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E-mailed to MWAs on 08/09/11 (pv)

Workforce Development Agency, State of Michigan (WDASOM)
Policy Issuance (PI): 11-03

Date: August 9, 2011

To: Michigan Works! Agency (MWA) Directors

From: Liza Estlund Olson, Director, Workforce Development Agency
(SIGNED)

Subject: Rapid Response (RR) Dislocated Worker Survey Distribution and Usage Instructions

Programs Affected: Workforce Investment Act, Dislocated Worker Program

Rescissions: None

Background: RR activities include an assessment of the general needs of the affected workforce and the resources available to them. Section 671.160 of the Federal Register requires that RR activities must be carried out before a National Emergency Grant (NEG) request is submitted to the United States Department of Labor (USDOL).

Obtaining additional federal funding for employment and training programs through USDOL, such as NEG, is contingent on Michigan's ability to substantiate need for such funds. Accurate data from the affected dislocated worker population is a critical component for pursuing NEG, including the exact planned participant count, as well as demographic information such as: income status, employment background, education and skills, and future career plans.

Since 2009, USDOL Region V has urged member states to implement statewide dislocated worker surveys as a means of collecting uniform,



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“apples-to-apples” information on workers facing layoffs or recently affected by them to, in addition to applying for NEG, be used for:

- Support of other federal and state funding grant applications
- Continuous improvement of services and alignment of resources with dislocated worker needs
- Customize dislocated worker program development
- Workforce talent marketing and rapid re-employment

State RR units are now subject to yearly reviews by USDOL. In July 2010, the first-ever review of state RR operations in Michigan was performed by USDOL. A formal benchmarking tool was used including the administration of a statewide dislocated worker survey as a minimum expectation in the delivery of RR services, showing a clear indication of USDOL’s commitment to this concept.

Policy:

WDASOM, working with MWA representatives, has developed a serial-numbered, bar-coded Dislocated Worker Survey (Attachment A) to capture the above-mentioned data.

The Dislocated Worker Survey results will be used to produce a “labor shed snapshot” that will be available to the MWA after the survey results are tabulated. A sample format is attached (Attachment B).

This uniformity of survey use and information collection statewide will allow for aggregation and analysis of data, comparisons by dislocation, and an examination of trends by region and/or industry.

Survey distribution and data collection is currently via hard copy. The survey process will continue to be evaluated and improved with an electronic process that will connect WDASOM and all MWAs as a goal for the future.

MWAs are to administer the Dislocated Worker Survey in accordance with the following directions:

- 1) Each MWA will receive an allotment of surveys proportionate to their dislocated worker customer caseload for Program Year 2009. Each survey has a unique barcode identifier and serial number for tracking and records keeping purposes.

- 2) Surveys should be completed at the first dislocation meeting, such as Worker Orientations, workshops, one-on-one meetings, etc.

Note: Any additional survey information that the MWA would like to collect may be added as a supplement to the Dislocated Worker Survey. Supplemental survey information must be a stand-alone document or electronic tool so that the statewide Dislocated Worker Survey hard copy is not corrupted. The supplemental data does not need to be submitted to WDASOM.

When distributing the surveys, MWA staff should give directions for their completion; such as:

- asking that all circles be filled in completely
- that “x” and check marks not be used
- that a #2 pencil, blue or black ink pen be used
- that the survey be filled out as completely as possible, et cetera.

Participants should be informed that the survey data is intended for use in program design and delivery. Contact information is only sought for the MWA’s participant follow-up. Completing the contact information section is optional for participants.

- 3) The survey is not a reproducible form. It is bar-coded and requires special handling to ensure that data collected can be aggregated by particular dislocation, and is both valid and reliable.

Original unmarked or incomplete surveys should not be copied, even for internal use. Accidental use of duplicate surveys has the potential to corrupt data collection and to decrease the validity and reliability of the aggregate data. MWAs may copy completed surveys for internal use only. Any copies of completed surveys that MWA staff chooses to make for agency use should be marked “For Internal Use Only,” “Duplicate Copy,” or otherwise be distinguished from the originals.

- 4) When an MWA has completed, returned, and accounted for their initial allotment, WDASOM will send additional surveys upon request.

Note: Only original surveys are to be returned to WDASOM. All surveys spoiled, incomplete, et cetera, must also be accounted for and returned to WDASOM.

- 5) The original surveys should be returned to WDASOM within seven calendar days of completion. MWAs are to mail the surveys to:

Attn: Ms. Pamela Vance, Section Secretary
Rapid Response Section
Workforce Development Agency
State of Michigan
Victor Office Center
201 North Washington Square, 3rd Floor
Lansing, Michigan 48913

Note: Do not scan the surveys or send copies. The originals, including those that are partially complete, must be returned to WDASOM in hard copy.

- 6) Surveys and survey data are the property of WDASOM. MWAs may retain copies of completed surveys for local use.

Aggregate data results will be available 30 working days after surveys are received by the RR Section. Prompt use and return of the surveys will aid greatly in ensuring that the data snapshot of Michigan's dislocated worker population is both valid and reliable. WDASOM will share all data with the MWAs and will be available in both an excel spreadsheet and the "labor shed snapshot" referenced earlier (Attachment B). MWAs should continue to collect and submit survey information, including following the release of the snapshot report generated from the RR Section.

Action: MWAs shall adhere to the provisions of this policy issuance. A technical assistance session will be provided at a later date. MWA representatives are encouraged to participate to ensure consistent administration of the survey across the state.

Inquiries: Please direct questions regarding this policy issuance to Mr. Lloyd A. Conway, at (517) 241-3248 or ConwayL21@michigan.gov.

In accordance with the Americans with Disabilities Act, information contained in this policy issuance will be made available in alternative

format (large type, audio tapes, etc.) upon written requests received by this office. It is also available for transmission on the e-mail system. Call Ms. Pam Vance, by telephone, at (517) 373-6234, for details.

Expiration: Ongoing

LEO:MS:pv

Attachments

- A) Dislocated Worker Survey
- B) Labor Shed Snapshot