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March 24, 2023

Mary Waters, Council Member At Large
Detroit City Council
Coleman A. Young Municipal Center
2 Woodward Avenue – Suite 1340
Detroit, Michigan 48226

Dear Council Member Waters:

In response to your email dated March 17, 2023, please see attached Detroit Employment Solutions Corporation's responses to Council Member Mary Waters' questions. Please feel free to reach out to me if you have any questions.

Sincerely,

Terri A. Weems
President

Enclosure

cc: Nicole Sherard-Freeman, Group Executive, Jobs and Economy (City of Detroit)
Dana Williams, Chief Strategy Officer (Detroit at Work)
Donnie Johnson (City of Detroit)
Lisa Scarbor (City of Detroit)
Eunice Williams (City of Detroit)

ljj/tw



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Detroit Employment Solutions/Workforce Development Board

FY 2023-2024 Budget Questions from Council Member Mary Waters

- 1. How many employees does the Detroit Employment Solutions currently have and are there any positions that needs to be filled at the present time?**

DESC has 210 positions in its FY 23 budget, of which 196 are filled. There are currently 14 positions to be filled.

- 2. With the assistance of Detroit Employment Solutions and as a partnership with other agencies, approximately how many people have been employed?**

In the last program year, the Detroit at Work employer services team, made up of the Mayor's Workforce Board, DESC, and staff in our nine (9) adult career centers around the city operated by procured partner agencies, together successfully placed at least 4,917 customers into employment, and at an average wage of \$17.49/hour - a significant increase over the previous year's average wage of \$15.76/hour. It is also important to note, however, that not all placements can be tracked as employers and jobseekers are not required to provide that information to us. But as we learn of placements, we update our records accordingly.

- 3. What is the retention rate for these services?**

Our federal funding source Workforce Innovation and Opportunity Act (WIOA) requires that we follow our enrolled participants a year after they're exited from the program. The state will look at employment and wage data in the 2nd and 4th quarters after they're exited. Retention staff, at the career centers, are charged with following exited participants and assisting them if they've become unemployed during that time period through supports such as re-employment activities or supportive services. It is not uncommon that we are unable to located participants after exit.

The State establishes annual targets for retention following exiting services under The Workforce Innovation and Opportunity Act (WIOA), which is our primary source of funding. Below you will find the breakdown of our WIOA metrics against our Target rate. Entities are considered passing if they meet 90% of the targeted rate. To date, DESC is meeting or exceeding all metrics except one, however, we expect this metric to be exceeded by the end of the program year through our efforts to connect with participants who are no longer receiving services.

The retention rate is 2nd quarter after exit for dislocated workers, however these aren't our final metrics for the year, and we will need to add another quarter to the date below. We are confident that we will meet at least 90% of this metric (which is considered passing) as we are at 89% currently.

WIOA Adult	Employment rate Q2 7/1/21-3/31/22	Employment Rate Q4 1/1/21 - 9/30/21
State Target	70%	63.9
Actual	71%	66.8
% of target	101%	105%
WIOA Dislocated Worker	Employment rate Q2	Employment Rate Q4
State Target	78%	76%
Actual	69%	83%
% of target	89%	109%

4. What are some of the services DESC provides to the community?

Under the leadership of The Mayor’s Workforce Development Board (MWDB), Detroit at Work implements solutions for Detroit’s workforce ecosystem. DESC provides services through its vendors (selected through a competitive procurement process) across nine (9) Detroit Michigan Works! One-Stop Service Centers branded nationally as the American Job Centers and locally as the Detroit at Work Career Centers. These vendors provide jobseekers with basic career services (access to job readiness and job search workshops and tools, resource room, self-guided assessment tools, referrals to training and community resources, hiring events and other employment opportunities, etc.), and eligible jobseekers with individualized services (in-depth assessment and planning, career coaching and navigation, barrier resolution, digital and financial coaching, assistance with occupational training, access to foundational skills or High School Equivalency training). Please also reference the Appendix on Page 5 for a visual depiction of how we go beyond the workforce requirements.

Detroit at Work goes beyond the requirements of a public workforce system in various ways:

- **\$100M Detroit at Work Scholarship Program:** Comprehensive support to refresh reading and math skills, earn a high school diploma or GED, build skills for a new career, work + learn at the City, overcome justice-involvement, and learn the basics of becoming a business owner.
- **Priority Hiring for Detroiters:** Creating new job opportunities for Detroiters through participation in economic development projects, attending industry convenings, and creating innovative career training initiatives.
- **Strategic Marketing:** Maximizing mass media, social media, community organizations, local influencers, Mayor's Workforce & DESC Board, City Council, and City of Detroit departments to design and communicate Detroit at Work services to Detroiters and employers.

- **Community Outreach:** Serving special populations like the disabled and immigrant communities through targeted programming, resource navigation, language assistance, and support from members of the Mayor's Workforce Board Disabilities Committee.
- **Returning Citizen Support:** Serving the justice-involved community and those impacted by violence through targeted programming, resource navigation, and partnerships with Project Clean Slate and the Lawton Parole Office.
- **Grow Detroit's Young Talent (GDYT):** Meaningful and progressive summer employment opportunities in high-demand career paths for Detroit youth and young adults ages 14 – 24.

5. Regarding the adult education program, please give a brief update on Detroit at Work and Detroit Public Schools Community District?

DESC established its partnership with Detroit Public Schools Community District (DPSCD) in 2020 to offer Learn to Earn and other adult education to Detroit residents. Over the past few years we've increased DPSCD's enrollment into their GED and high school completion program. Last year there were 650 enrollments across learn to earn and other adult basic education programs at DPSCD. This year, enrollment has increased to 800 new students in the current year. Detroit at Work has become the front door for this partnership and students work closely with procured career coaches at the career centers to identify individual employment and training plans. Students are followed closely throughout training to identify and remove barriers to assist with successful completion. Additionally, students are tested regularly to identify their Educational Functioning Levels (EFL) which is the benchmark for which GED programs are measured. Through our Learn to Earn program, where students earn a stipend while attending school, we've enrolled 244 students last year and have exceeded our enrollment number (300) this program year to 356. Over 100 students have completed GED or received their high school diploma.

6. Approximately how many Detroiters were hired after completing the program?

For the Learn to Earn program, the participants in this program often are employed while participating in the program. Our goal is to help them obtain their credentials in order to move to higher paying jobs. As we enter our 3rd year of the program, we are strengthening our processes related to obtaining post program data as we currently only have 25% of our participants providing us with job transition data based on their new credential.

7. Skills for Life, how many Detroiters have successfully completed the program and found employment?

461 people started Skills for Life and there are 181 active participants.

- 32% of participants have completed an occupational training or obtained their GED, with more still in training.
- Nearly half of those who completed their occupational training or GED have obtained a job earning \$17 or more.

Appendix:

PUBLIC WORKFORCE SYSTEM REQUIREMENTS



CAREER CENTERS

- Job search & job placement
- Job readiness training
- Career navigation & coaching
- Resource room (computer lab)
- Coordination with other federally funded workforce programs
- Referrals for barrier removal

FORMULA-FUNDED PROGRAMS

- Job readiness training
- Job search & job placement
- Referrals for barrier removal
- Assist TANF and food assistance recipients in meeting work participation requirements
- Comprehensive youth services



REFERRALS TO TRAINING

- Compile employer demand
- Develop and procure in-demand training from training providers
- Track participants and provide placement services

EMPLOYER SERVICES

- Screen and refer job candidates
- Subsidize customized and on the job training for new and existing workers
- Assist with hiring tax incentives/credits
- Implement industry-wide strategies
- Provide resources to employers and workers impacted by layoffs



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BEYOND THE REQUIREMENTS

\$100M FOR DETROIT AT WORK SCHOLARSHIPS

Comprehensive support to refresh reading and math skills, earn a high school diploma or GED, build skills for a new career, work + learn at the City, overcome justice-involvement, and learn the basics of becoming a business owner.



COMMUNITY OUTREACH

Serving special populations like the disabled and immigrant communities through targeted programming, resource navigation, language assistance, and support from members of the Mayor's Workforce Board Disabilities Committee.



EMPLOYER ENGAGEMENT & PRIORITY HIRING

Creating new job opportunities for Detroiters through participation in economic development projects, attending industry convenings, and creating innovative career training initiatives.



MARKETING AND OUTREACH

Maximizing mass media, social media, community organizations, local influencers, Mayor's Workforce & DESC Board, City Council, and City of Detroit departments to design and communicate Detroit at Work services to Detroiters and employers.



JUSTICE-INVOLVED SUPPORT

Serving the justice-involved community and those impacted by violence through targeted programming, resource navigation, and partnerships with Project Clean Slate and the Lawton Parole Office.



GROW DETROIT'S YOUNG TALENT

Meaningful and progressive summer employment opportunities in high-demand career paths for Detroit youth and young adults ages 14 – 24.

