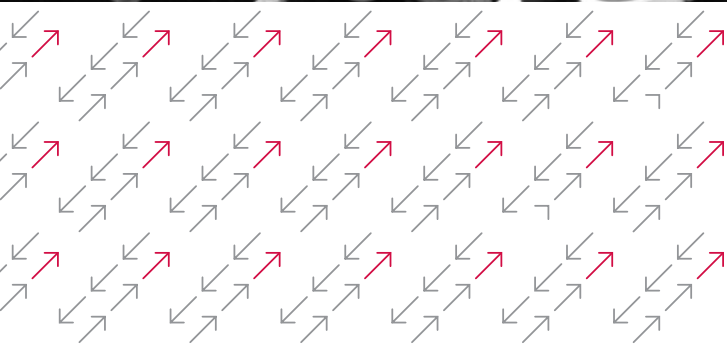


Return on Investment

SOUTH CENTRAL MICHIGAN WORKS!



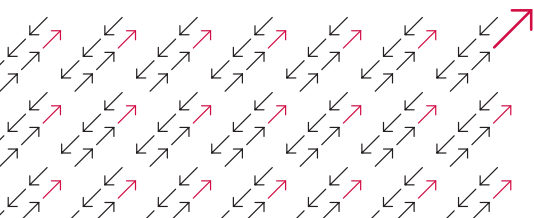
SOUTH CENTRAL MICHIGAN
WORKS!
TM

South Central Michigan Works!

The South Central Michigan Works! Workforce Development Board is authorized by the Workforce Investment Act (WIA) of 1998 and is responsible for helping regions and communities respond to the changing economy. This is accomplished by overseeing investments in promoting an effective labor market including activities such as support for job training, career development and reemployment services. The basis of the system has emerged as a comprehensive strategy designed to break down barriers and promote the establishment of a service delivery system which is responsive to the needs of our customers. As a system, the services from the state's major workforce development programs are accessible through a single point delivery system at the local level which provides customers access to services in a seamless, integrated manner.

SCMW! provides services to employers and job seekers, students, persons with disabilities, veterans, welfare recipients, unemployed, underemployed and employed individuals with all participants having equal access to services. A core set of services is available, at no charge, to all who seek them.

Over the past five years, SCMW! has developed and implemented the Business Solutions process which collaborates with workforce, education, and economic development partners; focusing on serving business through a "demand driven" workforce development system. With increasing global competition for jobs, it is imperative that employers, education, economic and workforce development partners collaborate and work together for the collective good of the communities.



Incumbent Worker Program

Nearly **41** businesses accessed Incumbent Worker services between July 2007 and June 2008, and over **237** employees received training.

As workers move to positions of greater responsibility and higher earnings within their company, South Central Michigan Works! is poised to fill vacancies with qualified job seekers who are looking for employment opportunities.

Customer Satisfaction

Studies are conducted to determine customer satisfaction levels in order to ensure that South Central Michigan Works! continues to provide the highest quality of service to customers.

Mystery Shoppers pose as job seekers and employers seeking services and support via telephone and on-site at all South Central Michigan Works! Service Centers.

Overall satisfaction for Mystery Shopper employers is 95% with Mystery Shopper job seeker satisfaction at 97%.

Michigan Prisoner Re-Entry Initiative (MPRI)

Since the MPRI was launched, the number of parolees returning to prison within two years decreased by over a quarter, from **48%** to **36%***.

*MPRI information listed above represents State data and not local information from South Central Michigan Works!.

The **Michigan Prisoner Re-Entry Initiative** is designed to promote public safety by increasing the success rates of prisoners transitioning from prison to communities. The Michigan Works! System partners with the Michigan Department of Corrections to provide services and support in order to ensure every prisoner released from prison has the tools and support needed to succeed.

Food Assistance Employment and Training Program (FAE&T)

Over **30%** of the participants in this program have found full-time employment and all of the participants received employment soft skills training.

The **Food Assistance Employment & Training Program** is a volunteer program that provides education and training to adults without dependents that receive food assistance.

Regional Skills Alliance (RSA)

South Central Michigan Works! focuses on **manufacturing** and **biotechnology** which supports Michigan citizens by keeping a pulse on globalization, rapid technological change, and other transformations in local labor force demographics.

A Regional Skills Alliance (RSA) is a group of partners from the private and public sectors that are committed to finding solutions to workforce issues in a particular industry sector. RSAs are business-driven, business-focused partnerships that address workforce issues in a specific region and industry sector. The primary goals of the initiative are to provide Michigan businesses with a highly skilled workforce and connect Michigan citizens to good jobs with opportunities for career advancement.

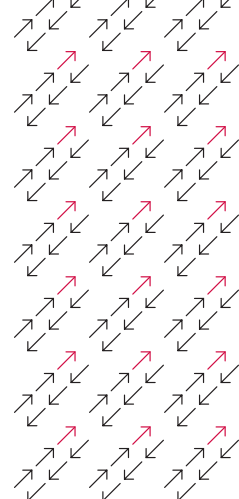
Data Sources

WIA and JET data was obtained from the Michigan Department of Energy, Labor & Economic Growth (MDELEG).

Unemployment insurance data was obtained from the MDELEG - Unemployment Insurance Agency.

Temporary Assistance for Needy Families (TANF) and Food Assistance data was obtained from the Michigan Department of Human Services.

Calculations and Explanations ↗



Welfare Recipient/Work First Savings:

Avoided average annual Welfare costs	\$5,008
Avoided average annual Food Assistance costs	\$2,556
New Federal and State Income Tax Revenue*	\$1,480
Total Savings	\$9,044
Total Savings	<u>\$9,044</u>
Average Cost Per Placement	\$2,091

= \$4.33 ROI

WIA Adult Savings:

Avoided average annual Welfare costs	\$5,008
Avoided average annual Food Assistance costs	\$2,556
New Federal and State Income Tax Revenue*	\$2,962
Total Savings	\$10,526
Total Savings	<u>\$10,526</u>
Average Cost Per Placement	\$5,500

= \$1.91 ROI

WIA Dislocated Worker Savings:

Avoided unemployment insurance	\$9,412
(maximum=26 weeks at \$362/week)	
New Federal and State Income Tax Revenue*	\$3,376
Total Savings	\$12,788
Total Savings	<u>\$12,788</u>
Average Cost Per Placement	\$9,734

= \$1.31 ROI

WIA Dislocated Worker Savings with Emergency

Unemployment Compensation (EUC) :

Avoided unemployment insurance	\$11,946
(maximum=33 weeks at \$362/week)	
New Federal and State Income Tax Revenue*	\$3,376
Total Savings	\$15,322
Total Savings	<u>\$15,322</u>
Average Cost Per Placement	\$9,734

= \$1.57 ROI

*Assumes one exemption at standard deduction

Note: Due to Michigan’s high unemployment rate, a second tier of EUC, providing up to an additional 13 weeks of benefits, are payable in the state. Thus, Michigan’s unemployed workers may receive up to 33 weeks of federally funded EUC assistance. (Fact Sheet #120, issued November 2008)

Workforce Investment Act (WIA)

WIA Adult **\$1.91** returned
for every dollar invested

WIA Dislocated Worker
\$1.31 returned
for every dollar invested

WIA Dislocated Worker with
extension **\$1.57** returned for
every dollar invested

The **Workforce Investment Act** provides a wide array of employment related services to the public. WIA also provides targeted services to eligible subsets of the population such as dislocated workers, and low-income adults and youth, with employment as the ultimate goal.

Between July 2007 and June 2008, 95% of the customers in WIA adult, dislocated worker and older youth programs found employment, and of those who participated, 87% met retention goals for WIA employment.

Over 95% of the participants in the younger youth program increased employability skills and 91% of those seeking a high school diploma (or general equivalent) were successful.

No Worker Left Behind (NWLB)

South Central Michigan Works!
received an overall credential and
diploma attainment rate of 97%
for Adult and 100% for Dislocated
Worker through NWLB.

In 2007, Governor Jennifer Granholm announced the **No Worker Left Behind (NWLB)** initiative to help Michigan workers gain the skills and credentials for new careers in high-demand occupations, emerging industries, or to start a business.

To date, over **31,000** people statewide have entered training in order to diversify their skills in a global economy.

Jobs, Education, and Training

\$4.33 returned
for every dollar invested

The **Jobs, Education, and Training (JET)** program is designed to provide long-term supportive services to enable welfare recipients to work toward obtaining the skills necessary to find a meaningful career in order to reduce reliance on public assistance.

More than one-third of JET participants enrolled from October 1, 2007 through September 30, 2008 found employment, with a beginning salary averaging \$8.33 hourly. Almost one-quarter closed cash assistance cases due to obtaining excess income above the overall state average of 20%. The remaining participants continue to work toward employment.

Social Return on Investment

When Beth Rubley's position as a bank teller at a local bank had been eliminated, she visited the South Central Michigan Works! (SCMW!) Hillsdale Service Center to seek employment opportunities and additional supportive services.

After discussing future career options with Service Center staff, Rubley considered the health care field. An assessment confirmed that the health care field would indeed be a good match, and she decided to attend the Premier Medical Academy to attain certification as a Patient Care Specialist.

Following six weeks of intensive training, Rubley successfully completed the training. After several job interviews, and multiple offers of employment, she accepted a position at Hillsdale Medical Care Facility.

Four months after beginning her training, Rubley began her new career earning considerably more than what she was making as a bank teller.

"I am thrilled every day to go to work, utilizing my training, while doing something I love. I feel as if I am making a difference in people's lives," said Rubley.



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**Equal Opportunity Employer/Program.
Auxiliary aids and other accommodations are available upon request to individuals with disabilities.**