



Workforce Innovation and Opportunity Act

Michigan's Annual Statewide Performance Report Narrative
Program Year 2023



EXECUTIVE SUMMARY

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

In 2024, Governor Whitmer announced a first of its kind, Michigan Statewide Workforce Plan. This plan will guide the state in its efforts to help more Michiganders earn a skills certificate or degree, increase access to opportunities to grow the middle class, and support business and entrepreneurial growth. Using this plan as a roadmap, Michigan will increase the number of working age adults with a skills certificate or college degree from 51.1% to 60% by 2030, grow the middle class by 75,000 households by the end of 2027, and support business and entrepreneurial growth through talent solutions that add workers into Michigan's labor workforce. Collaboration is a critical component of the Michigan Statewide Workforce Plan.



Additionally, the Michigan Department of Labor and Economic Opportunity's (LEO) Strategic Plan is focused on closing equity gaps, protecting and enhancing the health, safety and economic security of workers, educating Michiganders and growing the middle class by removing barriers to employment, creating better jobs and supporting small businesses, and building strong communities and having great places to live. Each Fiscal Year, a new Operational Plan is organized to identify specific work that can be done to support the overall Strategic Plan. Within the Operational Plan, WD works towards specific goals that support that plan which are focused on getting individuals access to WD programs, getting individuals trained and credentialed, getting individuals employed, and boosting individuals' wages.

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

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

SERVICE DELIVERY

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

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

Services

Eligibility for WIOA programming is determined based on standards set forth in 20 Code of Federal Regulations (CFR) Part 680 for adults and dislocated workers, and Part 681 for youth. Program services are provided through the state's American Job Centers (or one-stop service center). Services available under WIOA for adults and dislocated workers include (this list is not exhaustive):

- Basic career services are available to all individuals who access a one-stop service center location. These services may include general and program information, outreach, intake, assessment, and orientation.
- Individualized career services are designed for individuals who are determined to need more personalized services. These services may include comprehensive specialized assessment, employment counseling, literacy activities, case management, and work experience.
- Training services are provided to prepare participants to enter the workforce and retain employment. Training services may include occupational skills training, on-the-job training, skill upgrading, or apprenticeships.
- Business services are available to job seekers and employers. WIOA participants may receive services such as employment screening activities, resume review, and referrals to job openings. Employers may receive services such as assistance with the development of industry sector partnerships and implementation of in-demand training programs that address employer needs.



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

Benchmarks

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

- One-stop service centers are recognized as valuable community resources and are known for high-quality, comprehensive services for customers.
- The core programs and one-stop centers provide seamless integrated customer service.

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

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

Additional related strategic goals and key actions necessary to align with Governor Whitmer's priorities, Michigan's Statewide Workforce Plan, LEO's Operational Plan and Michigan's current State Plan include:

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



Target Populations

WIOA prioritizes special populations, focusing on serving individuals with barriers to success in the labor market, as defined in WIOA Section 3(24), and seeks to ensure access to quality services for these populations. For example, priority for adults receiving career and training services must be given to veterans, public assistance recipients, other low-income individuals, and individuals who are basic skills deficient. Additionally, the WIOA Youth program prioritizes funding and services for youth who are not engaged in education. This is in direct alignment with Michigan's Statewide Workforce Plan strategy to address barriers to employment for underrepresented groups.

Key Partnerships

Collaboration is a critical component of the Michigan Statewide Workforce Plan and a key component of our success with administration of WIOA programming. Strong partnerships help to leverage Michigan's WIOA resources, increase opportunities for job seekers and businesses, and help ensure a no-wrong-door workforce system. They have enhanced the ability of our local workforce investment areas to access information and data, improve services, and increase efficiencies in recruitment processes, referrals, and case management. Key partnerships in Michigan that continue to be crucial to the success of our workforce development system include:

- Title II Adult Education Partners: Michigan has a robust, integrated employment and training model to leverage Title I and II resources and funding. Further, co-enrollment of Title II participants is strongly encouraged across all Title I and III programs.
- Title IV Partners: Michigan's Title I staff is actively engaged with Michigan Rehabilitation Services and the Bureau of Services for Blind Persons. WIOA Title I and IV staff work together to complete Comprehensive Statewide Needs Assessments to determine how to best support underrepresented and marginalized individuals with disabilities.

- Michigan’s Department of Education (MDE): WD staff has partnered with MDE’s Career and Technical Education staff to establish a Career Readiness Initiative workgroup. This group focuses on a wide range of topics such as career readiness, closure of equity gaps, and removing barriers to employment.

WIOA WAIVERS

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

WIOA Youth Program

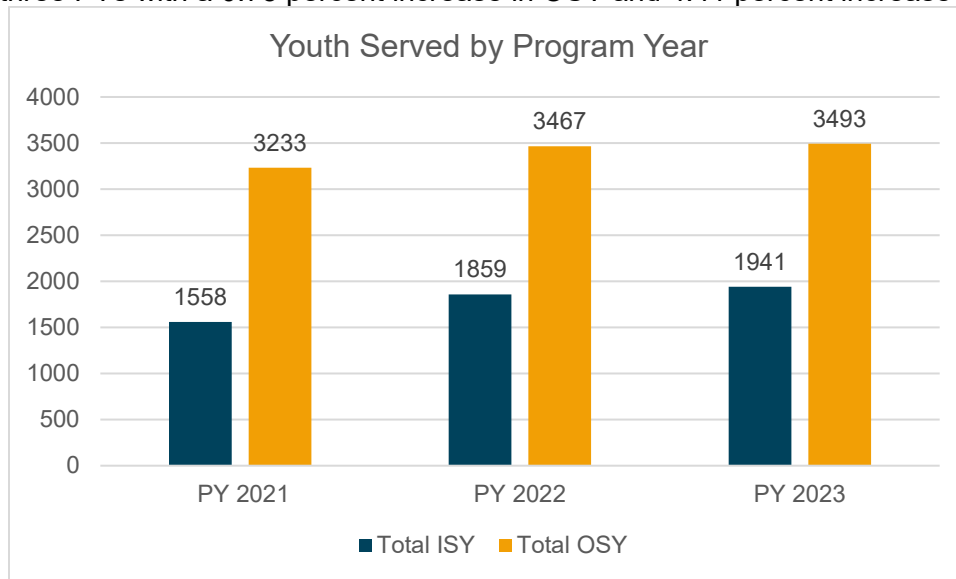
The USDOL approved a waiver of statutory and regulatory provisions of WIOA. Waiver approval is applied to the life of Program Years (PYs) 2022 and 2023 WIOA Youth funding.

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

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

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

Receipt of these waivers has resulted in an increase in the number of both OSY and In-School Youth (ISY) served in the last three PYs with a 0.75 percent increase in OSY and 4.41 percent increase in ISY in PY 2023.



Workforce Development Board Membership Requirements

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

Projected programmatic outcomes resulting from alternate state workforce development board composition include better support for true engagement of employers and education providers with the state’s workforce development system. The composition also provides an enhanced opportunity for the creation of innovative solutions that address the challenges employers in key sectors are facing. An increase in Michiganders

possessing postsecondary credentials was also anticipated to occur. The average percentage of participants obtaining a credential increased in all WIOA programs from PY 2022 to PY 2023.

STATUS OF STATE EVALUATION ACTIVITIES

WD is partnering with the Michigan Department of Technology, Management, and Budget's Michigan Center for Data and Analytics (MCDA) to conduct an evaluation analyzing the long-term effects of WIOA Title I programs. The evaluation explores the long-term effects of WIOA services on labor market outcomes, including employment, retention, and earnings. It also explores long-term industry migrations for individuals who are initially placed in temporary work positions, observing whether temporary workers eventually find permanent employment, and in which industries. The results of this report will also be used to determine how participation in WIOA contributes to the Statewide Workforce Plan's focus on how increased access to resources grows the middle class. The final report is currently being drafted and is not yet publicly available. Once finalized in January of 2025, the report will be posted publicly and shared with local and state partners. The results will be used to support WD's efforts to continuously improve services and program outcomes. The total projected cost for this evaluation is \$328,187.



The study is being conducted using data from two main data sources: OSMIS and Unemployment Insurance Agency wage records. Data was collected on individuals who registered in WIOA programs in calendar years 2017 and 2018 and follows their labor market outcomes for five years after exiting those programs. The period observed for this study covers the COVID-19 pandemic, a disruptive event for labor market trends. The trends explored may have looked significantly different in the absence of such an event.

Initial analyses of the data suggest that WIOA Title I programs have a positive impact on long-term wages, but employment rates fall over time. Aggregate employment rates are high immediately after program exit, but they decline over the first two years, before stabilizing approximately three years after exit. However, those who do remain employed earn significantly higher wages over the five years examined.

Participants placed in temporary work positions experience similarly mixed results. Most of the participants initially placed in temporary positions later find permanent positions. However, a large number of these individuals appear to become and remain unemployed, and another significant portion remain in temporary positions at the end of five years.

MCDA will also continue to generate and update related work, such as a WIOA workforce dashboard and monthly and annual labor market reports. Currently, the dashboard focuses on WIOA Title I and III program participants, giving details on program demographics, barriers to employment, and wage and employment outcomes. It could be expanded to include Title II programs as well as programs outside of WIOA. The dashboard is currently available to State of Michigan staff. The annual labor market report may be found [here](#), and monthly publications may be found [here](#).

STATE'S APPROACH TO CUSTOMER SATISFACTION

Effectiveness in Serving Employers

In alignment with the Statewide Workforce Plan, Michigan is committed to providing dynamic and responsive business solutions. During the pilot stage of the establishment of the Effectiveness in Serving Employers indicator, the State of Michigan chose to implement and analyze all three USDOL-provided approaches for measuring employer services. In PY 2023, the State of Michigan saw a decrease of eleven-point-six (11.6) percentage points in Retention with the Same Employer with retention rates falling to seventy-six (76.0) percent. Repeat Business Customers rose by two-point-eight (2.8) percentage points to twenty-five-point-three (25.3) percent. The Employer Penetration Rate also increased by three-point-nine (3.9) percentage points to a rate of twenty-five-point-one (25.1) percent. Furthermore, Michigan saw a significant increase in the overall number of employers served through workforce and vocational rehabilitation services in PY 2023. Michigan did not choose to add state-established measures.



Job Seeker Satisfaction

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

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

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

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

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

Local Workforce Development Boards regularly review physical and programmatic accessibility of one-stop centers in accordance with the applicable provisions of the Americans with Disabilities Act (ADA) of 1990 and WIOA Section 188. ADA compliant equipment is available in every MWA service center for use upon request. This equipment is consistently monitored and maintained to ensure proper functioning. Staff are trained on equipment as an onboarding function or as determined by service center management. Additionally, these provisions are monitored and assessed by WD during one-stop service center certification reviews, which take place at each service center at least once every three years.

Michigan Rehabilitation Services staff are available at one-stop service centers across the state and are available to provide technical support, case management resources and training opportunities.

GOVERNOR'S RESERVE FUNDED ACTIVITIES

During PY 2023, Michigan provided Governor's Reserve funding to support several significant projects. In addition to being in alignment with the goals of the WIOA, many of these projects support Governor Whitmer's goal to increase the number of working-age adults with a skills certificate or college degree from 51.1% today to 60% by 2030 and increase access to opportunities that grow the middle class, as well as other goals found in Michigan's Statewide Workforce Plan. These projects include, but are not limited to, those listed below:

Capacity Building and Professional Development (CBPD)

The CBPD funding may be used for, but is not limited to, supporting state and local partnerships, enhancing system capacity to provide opportunities for individuals with barriers to employment to enter in-demand industry sectors or occupations and nontraditional occupations, developing and improving local program performance and goals, and assisting ongoing system development and proficiency, including professional development and technical assistance. Activities supported by this funding will assist in addressing the goals of local and/or regional strategic plans, and the needs of local and regional employers for a skilled workforce. In PY 2023, 2,314 partners received training through CBPD efforts on topics such as cultural awareness, trauma-informed care, business solutions, and labor market information analysis.

Career Exploration and Experience Events

Funding has been awarded to the local areas to support career exploration and experience of multiple businesses and industries at a single, coordinated location. These events introduce young adults and educators to available career paths in their region by offering a hands-on experience with in-demand businesses and industries. These innovative and interactive events provide real-time information regarding employer, education, and training requirements necessary to secure employment. Impacts include career awareness, relationship building, establishing a talent pipeline, and talent retention. In PY 2023, 8 career exploration events were offered, engaging nearly 450 employers and supporting 17,250 attendees statewide.



Funding to Support WIOA Participant Training

The WIOA allows states to use a portion of the Governor's Reserve funds to develop strategies to serve individuals with barriers to employment, and to implement promising services for workers and businesses, including support for education, training, and skill upgrading. By ensuring the credentials and degrees Michiganders receive prepare them with the skills needed now and as they evolve, we can move more workers up into the middle class and provide pathways for new workers and those reskilling for new positions. To meet local demand, MWAs received a one-time funding award to assist with the ability to provide training opportunities. Funding for this initiative resulted in an additional 454 WIOA participants receiving training.

This work directly supported WD's goals as part of LEO's Operational Plan.

High Concentrations of WIOA Eligible Youth

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

- Provide an objective assessment of the academic levels, skills levels, and service needs of each participant.
- Develop service strategies for each participant that are directly linked to one or more of the indicators of performance described in WIOA Section 116(b)(2)(A)(ii), and that shall identify career pathways that include education and employment goals (including non-traditional employment), appropriate achievement objectives, and appropriate services for the participant, taking into account the assessment conducted pursuant to subparagraph (A), except that a new service strategy for a participant is not required if the provider carrying out such a program determines it is appropriate to use a recent service strategy developed for the participant under another education or training program.
- Provide the following:
 1. Activities leading to the attainment of a secondary school diploma or its recognized equivalent, or a recognized postsecondary credential.
 2. Preparation for postsecondary education and training opportunities.
 3. Strong linkages between academic instruction (based on state academic content and student academic achievement standards established under Section 1111 of the Elementary and Secondary Education Act of 1965 [20 United States Code 6311]) and occupational education that leads to the attainment of recognized postsecondary credentials.

4. Preparation for unsubsidized employment opportunities, in appropriate cases.
5. Effective connections to employers, including small employers, in in-demand industry sectors and occupations of the local and regional labor markets.

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

In PY 2023, 1052 individuals received workforce preparation services, 663 participants entered a work experience, 576 of those individuals completed the work experience, and 418 employers participated in the workforce development activities for eligible youth.

This work also directly supported WD's Operational Plan goals.



Integrated Education and Training

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

Michigan Registered Apprenticeship Innovation Network (MiRAIN)

WD braided Governor's Reserve funding to support MiRAIN to ensure the State of Michigan achieved its goals to expand Registered Apprenticeship (RA) opportunities by a minimum of 5,230. Activities included the development of a [MCDA Data Dashboard](#) that contains a progress to goal RA dashboard (MiRAIN Gauge). The dashboard combines USDOL RA Partners Information Data System data with state wage records data to produce relevant RA information, including RA program completers' Occupation Wage Data One-Year-After median annual earnings of \$74,680 (as of June 30). Additional State Apprenticeship Expansion (SAE) Team personnel salary and fringe benefits contributed to MiRAIN through leveraged funding included one Full Time Employee (FTE) Departmental Analyst during the grant performance period. The SAE Departmental Analyst supported data analysis, evaluation, reporting, and tracking for the MiRAIN program. The actual number of new RAs achieved as a performance outcome in this program was 5,865 new RAs, exceeding program goals.

Michigan Registered Apprenticeship Map to Prosperity (MiRAMP)

Governor's Reserve funding and General Fund/General Purpose funding was allocated to the MiRAMP program for supportive services to assist 3,300 unemployed or underemployed workers in new RAs with the goal that at least 50 percent of the 3,300 participants (1,650) will be of demographic groups historically underrepresented within RA programs, including women, veterans, people of color, individuals with disabilities, justice-involved individuals, youth, and individuals without a high school diploma or high school equivalency (HSE). The actual number of new RAs supported was 4,222, or 128 percent of goal. The actual number of new RAs from underrepresented population participants was 1,947, or 118 percent of goal.

Michigan Rural Enhanced Access to Careers in Healthcare (MiREACH) 2.0

MiREACH 2.0 supports tuition and support services to individuals entering healthcare occupations directly impacting patient care in rural communities. The MiREACH 2.0 program assists in the alleviation of workforce shortages by creating sustainable employment and training programs in healthcare occupations (including behavioral and mental healthcare) serving rural populations. MiREACH 2.0 targets increasing training and career opportunities for underrepresented populations, specifically women, people of color, individuals with disabilities, and individuals without a high school diploma or HSE.

Michigan Statewide Apprenticeship Inclusion and Readiness System (MiSTAIRS)

WD braided Governor's Reserve funding to support the MiSTAIRS program to ensure the State of Michigan achieves its goals in the MiSTAIRS program to expand RAs by a minimum of 1,640. Grant-funded reimbursements for

Apprenticeship Readiness (AR) participants and RA participants augments the support needed to provide access to relevant hands-on training, specialized remedial related instruction, where necessary, and appropriate supportive services to help ensure AR participants' successful entry into and completion of RAs.



Michigan Youth Apprenticeship Readiness Network (MiYARN)

WD braided Governor's Reserve funding to support MiYARN to ensure the State of Michigan achieved its goals to expand the number of youth RA opportunities by a minimum of 1,024 new RAs. Additional SAE Team personnel salary and fringe benefits contributed to the MiYARN program which included an FTE Youth Departmental Analyst. The Youth Departmental Analyst supported data analysis, evaluation, reporting, and tracking for the MiYARN project. The actual number of new RAs achieved as a performance outcome in this program was 2,805 new RAs, exceeding program goals.

MWA Apprenticeship Success Coordinators and MWA RA Program Intermediary Functions

Governor's Reserve funding and General Fund/General Purpose funding was allocated to MWAs for the Apprenticeship Success Coordinators (ASC) and RA program intermediary functions. ASCs perform outreach to and coordination with employers and organized labor to expand RA programs, increase partnerships, improve services to RA stakeholders, promote and connect employers with the Registered Apprenticeship Program Tracking with Online Reporting (RAPTOR – WorkHands) application, and enroll and track participants served. Funding was also awarded for intermediary services to grow the use of the RA model. A majority of MWAs offer RA program sponsorship and coordination services to regional employers. The MWA intermediary function extends opportunities and RA program model benefits to more employer partners and Michigan workers.

Sector Strategy Employer-Led Collaboratives

A Sector Strategy Employer-Led Collaborative is a collaboration of businesses at the regional or state level, working together to solve shared workforce challenges. This effort brings together partners like MWAs, business associations, and non-profits to facilitate collaboration between employers, educational institutions, economic development organizations, and other workforce development stakeholders. Their goal is to tackle issues related to talent, such as career awareness and exploration for K-12 and higher education, recruitment, upskilling, and retention. Solutions may include developing customized training programs, including pre-apprenticeship and RA programs.

Young Professionals

The purpose of the Young Professionals initiative is to increase career awareness and preparation while reducing youth unemployment. This will be accomplished by introducing under-represented young adults, ages 14 to 24, to the world of work while providing participants and their families with income. Combined services will place young adults on the right path to gain the skills necessary to achieve lifelong economic self-sufficiency. Funding supports the creation and/or enhancement of locally developed Young Professionals employment initiatives to meet the unique needs of communities throughout the state. The Young Professionals initiative is highlighted as a success to build on as it supports the strategy to expand career exposure, exploration, experience, and navigation with the Statewide Workforce Plan, as well as LEO's Strategic Plan. The most recent completed year of funding for this project resulted in 1,013 young adults receiving services.

DATA VALIDATION AND DATA INTEGRITY



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

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

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

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

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

Regular assessment of DV protocols is, and will continue to be, ongoing in compliance with federal guidance. WD staff conducted a statewide DV training during the Michigan Works! Association Annual Conference in September 2024. This was an entry-level training that covered basic DV definitions, requirements, best practices, commonly failed data elements, and helpful tools and resources.

In addition to on-site file review, Michigan has implemented several other data validation tools and reports in OSMIS that are used by the State and MWA staff to validate the data submitted in the Workforce Integrated Performance System (WIPS).

Quarterly Report Analysis (QRA)

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

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

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

Aged Enrollment Reports

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

PIRL Admin Utility

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

All records are maintained in accordance with federal requirements.

COMMON EXIT

The State of Michigan uses a common exit policy as defined in TEGL 10-16, Change 3 to promote an integrated service delivery system, and align performance reporting. A "Common Exit" occurs when a participant, enrolled in multiple partner programs, has not received services from any program to which the common exit policy applies, for at least 90 days, and has no future services planned. At that point, the date of exit is applied retroactively to the last date of service. Michigan has a common exit policy for the WIOA Adult, Dislocated Worker, and Youth programs, as well as the Trade Adjustment Assistance, W-P, and Jobs for Veterans State Grant programs.

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

PROGRAM OUTCOMES SUMMARY

For the five primary indicators of performance, under section 116(b)(2)(A) of WIOA, for which the state negotiated levels of performance for PY 2023, for the Adult, Dislocated Worker, Youth, and W-P Employment Services programs, Michigan succeeded on each of the following (utilizing actual performance):

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

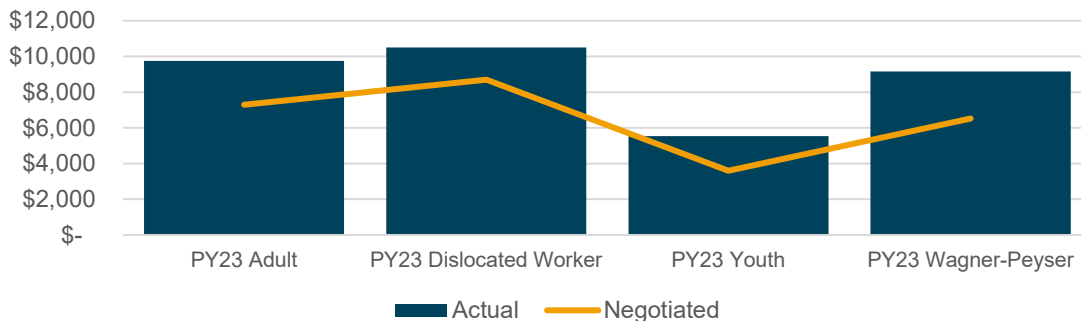
Overall State Program Score (90 Percent) – The Overall State Program Score is the average of the individual indicator scores across the performance indicators for a single WIOA core program. It is calculated by dividing the sum of the actual performance levels by the number of performance indicators.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

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

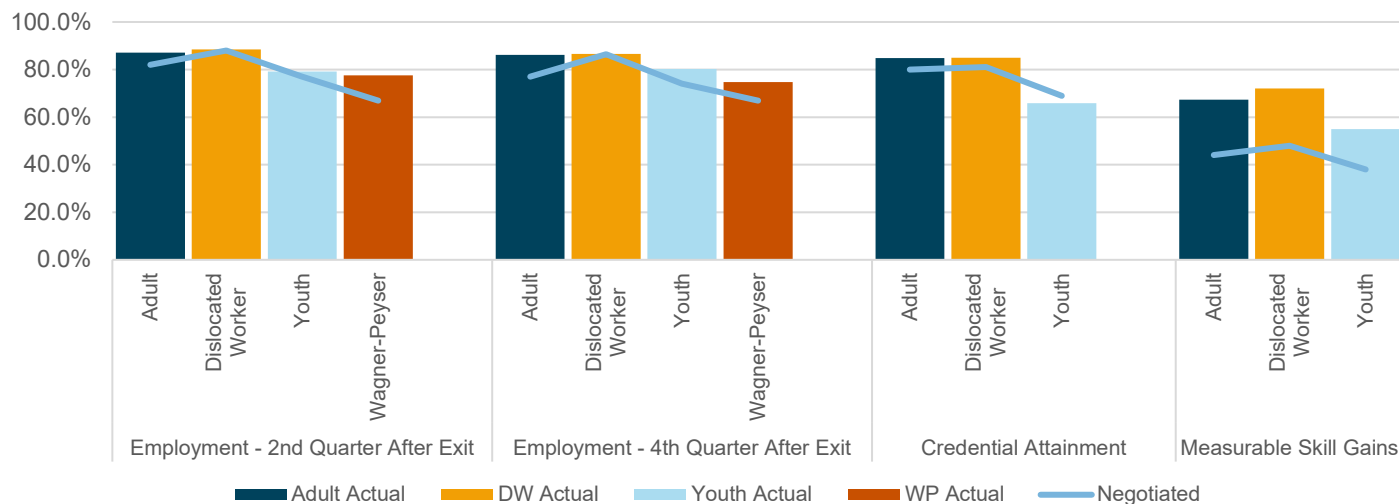
PY 2023	Adult	Dislocated Worker	Youth	W-P	Overall State Indicator Score
Employment 2nd Quarter After Exit	106.2%	100.3%	103.0%	115.7%	106.3%
Employment 4th Quarter After Exit	111.8%	100.2%	108.2%	111.5%	107.9%
Median Earnings 2nd Quarter After Exit	133.4%	121.1%	153.6%	140.2%	137.1%
Credential Attainment Rate	106.0%	104.9%	95.8%	-	102.2%
Measurable Skill Gains	149.3%	147.9%	142.1%	-	146.4%
Overall State Program Score	121.3%	114.9%	120.6%	122.4%	119.8%

When comparing the negotiated levels of performance to the actual levels of performance, Michigan met all performance measures for PY 2023 and exceeded 17 of the 18 negotiated rates. The following charts compare Michigan's WIOA Title I and Title III performance results by metric.

Median Earnings 2nd Quarter After Exit
Actual vs Negotiated Earnings



PY2023 Performance Outcome Measures



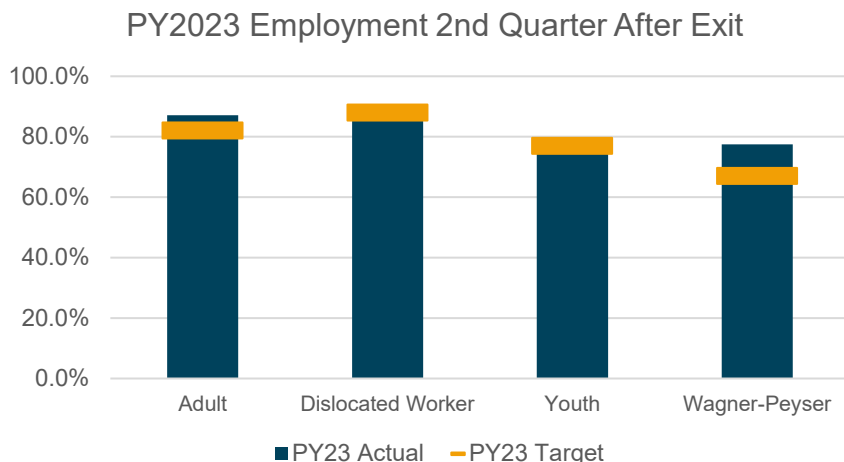
Michigan increased or retained many of last year’s program outcome scores across WIOA Title I and WIOA Title III. A description of each performance measure and analysis of Michigan’s results follows.

Employment Rate Second Quarter After Exit

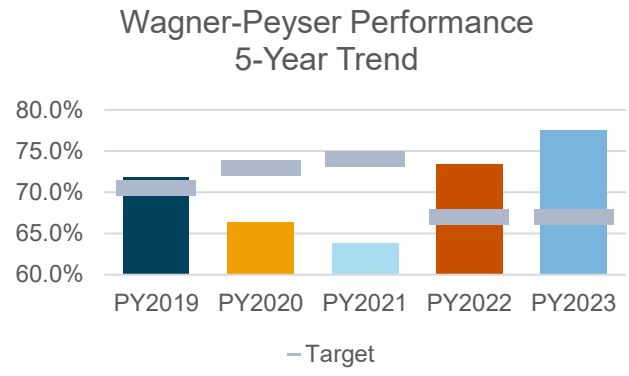
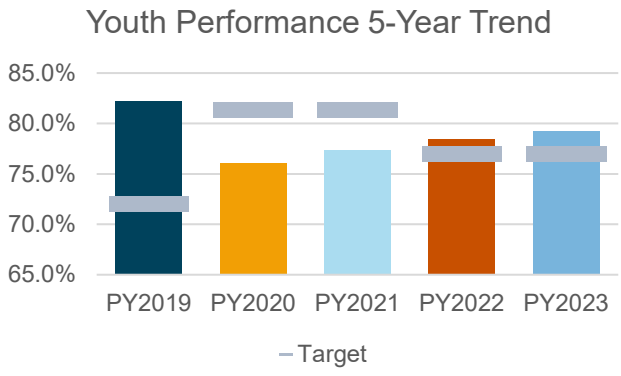
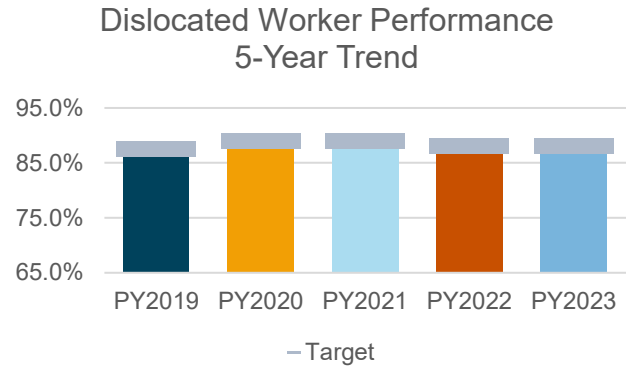
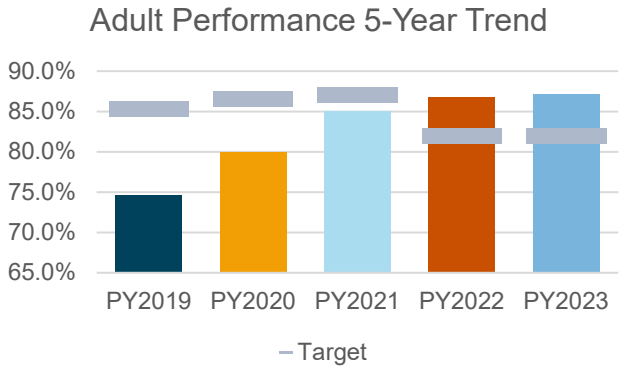
- The Employment Rate Second Quarter after Exit is defined as the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.
- For WIOA Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized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

The bar graph below indicates Michigan’s negotiated rate for Employment Second Quarter After Exit for each of the WIOA Title I and III programs. In PY 2023, all programs performed at, or above, the negotiated levels of performance rates, exceeding the negotiated rate in all four WIOA programs.

- The Adult program exceeded the negotiated rate by 5.1 percent.
- The Dislocated Worker program exceeded the negotiated rate by 0.4 percent.
- The Youth program exceeded the negotiated rate by 2.2 percent.
- The W-P program exceeded the negotiated rate by 10.5 percent.



The graphs below depict Employment Rate Second Quarter After Exit performance trends for each WIOA core program for the past five program years.



A trend analysis of the previous five years of Employment Second Quarter After Exit performance reveals that in PY 2023:

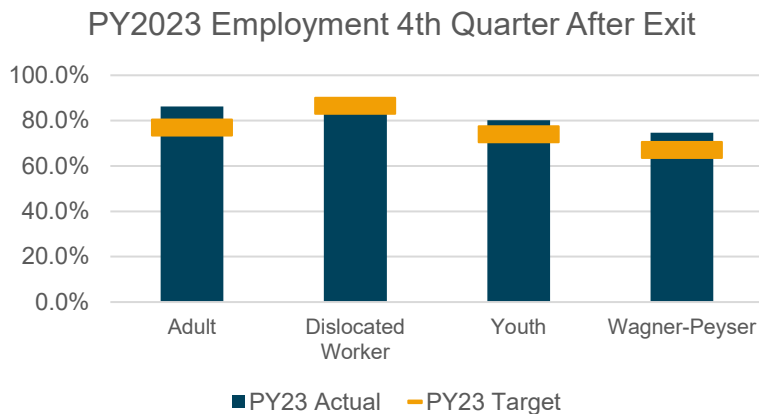
- W-P Employment Second Quarter After Exit increased 4.1 percent over PY 2022 performance,
- Adult performance levels continue a 4-year climb, rising 12.5 percent over PY 2019 performance levels, and
- Youth performance levels continue a 3-year climb, rising 3.1 percent over PY 2020 performance levels.

Employment Rate Fourth Quarter After Exit

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

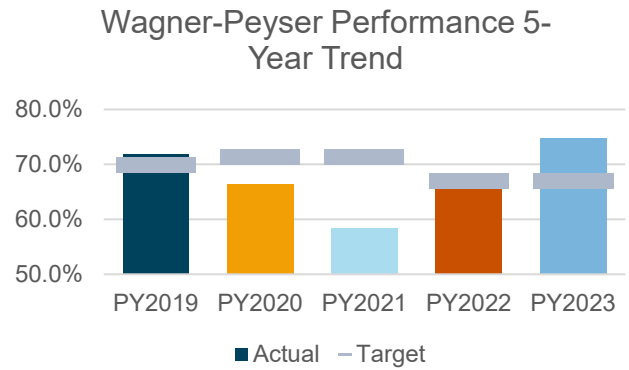
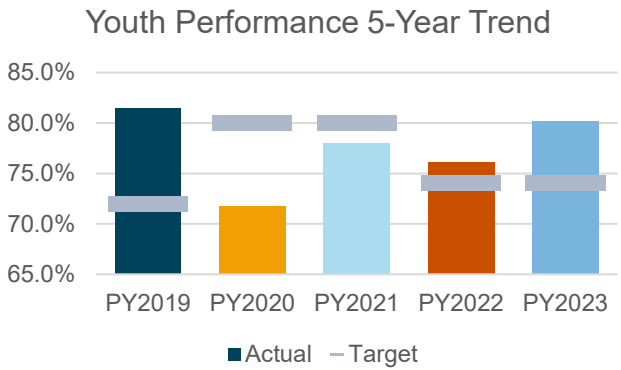
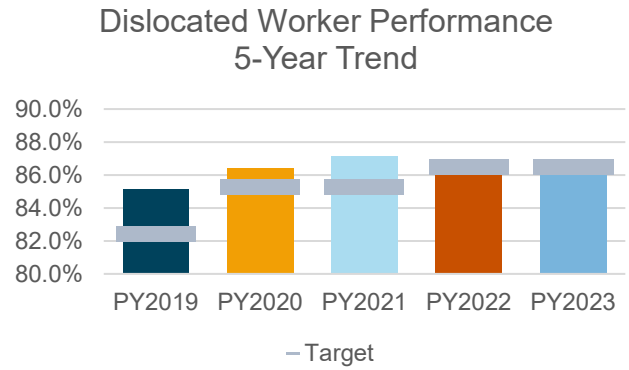
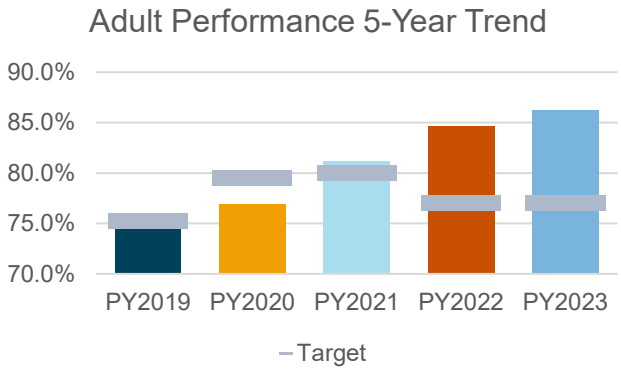
The bar graph below indicates Michigan’s negotiated rate for Employment Fourth Quarter After Exit for each of the WIOA Title I and III programs.

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



A trend analysis of the previous five years of Employment Fourth Quarter After Exit performance reveals that in PY 2023:

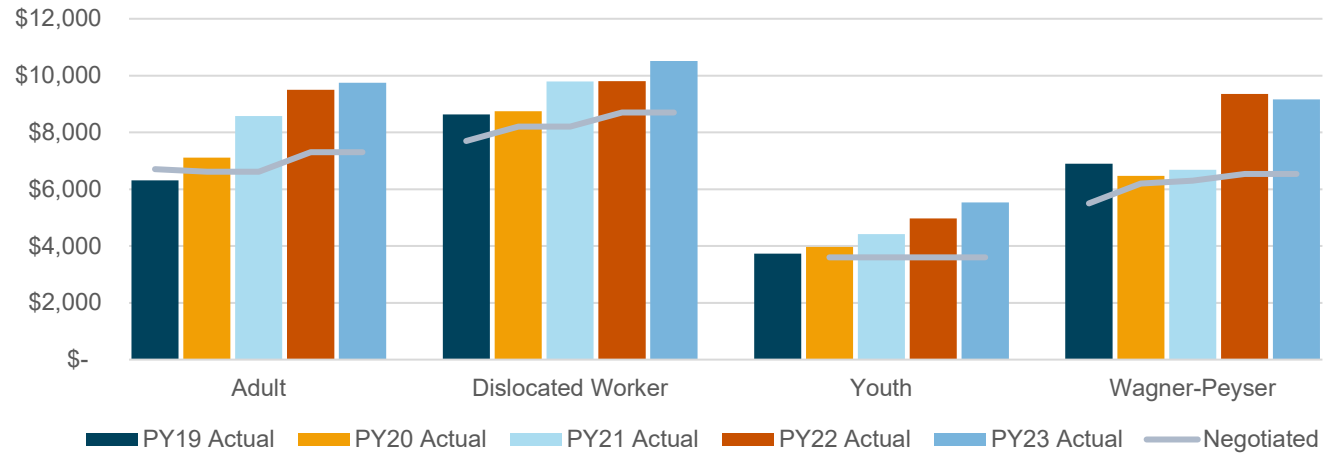
- WIOA Adult performance reached a 5 year high at 86.2 percent, continuing a four-year climb from a low of 74.8 percent in PY 2019.
- W-P performance increased 6.5 percent over PY 2022, and
- WIOA Youth performance increased 4.1 percent over PY 2022.



Median Earnings

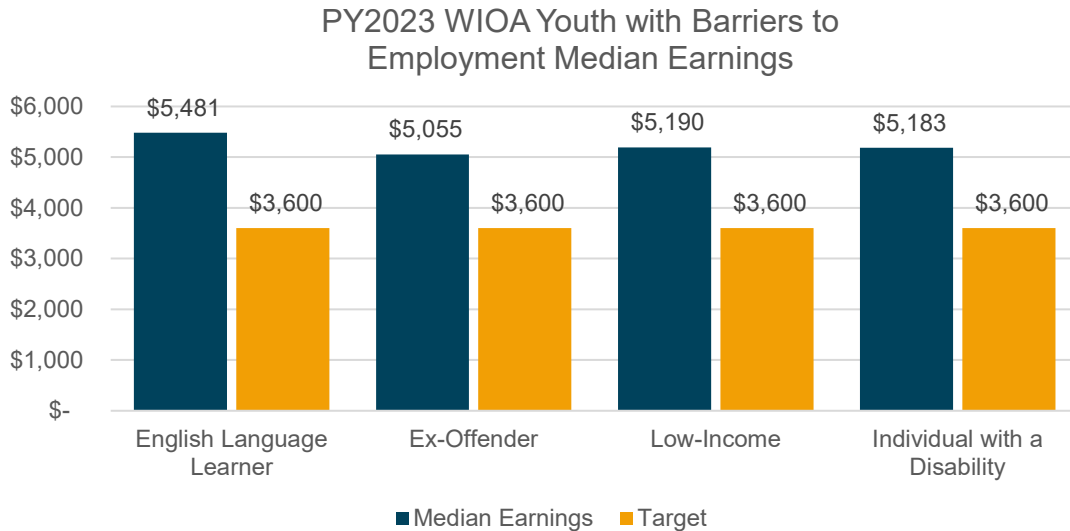
Median Earnings is the value of wages reported in the second quarter after the exit quarter that is the mid-point between the value of the lowest wage and the value of the highest wage. The bar graph below indicates Michigan’s actual performance vs. negotiated rates for Median Earnings for each of the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

Median Earnings 2nd Quarter After Exit
Actual vs Negotiated Earnings

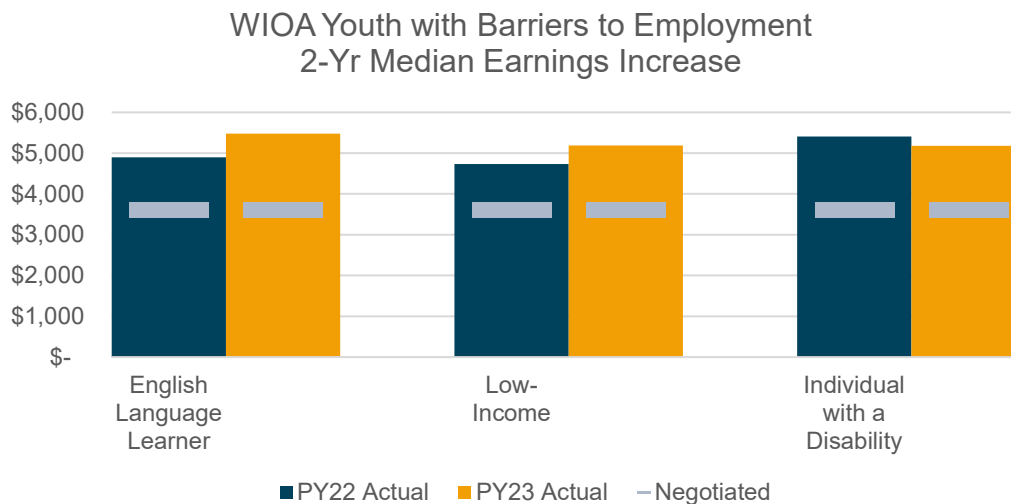


- For PY 2023, Michigan exceeded the negotiated rates for all programs.
- The WIOA Adult program exceeded the negotiated rate by \$2,442, the WIOA Dislocated Worker program by \$1,811, the WIOA Youth program by \$1,931, and the W-P program by \$2,626.
- While not all programs show an increase from PY 2022, all programs surpassed their targets by at least 20 percent and as much as 40 percent.

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



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

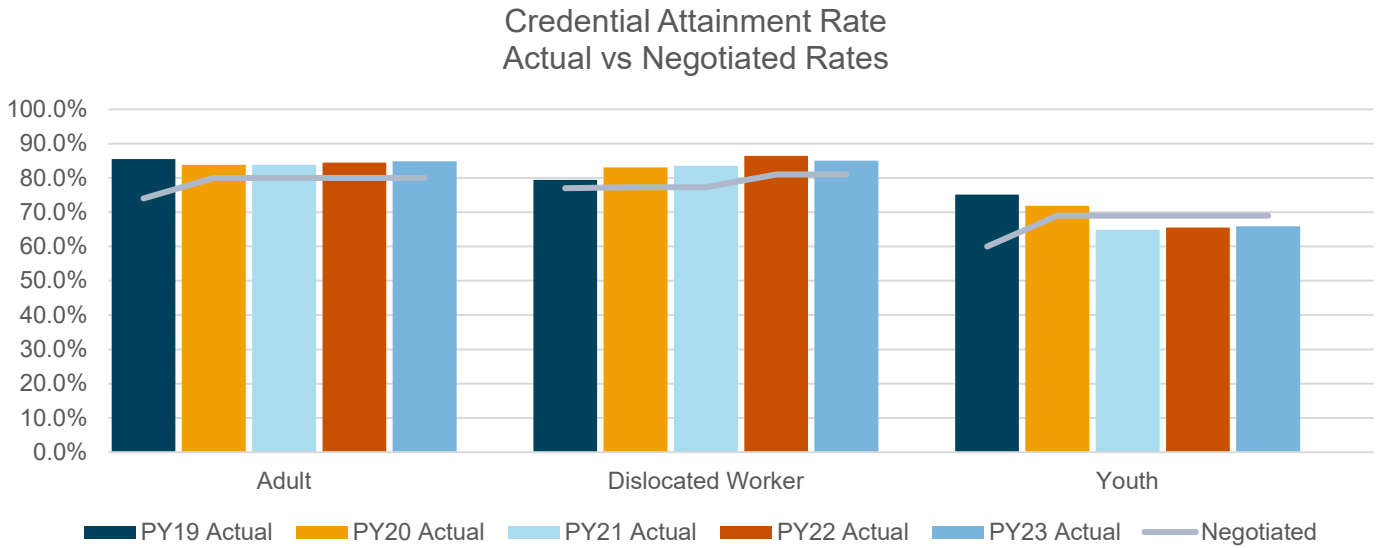


Credential Attainment Rate

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

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

- Michigan exceeded the negotiated rates for most of the Title I programs – WIOA Adult by 4.8 percent and WIOA Dislocated Worker by 4 percent.
- WIOA Youth showed some improvement, with a 0.4 percent increase over PY 2022, but 3.1 percent below the negotiated rate in PY 2023.

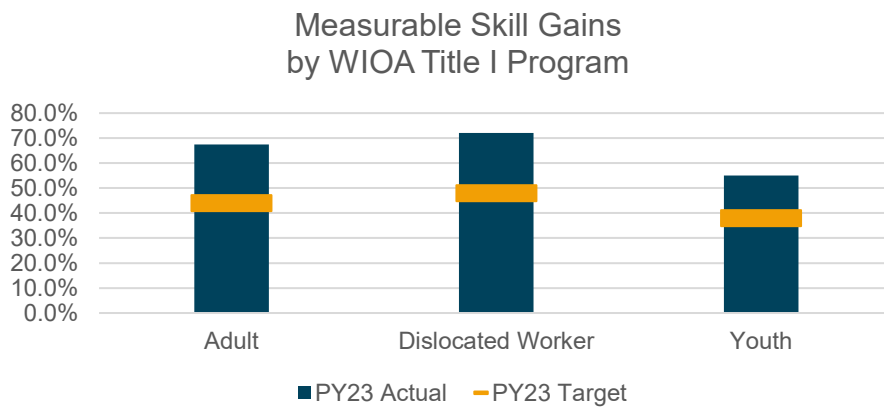


In PY 2023, 81 percent of participants who were enrolled in an education or training program earned a credential through WIOA-funded enrollments in Adult, Dislocated Worker, and Youth. Over 4,500 participants earned a high school diploma or recognized equivalent or postsecondary credential.

Measurable Skill Gains (MSG)

The MSG metric is the percentage of program participants who, during a PY, are in an education or training program and who are achieving any one of five MSG types toward such a credential or employment.

The bar graph below displays Michigan’s PY 2023 MSG achievement vs. negotiated levels of performance. Michigan exceeded all negotiated targets for PY 2023.



The following chart illustrates the methods by which MSGs were achieved in PY 2023.

MSG Type Success Rate	Adult	Dislocated Worker	Youth	Compiled Title I*
Education Functioning Level (EFL) Gain – Documented achievement of at least one EFL gain/increase of a participant who is receiving instruction below the postsecondary education level.	2.1%	1.6 %	1.9%	2.0%
Secondary Diploma/Equivalent – Documented attainment of a secondary school diploma or its recognized equivalent. Exit is not required to count and can include participants at all levels.	2.4%	2.9%	18.8%	16.5%**
Secondary/Postsecondary Transcript – Secondary or Postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards.	10.4%	10.9%	23.3%	14.2%
Progression Towards Milestone – Satisfactory or better progress report, towards established milestones, such as completion of On-the-Job Training or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider.	5.1%	2.6%	1.8%	3.9%
Skills Progression – Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.	52.9%	59.1%	23.7%	45.0%

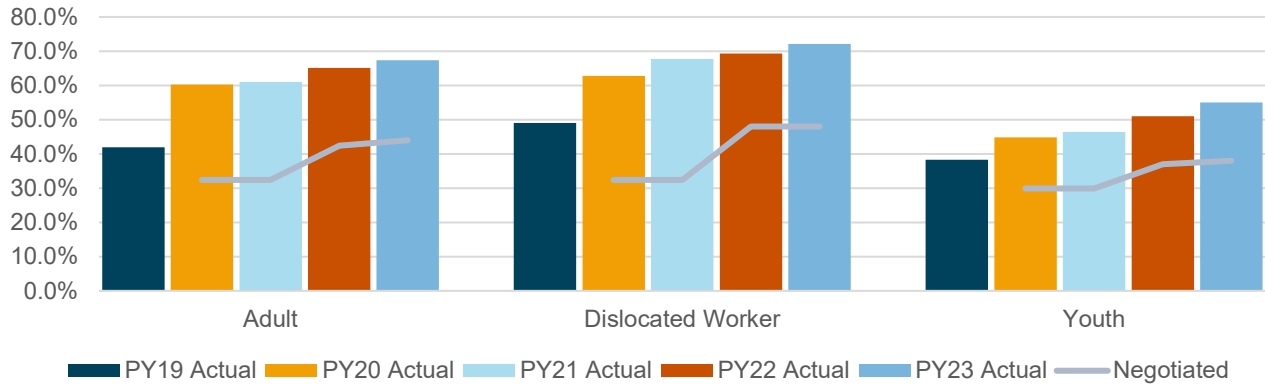
*May include duplicate counts from co-enrolled participants.

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

In all Title I programs, the achievement of MSG outcome was most commonly a result of Skills Progression, followed by Secondary Diploma or Equivalent attainment, and Secondary/Postsecondary Transcript progress. MSG by Progression Towards Milestone and EFL Gain were the least common methods of MSG achievement. The negotiated level of performance was exceeded for PYs 2020, 2021, 2022, and 2023 as shown by the actual percentage values in the columns (targets were not set for PY 2019 for this measure).

- Even as negotiated rates were maintained or increased for PY 2023, Michigan's MSG achievement rates continued to increase in all WIOA Title I programs: Adult by 2.3 percent, Dislocated Worker by 2.8 percent, and Youth by 4 percent.

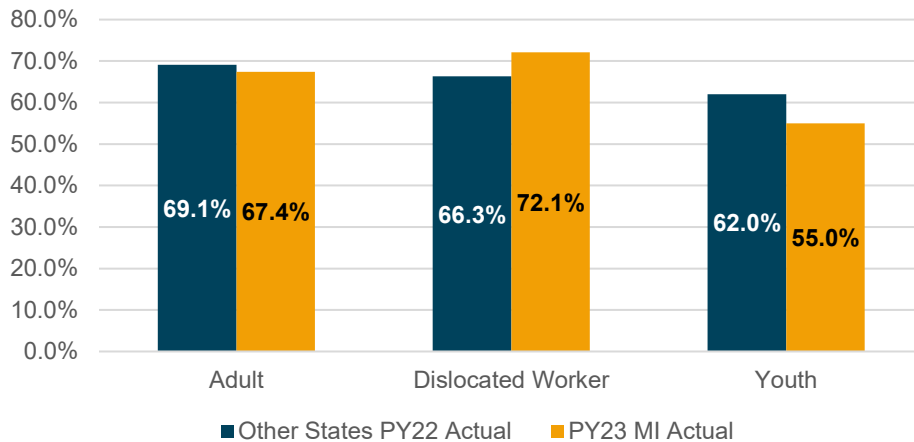
Measurable Skill Gains Actual vs Negotiated Rates



Michigan reported lower MSG rates for PY 2023 when compared to the national average of other states' PY 2022 performance for most Title I programs.

- Michigan reported 5.3 percent higher for WIOA Dislocated Worker. Michigan reported 1.7 percent lower for WIOA Adult and 7 percent lower rate for WIOA Youth. Note: The most recent data available for other states is PY 2022 as depicted in the graph below.

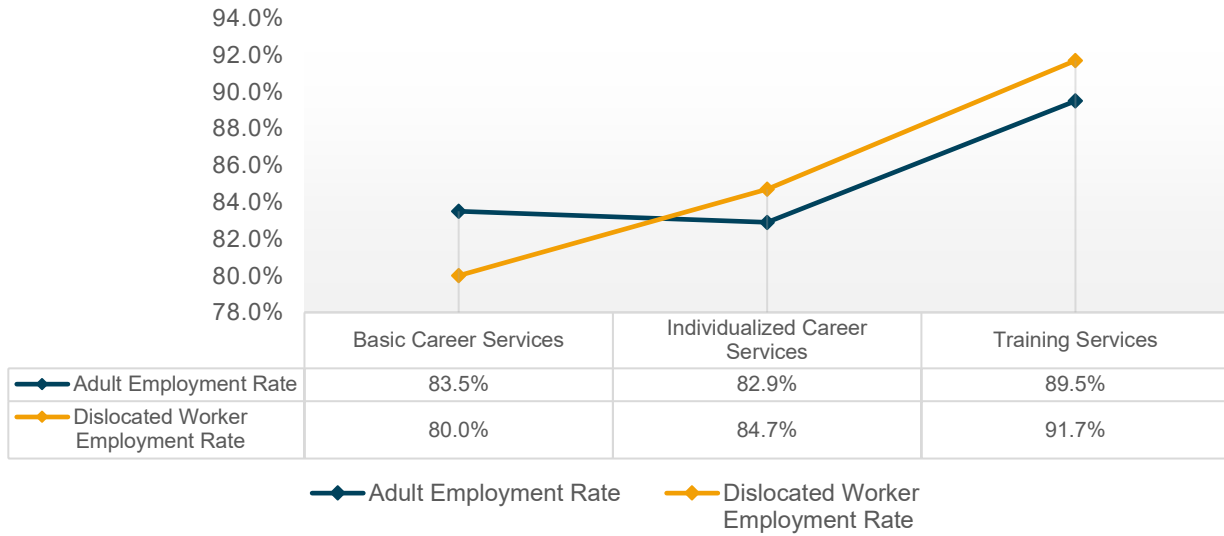
Measurable Skill Gains by Program Other States PY2022 vs Michigan PY2023



Training Effect on Performance

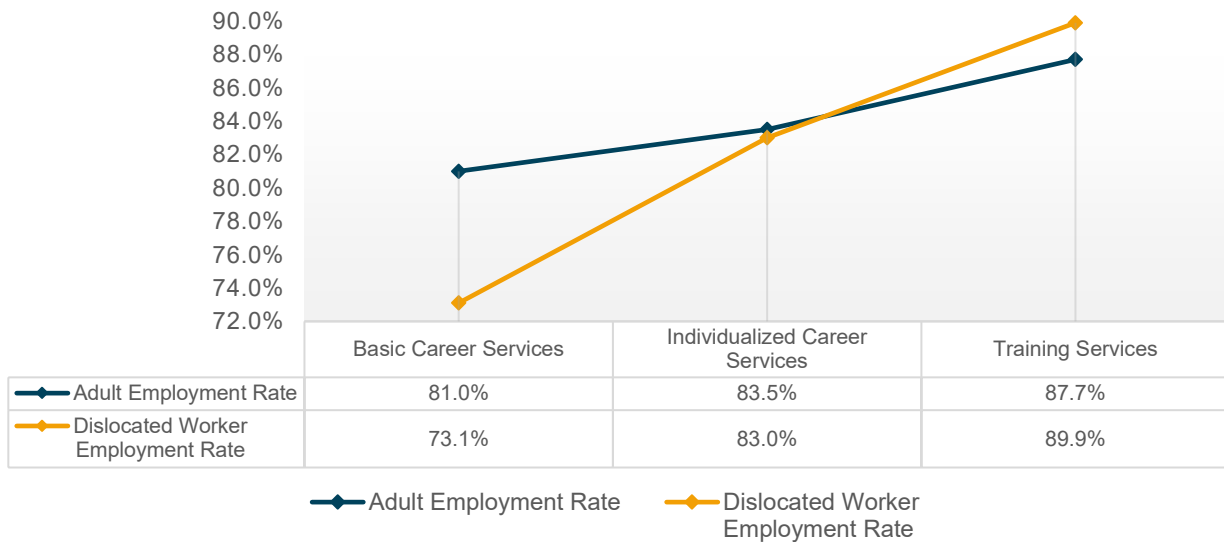
In PY 2023, state initiatives on training and credentialing made a significant impact on the performance of Adults and Dislocated Workers entering training programs. The Employment Rate in the second quarter after exit for Adults and Dislocated Workers receiving training far exceeded the rate for participants receiving Basic Career Services and Individualized Career Services.

Employment Rate - 2nd Quarter After Exit



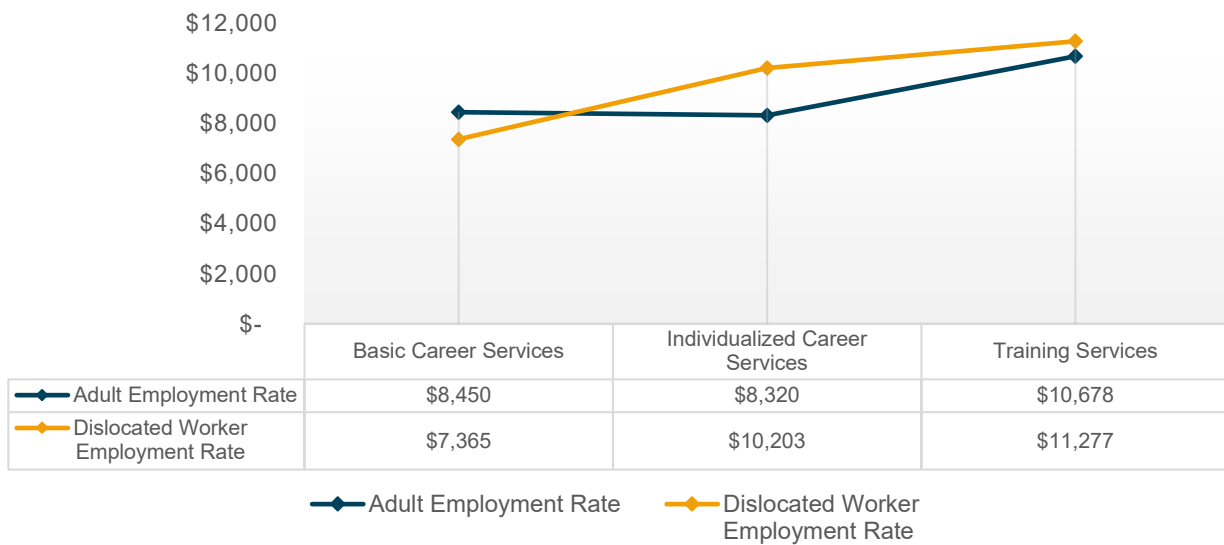
Similarly, the Employment Rate in the fourth quarter after exit for Adults and Dislocated Workers receiving training exceeded the rate for participants receiving Basic Career Services and Individualized Career Services.

Employment Rate - 4th Quarter After Exit



For Median Earnings in the Second Quarter after exit, Adults receiving training services earned \$2,358 more than Adults receiving Individualized Career Services, and \$2,228 more than Adults receiving Basic Career Services. Dislocated Workers receiving training services earned \$1,074 more than Dislocated Workers receiving Individualized Career Services, and \$3,912 more than Dislocated Workers receiving Basic Career Services.

Median Earnings - 2nd Quarter After Exit



RAPID RESPONSE ACTIVITIES AND LAYOFF AVERSION

The State of Michigan Workforce Innovation and Opportunity Act Rapid Response (RR) services are administered through WD. The purpose of RR is to deliver targeted services to dislocated workers upon notification of mass employment layoffs and/or company closures as required by the Worker Adjustment and Retraining Notification (WARN) Act. In partnership with 16 regional American Job Centers (referred to as Michigan Works! Agencies [MWAs]), the Unemployment Insurance Agency, and other community resources, WD offers support for employers and workers to assist in mitigating negative impacts of workforce disruptions.

For Program Year (PY) 2023, the Federally funded Trade Adjustment Assistance (TAA) program remained in Phase-out Termination status pending program reauthorization by the United States Congress. Taking effect on July 1, 2022, the United States Department of Labor (USDOL) may not conduct new TAA petition investigations or issue certifications of eligibility for new groups of workers.

There has been no impact to workers that were eligible for the TAA program prior to July 1, 2022, as benefits and services remain available to them. For those eligible workers, State TAA operations have continued since the program entered Phase-out Termination status. Worker groups with eligibility under a prior TAA petition certification still have access to Training Opportunities, Job Search and Relocation Allowances, Trade Readjustment Allowance, Re-employment Trade Adjustment Assistance, Alternative Trade Adjustment Assistance, and/or Employment and Case Management Services. WD has prioritized outreach and engagement efforts aimed at adversely affected workers who have not yet utilized their TAA benefits. Continuous outreach to eligible individuals of certified worker groups is ongoing.

Although the TAA program is currently in Phase-Out Termination status, WD will continue to file petitions on behalf of workers throughout the duration of termination status. In PY 2023, ten (10) petitions were filed on behalf of an estimated 2,450 workers. Determinations on the filed petitions will be made by USDOL once the TAA program is reauthorized.

In PY 2023, WD received 96 WARN notifications for dislocation incidents throughout the state. This was a significant increase, more than doubling the number of WARN notifications received compared to the previous PY. Forty-three (43) WARN Notices were related to mass layoffs, and 53 WARN Notices were related to facility closures. As a result, this created an increase in the estimated number of workers (16,695) impacted by

incidents of dislocation compared to the previous year. In addition to the WARN notifications received, there were also 28 recorded incidents of workforce disruptions across the state affecting approximately 3,250 workers; however, an official WARN was not submitted to WD by the employers.

A main contributing factor to the increase in WARN notifications submitted in PY 2023 was due in part to the United Auto Workers (UAW) labor strike against auto-manufacturers Ford, FCA-Stellantis, and General Motors. The labor dispute lasted 46 days and caused temporary workforce disruptions for approximately 42 manufacturing suppliers and logistics contractors. Because of the nature of the UAW labor strike, most WARN notifications impacting manufacturing subsectors were submitted to WD out of an abundance of caution in anticipation of adverse impacts due to a reduction in work.

DIVERSITY, EQUITY, AND INCLUSION

Michigan recognizes its people are the state's greatest strength and has been a leader in expanding high-skill, high-wage, in-demand, talent development opportunities for all citizens. When Michigan acts inclusively, it benefits from enhanced contribution, commitment, participation, and workforce satisfaction. [Executive Directive 2019-09](#) strengthens non-discrimination protections in state government employment, contracting, and services. This action makes Michigan a model of equal opportunity as one of only five states extending these protections and builds a more welcoming and inclusive state which works for everyone.

Further, Michigan recognizes our work must address inequality. The success of the newly developed Michigan Statewide Workforce Plan will be evaluated based on how well it addresses historic racial and gender inequities in income, educational achievement, and access to opportunity. Specific goals found within the plan include increasing the enrollment of Black and Hispanic Michiganders in credential programs, adding 30,000 Black and Hispanic households into the middle class, and reducing the gender labor force participation gap.

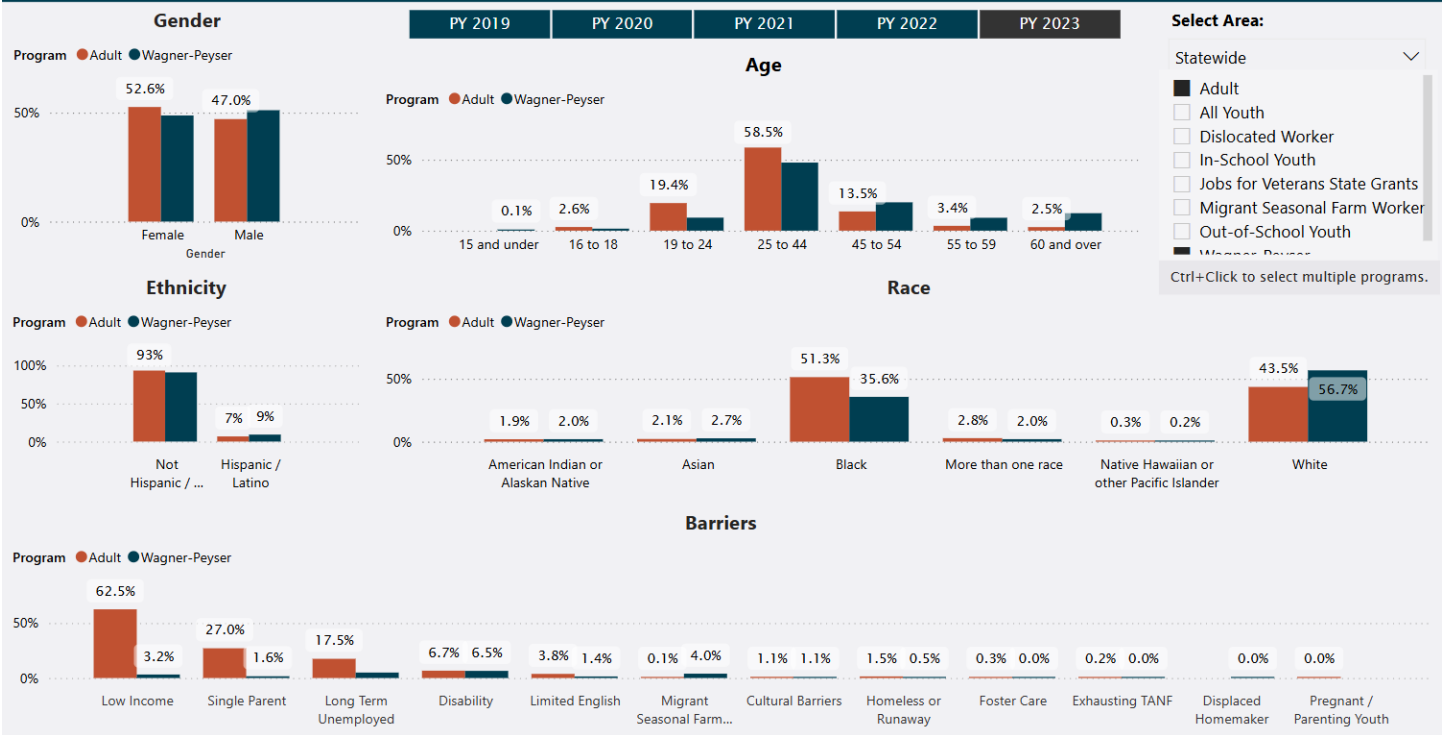
Through a partnership with the MCDA team, a Workforce Development Program Dashboard was created in Power BI that includes interactive visualization of Workforce Development program data, including WIOA Adult, Dislocated Worker, Youth, and W-P Employment Services. The WD Program Dashboard uses data from the PIRL to allow state staff to review and analyze real-time data to make programmatic decisions.

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

Features of the Workforce Development Program Dashboard include:

- View both historical and current/up-to-date program data (statewide and by local area).
- Compare demographic data across programs (see image below).
- Review state and local area performance data.
- Review program performance by demographic and/or barrier status.

← Main Menu **Compare Program Demographics**



Additionally, in PY 2023, the state-funded Barrier Removal Employment Success (BRES) program partnered with WIOA Title I and III programs to support at-risk individuals, and to assist them in securing and retaining long-term, meaningful employment. Often this population, especially those currently working, are earning low wages. They are often referred to as the Asset Limited Income Constrained Employed (ALICE) population. The ALICE population consists of households that earn above the Federal Poverty Level, yet still struggle to make ends meet, or are one crisis away from poverty. Despite struggling to make ends meet, ALICE households often do not qualify for public assistance. BRES provides additional supportive services to job seekers, including those participating in WD workforce education or training programs where supportive service funding is limited or unavailable. These funds are intended to address and remove barriers preventing customers from taking a job or staying in a job if they are currently employed. Supporting employment and removing barriers to employment for these populations has a profound impact on their economic well-being.

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

Program	New BRES Enrollments in PY 2023 Co-Enrolled in Program
Adult	887
DW	106
Youth	107
Wagner-Peyser	2,301

The BRES program directly supports the Statewide Workforce Plan, as well as LEO’s Strategic Plan.

APPENDIX I: STATE OF MICHIGAN PERFORMANCE TOOLS

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

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

Michigan’s Program Year 2023 Performance Matrix Scores report generated from OSMIS for WIOA Title I and III programs is pictured here:

SUMMARY INFORMATION														
		WIOA Adult			WIOA Dislocated Worker			WIOA Youth			Wagner-Peyser			Average Indicator Score
	Column	1	2	3	4	5	6	7	8	9	10	11	12	13
Row	Total Rolling 4 Quarters: Statewide	Target	Actual	Matrix Score	Target	Actual	Matrix Score	Target	Actual	Matrix Score	Target	Actual	Matrix Score	
1	Employment 2nd Quarter After Exit	82.0%	87.1%	106.2%	88.0%	88.4%	100.5%	77.0%	79.2%	102.9%	67.0%	77.5%	115.7%	106.3%
2	Employment 4th Quarter After Exit	77.0%	86.2%	111.9%	86.5%	86.6%	100.1%	74.0%	80.2%	108.4%	67.0%	74.7%	111.5%	108.0%
3	Median Earnings 2nd Quarter After Exit	\$7,302	\$9,744	133.4%	\$8,700	\$10,511	120.8%	\$3,600	\$5,531	153.6%	\$6,533	\$9,159	140.2%	137.0%
4	Credential Attainment Rate	80.0%	84.8%	106.0%	81.0%	85.0%	104.9%	69.0%	65.9%	95.5%				102.1%
5	Measurable Skill Gains	44.0%	67.4%	153.2%	48.0%	72.1%	150.2%	38.0%	55.0%	144.7%				149.4%
6	Average Program Score			122.2%			115.3%			121.0%			122.5%	120.2%

Understanding the Performance Matrix Score Report

- Matrix Scores are calculated by dividing the Actual Performance by the Negotiated Target
 - Individual Matrix Scores must be at or above 50%
 - Average Indicator and Average Program Scores must be at or above 90%
- Average Indicator Scores: average of the Matrix Scores in each row and column

Legend

- Not included in Average Indicator/Program Score
- Actual Performance and Average Indicator/Program Score is at or above 90%
- Actual Performance is at or above 50% and below 90%
- Actual Performance is below 50%; Average Indicator/Program Score is below 90%

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

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

APPENDIX II: SUMMARY OF LOCAL PERFORMANCE

Workforce Innovation and Opportunity Act (WIOA) Adult

The chart below displays the local performance outcomes for each of the 16 MWAs.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2023 - 06/30/2024)	Exiters ¹	3	Employment Rate (Q2) ² (07/01/2022 - 06/30/2023)			Employment Rate (Q4) ² (01/01/2022 - 12/31/2022)			Median Earnings (07/01/2022 - 06/30/2023)	Credential Rate ³ (01/01/2022 - 12/31/2022)			Measurable Skill Gains ³ (07/01/2023 - 06/30/2024)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
1	Statewide	10,923	6,665	Target			82.0			77.0	\$7,302			80.0		44.0	
				Actual	4,719	5,419	87.1	4,092	4,749	86.2	9,744	2,538	2,994	84.8	3,939	5,844	67.4
2	02 - Region 7B	409	82	Target			81.5			76.0	\$6,900			76.0		50.6	
				Actual	90	99	90.9	107	121	88.4	10,455	51	64	79.7	192	240	80.0
3	04 - Great Lakes Bay	604	267	Target			90.7			85.1	\$6,963			86.7		58.5	
				Actual	278	303	91.7	246	279	88.2	8,956	147	174	84.5	175	232	75.4
4	05 - Berrien/Cass/Van Buren	277	62	Target			90.9			86.5	\$8,286			89.4		42.4	
				Actual	61	66	92.4	60	64	93.8	9,232	24	31	77.4	86	189	45.5
5	06 - UP Michigan Works!	634	542	Target			83.3			78.0	\$7,116			80.4		38.2	
				Actual	263	296	88.9	221	240	92.1	10,338	136	156	87.2	147	372	39.5
6	07 - Detroit Emp Solutions	2,562	1,783	Target			70.0			63.9	\$5,838			69.0		38.2	
				Actual	971	1,228	79.1	629	799	78.7	8,304	285	356	80.1	748	1,255	59.6
7	13 - GST Michigan Works	1,406	826	Target			85.0			81.2	\$7,011			83.4		45.6	
				Actual	621	696	89.2	707	808	87.5	11,202	500	580	86.2	581	885	65.6
8	14 - Southwest	407	132	Target			88.6			83.6	\$6,192			77.3		65.1	
				Actual	96	109	88.1	64	72	88.9	9,684	39	45	86.7	129	161	80.1
9	16 - West Central	150	109	Target			85.1			81.1	\$7,652			84.4		54.3	
				Actual	86	102	84.3	74	100	74.0	8,750	44	50	88.0	98	106	92.5
10	17 - Capital Area	154	115	Target			90.0			86.2	\$7,297			86.5		38.2	
				Actual	126	140	90.0	112	127	88.2	12,656	107	122	87.7	80	131	61.1
11	19 - Macomb/St. Clair	331	167	Target			89.5			84.6	\$8,182			82.6		42.4	
				Actual	248	270	91.9	248	275	90.2	10,400	195	231	84.4	119	191	62.3
12	21 - Northeast	159	90	Target			88.2			86.3	\$8,102			82.8		66.2	
				Actual	92	101	91.1	87	96	90.6	10,282	52	60	86.7	122	136	89.7
13	22 - Northwest	440	225	Target			87.3			86.2	\$7,657			88.0		45.7	
				Actual	137	156	87.8	99	111	89.2	11,627	45	54	83.3	149	205	72.7
14	23 - Oakland County	1,112	614	Target			90.1			87.0	\$8,235			84.8		51.0	
				Actual	658	732	89.9	615	694	88.6	10,400	420	488	86.1	551	684	80.6
15	30 - SE Michigan Consortium	668	452	Target			92.6			87.5	\$7,582			79.7		42.4	
				Actual	304	335	90.7	269	300	89.7	8,936	141	173	81.5	216	320	67.5
16	31 - SEMCA	543	297	Target			90.0			86.0	\$7,246			83.4		44.0	
				Actual	299	328	91.2	235	272	86.4	10,140	151	178	84.8	153	275	55.6
17	33 - West Michigan Works	1,067	902	Target			87.0			85.4	\$7,255			83.4		59.5	
				Actual	389	458	84.9	319	391	81.6	9,080	201	232	86.6	393	462	85.1

Legend:

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

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

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

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

WIOA Dislocated Worker

The chart below displays the local performance outcomes for each of the 16 MWAs.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2023 - 06/30/2024)	Exiters ¹		Employment Rate (Q2) ² (07/01/2022 - 06/30/2023)			Employment Rate (Q4) ² (01/01/2022 - 12/31/2022)			Median Earnings (07/01/2022 - 06/30/2023)	Credential Rate ³ (01/01/2022 - 12/31/2022)			Measurable Skill Gains ³ (07/01/2023 - 06/30/2024)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
					4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	1,708	1,026	Target			88.0			86.5	\$8,700			81.0			48.0
				Actual	1,048	1,186	88.4	1,206	1,392	86.6	10,511	716	842	85.0	593	822	72.1
2	02 - Region 7B	37	16	Target			81.0			80.0	\$7,600			84.0			58.1
				Actual	19	21	90.5	13	13	100.0	12,935	8	9	88.9	18	24	75.0
3	04 - Great Lakes Bay	123	76	Target			91.5			88.8	\$8,315			85.6			51.8
				Actual	60	70	85.7	80	93	86.0	11,253	31	35	88.6	45	57	78.9
4	05 - Berrien/Cass/Van Buren	53	16	Target			88.1			82.5	\$8,988			77.9			48.0
				Actual	11	12	91.7	10	11	90.9	14,476	6	6	100.0	8	18	44.4
5	06 - UP Michigan Works!	44	39	Target			86.0			84.2	\$8,074			87.1			43.2
				Actual	31	34	91.2	37	42	88.1	9,531	24	27	88.9	10	21	47.6
6	07 - Detroit Emp Solutions	151	130	Target			78.0			76.0	\$8,000			73.0			43.2
				Actual	220	271	81.2	317	397	79.8	8,509	188	238	79.0	61	94	64.9
7	13 - GST Michigan Works	88	49	Target			86.8			83.3	\$7,846			81.4			48.0
				Actual	49	50	98.0	80	91	87.9	12,184	45	57	78.9	24	34	70.6
8	14 - Southwest	136	72	Target			90.1			87.6	\$7,914			76.9			67.6
				Actual	40	45	88.9	29	35	82.9	11,292	9	13	69.2	44	51	86.3
9	16 - West Central	52	23	Target			91.0			85.8	\$9,382			83.4			65.3
				Actual	21	24	87.5	15	16	93.8	10,120	10	10	100.0	38	40	95.0
10	17 - Capital Area	47	23	Target			86.0			86.7	\$8,524			81.0			43.2
				Actual	24	29	82.8	28	35	80.0	13,836	29	33	87.9	17	38	44.7
11	19 - Macomb/St. Clair	109	77	Target			91.7			86.5	\$9,392			73.4			48.0
				Actual	112	120	93.3	124	133	93.2	11,974	93	113	82.3	38	58	65.5
12	21 - Northeast	11	6	Target			88.8			79.0	\$7,379			81.0			66.2
				Actual	9	9	100.0	8	8	100.0	11,851	4	4	100.0	7	7	100.0
13	22 - Northwest	44	27	Target			90.0			90.0	\$9,160			79.4			48.0
				Actual	25	28	89.3	21	24	87.5	10,776	5	8	62.5	24	27	88.9
14	23 - Oakland County	320	203	Target			90.7			87.7	\$9,907			88.2			59.5
				Actual	168	191	88.0	156	176	88.6	11,054	103	113	91.2	123	149	82.6
15	30 - SE Michigan Consortium	57	33	Target			94.7			90.5	\$9,021			85.9			48.0
				Actual	43	45	95.6	55	58	94.8	10,205	19	20	95.0	30	32	93.8
16	31 - SEMCA	301	162	Target			91.0			89.0	\$8,615			78.0			48.6
				Actual	164	172	95.3	176	192	91.7	11,172	119	130	91.5	65	110	59.1
17	33 - West Michigan Works	125	74	Target			85.8			85.1	\$8,888			82.5			53.6
				Actual	52	65	80.0	57	68	83.8	10,285	23	26	88.5	41	57	71.9

Legend:

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

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

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

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

WIOA Youth

The chart below displays the local performance outcomes for each of the 16 MWAs.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2023 - 06/30/2024)	Exiters ¹	Employment Rate (Q2) ² (07/01/2022 - 06/30/2023)			Employment Rate (Q4) ² (01/01/2022 - 12/31/2022)			Median Earnings (07/01/2022 - 06/30/2023)	Credential Rate ³ (01/01/2022 - 12/31/2022)			Measurable Skill Gains ³ (07/01/2023 - 06/30/2024)			
				Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate	
1	Statewide	5,454	2,226	Target			77.0			74.0	\$3,600			69.0			38.0
				Actual	1,771	2,237	79.2	1,642	2,047	80.2	5,531	801	1,215	65.9	1,491	2,712	55.0
2	02 - Region 7B	89	43	Target			77.0			75.0	\$3,968			76.8			37.0
				Actual	51	64	79.7	45	58	77.6	7,425	23	42	54.8	27	50	54.0
3	04 - Great Lakes Bay	300	133	Target			77.0			77.7	\$4,009			76.7			37.3
				Actual	112	139	80.6	79	108	73.1	5,298	32	51	62.7	76	115	66.1
4	05 - Berrien/Cass/Van Buren	122	37	Target			82.7			83.8	\$3,622			79.9			37.0
				Actual	31	37	83.8	18	19	94.7	6,637	3	7	42.9	18	37	48.6
5	06 - UP Michigan Works!	192	124	Target			81.4			77.1	\$4,814			67.0			34.0
				Actual	50	60	83.3	47	56	83.9	6,443	21	38	55.3	56	143	39.2
6	07 - Detroit Emp Solutions	973	380	Target			74.0			72.1	\$3,317			58.5			37.0
				Actual	256	347	73.8	230	303	75.9	4,096	88	147	59.9	244	432	56.5
7	13 - GST Michigan Works	600	303	Target			77.0			74.0	\$3,668			75.9			43.2
				Actual	242	310	78.1	246	294	83.7	5,648	143	203	70.4	199	316	63.0
8	14 - Southwest	297	67	Target			80.6			72.8	\$3,660			71.4			33.3
				Actual	80	123	65.0	40	52	76.9	4,055	8	20	40.0	59	134	44.0
9	16 - West Central	56	35	Target			74.5			68.6	\$3,893			66.4			57.5
				Actual	48	53	90.6	43	52	82.7	5,294	21	26	80.8	25	34	73.5
10	17 - Capital Area	256	66	Target			80.8			78.1	\$2,900			78.0			47.0
				Actual	54	71	76.1	52	71	73.2	3,762	36	45	80.0	54	110	49.1
11	19 - Macomb/St. Clair	262	155	Target			85.5			82.6	\$4,774			76.5			41.0
				Actual	148	182	81.3	169	200	84.5	6,091	92	127	72.4	78	122	63.9
12	21 - Northeast	183	63	Target			77.0			72.0	\$3,433			78.8			42.0
				Actual	59	69	85.5	62	79	78.5	4,590	40	57	70.2	88	117	75.2
13	22 - Northwest	111	30	Target			82.6			82.6	\$4,789			61.1			37.0
				Actual	29	48	60.4	42	60	70.0	4,964	26	41	63.4	33	75	44.0
14	23 - Oakland County	607	295	Target			85.4			79.4	\$4,061			74.7			37.0
				Actual	223	262	85.1	184	219	84.0	6,931	97	143	67.8	220	366	60.1
15	30 - SE Michigan Consortium	424	169	Target			82.2			80.5	\$4,717			73.2			37.0
				Actual	105	118	89.0	94	114	82.5	6,671	55	71	77.5	105	216	48.6
16	31 - SEMCA	586	132	Target			83.9			81.0	\$3,880			81.2			33.3
				Actual	154	173	89.0	165	191	86.4	6,722	45	61	73.8	117	236	49.6
17	33 - West Michigan Works	396	194	Target			78.6			79.0	\$3,718			62.1			37.0
				Actual	129	181	71.3	126	171	73.7	4,210	71	136	52.2	92	209	44.0

Legend:

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

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

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

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

Wagner-Peyser

The chart below displays the local performance outcomes for each of the 16 MWAs.

A. AGGREGATE INDICATORS OF PERFORMANCE BY MWA																	
Row	Column	Participants Served (07/01/2023 - 06/30/2024)	Exiters ¹		Employment Rate (Q2) ² (07/01/2022 - 06/30/2023)			Employment Rate (Q4) ² (01/01/2022 - 12/31/2022)			Median Earnings (07/01/2022 - 06/30/2023)	Credential Rate ³ (01/01/2022 - 12/31/2022)			Measurable Skill Gains ³ (07/01/2023 - 06/30/2024)		
					Num	Den	Rate	Num	Den	Rate	Earnings	Num	Den	Rate	Num	Den	Rate
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
1	Statewide	197,719	186,590	Target			67.0			67.0	\$6,533						
				Actual	124,564	160,724	77.5	106,026	141,869	74.7	9,159	0	0	0	0		
2	02 - Region 7B	4,570	4,362	Target			68.9			66.0	\$5,880						
				Actual	3,325	4,161	79.9	2,919	4,027	72.5	8,280	0	0	0	0		
3	04 - Great Lakes Bay	10,480	9,924	Target			72.4			68.3	\$5,839						
				Actual	6,482	8,151	79.5	5,298	7,061	75.0	8,468	0	0	0	0		
4	05 - Berrien/Cass/Van Buren	5,093	4,724	Target			67.0			64.7	\$6,353						
				Actual	2,926	4,136	70.7	2,398	3,656	65.6	8,527	0	0	0	0		
5	06 - UP Michigan Works!	7,547	7,165	Target			70.9			62.0	\$5,979						
				Actual	5,986	7,228	82.8	5,435	7,386	73.6	8,739	0	0	0	0		
6	07 - Detroit Emp Solutions	18,674	17,287	Target			66.0			64.0	\$5,400						
				Actual	10,721	14,007	76.5	9,628	12,638	76.2	8,096	0	0	0	0		
7	13 - GST Michigan Works	16,773	15,640	Target			72.0			67.5	\$6,213						
				Actual	11,242	14,220	79.1	9,396	12,519	75.1	9,268	0	0	0	0		
8	14 - Southwest	9,904	9,151	Target			65.0			63.0	\$5,175						
				Actual	5,984	7,703	77.7	4,582	5,955	76.9	8,685	0	0	0	0		
9	16 - West Central	4,350	4,341	Target			67.4			62.6	\$6,462						
				Actual	2,783	3,613	77.0	2,346	3,312	70.8	8,654	0	0	0	0		
10	17 - Capital Area	974	1,012	Target			71.0			69.0	\$6,506						
				Actual	710	938	75.7	431	633	68.1	10,005	0	0	0	0		
11	19 - Macomb/St. Clair	22,754	20,911	Target			72.6			72.2	\$6,943						
				Actual	11,852	15,271	77.6	10,172	13,468	75.5	9,805	0	0	0	0		
12	21 - Northeast	4,745	4,532	Target			72.0			60.3	\$6,040						
				Actual	3,499	4,115	85.0	2,904	3,888	74.7	8,641	0	0	0	0		
13	22 - Northwest	6,732	6,645	Target			68.0			68.0	\$6,482						
				Actual	4,948	6,243	79.3	3,955	5,445	72.6	9,488	0	0	0	0		
14	23 - Oakland County	20,349	19,170	Target			69.3			70.0	\$7,250						
				Actual	12,982	17,272	75.2	11,403	15,294	74.6	10,394	0	0	0	0		
15	30 - SE Michigan Consortium	11,010	10,745	Target			69.4			68.6	\$6,826						
				Actual	7,824	10,309	75.9	6,701	9,006	74.4	9,251	0	0	0	0		
16	31 - SEMCA	28,361	27,259	Target			70.3			72.0	\$6,295						
				Actual	18,279	23,729	77.0	15,688	20,582	76.2	9,315	0	0	0	0		
17	33 - West Michigan Works	25,397	23,722	Target			72.2			71.8	\$6,568						
				Actual	15,021	19,625	76.5	12,769	16,998	75.1	9,369	0	0	0	0		

Legend:

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

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

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Appendix III: Success Stories

Name: LaShonda Essex

Employer: CFI Trucking Company

Program: Workforce Innovation and Opportunity Act (WIOA) Adult Program



LaShonda came to Great Lakes Bay Michigan Works! seeking career assistance. She had been unemployed for over five months and was interested in becoming a CDL-A, over-the-road truck driver to start a new career and be able to support herself. LaShonda was seeking funding for the CDL-A program with 160 Driving Academy.

She was able to take advantage of services through the WIOA Adult and Food Assistance Employment and Training (FAE&T) programs. LaShonda received job leads and career assessments through WIOA, and Vocational Occupational Training funding and mileage reimbursement from the FAE&T program.

LaShonda completed her CDL-A training at 160 Driving Academy and is now a licensed CDL-A driver working for CFI Trucking Company, earning \$29.38 per hour with benefits. She has doubled her wages from her previous job and is loving her new position.

LaShonda said this about her services: "I appreciate how you all were able to help me get my CDL license to complete my success to become a truck driver. I won't trade it for anything. I'm loving every day of being a truck driver."

Name: Andrez Ledezma
Employer: Grant Police Department
Program: Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Program



Andrez had never anticipated his journey unfolding as it did when he first walked through the doors of the Newaygo Michigan Works! West Central Service Center. After losing his job at Deur Speet Motors, a local car dealership, he found himself grappling with the daunting task of navigating unemployment assistance. Filing for Unemployment Insurance and registering for work were just the first steps in what would become a transformative experience.

Andrez attended an orientation, where he learned about the police academy and the support available through the WIOA Dislocated Worker program to assist with funding to attend West Shore Community College. He was encouraged by the prospect of resume building assistance and gas mileage support for commuting to training sessions.

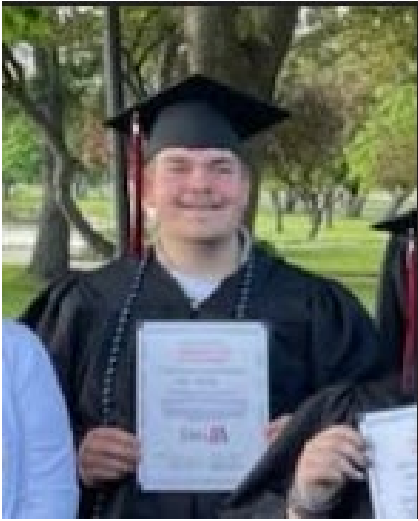
Andrez didn't hesitate. He committed himself wholeheartedly to pursuing his dream of becoming a police officer. The academy demanded his dedication, but Andrez thrived, graduating with honors. Two weeks after graduation, Andrez proudly donned his uniform as a newly employed police officer with the Grant Police Department, earning \$21 per hour. Andrez stopped back into the service center to express his thanks as well as offering additional guidance.

"I am being placed into another section of the police force," he said. "Reach out if there are any interested police academy applicants in case I can help them along the way." His journey from unemployment to law enforcement was a testament to his resilience and determination. Andrez was not content with just starting out; he set his sights on climbing the ranks in the years to come, driven by his passion for service and a newfound sense of purpose.

Name: Tyler Kuchta

Employer: B & P Manufacturing

Program: Workforce Innovation and Opportunity Act (WIOA) In-School Youth Program



As a student at Cadillac Innovation High School, Tyler Kuchta was involved with the Northwest Michigan Works! Jobs for Michigan's Graduates program, and a student in the welding program at the Wexford Missaukee Career Tech Center.

Tyler completed that program and graduated from high school but wanted to gain some certifications to help him pursue his dream job as a Welder. Tyler had the opportunity to enroll in the Northwest Michigan Works! Summer Young Professionals Welding Program. He earned three certifications and shortly after completing the program, he landed a job as a Welder at B&P Manufacturing in Cadillac, where he earns \$15 per hour.

Tyler stated, "Northwest Michigan Works! helped to give me valuable job skills that have become useful in my workplace."

Name: Jerry Stone

Employer: Bricker Construction

Program: Workforce Innovation and Opportunity Act (WIOA) Out-of-School Youth



After a short prison sentence, Jerry found himself living in a halfway house and wanted to make some changes in his life. Obtaining his high school diploma and finding a full-time job was his focus, so Jerry began working with a Michigan Works! Region 7B Youth Career Advisor.

The Career Advisor worked with Jerry on overcoming his barriers to employment and had referred him to Iosco Regional Educational Service Agency (RESA) to complete his high school diploma. Jerry was always willing to do what was suggested by the Career Advisor. Michigan Works! Region 7B was able to assist with auto repairs which allowed Jerry to maintain his employment with Bricker Construction and to continue to attend his classes to complete his high school diploma.

Thanks to the assistance he received from Michigan Works! Region 7B, Jerry completed his GED in less than a year and maintained his full-time job, earning \$20 per hour. He has left the halfway house and is currently living with his mother until he becomes financially sound.

Jerry stated, "Following through with things really pays off. Without the assistance of Michigan Works! Region 7B and Iosco RESA, I would not be where I am now – I would not have gotten it done."