

RICK SNYDER  
GOVERNOR



CHRISTINE QUINN  
DIRECTOR

**OFFICIAL**

**Workforce Development Agency (WDA)**  
**Policy Issuance (PI) 13-08**

**Date:** July 19, 2013 E-mailed: 7/19/2013(tk)

**To:** Michigan Works! Agency (MWA) Directors

**From:** Gary Clark, Director, Office of Talent Development Services  
Workforce Development Agency (WDA) **SIGNED**

**Subject:** Workforce Investment Act (WIA) Performance Goals for Program Year  
(PY) 2013, the period of July 1, 2013 through June 30, 2014

**Programs Affected:** Workforce Investment Act (WIA) Program

**Rescissions:** None

**References:** The WIA of 1998  
  
WIA Final Rule 20 CFR Part 652 et al.  
  
U.S. Department of Labor (USDOL) Training and Employment Guidance  
Letter 26-12, issued May 6, 2012

**Background:** Consistent with the WIA, each state and local area is subject to the core indicators of performance and the customer satisfaction indicators that apply to the state under WIA Regulations 666.100(a). In determining the annual levels of performance, the following are taken into account:

- The extent to which the levels of performance for each core indicator assist in achieving high customer satisfaction;
- The extent to which the levels of performance promote continuous improvement; and
- The extent to which the levels of performance ensure optimal return on investment of federal funds.

As the economy began to contract severely in 2009, the USDOL developed a regression model that explicitly takes into account changes in the labor market conditions when setting national targets. This model was



Victor Office Center | 201 North Washington Square, 5<sup>th</sup> Floor | Lansing, Michigan 48913  
517.335.5858 | TTY 888.605.6722

subsequently applied to the performance measures at the state and local level. The regression targets represented starting points for performance goals for PY 2013. In order to ensure performance goals are in alignment with the current vision and strategic goals, the option to extend previous years' goals is not available for PY 2013.

For PY 2013 performance levels, the USDOL used the regression model and PY 2011 and PY 2012 performance outcomes as a baseline for the goals.

**Policy:**

In alignment with the aforementioned USDOL requirements and guidance, the WDA recently participated in the negotiation of WIA performance measures for PY 2013.

The USDOL regression model explicitly took into account changes in labor market conditions when setting performance targets, holding constant the characteristics of the participants being served. This model was subsequently applied to the performance measures and was used as a tool to assist in establishing targets for the measures. The regression targets and prior year performance were utilized as starting points in setting performance goals for PY 2013.

Specifically, PY 2013 performance plan levels are based on the following factors:

- Historical performance outcomes (Past three [3] years and recent completed quarter);
- Rolling four [4] quarter performance outcomes;
- PY 2011 performance outcomes (baseline);
- Renegotiation approved in the past 12 months;
- Aforementioned regression model, consisting of 22-26 different variables effecting WIA performance in each local area;
- Current share of the state's goal achieved by each local area; and
- USDOL's continuous improvement model.

The use of the aforementioned factors resulted in significant increases statewide.

Individual performance measures for PY 2013 are attached to this policy. By submitting the signed Approval Request Form, MWAs agree to the measures listed in Tables 1 – 5.

Methodology for Assessing Performance Against Negotiated Levels

For WIA programs, the floor of the range for acceptable performance is 80 percent of the negotiated level of performance. Performance on an individual measure will be interpreted based on the position of the

outcome relative to the negotiated performance goal using the Exceeds, Meets, and Fails criteria defined below:

- **Exceeds** – when the actual performance achieved against an individual performance measure is in excess of 100 percent of the negotiated level of performance for the measure;
- **Meets** – when the actual performance achieved against an individual performance measure falls in the range of 80 to 100 percent of the negotiated level of performance for the measure; and
- **Fails** – when the actual performance achieved against an individual performance measure is less than 80 percent of the negotiated level of performance.

As required since PY 2007, the WDA must continue to collect and report against the three youth common performance measures for the entire youth population (older and younger youth combined) in PY 2013. However, the youth common measures are not factored into performance incentives or sanctions. The youth common measures are:

1. Placement in Employment or Education
2. Attainment of a Degree or Certificate
3. Literacy and Numeracy Gains

#### Requesting a Renegotiation of PY 2013 Performance Levels

Renegotiation of the PY 2013 performance goals may be requested by a local area if circumstances warrant such a request. Requests will be evaluated on a case-by-case basis.

All renegotiation requests will be reviewed and analyzed based on past, current and future trends in factors affecting performance. The WDA will also weigh the impact of requested local changes on state negotiated performance levels. If requests for revision in local performance levels result in a need for the state to submit a request to USDOL for a revision to the state performance levels, the WDA will submit its request to the USDOL using the MWAs' information to the extent possible to justify the state request. In this situation, the WDA will not take final action on a MWA's request until it is notified and assesses implications of decisions on the state request by the USDOL.

When the WDA notifies the MWAs of final action on their performance renegotiation request, it will also inform the MWA of process/timetable changes to the modification policy should they be needed to address approved performance level revisions. MWAs must incorporate performance level revisions approved by the WDA into the local WIA comprehensive plan.

As part of the request for a performance renegotiation, the MWA must state why adjustments to the performance goal(s) are necessary and how

such adjustments will not negatively impact the ability of the MWA to effectively deliver workforce development services to individuals eligible for and in need of those services. Consistent with the provisions of the WIA Section 136(c)(3), the renegotiations shall take into account the specific economic, demographic, and other characteristics of the populations to be served in the local area.

Requests for renegotiation, consistent with the aforementioned, should be submitted to: beckhorns@michigan.gov or

Ms. Stephanie Beckhorn, Manager  
Workforce Investment Act Section  
201 N. Washington Square  
Victor Office Center, 5th Floor  
Lansing, Michigan 48913

**Action:** Consistent with the information contained in this policy issuance, MWAs are required to submit one Approval Request form, with original signatures from the Chief Elected Official(s), Workforce Development Board Chair, or their designees, in accordance with WDA PI 12-22, within 30 days from the issue date of this policy to:

Workforce Development Agency  
Victor Office Center  
201 North Washington Square, 5th Floor  
Lansing, MI 48913

**Inquiries:** Questions regarding this policy issuance should be directed to your WIA state coordinator.

This policy issuance is available for downloading from the internet system. Please contact Ms. Teresa Keyton at (517) 335-7418 for details.

The information contained in this policy issuance will be made available in alternative format (large type, audio tape, etc.) upon special request to this office.

**Expiration**

**Date:** June 30, 2014

GC:SB:tk  
Attachments

## Plan/Modification Approval Request Instructions

1. Michigan Works! Agency (MWA): Enter the name of the MWA.
2. MWA Number: Enter the number assigned to the MWA.
3. Plan Title: Enter the appropriate title(s) for the plan being submitted.
4. Plan/Modification Number: Each plan number will begin with the calendar year, e.g., 13. The modification will begin with 00, and subsequent changes will be next in sequence from 00, i.e., 13-01, 13-02, etc.
5. Program Period: Identify the program period covered by this plan.

The required signatories are designated in accordance with the Michigan Department of Labor & Economic Growth/Bureau of Workforce Programs PI 07-13, issued August 29, 2007. Signatures are required from the Workforce Development Board Chair and the Chief Elected Official(s).

## APPROVAL REQUEST

1. Michigan Works! Agency (MWA):	2. MWA Number:
3. Plan Title(s): Program Year 2013 WIA Performance Measures	
4. Policy Issuance number: 13-08	5. Plan Period: July 1, 2013 – June 30, 2014

**THE CHIEF ELECTED OFFICIAL (S) AND WORKFORCE DEVELOPMENT BOARD (WDB) HEREBY REQUEST APPROVAL OF THIS DOCUMENT**

Authorized Chief Elected Official	Date
Authorized Chief Elected Official	Date
Authorized Chief Elected Official	Date
WDB Chairperson	Date

BWT-344 (5/09)

The Workforce Development Agency (WDA) in compliance with applicable federal and state laws, does not discriminate in employment or in the provision of services based on race, color, religion, sex, national origin, age, disability, height, weight, genetic information, marital status, arrest without conviction, political affiliation or belief, and for beneficiaries only, citizenship or participation in any federally assisted program or activity.

Table 1

## WIA Title I - Adult Performance Levels

Program Year 2013 (July 1, 2013 through June 30, 2014)

Michigan Works! Agency	Entered Employment Rate	Employment Retention Rate	Average Earnings	Employment and Credential Rate
ACSET	90%	93%	\$15,200	83%
Berrien/Cass/Van Buren	83%	87%	\$15,200	79%
Calhoun ISD	90%	91%	\$15,300	82%
Capital Area	90%	92%	\$15,000	83%
Career Alliance	82%	87%	\$10,600	78%
Central Area	90%	93%	\$13,500	83%
City of Detroit	83%	89%	\$11,400	82%
Eastern U.P.	90%	93%	\$14,800	82%
Great Lakes Bay	90%	92%	\$16,500	82%
Kalamazoo-St. Joseph	91%	92%	\$13,500	80%
Livingston County	90%	93%	\$16,500	82%
Macomb/St. Clair	90%	92%	\$15,800	79%
Muskegon County	89%	93%	\$11,700	83%
Northeast	92%	93%	\$16,000	82%
Northwest	90%	92%	\$15,200	81%
Oakland County	91%	93%	\$16,500	83%
Ottawa County	88%	92%	\$12,800	78%
Region 7B	90%	92%	\$13,900	81%
SEMCA	91%	92%	\$16,500	82%
South Central	91%	93%	\$16,500	82%
The Job Force	90%	93%	\$15,800	83%
Thumb Area	78%	91%	\$16,200	77%
Washtenaw County	87%	93%	\$16,500	83%
West Central	86%	91%	\$13,200	80%
Western U.P.	89%	89%	\$13,300	79%
State Contract	89%	92%	\$21,000	82%
<b>Statewide</b>	<b>89%</b>	<b>92%</b>	<b>\$21,000</b>	<b>82%</b>

Table 2

## WIA Title I - Dislocated Worker Performance Levels

Program Year 2013 (July 1, 2013 through June 30, 2014)

Michigan Works! Agency	Entered Employment Rate	Employment Retention Rate	Average Earnings	Employment and Credential Rate
ACSET	95%	94%	\$16,600	84%
Berrien/Cass/Van Buren	93%	93%	\$16,200	81%
Calhoun ISD	94%	93%	\$16,100	84%
Capital Area	94%	95%	\$16,000	84%
Career Alliance	92%	91%	\$13,300	83%
Central Area	94%	93%	\$13,800	83%
City of Detroit	95%	91%	\$15,800	84%
Eastern U.P.	94%	95%	\$14,400	83%
Great Lakes Bay	94%	93%	\$16,700	84%
Kalamazoo-St. Joseph	95%	93%	\$16,300	84%
Livingston County	95%	92%	\$17,900	84%
Macomb/St. Clair	94%	93%	\$17,300	80%
Muskegon County	95%	93%	\$15,800	84%
Northeast	95%	95%	\$13,200	84%
Northwest	95%	92%	\$14,000	83%
Oakland County	95%	93%	\$17,900	84%
Ottawa County	94%	93%	\$14,500	82%
Region 7B	92%	93%	\$13,500	81%
SEMCA	94%	93%	\$16,900	84%
South Central	95%	95%	\$16,900	84%
The Job Force	95%	94%	\$16,900	84%
Thumb Area	87%	93%	\$14,700	77%
Washtenaw County	92%	93%	\$17,900	84%
West Central	95%	94%	\$14,400	82%
Western U.P.	94%	92%	\$13,000	84%
State Contract	94%	94%	\$17,300	83%
<b>Statewide</b>	<b>94%</b>	<b>94%</b>	<b>\$17,300</b>	<b>83%</b>

Table 3

WIA Title I - Older Youth (19-21) Performance Levels

Program Year 2013 (July 1, 2013 through June 30, 2014)

Michigan Works! Agency	Entered Employment Rate	Employment Retention Rate	Earnings Change	Employment and Credential Rate
ACSET	83%	90%	\$4,500	80%
Berrien/Cass/Van Buren	84%	90%	\$4,300	65%
Calhoun ISD	84%	86%	\$5,100	77%
Capital Area	83%	89%	\$4,200	79%
Career Alliance	83%	84%	\$3,900	75%
Central Area	83%	90%	\$4,800	65%
City of Detroit	83%	89%	\$4,500	72%
Eastern U.P.	84%	90%	\$5,400	80%
Great Lakes Bay	83%	84%	\$3,400	72%
Kalamazoo-St. Joseph	83%	89%	\$4,300	79%
Livingston County	84%	90%	\$3,400	80%
Macomb/St. Clair	83%	87%	\$4,000	72%
Muskegon County	83%	90%	\$3,600	71%
Northeast	83%	90%	\$4,100	80%
Northwest	84%	90%	\$4,800	80%
Oakland County	84%	90%	\$4,800	79%
Ottawa County	83%	89%	\$4,100	80%
Region 7B	78%	88%	\$4,100	80%
SEMCA	83%	89%	\$4,300	75%
South Central	84%	89%	\$4,500	80%
The Job Force	83%	90%	\$4,500	79%
Thumb Area	80%	88%	\$4,300	72%
Washtenaw County	83%	89%	\$4,000	80%
West Central	84%	89%	\$4,800	79%
Western U.P.	77%	85%	\$4,000	70%
State Funded Youth	<b>83%</b>	<b>89%</b>	<b>\$4,900</b>	<b>78%</b>
<b>Statewide</b>	<b>83%</b>	<b>89%</b>	<b>\$4,900</b>	<b>78%</b>

Table 4

## WIA Title I - Younger Youth (14-18) Performance Levels

Program Year 2013 (July 1, 2013 through June 30, 2014)

Michigan Works! Agency	Skill Attainment Rate	Diploma or Equivalent Attainment Rate	Retention Rate
ACSET	95%	91%	86%
Berrien/Cass/Van Buren	92%	86%	78%
Calhoun ISD	95%	90%	86%
Capital Area	95%	89%	85%
Career Alliance	92%	91%	78%
Central Area	95%	90%	80%
City of Detroit	96%	91%	78%
Eastern U.P.	96%	91%	86%
Great Lakes Bay	92%	86%	83%
Kalamazoo-St. Joseph	92%	90%	85%
Livingston County	92%	91%	86%
Macomb/St. Clair	92%	89%	85%
Muskegon County	95%	90%	86%
Northeast	96%	91%	86%
Northwest	96%	91%	86%
Oakland County	96%	91%	86%
Ottawa County	96%	86%	85%
Region 7B	95%	91%	83%
SEMCA	95%	90%	85%
South Central	96%	91%	86%
The Job Force	95%	91%	86%
Thumb Area	92%	90%	85%
Washtenaw County	95%	90%	86%
West Central	95%	90%	86%
Western U.P.	96%	86%	78%
State Funded Youth	94%	90%	85%
<b>Statewide</b>	<b>94%</b>	<b>90%</b>	<b>85%</b>

Table 5

Customer Satisfaction Performance Levels

Program Year 2013 (July 1, 2013 through June 30, 2014)

Michigan Works! Agency	Participant Score	Employer Score
ACSET	93	86
Berrien/Cass/Van Buren	93	86
Calhoun ISD	93	86
Capital Area	93	86
Career Alliance	93	86
Central Area	93	86
City of Detroit	93	86
Eastern U.P.	93	86
Great Lakes Bay	93	86
Kalamazoo-St. Joseph	93	86
Livingston County	93	86
Macomb/St. Clair	93	86
Muskegon County	93	86
Northeast	93	86
Northwest	93	86
Oakland County	93	86
Ottawa County	93	86
Region 7B	93	86
SEMCA	93	86
South Central	93	86
The Job Force	93	86
Thumb Area	93	86
Washtenaw County	93	86
West Central	93	86
Western U.P.	93	86
<b>Statewide</b>	<b>93</b>	<b>86</b>