	90.6%	212	80.4%	148	85.1%
		1,395		234		184		275
Employment Retention Rate	85.0%	1,364	86.4%	241	80.3%	183	86.4%	261
		1605		279		228		302
Average Earnings in Six Months	\$9,533	\$10,314,976	\$11,933	\$2,124,010	\$9,026	\$1,200,515	\$11,202	\$2,061,238
		1,082		178		133		184
Employment and Credential Rate	80.0%	986	83.7%	175	80.7%	96	84.3%	204
		1,232		209		119		242

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	88.7%	2,318	84.4%
		2,612		1654
Employment Retention Rate	89.3%	2,909	84.8%	1,749
		3,259		2,062
Average Earnings in Six Months	\$11,698	\$27,537,000	\$9,874	\$13,240,615
		2,354		1,341

Note: for Tables B, C, and D Report Period:

- EER and ECR October 1, 2008 through September 30, 2009.
- ERR and Earnings April 1, 2008 through March 31, 2009.

Table E – DW Program Results at a Glance

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	94.0%	92.6%	3,903
			4,217
Employment Retention Rate	92.0%	90.2%	3,642
			4,038
Average Earnings in Six Months	\$13,200	\$13,081	\$39,217,683
			2,998
Employment and Credential Rate	83.0%	85.6%	2,417
			2,825

Table F – Outcomes for DW Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	90.2%	294	86.7%	72	87.9%	377	91.1%
		326		83		429		56
Employment Retention Rate	89.2%	265	87.3%	89	91.8%	371	94.7%	89
		297		102		404		94
Average Earnings in Six Months	\$14,871	\$3,093,079	\$11,717	\$808,444	\$12,372	\$3,464,216	\$11,727	\$785,722
		208		69		280		67
Employment and Credential Rate	82.4%	168	78.7%	48	82.4%	211	88.4%	38
		204		61		256		43

Table G – Other Outcome Information for the DW Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	92.5%	2,517	92.6%	1,386
		2,721		1,496
Employment Retention Rate	90.7%	2,317	89.3%	1,325
		2,554		1,484
Average Earnings in Six Months	\$13,203	\$25,415,601	\$12,863	\$13,802,082
		1,925		\$1,073

Note: for Tables E, F, & G Report Period:

- EER and ECR October 1, 2008 through September 30, 2009.
- ERR and Earnings April 1, 2008 through March 31, 2009.

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.	56.5%	2,411
			4,271
Attainment of Degree or Certificate	N.A.	48.2%	1,704
			3,537
Literacy and Numeracy Gains	N.A.	6.5%	187
			2,869

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

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Entered Employment Rate	83.0%	80.6%	670
			831
Employment Retention Rate	85.0%	87.6%	735
			839
Earnings Change in Six Months	\$3,500	\$3,695	\$2,050,752
			555
Credential Rate	79.0%	74.0%	796
			1,076

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	75.5%	250	66.7%	2	78.9%	71	81.5%	602
		331		3		91		739
Employment Retention Rate	87.0%	280	100.0%	3	90.3%	65	86.6%	642
		322		3		72		741
Earnings Change in Six Months	\$4,106	\$923,904	\$9,236	9,236	4,612	\$189,104	\$3,490	\$1,710,254
		225		1		41		490
Credential Rate	70.2%	301	75.0%	3	71.6%	83	74.1%	686
		429		4		116		926

Note: for Tables H.1, H.2, & I Report Period:

- PEE, ADC, EER and CR October 1, 2008 through September 30, 2009.
- ERR and Earnings Change April 1, 2008 through March 31, 2009.

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

Reported Information	Negotiated Performance Level	Actual Performance Level	Numerator / Denominator
Skill Attainment Rate	95.0%	93.2%	12,918
			13,867
Diploma or Equivalent Attainment Rate	89.0%	87.8%	1,911
			2,176
Retention Rate	79.0%	71.6%	1,669
			2,332

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	93.2%	6,115	94.3%	2,604	90.5%	2,720
		6,561		2,760		3,005
Diploma or Equivalent Attainment Rate	87.6%	810	88.7%	422	82.9%	315
		925		476		380
Retention Rate	64.3%	700	80.6%	370	76.0%	386
		1,088		459		508

Note: for Table J & K, Report Period:

- April 1, 2009 through March 31, 2010 for the SAR and DAR.
- April 1, 2008 through March 31, 2009 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	71.7%	4,001	\$3,324	\$14,772,185	3.3%	123	5,014	15,306,337	78.9%	1,829
		5,584		4,444		3,714		3,053		2,318
Dislocated Workers	77.5%	3,477	84.5%	41,194,052	3.4%	134	\$6,670	\$22,510,369	75.2%	1,894
		4,487		48,769,217		3,903		3,375		2,517
Older Youth	63.7%	598	\$3,183	\$2,021,007	3.7%	25	2,769	\$1,343,152		
		939		635		670		485		

Table M – Participation Levels

Reported Information	Total Participants Served	Total Exits
Total Adult Customers	835,455	800,522
Total Adult self-service	766,440	786,393
WIA Adult	803,250	794,733
WIA Dislocated Worker	32,212	5,789
Total Youth (14-21)	18,533	6,116
Younger Youth (14-18)	12,421	4,105
Older Youth (19-21)	6,112	2,011
Out-of-School Youth	7,717	2,174
In-School Youth	10,816	3,942

Note: for Table M, Report Period:

- Participants July 1, 2009 through June 30, 2010.
- Exits April 1, 2009 through March 31, 2010.

Table N – Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$46,792,677
Local Dislocated Workers		\$61,505,765
Local Youth		\$53,325,898
Rapid Response		\$8,747,381
Statewide Required Activities		\$5,994,858
Statewide Allowable Activities	Miscellaneous	\$10,536,414
	Focus Hope	\$8,053,863
	Work First Support	\$7,330,527
Total of All Federal Spending Listed Above		\$ 202,287,383

Table O – Local Performance

Local Area Name: ACSET	Total Participants Served	Adults	52,858
		Dislocated Workers	2311
		Older Youth	745
		Younger Youth	1162
ETA Assigned # 26160	Total Exiters	Adults	51,323
		Dislocated Workers	727
		Older Youth	320
		Younger Youth	536
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.4
	Employers	86.0	82.9
Entered Employment Rate	Adults	89.0%	97.3%
	Dislocated Workers	95.0%	94.8%
	Older Youth	84.0%	93.8%
Retention Rate	Adults	86.0%	93.5%
	Dislocated Workers	93.0%	96.3%
	Older Youth	86.0%	99.4%
	Younger Youth	80.0%	92.3%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$10,246
	Dislocated Workers	\$13,400	\$14,262
	Older Youth	\$3,500	\$3,225
Credential / Diploma Rate	Adults	84.0%	94.3%
	Dislocated Workers	84.0%	90.0%
	Older Youth	80.0%	89.3%
	Younger Youth	90.0%	93.5%
Skill Attainment	Younger Youth	95.0%	96.2%
Placement or Ed.	Youth (14 – 21)	N.A.	65.3%
Degree/Certificate	Youth (14 – 21)	N.A.	53.1%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Berrien / Cass / Van Buren	Total Participants Served	Adults	30,455
		Dislocated Workers	542
		Older Youth	31
		Younger Youth	297
ETA Assigned # 26110	Total Exiters	Adults	29,856
		Dislocated Workers	28
		Older Youth	21
		Younger Youth	138
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.5
	Employers	86.0	80.0
Entered Employment Rate	Adults	82.0%	73.3%
	Dislocated Workers	93.0%	89.5%
	Older Youth	77.0%	70.6%
Retention Rate	Adults	80.0%	94.0%
	Dislocated Workers	92.0%	91.9%
	Older Youth	86.0%	100.0%
	Younger Youth	67.0%	96.4%
Average Earnings/ Change in Six Months	Adults	\$9,000	\$13,819
	Dislocated Workers	\$12,800	\$11,965
	Older Youth	\$3,800	\$3,011
Credential / Diploma Rate	Adults	62.0%	79.6%
	Dislocated Workers	75.0%	77.8%
	Older Youth	65.0%	62.5%
	Younger Youth	82.0%	89.3%
Skill Attainment	Younger Youth	92.0%	85.4%
Placement or Ed.	Youth (14 – 21)	N.A.	36.9%
Degree / Certificate	Youth (14 – 21)	N.A.	20.6%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: Calhoun ISD	Total Participants Served	Adults	21,704
		Dislocated Workers	827
		Older Youth	140
		Younger Youth	317
ETA Assigned # 26050	Total Exiters	Adults	21,521
		Dislocated Workers	179
		Older Youth	16
		Younger Youth	38
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.5
	Employers	86.0	82.0
Entered Employment Rate	Adults	89.0%	97.0%
	Dislocated Workers	94.0%	94.9%
	Older Youth	78.0%	80.0%
Retention Rate	Adults	84.0%	86.5%
	Dislocated Workers	92.0%	85.5%
	Older Youth	82.0%	100.0%
	Younger Youth	80.0%	94.4%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$11,280
	Dislocated Workers	\$13,200	\$13,462
	Older Youth	\$3,800	\$6,055
Credential / Diploma Rate	Adults	84.0%	89.0%
	Dislocated Workers	84.0%	83.3%
	Older Youth	77.0%	83.3%
	Younger Youth	89.0%	100.0%
Skill Attainment	Younger Youth	95.0%	98.7%
Placement or Ed.	Youth (14 – 21)	N.A.	82.8%
Degree / Certificate	Youth (14 – 21)	N.A.	68.4%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Capital Area	Total Participants Served	Adults	8,542
		Dislocated Workers	1,145
		Older Youth	264
		Younger Youth	906
ETA Assigned # 26045	Total Exiters	Adults	8,200
		Dislocated Workers	174
		Older Youth	62
		Younger Youth	236
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.5
	Employers	86.0	82.5
Entered Employment Rate	Adults	89.0%	95.7%
	Dislocated Workers	94.0%	97.4%
	Older Youth	83.0%	100.0%
Retention Rate	Adults	85.0%	87.0%
	Dislocated Workers	92.0%	94.9%
	Older Youth	85.0%	100.0%
	Younger Youth	79.0%	93.5%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$10,588
	Dislocated Workers	\$13,000	\$12,781
	Older Youth	\$3,000	\$6,557
Credential / Diploma Rate	Adults	84.0%	96.3%
	Dislocated Workers	84.0%	94.4%
	Older Youth	79.0%	83.3%
	Younger Youth	88.0%	92.7%
Skill Attainment	Younger Youth	95.0%	98.3%
Placement or Ed.	Youth (14 – 21)	N.A.	87.7%
Degree / Certificate	Youth (14 – 21)	N.A.	87.4%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Career Alliance	Total Participants Served	Adults	42,111
		Dislocated Workers	3636
		Older Youth	738
		Younger Youth	874
ETA Assigned # 26030	Total Exiters	Adults	39,738
		Dislocated Workers	713
		Older Youth	112
		Younger Youth	391
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	95.1
	Employers	86.0	82.3
Entered Employment Rate	Adults	82.0%	96.3%
	Dislocated Workers	92.0%	95.6%
	Older Youth	80.0%	89.8%
Retention Rate	Adults	80.0%	90.5%
	Dislocated Workers	90.0%	90.9%
	Older Youth	75.0%	94.4%
	Younger Youth	67.0%	70.4%
Average Earnings/ Change in Six Months	Adults	\$8,500	\$7,770
	Dislocated Workers	\$10,800	\$11,458
	Older Youth	\$2,600	\$3,447
Credential / Diploma Rate	Adults	80.0%	92.9%
	Dislocated Workers	83.0%	94.8%
	Older Youth	75.0%	72.2%
	Younger Youth	90.0%	72.3%
Skill Attainment	Younger Youth	92.0%	96.1%
Placement or Ed.	Youth (14 – 21)	N.A.	56.3%
Degree / Certificate	Youth (14 – 21)	N.A.	51.7%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Central Area	Total Participants Served	Adults	7,025
		Dislocated Workers	1,138
		Older Youth	470
		Younger Youth	277
ETA Assigned # 26130	Total Exiters	Adults	6,744
		Dislocated Workers	263
		Older Youth	83
		Younger Youth	71
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.5
	Employers	86.0	79.9
Entered Employment Rate	Adults	89.0%	81.0%
	Dislocated Workers	95.0%	86.7%
	Older Youth	84.0%	85.2%
Retention Rate	Adults	86.0%	90.5%
	Dislocated Workers	92.0%	89.2%
	Older Youth	86.0%	85.7%
	Younger Youth	80.0%	91.7%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$10,288
	Dislocated Workers	\$13,200	\$11,701
	Older Youth	\$3,800	\$5,118
Credential / Diploma Rate	Adults	84.0%	84.3%
	Dislocated Workers	84.0%	82.5%
	Older Youth	80.0%	87.8%
	Younger Youth	89.0%	88.5%
Skill Attainment	Younger Youth	95.0%	84.6%
Placement or Ed.	Youth (14 – 21)	N.A.	77.9%
Degree / Certificate	Youth (14 – 21)	N.A.	61.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: City of Detroit	Total Participants Served	Adults	50,648
		Dislocated Workers	1,952
		Older Youth	788
		Younger Youth	1,524
ETA Assigned # 26010	Total Exiters	Adults	47,268
		Dislocated Workers	192
		Older Youth	482
		Younger Youth	601
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	84.9
	Employers	86.0	78.8
Entered Employment Rate	Adults	82.0%	71.2%
	Dislocated Workers	94.0%	81.3%
	Older Youth	78.0%	66.7%
Retention Rate	Adults	82.0%	79.6%
	Dislocated Workers	90.0%	87.5%
	Older Youth	85.0%	61.3%
	Younger Youth	67.0%	27.3%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$9,389
	Dislocated Workers	\$11,300	\$12,633
	Older Youth	\$3,500	\$1,145
Credential / Diploma Rate	Adults	84.0%	63.7%
	Dislocated Workers	84.0%	57.5%
	Older Youth	72.0%	54.6%
	Younger Youth	90.0%	61.3%
Skill Attainment	Younger Youth	96.0%	96.5%
Placement or Ed.	Youth (14 – 21)	N.A.	23.6%
Degree / Certificate	Youth (14 – 21)	N.A.	10.6%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met X	Met	Exceeded

Table O – Local Performance

Local Area Name: Eastern U.P.	Total Participants Served	Adults	1,759
		Dislocated Workers	120
		Older Youth	59
		Younger Youth	75
ETA Assigned # 26115	Total Exiters	Adults	60
		Dislocated Workers	1,536
		Older Youth	22
		Younger Youth	41
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	84.9
	Employers	86.0	90.5
Entered Employment Rate	Adults	89.0%	95.7%
	Dislocated Workers	95.0%	94.1%
	Older Youth	84.0%	100%
Retention Rate	Adults	86.0%	91.8%
	Dislocated Workers	92.0%	83.3%
	Older Youth	86.0%	100%
	Younger Youth	80.0%	94.1%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$14,849
	Dislocated Workers	\$12,200	\$12,802
	Older Youth	\$3,800	\$10,252
Credential / Diploma Rate	Adults	84.0%	84.8%
	Dislocated Workers	84.0%	87.9%
	Older Youth	80.0%	93.3%
	Younger Youth	90.0%	100.0%
Skill Attainment	Younger Youth	96.0%	99.1%
Placement or Ed.	Youth (14 – 21)	N.A.	33.3%
Degree / Certificate	Youth (14 – 21)	N.A.	28.1%
Literacy/Numeracy	Youth (14 – 21)	N.A.	4.8%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Great Lakes Bay	Total Participants Served	Adults	25,626
		Dislocated Workers	1417
		Older Youth	21
		Younger Youth	612
ETA Assigned # 26020	Total Exiters	Adults	24,086
		Dislocated Workers	309
		Older Youth	13
		Younger Youth	133
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	91.9
	Employers	86.0	71.8
Entered Employment Rate	Adults	89.0%	89.9%
	Dislocated Workers	94.0%	94.5%
	Older Youth	80.0%	73.3%
Retention Rate	Adults	85.0%	86.9%
	Dislocated Workers	92.0%	89.3%
	Older Youth	75.0%	37.5%
	Younger Youth	77.0%	89.5%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$12,795
	Dislocated Workers	\$13,200	\$15,384
	Older Youth	\$2,400	\$1,664
Credential / Diploma Rate	Adults	84.0%	80.7%
	Dislocated Workers	84.0%	84.2%
	Older Youth	72.0%	44.4%
	Younger Youth	82.0%	94.4%
Skill Attainment	Younger Youth	92.0%	97.3%
Placement or Ed.	Youth (14 – 21)	N.A.	79.4%
Degree / Certificate	Youth (14 – 21)	N.A.	72.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	31.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: The Job Force	Total Participants Served	Adults	8,267
		Dislocated Workers	787
		Older Youth	112
		Younger Youth	164
ETA Assigned # 26125	Total Exiters	Adults	7,657
		Dislocated Workers	277
		Older Youth	45
		Younger Youth	49
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	99.0
	Employers	86.0	84.5
Entered Employment Rate	Adults	89.0%	95.7%
	Dislocated Workers	95.0%	95.4%
	Older Youth	84.0%	89.7%
Retention Rate	Adults	86.0%	91.9%
	Dislocated Workers	93.0%	94.6%
	Older Youth	86.0%	91.4%
	Younger Youth	80.0%	93.2%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$13,284
	Dislocated Workers	\$12,800	\$14,603
	Older Youth	\$3,500	\$5,175
Credential / Diploma Rate	Adults	84.0%	95.4%
	Dislocated Workers	84.0%	97.1%
	Older Youth	79.0%	90.0%
	Younger Youth	90.0%	90.2%
Skill Attainment	Younger Youth	95.0%	96.5%
Placement or Ed.	Youth (14 – 21)	N.A.	93.0%
Degree / Certificate	Youth (14 – 21)	N.A.	65.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
			X

Table O – Local Performance

Local Area Name: Kalamazoo – St. Joseph	Total Participants Served	Adults	23,070
		Dislocated Workers	473
		Older Youth	202
		Younger Youth	246
ETA Assigned # 26040	Total Exiters	Adults	24,503
		Dislocated Workers	263
		Older Youth	52
		Younger Youth	146
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	91.5
	Employers	86.0	78.2
Entered Employment Rate	Adults	89.0%	88.8%
	Dislocated Workers	95.0%	90.6%
	Older Youth	84.0%	75.5%
Retention Rate	Adults	85.0%	92.8%
	Dislocated Workers	92.0%	84.5%
	Older Youth	85.0%	89.2%
	Younger Youth	79.0%	77.4%
Average Earnings/ Change in Six Months	Adults	\$9,000	\$9,558
	Dislocated Workers	\$13,400	\$12,771
	Older Youth	\$3,300	\$4,208
Credential / Diploma Rate	Adults	82.0%	87.0%
	Dislocated Workers	84.0%	89.2%
	Older Youth	79.0%	71.7%
	Younger Youth	89.0%	97.3%
Skill Attainment	Younger Youth	92.0%	96.6%
Placement or Ed.	Youth (14 – 21)	N.A.	68.0%
Degree / Certificate	Youth (14 – 21)	N.A.	52.8%
Literacy/Numeracy	Youth (14 – 21)	N.A.	31.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Livingston County	Total Participants Served	Adults	12,650
		Dislocated Workers	608
		Older Youth	23
		Younger Youth	105
ETA Assigned # 26145	Total Exiters	Adults	13,626
		Dislocated Workers	38
		Older Youth	3
		Younger Youth	28
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	99.9
	Employers	86.0	100.0
Entered Employment Rate	Adults	89.0%	100.0%
	Dislocated Workers	95.0%	98.6%
	Older Youth	84.0%	80.0%
Retention Rate	Adults	86.0%	93.9%
	Dislocated Workers	92.0%	94.0%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	100.0%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$11,232
	Dislocated Workers	\$13,200	\$15,455
	Older Youth	\$3,800	\$5,243
Credential / Diploma Rate	Adults	84.0%	91.1%
	Dislocated Workers	84.0%	92.8%
	Older Youth	80.0%	85.7%
	Younger Youth	90.0%	87.5%
Skill Attainment	Younger Youth	92.0%	91.4%
Placement or Ed.	Youth (14 – 21)	N.A.	64.0%
Degree / Certificate	Youth (14 – 21)	N.A.	27.3%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Macomb/St. Clair	Total Participants Served	Adults	104,831
		Dislocated Workers	4958
		Older Youth	278
		Younger Youth	1605
ETA Assigned # 26015	Total Exiters	Adults	105,862
		Dislocated Workers	328
		Older Youth	34
		Younger Youth	389
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	93.4
	Employers	86.0	100.0
Entered Employment Rate	Adults	88.0%	86.2%
	Dislocated Workers	94.0%	91.0%
	Older Youth	80.0%	73.7%
Retention Rate	Adults	85.0%	86.6%
	Dislocated Workers	92.0%	85.0%
	Older Youth	78.0%	88.2%
	Younger Youth	79.0%	72.2%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$10,769
	Dislocated Workers	\$12,800	\$13,051
	Older Youth	\$3,000	\$3,306
Credential / Diploma Rate	Adults	82.0%	79.4%
	Dislocated Workers	83.0%	78.8%
	Older Youth	72.0%	72.7%
	Younger Youth	88.0%	95.4%
Skill Attainment	Younger Youth	92.0%	90.1%
Placement or Ed.	Youth (14 – 21)	N.A.	77.0%
Degree / Certificate	Youth (14 – 21)	N.A.	81.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	15.6%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Muskegon County	Total Participants Served	Adults	26,727
		Dislocated Workers	1,513
		Older Youth	137
		Younger Youth	409
ETA Assigned # 26055	Total Exiters	Adults	167
		Dislocated Workers	23,893
		Older Youth	35
		Younger Youth	114
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.8
	Employers	86.0	80.0
Entered Employment Rate	Adults	89.0%	90.7%
	Dislocated Workers	95.0%	90.5%
	Older Youth	84.0%	54.2%
Retention Rate	Adults	86.0%	82.2%
	Dislocated Workers	92.0%	90.7%
	Older Youth	86.0%	71.4%
	Younger Youth	80.0%	63.7%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$9,236
	Dislocated Workers	\$13,200	\$13,800
	Older Youth	\$3,500	\$2,638
Credential / Diploma Rate	Adults	84.0%	96.6%
	Dislocated Workers	84.0%	92.7%
	Older Youth	80.0%	55.6%
	Younger Youth	89.0%	88.6%
Skill Attainment	Younger Youth	95.0%	94.3%
Placement or Ed.	Youth (14 – 21)	N.A.	55.9%
Degree / Certificate	Youth (14 – 21)	N.A.	81.1%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: Northeast	Total Participants Served	Adults	13,657
		Dislocated Workers	312
		Older Youth	29
		Younger Youth	439
ETA Assigned # 26060	Total Exiters	Adults	13,427
		Dislocated Workers	39
		Older Youth	27
		Younger Youth	143
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.1
	Employers	86.0	91.9
Entered Employment Rate	Adults	89.0%	93.6%
	Dislocated Workers	95.0%	88.6%
	Older Youth	84.0%	100.0%
Retention Rate	Adults	86.0%	88.9%
	Dislocated Workers	93.0%	91.3%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	71.4%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$15,298
	Dislocated Workers	\$13,000	\$11,529
	Older Youth	\$3,100	\$0
Credential / Diploma Rate	Adults	84.0%	92.8%
	Dislocated Workers	84.0%	86.2%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	90.0%
Skill Attainment	Younger Youth	96.0%	98.1%
Placement or Ed.	Youth (14 – 21)	N.A.	58.1%
Degree / Certificate	Youth (14 – 21)	N.A.	70.3%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Northwest	Total Participants Served	Adults	30,399
		Dislocated Workers	642
		Older Youth	106
		Younger Youth	449
ETA Assigned # 26105	Total Exiters	Adults	29,697
		Dislocated Workers	102
		Older Youth	32
		Younger Youth	180
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	98.0
	Employers	86.0	91.9
Entered Employment Rate	Adults	89.0%	94.3
	Dislocated Workers	95.0%	95.7%
	Older Youth	83.0%	100.0%
Retention Rate	Adults	85.0%	88.2%
	Dislocated Workers	92.0%	91.0%
	Older Youth	86.0%	90.9%
	Younger Youth	80.0%	91.7%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$10,700
	Dislocated Workers	\$13,400	\$12,181
	Older Youth	\$3,300	\$7,229
Credential / Diploma Rate	Adults	83.0%	86.9%
	Dislocated Workers	77.0%	90.5%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	97.3%
Skill Attainment	Younger Youth	96.0%	99.1%
Placement or Ed.	Youth (14 – 21)	N.A.	71.0%
Degree / Certificate	Youth (14 – 21)	N.A.	61.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	48.8%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Oakland County	Total Participants Served	Adults	88,116
		Dislocated Workers	804
		Older Youth	284
		Younger Youth	287
ETA Assigned # 26170	Total Exiters	Adults	86,957
		Dislocated Workers	46
		Older Youth	114
		Younger Youth	152
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	92.2
	Employers	86.0	85.7
Entered Employment Rate	Adults	89.0%	94.8%
	Dislocated Workers	95.0%	95.7%
	Older Youth	84.0%	86.4%
Retention Rate	Adults	86.0%	88.2%
	Dislocated Workers	92.0%	96.7%
	Older Youth	86.0%	100.0%
	Younger Youth	80.0%	91.0%
Average Earnings/ Change in Six Months	Adults	\$10,400	\$17,305
	Dislocated Workers	\$13,400	\$16,488
	Older Youth	\$3,800	\$3,566
Credential / Diploma Rate	Adults	84.0%	91.2%
	Dislocated Workers	84.0%	93.3%
	Older Youth	79.0%	86.8%
	Younger Youth	90.0%	81.1%
Skill Attainment	Younger Youth	96.0%	97.4%
Placement or Ed.	Youth (14 – 21)	N.A.	57%
Degree / Certificate	Youth (14 – 21)	N.A.	61.8%
Literacy/Numeracy	Youth (14 – 21)	N.A.	4.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Ottawa County	Total Participants Served	Adults	22,176
		Dislocated Workers	947
		Older Youth	89
		Younger Youth	539
ETA Assigned # 26165	Total Exiters	Adults	23,332
		Dislocated Workers	332
		Older Youth	55
		Younger Youth	330
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	98.4
	Employers	86.0	77.0
Entered Employment Rate	Adults	88.0%	77.6%
	Dislocated Workers	94.0%	93.8%
	Older Youth	83.0%	45.5%
Retention Rate	Adults	85.0%	75.0%
	Dislocated Workers	92.0%	84.1%
	Older Youth	85.0%	88.0%
	Younger Youth	79.0%	65.5%
Average Earnings/ Change in Six Months	Adults	\$9,000	\$10,050
	Dislocated Workers	\$12,800	\$13,037
	Older Youth	\$3,100	\$2,796
Credential / Diploma Rate	Adults	80.0%	76.4%
	Dislocated Workers	84.0%	78.7%
	Older Youth	80.0%	38.6%
	Younger Youth	82.0%	74.8%
Skill Attainment	Younger Youth	96.0%	97.8%
Placement or Ed.	Youth (14 – 21)	N.A.	23.2%
Degree / Certificate	Youth (14 – 21)	N.A.	23.1%
Literacy/Numeracy	Youth (14 – 21)	N.A.	21.7%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		

Table O – Local Performance

Local Area Name: Region 7B	Total Participants Served	Adults	15,359
		Dislocated Workers	322
		Older Youth	83
		Younger Youth	317
ETA Assigned # 26095	Total Exiters	Adults	14,877
		Dislocated Workers	58
		Older Youth	41
		Younger Youth	103
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.7
	Employers	86.0	88.8
Entered Employment Rate	Adults	89.0%	84.2%
	Dislocated Workers	94.0%	100.0%
	Older Youth	83.0%	52.8%
Retention Rate	Adults	85.0%	83.7%
	Dislocated Workers	92.0%	94.6%
	Older Youth	85.0%	75.0%
	Younger Youth	77.0%	80.0%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$9,753
	Dislocated Workers	\$11,200	\$12,088
	Older Youth	\$3,100	\$4,309
Credential / Diploma Rate	Adults	83.0%	85.8%
	Dislocated Workers	84.0%	92.9%
	Older Youth	80.0%	51.3%
	Younger Youth	90.0%	87.7%
Skill Attainment	Younger Youth	95.0%	94.3%
Placement or Ed.	Youth (14 – 21)	N.A.	59.6%
Degree / Certificate	Youth (14 – 21)	N.A.	78.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met X	Met	Exceeded

Table O – Local Performance

Local Area Name: South Central	Total Participants Served	Adults	28,950
		Dislocated Workers	942
		Older Youth	166
		Younger Youth	187
ETA Assigned # 26080	Total Exiters	Adults	29,192
		Dislocated Workers	124
		Older Youth	41
		Younger Youth	48
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.6
	Employers	86.0	87.2
Entered Employment Rate	Adults	89.0%	97.3%
	Dislocated Workers	95.0%	99.0%
	Older Youth	84.0%	100.0%
Retention Rate	Adults	86.0%	94.3%
	Dislocated Workers	93.0%	87.8%
	Older Youth	85.0%	100.0%
	Younger Youth	80.0%	100.0%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$12,411
	Dislocated Workers	\$13,200	\$13,705
	Older Youth	\$3,500	\$7,643
Credential / Diploma Rate	Adults	84.0%	94.7%
	Dislocated Workers	84.0%	88.1%
	Older Youth	80.0%	100.0%
	Younger Youth	90.0%	100.0%
Skill Attainment	Younger Youth	96.0%	96.8%
Placement or Ed.	Youth (14 – 21)	N.A.	89.3%
Degree / Certificate	Youth (14 – 21)	N.A.	90.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: SEMCA	Total Participants Served	Adults	122,778
		Dislocated Workers	4,090
		Older Youth	475
		Younger Youth	527
ETA Assigned # 26155	Total Exiters	Adults	128,920
		Dislocated Workers	479
		Older Youth	213
		Younger Youth	248
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	97.6
	Employers	86.0	74.6
Entered Employment Rate	Adults	89.0%	96.6%
	Dislocated Workers	94.0%	96.6%
	Older Youth	83.0%	94.0%
Retention Rate	Adults	85.0%	89.6%
	Dislocated Workers	92.0%	91.1%
	Older Youth	85.0%	83.3%
	Younger Youth	79.0%	77.8%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$13,097
	Dislocated Workers	\$13,400	\$12,269
	Older Youth	\$3,300	\$3,362
Credential / Diploma Rate	Adults	84.0%	92.7%
	Dislocated Workers	84.0%	83.7%
	Older Youth	75.0%	81.9%
	Younger Youth	89.0%	87.3%
Skill Attainment	Younger Youth	95.0%	90.5%
Placement or Ed.	Youth (14 – 21)	N.A.	89.2%
Degree / Certificate	Youth (14 – 21)	N.A.	72.9%
Literacy/Numeracy	Youth (14 – 21)	N.A.	14.7%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Thumb Area	Total Participants Served	Adults	26,703
		Dislocated Workers	970
		Older Youth	266
		Younger Youth	148
ETA Assigned # 26120	Total Exiters	Adults	27,148
		Dislocated Workers	297
		Older Youth	120
		Younger Youth	30
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	90.7
	Employers	86.0	79.8
Entered Employment Rate	Adults	78.0%	63.8%
	Dislocated Workers	87.0%	75.7%
	Older Youth	80.0%	69.6%
Retention Rate	Adults	84.0%	81.1%
	Dislocated Workers	92.0%	89.8%
	Older Youth	85.0%	78.9%
	Younger Youth	79.0%	100.0%
Average Earnings/ Change in Six Months	Adults	\$10,000	\$9,756
	Dislocated Workers	\$12,800	\$11,301
	Older Youth	\$3,300	\$3,469
Credential / Diploma Rate	Adults	75.0%	67.8%
	Dislocated Workers	72.0%	73.0%
	Older Youth	72.0%	57.4%
	Younger Youth	89.0%	84.6%
Skill Attainment	Younger Youth	92.0%	92.3%
Placement or Ed.	Youth (14 – 21)	N.A.	59.2%
Degree / Certificate	Youth (14 – 21)	N.A.	19.6%
Literacy/Numeracy	Youth (14 – 21)	N.A.	21.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Washtenaw County	Total Participants Served	Adults	19,214
		Dislocated Workers	686
		Older Youth	185
		Younger Youth	250
ETA Assigned # 26150	Total Exiters	Adults	19,473
		Dislocated Workers	36
		Older Youth	31
		Younger Youth	25
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	96.8
	Employers	86.0	81.7
Entered Employment Rate	Adults	89.0%	88.9%
	Dislocated Workers	92.0%	92.3%
	Older Youth	84.0%	91.7%
Retention Rate	Adults	86.0%	95.2%
	Dislocated Workers	92.0%	87.5%
	Older Youth	85.0%	100.0%
	Younger Youth	80.0%	84.4%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$12,226
	Dislocated Workers	\$13,400	\$18,301
	Older Youth	\$3,000	\$4,200
Credential / Diploma Rate	Adults	84.0%	82.1%
	Dislocated Workers	83.0%	85.0%
	Older Youth	80.0%	75.9%
	Younger Youth	89.0%	100.0%
Skill Attainment	Younger Youth	95.0%	98.5%
Placement or Ed.	Youth (14 – 21)	N.A.	72.4%
Degree / Certificate	Youth (14 – 21)	N.A.	45.5%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance		Not Met	Met
		X	Exceeded

Table O – Local Performance

Local Area Name: West Central	Total Participants Served	Adults	13,684
		Dislocated Workers	667
		Older Youth	150
		Younger Youth	126
ETA Assigned # 26100	Total Exiters	Adults	13,584
		Dislocated Workers	89
		Older Youth	37
		Younger Youth	48
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	87.4
	Employers	86.0	86.1
Entered Employment Rate	Adults	88.0%	85.4%
	Dislocated Workers	94.0%	91.6%
	Older Youth	84.0%	92.3%
Retention Rate	Adults	84.0%	85.4%
	Dislocated Workers	92.0%	92.2%
	Older Youth	85.0%	91.3%
	Younger Youth	80.0%	92.5%
Average Earnings/ Change in Six Months	Adults	\$10,200	\$11,313
	Dislocated Workers	\$13,200	\$12,541
	Older Youth	\$3,800	\$4,609
Credential / Diploma Rate	Adults	82.0%	82.7%
	Dislocated Workers	83.0%	83.3%
	Older Youth	79.0%	88.1%
	Younger Youth	89.0%	87.1%
Skill Attainment	Younger Youth	95.0%	96.2%
Placement or Ed.	Youth (14 – 21)	N.A.	64.9%
Degree / Certificate	Youth (14 – 21)	N.A.	34.6%
Literacy/Numeracy	Youth (14 – 21)	N.A.	6.3%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
		X	

Table O – Local Performance

Local Area Name: Western U.P.	Total Participants Served	Adults	1,266
		Dislocated Workers	194
		Older Youth	97
		Younger Youth	177
ETA Assigned # 26090	Total Exiters	Adults	934
		Dislocated Workers	22
		Older Youth	5
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participant	91.0	94.9
	Employers	86.0	80.3
Entered Employment Rate	Adults	87.0%	68.2%
	Dislocated Workers	94.0%	77.1%
	Older Youth	78.0%	60.0%
Retention Rate	Adults	82.0%	78.9%
	Dislocated Workers	92.0%	83.3%
	Older Youth	78.0%	75.0%
	Younger Youth	67.0%	52.6%
Average Earnings/ Change in Six Months	Adults	\$9,500	\$10,545
	Dislocated Workers	\$12,200	\$15,672
	Older Youth	\$3,000	\$2,776
Credential / Diploma Rate	Adults	83.0%	73.4%
	Dislocated Workers	84.0%	77.8%
	Older Youth	70.0%	35.7%
	Younger Youth	82.0%	100.0%
Skill Attainment	Younger Youth	96.0%	72.5%
Placement or Ed.	Youth (14 – 21)	N.A.	30.4%
Degree / Certificate	Youth (14 – 21)	N.A.	0.0%
Literacy/Numeracy	Youth (14 – 21)	N.A.	0.0%
Other State Indicators		None	None
Overall Status of Local Performance	Not Met	Met	Exceeded
	X		