



**West Michigan Works! (WMW) Workforce Development Board (WDB) Meeting**

**Westside Service Center ▪ 215 Straight Ave N.W. ▪ Grand Rapids, MI 49504**

**Monday, February 13, 2023 ▪ Meeting 12:00 p.m. – 1:30 p.m.**

**The public may attend in-person or by remote participation via Teams.**

[Click here to join the meeting](#)

**Meeting ID: 269 805 798 927 Passcode: dMh5Uc**

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only) [+1 616-803-9815,,137890903#](#) United States, Grand Rapids**

**Phone Conference ID: 137 890 903# [Find a local number](#)**

**AGENDA**

1. Call to Order
2. Public Comment – Agenda Items
3. Approval of Minutes **Action Required**
  - a. October 10, 2022
  - b. December 12, 2022
4. Policy Approval: WMW 16-03c7 Welfare Reform Supportive Services Policy **Action Required**  
*Tasha Evans, Director of Talent Solutions*
5. WDB Activities: *Jacob Maas, Chief Executive Officer*
  - a. Member Nomination **Action Required** *(Executive Committee only)*
  - b. WDB Member Roster **Information Item**
6. WDB Committee/Council Updates **Information Item**
  - a. Executive Committee: *Mark Bergsma, WDB Chairperson*
  - b. Ad-hoc Committee-Essential Service Awards: *Mark Bergsma*
  - c. Career Educational Advisory Council (CEAC): *Tonia Castillo, Council Chairperson*
  - d. Legislative Committee: *Jim Fisher, Committee Chairperson*
  - e. Solutions Driven Committee: *Jordan Clark, Committee Chairperson*
7. Overview of MiCareerQuest **Information Item**  
*Chad Patton, Director of Development and Innovation and Maggie Ryan, Project Manager*
8. Success Story: *Chad Patton* **Information Item**
9. WDB Service Summary: *Angie Barksdale, Chief Operating Officer* **Information Item**
10. Solutions Driven Updates **Information Item**  
*Tasha Evans, Director of Talent Solutions, Chad Patton, Director of Development and Innovation and Amy Lebednick, Director of Business Solutions*
11. Other Business **Information Item**
  - a. Wagner-Peyser (WP) Update: *Jacob Maas*
12. Public Comment
13. Adjournment

**Next Scheduled Workforce Development Board Meeting: April 13, 2023 at 11:30 a.m.**



### Workforce Development Board (WDB) Meeting

Westside Service Center • 215 Straight Ave N.W. • Grand Rapids, MI 49504

The public may attend in-person or by remote participation via Teams.

[Click here to join the meeting](#)

Or call in (audio only) [+1 616-803-9815](tel:+16168039815), [345561409#](tel:+1616803345561409) United States, Grand Rapids

Phone Conference ID: 345 561 409# [Find a local number](#)

Monday, October 10, 2022 • Meeting 12:00 p.m. – 1:30 p.m.

### MINUTES

**Workforce Board Members Present:** Mark Bergsma (Chairperson), Heather Daniel (Vice-Chairperson), Nora Balgoyen, Ryan Bennett, Randy Boss (virtual), John Buchan, Morgan Carroll, Tonia Castillo, Jordan Clark, Mandy Cooper (virtual), Cathy Cronick, Paul David, Jay Dunwell, Jim Fisher, Kristin Garris, Jon Hofman, Dave Kitchen, Shana Lewis (virtual), Scott McLean, Dan Rinsema-Sybenga, Michelle Seigo, Samantha Semrau, Dave Smith, Dan TenHoopen, Mark Thomas, Stacy Young

**Workforce Board Members Absent:** Kenyatta Brame, TaRita Johnson

**Staff Present (physical location or virtually):** Jacob Maas, Angie Barksdale, Bob Perkins, Tasha Evans, Jane Kreha, Amy Lebednick, Janette Monroe, Chad Patton, Melanie White, Tawanna Wright, Maggie Ryan

**Guests Present:** Janie McNabb (One-Stop Operator), Jen Schottke (West Michigan Construction Institute), Sara Whisler (FlexFab), Kolene Miller (Perrigo)

1. Call to Order at 12:01p.m. Chairperson, Mark Bergsma.
2. Public Comment- Mark Bergsma requested staff and members attending to briefly introduce themselves.
3. Approval of June 13, 2022 Minutes **Action Required**
  - Motion – Jim Fisher**
  - Second – Dave Smith**
  - Item Approved by Vote – Motion carried.**
4. Introduction of Project Manager – Maggie Ryan **Information Item**

Maggie Ryan, Project Manager, reported that MiCareerQuest is scheduled to take place in-person on May 24, 2023 at DeVos Place. The steering team and ITCs are now busy at work as they begin planning with their employer champions.
5. WDB Activities
  - Jacob Maas, Chief Executive Officer*
    - a. Member Term of Office: November 1, 2021-October 31, 2023 **Information Item**

Jacob Maas, Chief Executive Officer, reported that in June 2022, the WDB had two vacant seats on the board for the term of office through October 31, 2023. The vacant business seat was previously filled by Becky Herrington who recently retired from Perrigo. Kolene Miller, Global Diversity Officer & Global Talent Acquisition Strategy Director with Perrigo has since applied to fill this seat. The second vacancy is for a Higher Education seat, which was previously filled by Dr. Bill Pink, former President of Grand Rapids Community College. GRCC is in the process of selecting Dr. Pink's successor and therefore staff recommend keeping this seat vacant until a new president is selected. The Executive Committee supported Kolene Miller's application and keeping the 1 higher education seat vacant. Staff will request formal appointment by the Governing Board in late October.

- b. **Member Term of Office: November 1, 2022-October 31, 2024** **Information Item**  
 Jacob Maas reported that in June 2022, the WDB had seventeen (17) board members whose term of office expire on October 31, 2022. Jacob reviewed that two vacant business seats were open due to retirement of Norm Brady and Dave Smith stepping down from his service on the WDB. Sara Whisler, Flexfab, applied to fill one of those seats. In addition, Jen Schottke from West Michigan Construction Institute (WMCI) applied, and Greg King from Lakeshore Advantage (formally filled by Mandy Copper). Staff collected a total of 16 applications for the term of office starting November 1, 2022 and ending October 31, 2024. Applications have been reviewed by the Executive Committee (EC) and the proposed slate will also be submitted to the Governing Board for appointment to the WDB. In addition, Jacob Maas thanked Dave Smith for his years of service on the Workforce Development Board.

- c. **2023 Meeting Calendars** **Action Required**  
 Jacob Maas reported that on September 19, 2022, the EC supported the 2023 meeting calendar schedule that is included in the board packet. Staff requested WDB approval of the proposed schedule.

**Motion – Dan TenHoopen**

**Second – Paul David**

**Item Approved by Vote – Motion carried.**

6. **Approval of Career Educational Advisory Council (CEAC) Member and Roster** **Action Required**  
 Chad Patton, Director of Development and Innovation, reported that the CEAC is in need of representatives on the council and has received one new membership application and two (2) membership renewal applications. Staff are requested approval from the WDB to appoint these individuals to the CEAC.

**Motion – Mark Thomas**

**Second – Dan TenHoopen**

**Item Approved by Vote – Motion carried.**

7. **Workforce Innovation and Opportunity Act (WIOA) Four-Year Regional/Local Plan** **Action Required**  
 Tasha Evans, Talent Solutions Director, reported that the WIOA Four-Year Regional and Local Plans, local areas are required to submit annual modifications to the Plans as changes in regional and local conditions necessitate. At a minimum, modifications for both the Regional and Local Plans are required at the end of the first two-year period of plan years (PY) 2020 and 2023. Tasha reported that modifications were made to reflect the current labor market conditions and both the plans were subjected to a 30-day public review and comment period as described in the WIOA Final Regulations. No comments were submitted. Tasha stated that the plans are posted on the website [here](#). Tasha requested approval of the modifications to the plans.

**Motion – Dave Smith**

**Second – Paul David**

**Item Approved by Vote – Motion carried.**

8. **WMW WDB Subcommittee Updates** **Information Item**
- a. Executive Leadership and Strategic Engagement Committee (Executive Committee):  
 Mark Bergsma, Chairperson, reported that the Executive Committee met in September and discussed board memberships and terms of office, the 2023 meeting schedule, Strategic Plan updates, the October WDB meeting, and the Wagner-Peyser Proposed Rule.
  - b. Career Educational Advisory Council (CEAC): Tonia Castillo, WDB Member and Council Chair, reported that the CEAC met on September 23, 2022. The council discussed grant updates, metrics, member activities, and initiatives taking place.
  - c. Legislative Committee: Jim Fisher, WDB Member and Committee Chair, reported that the committee will have its next meeting in a couple of weeks. Previous discussions have been on

legislative candidates, upcoming elections, etc. Jacob Maas also reported that the Michigan Works! Association (MWA) recently recognized legislators of the Year.

- d. Solutions Driven Committee: Jordan Clark, WDB Member and Committee Chair, reported that the committee met in June and the next meeting is scheduled for October 14, 2022. Jordan reported that the committee will discuss the customer service survey and the WorkReady curriculum.

#### 9. WDB Service Summary

#### Information Item

Angie Barksdale, Chief Operating Officer, reviewed that the Executive Committee (EC) met and discussed the dashboard and service summary report at the EC meeting in September. Following that meeting Janie McNabb, One-Stop Operator, made some revisions to the dashboard and service summary documents for better alignment with the strategic plan. Angie further reviewed the Service Summary, for October 1, 2021, through August 31, 2022, with board members. Angie reviewed the Management Observations and Highlights which included information on: Service Center Traffic, Employers Served, Jobs Filled By Industry, Going Pro Talent Fund (GPTF), Hiring Events, Retention Solutions, and WorkReady Certificates Earned. Next, Angie reviewed the Strategic Alignment and Indicator Descriptions to inform the board about the impact of services provided through the workforce development program. These represent the implementation of goals as outlined in the Strategic Plan. Narratives for each of the following are outlined: Service Center Traffic & Call Volume, Diversity of Job seekers Served, Employers Served, Diversity of Employers (which includes industries represented in the "Other" category such as consulting, education, entertainment/media, finance, government, hospitality, not-for-profit, retail, recreation, staff agency, and communication), Jobs Filled by Industry, Training Credentials by Industry (which includes active non-Going Pro Talent Fund (GPTF) grants that are administered by WMW), Training Completed with GPTF Grants (trainings that have been completed and paid out), Hiring Events, Retention Solutions, and Work Ready Certificates Earned. Angie answered board members' questions.

#### 10. Solutions Driven Updates

#### Information Item

Going forward, summaries of each initiative highlighted under solutions-driven updates will also include a notation identifying its alignment with strategic plan goals. These "alignment indicators" are ***Diversity and Inclusion, Enhanced Relationships, and Pipeline Development.***

#### Grants-New:

- a. Second Act Grant

Tasha Evans reported that WMW has partnered with the State of Michigan to submit a proposal for the Second Act Grant. The Department of Justice (DOJ) and the Department of Labor (DOL) are launching a grant initiative to provide targeted employment services to federally incarcerated individuals as they approach community reentry. Amy reported that funds will be awarded before the end of the year. ***Diversity and Inclusion***

- b. Going PRO Talent Fund (FY23)

Amy Lebednick, Business Solutions Director, reported that the Michigan Department of Labor and Economic Opportunity (LEO) held several interviews and focus group meetings this spring. As a result, the LEO has proposed an extensive blueprint, recommending innovative enhancements and areas of improvement for the benefit of all Talent Fund stakeholders and end users. Amy reviewed the proposed recommendations. WMW hosted a FY 2023 virtual information session for employers on September 22 with 490 registrants. Staff have started to schedule appointments to meet with employers interested in applying for funding. Discussion took place and Amy answered board members' questions. ***Enhanced Relationships, Pipeline Development***

#### Grants/Funding Opportunities - Ongoing:

- a. Talent Pathways Program:

Information provided in board packet. ***Pipeline Development, Diversity and Inclusion***

- b. Grand Rapids Community College's One Workforce Grant  
Information provided in board packet. **Enhanced Relationships, Pipeline Development**
- c. Michigan Learning and Education Advancement Program (MiLEAP)  
Tasha Evans reported that WMW in partnership with Grand Rapids Community College (GRCC), Montcalm Community College, Muskegon Community College, and West Michigan Center for Arts and Technology (WMCAT) received a \$2 million award to fund short-term, high-demand training that leads to a credential in food processing, healthcare, IT, retail, sales, supply chain, and manufacturing. **Enhanced Relationships, Pipeline Development**
- d. Michigan Rural Enhanced Access to Careers in Healthcare (MiREACH)  
Information provided in board packet. **Enhanced Relationships, Pipeline Development**
- e. State Apprenticeship Expansion (SAE) – West Michigan Works!  
Information provided in board packet. **Enhanced Relationships, Pipeline Development**
- f. State Apprenticeship Expansion (SAE) – Michigan Energy Workforce Development Consortium (MEWDC)  
Information provided in board packet. **Enhanced Relationships, Pipeline Development**

**Industry Talent Council Initiatives:** Amy Lebednick reported that there are a variety of ways to stay connected to the innovative work taking place under each of the WMW Industry Talent Councils (ITC). Each council has expanded its outreach with dedicated LinkedIn accounts and bimonthly newsletters. The increased online presence will allow each ITC to provide employers and partners in each industry with pertinent information such as industry workforce trends, council initiatives and expansion of networks to participate in future projects. Amy reviewed that the electronic copy of the packet has all the ITC's websites hyperlinked for accessing additional information. **Enhanced Relationships, Pipeline Development**

- a. Agribusiness Talent Council of West Michigan (ATC):  
Amy Lebednick reported that the ATC has received a pre-approval and is anticipating an award for a MDARD Specialty Crop Grant. If awarded, the grant will provide funding of over \$80,000 for food safety and leadership training and will cover the production cost of 5 videos to market high skill, in-demand career opportunities.
- b. Construction Careers Council (CCC):  
Amy Lebednick reported that the CCC has activities planned throughout the month of October to celebrate Careers in Construction Month. Amy reviewed the activities as provided in the packet.
- c. Discover Manufacturing (DM):  
Amy Lebednick reported that DM is gearing up for the in-person Discover Manufacturing Week with activities during the week of November 7-11. Schools and employers can register via the DM website.
- d. West Michigan Health Careers Council (WMHCC):  
Amy Lebednick reported that the council completed strategic planning in August 2022 and has been discussing various projects and initiatives to begin implementing.
- e. West Michigan Tech Talent (WMTT):  
Amy Lebednick reported that the council is gearing up for its annual Mi{Code} Experience. If educators are interested in getting on the list for when registration opens, Amy advised to please email [westmichigantechtalent@westmiworks.org](mailto:westmichigantechtalent@westmiworks.org).
- f. WMW Sponsored Registered Apprenticeships Program:  
Information provided in packet.

## Programs

- a. Ascend Youth Programming:  
Chad Patton reported that the Ascend team is working on a fall/winter youth career conference in partnership with 4 youth-serving organizations across the region. **Pipeline Development, Diversity and Inclusion**
- b. MiCareerQuest:  
Chad Patton reported that in addition to what Maggie Ryan reported earlier, MiCareerQuest will begin seeking volunteers. **Pipeline Development**
- c. HireReach:  
Chad Patton reported that HireReach is excited to partner with Kalamazoo to deliver a hosted academy to area employers this fall. The program is also involved in the Opportunity for All (OFA) initiative led by Fred Keller and funded by the DeVos Foundation. In partnership with McKinsey and Company, HireReach has put together a three-year plan to provide academies to West Michigan employers, which will provide access to good paying jobs and have the potential to be funded by 20 different philanthropic organizations. **Diversity and Inclusion**
- d. Retention Solutions Network (RSN):  
Chad Patton reported that the RSN has been shifting its model toward a greater focus on resource navigation. The RSN has also updated the share definition to an interim definition so that we can create stability and sustainability around internal capacity. **Enhanced Relationships, Diversity and Inclusion**
- e. Learn, Earn and Provide (LEAP) Pilot:  
Tasha Evans reported that this pilot program was launched in Muskegon, in close partnership with the Muskegon County Friend of the Court. The program is aimed to assist non-custodial parents in obtaining and maintaining employment to get back on track with child support payments. Tasha reported that WMW has received 48 referrals, with 22 actively participating, 4 jobseekers attending training, and 9 jobseekers employed. **Pipeline Development, Diversity and Inclusion**
- f. Clean Slate:  
Tasha Evans reported that the Clean Slate law makes it possible for people to petition for expungement of certain convictions from the public criminal record. After expungement, jobseekers can legally state that they have never been convicted or arrested for that crime on job, school, and/or housing applications. WMW has shifted services away from providing financial resources for court costs and attorney fees to providing meaningful consultation to each jobseeker specific to their case, focused on options, resources, and eligibility to prepare them for automatic expungements, which are slated to begin in April of 2023. **Diversity and Inclusion**
- g. West Michigan Works! Registered Apprenticeship Programs:  
Amy Lebednick reported that National Apprenticeship Week will take place November 14-20. The team has been busy being featured in interviews with local radio and news stations, articles, etc. Amy further noted that WMW was invited to the White House in Washington, D.C. along with several other entities that are designated as Apprenticeship Ambassadors by the United States Department of Labor (USDOL). Amy reported that WMW has seen an increase in requests for presentations. **Pipeline Development**

## Initiatives

- a. Career Guides:  
Amy Lebednick reported that the business solutions team has completed a series of career guides, which is a great starting point for job seekers and students in the exploration of meaningful and

fulfilling careers. The guides highlight jobs listed on the [2022 West Michigan Hot Jobs Report](#). Career Guides can be accessed on the WMW website of by clicking [here](#). **Pipeline Development**

b. Assessment Services:

Amy Lebednick reported that WMW has resumed GED testing at the Barry County Service Center, and approval is moving forward for testing in Ottawa and Ionia Counties and should be available beginning in 2023.

c. Talent Survey:

Tasha Evans reported that results of the survey are in, and a full report is getting reconciled. Staff look forward to sharing in the near future.

d. Grow with Google:

Tasha Evans reported Grow with Google has expanded its partnership with the State of Michigan, thus allowing WMW to continue to offer these certificate programs to interested job seekers and incumbent workers. **Pipeline Development**

e. Service Center Updates:

Tasha Evans reported that both the Ionia and Ottawa county service centers have successfully moved into their new locations.

11. Other Business – Jim Fisher, WDB Member requested an update on Wagner-Peyser.

a. Wagner-Peyser (WP) Proposed Rule

**Discussion Item**

Jacob Maas, Chief Executive Officer reported that there is not much to update on the newly proposed WP proposal rule and likely will not receive any decision from the Department of Labor (DOL) until the first quarter of 2023. Jacob reported that DOL reached out to the state of Missouri asking clarifying questions on transition costs and timelines. Jacob reviewed that the proposed rule would have a devastating impact on the structure and delivery of workforce services in Michigan. The proposed rule would require staff that are funded by WP, be state-merit employees. WMW staff are local-merit employees, and this would affect how services are delivered directly. Jacob reviewed how this funding is the most flexible in that individuals entering the service center do not have to meet many specific requirements in order to receive assistance. This funding helps with infrastructure funding of service centers across the region, and there are approximately fifty staff members that use WP funding. Jacob reviewed that as of June 2022, there were over 1,000 public comments submitted in response to the proposed rule, with a majority of those comments opposing the proposed rule change. Jacob thanked board members for signing on to the opposition and those who provided public comments. To date, there has been no communication or clarifying questions from USDOL to Michigan since the public comment period closed. Discussion took place and Jacob answered board members' questions.

b. Mark Thomas, WDB Member inquired on funding streams. Staff reviewed some of the funding streams, grants, state-wide initiatives, trainings programs and services provided through available funds.

12. Public Comment- None.

13. Adjournment at 1:30 p.m. by Chairperson, Mark Bergsma.

Recorded by: \_\_\_\_\_ Received by: \_\_\_\_\_





**Workforce Development Board (WDB) Annual Meeting**

**Frederik Meijer Gardens (Huizenga Grand Room South)**

**1000 East Beltline NE • Grand Rapids, MI 49525**

**The public may attend in-person or by remote participation via Teams.**

**[Click here to join the meeting](#)**

**Or call in (audio only) [+1 616-803-9815,463223280#](#) United States, Grand Rapids**

**Phone Conference ID: 463 223 280# [Find a local number](#)**

**Monday, December 12, 2022 • Meeting 12:00 p.m. – 1:30 p.m. (in-person lunch begins at 11:30 a.m.)**

**MINUTES**

**Workforce Board Members Present:** Mark Bergsma (Chairperson), Heather Daniel (Vice-Chair), Nora Balgoyen, Ryan Bennett, John Buchan, Morgan Carroll, Tonia Castillo, Jordan Clark, Cathy Cronick, Paul David, Jay Dunwell, Jim Fisher, Kristin Garris, Jennifer Heinzman, Jon Hofman, TaRita Johnson, Greg King, Shana Lewis, Kolene Miller, Dan Rinsema-Sybenga, Jen Schottke, Michelle Seigo, Dan TenHoopen,

**Workforce Board Members Absent:** Randy Boss, Kenyatta Brame, David Kitchen, Scott McLean, Mark Thomas, Sara Whisler, Stacy Young

**Governing Board Members Present:** Com. Baker, De Young, Fenske, Garcia, Kallman, Leneer (Chair), Pego, Reppart, Scolnik, Tiejema, Womack

**Governing Board Members Absent:** Com. Geiger, LaGrand, Storey (Vice-Chair)

**Staff Present (physical location or virtually):** Jacob Maas, Angie Barksdale, Bob Perkins, Kelley Allard, Karrie Brown, Tawana Brown, Stacy Bush, Brittany Chase, Mac Dodds, Mark Dumouchelle, Joel Elsenbroek, Tasha Evans, Rosa Hernandez, Christine Ingabire, Erin Kenny, Jason Khoury, Laura Krist, Amy Lebednick, Trevor Mier, Janette Monroe, Abby Monterusso, Chad Patton, Malinda Powers, Robel Rezene, Juan Rosario, John Rumery, Abby Stalker, Lisa Tabackzka, Melanie White, Tawanna Wright

**Guests Present:** Lorena Aguayo-Marquez (Grand Rapids Community College), Kandi Banda (Bethany Christian Services), Arash Baha (Bethany Christian Services), Samir Bayan (Bethany Christian Services), Mary Bennink (Herman Miller), Simone Clark (Bethany Christian Services), Tracie Coffman (W.K. Kellogg Foundation), Jeran Culina (National Skills Coalition), Peter Dickow (U.S. Senator Peters Office), Kyle Fiebig (Muskegon ISD), Rob Geer (Randstad Technologies), Leily Ghaznawi, Gul Aqa Ghaznawi (AC Sewing), Ryan Graham (Kent ISD), Bill Guest (Metrics Reporting), Levis Hakundwa (Bethany Christian Services), Nadia Hassani (Bethany Christian Services), Steve Heethuis (NN Mobile Solutions), Nate Henschel (Grand Rapids Chamber), Ryan Hundt (Michigan Works! Association), Jim Lucas (AC Sewing), Janie McNabb (Strategic Policy Consultants), Landon Mendes (Bethany Christian Services), Espoir Murondanyi (Bethany Christian Services), Julie Parks (Grand Rapids Community College), Kim Peters (OST), Greg Snow (Spectrum Health), Hannah Staal (OST), Erin Tarkington (Kent ISD), C.Dennis Triggs (Grand Rapids Community College), Jim Valkema (AC Sewing), Denisse Valkema (AC Sewing), Chauncy Williams (Muskegon Public Schools), Elizabeth Wilson (OST), Linda Witte (Grand Rapids Community College), Rob Wright (Spartan Nash)

1. Call to Order at 12:10 p.m. WDB Chairperson, Mark Bergsma
2. Public Comment- None.
3. Presentation and Recognitions

**Information Item**

Mark Bergsma, WDB Chairperson, on behalf of the board and organization thanked the guests, board members, and elected officials for joining the meeting. Mark reported that the WMW annual report will be



available in the coming weeks. Mark reviewed that West Michigan Works' approach is Proactive, Integrated and Sustainable. Over the past two years, we added innovative and tenacious. This year, hopeful. Mark further reported that in 2022 WMW saw increased traffic in service centers to slight shifts in job seeker attitudes seen in the 2022 job seeker survey, indicating things are moving in the right direction. Mark stated that staff are pleased to share some of the major accomplishments of 2022.

a. Talent Solutions and Partner of the Year

Tasha Evans, Director of Talent Solutions, reviewed the following highlights from Talent Solutions programs: total job seekers served, virtual services, resource specialist positions, the number of job seekers served, scholarships for high demand occupations, virtual appointments and non-PATH refugees served. Tasha also reported on new community partnerships, earned wages of job seekers, the 2022 Talent Survey, new service center locations, and the impact of career and training services.

Tasha presented Grand Rapids Community College (GRCC) with the Partner of the Year Award for its partnership and collaboration on regional workforce development programs and initiatives. Julie Parks, of GRCC accepted the award.

b. Business Solutions and Employer of the Year

Amy Lebednick, Director of Business Solutions, reviewed the following highlights from Business Solutions programs: the number of employers served, positions filled, expansion projects added and new jobs to the region. In addition, Amy reviewed the five (5) WMW employer-led Industry Talent Councils and highlighted some of their accomplishments over the past year, which included: Career AG-xploration traveling roadshow, Discover Manufacturing (DM) Week, MiCareerConversations, and MI{Code} Experience. Further, Amy reported on employer-driven grant funding streams, which includes the Going Pro Talent Fund (GPTF), where employers were successful in training 4,000 new hires, 3,000 incumbent workers and 300 registered apprentices.

Additionally, Amy highlighted several accomplishments for WMW's registered apprenticeship program over the past year. First, WMW was designated as an Apprenticeship Ambassador by the U.S. Department of Labor's (USDOL) Office of Apprenticeship (OA), which ultimately led to an invitation to the White House in August. Second, WMW received the Apprenticeship Best Practice Award by the USDOL, which will be officially awarded in May 2023. Finally, WMW received USDOL approval to start a new EEG technician program, which is the first registered apprenticeship program for this occupation in the nation. WMW sponsors 4 sets of USDOL registered apprenticeship standards, which includes 28 USDOL registered apprenticeship occupations.

Amy presented Open System Technologies (OST) with the Employer of the Year Award. OST is one of the top technology employers in the region; it's been featured as one of West Michigan's Best and Brightest Companies to Work for each year since 2011, in addition to receiving other local, national and international awards. Elizabeth Wilson of OST accepted the award.

c. Development and Innovation and Impact Award Recognition

Chad Patton, Director of Development and Innovation, reviewed highlights for HireReach, CareerPoint, MiCareerQuest (MiCQ), youth program rebranding, and the Retention Solutions Network. In 2022, MiCQ pivoted by offering MiCareerConversations, which brought employers to middle and high school classroom in a virtual format. Chad announced that after a couple of years of having to pivot, WMW is excited bring to offer MiCQ in-person again on May 24, 2023. Further, Chad reported that with the help of West Michigan Center for Arts and Technology (WMCAT) and process of Human-Centered Design, staff worked with youth participants to develop a new youth brand name, Ascend. With this new branding comes new opportunities to include a regional approach to offering youth programming, a hybrid approach to service

delivery, and a new way to partner with the community, which includes a substantive partnership with the City of Grand Rapids' Grow 1000 summer work experience. Chad also reported on the Retention Solutions Network, which provides navigation support to employees of partner businesses. Chad also explained that in 2022 the talent development department focused on delivering a hybrid model of both in-person and virtual workshops and promoted the WorkReady certificate, which is a suite of 9 different competencies and workshops demonstrating a job seeker's work readiness through soft skill development needed to succeed in the workplace.

Lastly, Chad reviewed that WMW submits nominations for the Michigan Works! Association (MWA) Impact Awards each year. An Impact award honors those that have built economic results by creating jobs and developing fresh talent in their communities. The awards ceremony will be held on May 10, 2023, in the presence of local State legislators. This year, Gul Aqu Ghaznawi, AC Sewing, Inc., and Bethany Christian Services of Michigan were selected as Impact Award recipients. The video of the Impact Awardees can be seen [here](#).

d. Organization Updates, Sharing Knowledge and Best Practices and What's Ahead

Angie Barksdale, Chief Operating Officer, reported that over the past year the WMW's Equity Team developed an internal Learning with Equity series which was attended by most staff, and the team is currently constructing a DE&I policy. Next, Angie reviewed the launch of the partner non-profit, Strategic Workforce Solutions (SWS). SWS will offer consulting services, technical assistance and program management services to communities, organizations, and collaboratives on a wide variety of workforce development strategies. Angie reported that in 2022 staff have continued presenting and/or consulting with organizations within the state and across the country, including but not limited to several workforce development boards, state departments, and community-based organizations on WMW's structure, regionalization, business services, Talent Councils and Registered Apprenticeship programs. Angie reported that some of these organizations were from California, Illinois, Arizona, Kansas, Indiana, North Carolina, and Washington, DC to name a few. Furthermore, Angie reported that staff continue to develop career pathway resources information, funding opportunities and initiatives, and to encourage job seeker engagement.

e. Potential Risks/Opportunities for 2023

Jacob Maas, Chief Executive Officer, reviewed that federally, there has yet to be any increased investments in workforce development across the nation and locally, which includes American Rescue Plan funding. Jacob thanked leadership from the MWA and organizations statewide for their support over the past year.

Jacob reported that beginning 2023, the state will see an unprecedented amount of new federal, state representatives and local elected officials which includes seven (7) senators that will be returning, but of those are returning, 13 out of 20 house representatives are new, or new to the WMW region because of redistricting. In addition, WMW will have a new congressional representative. On the local level, Jacob reported that WMW will also have some newly elected officials join the Governing Board in 2023. Jacob thanked the local elected officials who are departing members of the Governing Board for their sound leadership and support over the years. Jacob stated he is hopeful to work on building relationships with many of the new representatives throughout the next year.

Furthermore, Jacob reported that in 2022, the U.S. Department of Labor (USDOL) proposed a rule change to the Wagner-Peyser (WP) Act and that he alongside other leaders and organizations, state-wide, will continue to mitigate any forthcoming additional changes. Jacob thanked all the

individuals that submitted public comment and/or signed the letter of support opposing the proposed rule change.

Lastly, Jacob reflected on increased employer engagements as it relates to retaining employees in the workforce.

4. ACSET/West Michigan Works! Governing Board Chairperson, Senita Lenear, provided recognition to her fellow elected officials serving on the board. Com. Lenear acknowledged her tenure of appointment on the board and recognized WMW staff members for the hard work they are all doing for workforce development across the region.

Com. Lenear adjourned the meeting at 12:57 p.m.

Recorded by: \_\_\_\_\_ Received by: \_\_\_\_\_

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4100

**SERVICE CENTERS****Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

603 W Adams St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

12331 James St Suite 130  
Holland, MI 49424  
(616) 396-2154

**MEMORANDUM**

**TO:** West Michigan Works! (WMW) Workforce Development Board (WDB)

**FROM:** Tasha Evans, Director of Talent Solutions

**DATE:** February 13, 2023

**RE:** Draft WMW 16-03c7 Welfare Reform Supportive Services Policy

**Background**

In October of 2017, the Workforce Development Board approved a Supportive Services Policy for Welfare Reform programs to provide guidance for providing supportive services to job seekers enrolled in the PATH and FAE&T program.

Recent changes in this policy now allow participants to receive select Transitional Support Services (TSS) once per fiscal year where previously duplicate payments for the same achievement were not allowable.

This policy seeks to update the frequency of allowable transitional supportive service payments and to better align locally defined milestones, in which a job seeker can receive TSS payments, with the monthly monetary caps associated with this support. These changes align closely with desired job seeker successful outcomes and improves the ability for WMW to identify, issue and track earned milestones.

**Action**

WMW staff are requesting that the WDB approve WMW 16-03c7 Welfare Reform Supportive Service Policy to reflect these changes.



- Title:** Draft WMW 16-03c67 Welfare Reform Supportive Services
- Effective Date:** June 13, 2022
- Approved by:** West Michigan Works! Workforce Development Board on June 13, 2022
- Programs Affected:** Partnership. Accountability. Training. Hope. (PATH)  
Food Assistance, Employment & Training (FAE&T)
- Supersedes:** WMW 16-03c56
- Background:** Michigan Works! Areas (MWA) are charged with managing payment of supportive services and are responsible for ensuring that the provision of supportive services are appropriate, with proper documentation on file. Supportive services are to be provided as appropriate through the first 180 days of a job seeker employment (the 180-day job retention period). MWAs shall respond in a timely manner when supportive services are requested.

**Policy:**

Support services need to be authorized by the West Michigan Works! Staff. The need and rationale for service provision must be documented in the job seeker's Individual Service Strategy (ISS). Vehicle purchase and all supportive services are dependent upon fund availability and are provided on an individually determined basis for all eligible PATH job seekers. This Support Service Policy does not create an entitlement.

The dollar amounts listed below may be exceeded if blended with other state or non-state funding such as Barrier Removal Employment Success (BRES).

**I. Eligibility**

- A. Welfare Reform Program guidelines allow for the provision of support services for Welfare Reform job seekers at any time during their participation.
- B. In an emergency, in which a job seeker would lose his or her employment without

**Draft WMW 16-03c67 Welfare Reform Supportive Services**

immediate action, West Michigan Works! (WMW) Staff will respond within 24 hours to a request for supportive services to prevent the loss of employment.

- C. A job seeker who requests a supportive service must provide documentation of his or her eligibility and need for the service, according to the criteria described below. Staff will evaluate the supportive service request and request approval.

**Supportive services do not constitute entitlements.**

## **II. PATH Support Service Types:**

Listed below are the Supportive Services that may be provided to PATH job seekers (subject to amendment by the Workforce Development Agency and approval of the West Michigan Works! Chief Executive Officer).

### **A. Clothing (\$500 limit within a 12-month period)**

Clothing as required for job seekers assigned to activities or needed for employment. Allowable items include:

- Clothing needed for interviews.
- Work gloves, work boots, work shoes, hard hats, and personal safety items.
- Other protective/special clothing, personal safety items, uniforms, or other clothing needed for training and employment.
- Appropriate clothing needed to successfully participate with PATH or other employment-related activity.

A maximum of \$500 in clothing supportive services may be provided to each job seeker per 12-month period. In a two-parent family, each parent who is contributing toward meeting the case's participation requirement is eligible.

### **B. Vehicle Repair**

Vehicle repairs may be authorized for a vehicle that is the job seeker's primary means of transportation, even if public transit is available. The total MDHHS/PATH program cost of repair may not exceed \$900.00 including any repair in the previous twelve (12) -months. Job seekers may contribute any amount over \$900.00 prior to WMW payment. In a two-parent family, each parent who is contributing towards meeting the case's work participation requirement may be eligible to receive up to \$900 towards the repair of an automobile, if the funding is directed towards separate automobiles for each parent, and the automobiles are used as the primary means of transportation for employment-related activities. With the repairs authorized, the

**Draft WMW 16-03c67 Welfare Reform Supportive Services**

vehicle must be determined to be safe and roadworthy.

The job seeker must provide the following information:

1. Registration showing the vehicle is registered in the name of an eligible family member. A member of the eligible family is defined as any adult who is receiving assistance and is included in the household FIP grant.
2. Verify that the vehicle was not purchased by PATH in the last sixty (60) calendar days.
3. Proof of insurance for the vehicle showing it is insured in an eligible family member's name. A member of the eligible family is defined as any adult who is receiving assistance and is included in the FIP grant.
4. One (1) estimate for repair by a licensed mechanic.

**C. Vehicle Insurance**

Assistance with vehicle insurance is limited to a \$2,000 maximum lifetime cap. Any payments made prior to January 1, 2020 will be counted toward the \$2,000 maximum lifetime limit. Vehicle insurance coverage is limited to the time period in which the client is establishing income to allow for their ongoing payment of the insurance up to 90 days at one time.

The job seeker must provide the following information:

1. Registration showing the vehicle is registered in the name of a member of the eligible family. "A member of the eligible family" is defined as any adult who is receiving assistance and is included in the FIP grant.
2. One (1) estimate for vehicle insurance.

**D. Vehicle Purchase**

PATH staff may authorize payment of up to \$5,000 toward the purchase of a vehicle if the vehicle will be used for a job seeker's primary means of transportation for employment-related activities and the job seeker does not already own a safe and roadworthy vehicle. The purchase must be approved in advance, and only one PATH or MDHHS Vehicle Purchase payment may be made to a job seeker during the job seeker's lifetime. In a two-parent family, if both parents are required to participate and need separate vehicles, an exception may be made prior to approving a vehicle purchase for a second parent. Before authorizing the purchase, all the following conditions must be met:

1. Public Transportation is not reasonably available (such as considering the location and hours of employment, childcare, or long commute) and the job seeker has no other



**Draft WMW 16-03c67 Welfare Reform Supportive Services**

means to reach the job site reliably as defined in the MDHHS Bridges Eligibility Manual 233A.

2. The job seeker can afford payments, insurance and other expenses associated with owning the vehicle.
3. The job seeker is active in employment-related activities. The job seeker must either be employed or in PATH activity for his/her required number of hours per week.
4. The job seeker must possess a valid driver's license.
5. Verification is obtained from the Secretary of State records that the client does not own an unusable vehicle.
6. The vehicle will be insured and registered in the job seeker's name or a member of the eligible family. A member of the eligible family is defined as any adult who is receiving assistance and is included in the FIP grant. If needed, PATH will provide assistance to start up insurance (not to exceed 90 days of coverage) and assist in registering the vehicle in the job seeker's name. Both services are already included under support services.
7. The cost of the vehicle will not exceed its retail value. The vehicle is safe and roadworthy. PATH will check the Kelly Blue Book or NADA appraisal guide. A vehicle inspection by a licensed mechanic, who is not employed by or related to the seller, is required and is to be placed in the job seeker's file. The cost of the vehicle inspection is allowable in addition to the maximum \$5,000 purchase price.

**E. Moving/Relocation**

A job seeker that verifies employment "outside of commuting distance" (as determined by the PATH Manual), may be provided relocation services on a case-by-case basis as approved by West Michigan Works!. The maximum allowance for moving/relocation expenses is \$1,500.00 per move. In a two-parent family, both parents are eligible if they both obtain employment that requires relocation. The need must be well documented, including actual cost.

- Trailer or truck rental.
- Compensation for persons assisting in the move.
- Mileage allowance.
- Rental of moving equipment such as dollies.
- Security deposit and payment of the first month's rent at the new location.

**F. Medical Exams, Immunizations, and Tests**

Certain services, which are not defined as medical services by the MDHHS, may be needed to overcome barriers to employment or training, and are allowable supportive service expenses. These services include:

## Draft WMW 16-03c67 Welfare Reform Supportive Services

- Employment related photocopies.
- The completion of an MDHHS Medical Needs form by a Medical Doctor (D), or Doctor of Osteopathic Medicine (DO) certifying that based on previous medical records or recent medical examination, the client is able (or unable) to participate in employment-related activities, and whether or not there are limitations or restrictions on the types of activities in which the job seeker may be engaged.
- An employment or training-related general medical or physical examination by an MD or DO (including the completion of an MDHHS Medical Needs form).
- Immunizations or test when required to obtain, maintain, or enhance employment, and cannot be obtained free of charge.

PATH supportive services may be used for dental services that are not covered under Medicaid, another health insurance plan, or by a community public health agency that normally covers medical and/or dental services for the diagnosis, prevention, and treatment of physical or mental diseases.

### G. Other Employment-Related Expenses

Employment-related expenses must be approved on a case-by-case basis. The need must be well documented, including actual cost.

- One-time work-related expenses (license, fees, purchased tools, etc.).
- One-time business start-up expenses.
- Equipment for employment (task/responsibility of employee clearly defined).
- Driver's training (include name of the training provider and the period of training).
- Internet Services and the purchase of tablets, laptops, chrome books, smart phones, etc. (Job seekers must exhaust all free and low-cost resources before seeking this supportive service.)
- Any one-time employment-related expense as deemed appropriate by WMW.

### H. Identification

The following forms of identification may be purchased for a job seeker based on the need. Identification may be provided once in a 12-month period. NO fines, penalties or fees, such as those associated with driver's license reinstatement, may be paid as a supportive service.

- Michigan ID
- Birth Certificate
- Driver's License

## Draft WMW 16-03c67 Welfare Reform Supportive Services

**I. Transportation**

PATH job seekers may be provided with transportation assistance to fulfill PATH program requirements, including orientation, or to participate in employment and training activities, or employment. The career coach will determine the need for transportation assistance allowance for public transit, Uber, Lyft or Taxi Service.

Stipends to job seekers who utilize private transportation will be paid according to the following policy, which considers the job seeker's geographic location and component assignment. Mileage associated with self-employment connected to home delivery services is reimbursable from the PATH job seeker's home to the first delivery and from their last delivery order back home.

**Stipends for PATH allowable activities.**

West Michigan Works! residents may receive a daily transportation allowance based on the total round trip distance miles to and from their home to their assigned allowable activities, which may include the distance to a childcare provider, according to the following table:

12 miles or less	\$3.00 per day
13 miles and up to 24 miles	\$9.00 per day
25 miles and up to 34 miles	\$12.00 per day
35 miles and up to 50 miles	\$17.00 per day
51 miles and up to 69 miles	\$20.00 per day
70 miles and over	\$.40 per mile

An additional stipend in the amount of \$5.00 a day may be provided to those participating in documented outside job search employer contact efforts (submitting applications, resumes and attending job interviews).

Listed below are the possible points for payment:

- To and from Orientation.
- To and from Job Search/Job Readiness Activities.
- To and from Community Service/Work Experience site.
- To and from Job interviews.
- To and from Child Care Provider.
- To and from Employment (up to 180 days of employment).
- To and from Training site.

If a job seeker is requesting a stipend for his or her transportation payment, in order to receive a full stipend, the job seeker must be able to show that:

**Draft WMW 16-03c67 Welfare Reform Supportive Services**

- The vehicle is registered in his or her name or an eligible family member's name;
- The job seeker obtained a ride with another person; or
- The job seeker is using a vehicle owned by another person with that person's permission. However, no more than one stipend may be issued for a single trip using the same vehicle.
- Valid Driver's License if job seeker is not riding with another job seeker.

If the job seeker cannot document any of the above, he or she may be issued \$3.00 a day, in lieu of payment for public transportation or in lieu of payment for private mileage reimbursement.

**J. Child Care**

**The MDHHS is responsible for payment of childcare for all eligible Family Independence Program (FIP) recipients. WMW CANNOT pay any payments related to childcare or fees associated with enrolling a child in daycare.**

**K. PATH Program Supportive Services by Category:**

**Exceptions: State approval will be requested for all Policy Exceptions.**

**Auto Other**

- Plates/Tags.
- Title Transfer.
- Registration.
- Driver's License, including Enhanced.
- Drivers Training/Drivers Permit/Road Test.
- Vehicle Inspections (related to auto purchase).
- Diagnostics.
- Towing.
- Taxes (auto purchase)

**Auto Repair – Any Supportive Service-related repair of a vehicle to make it road worthy.**

- Tires.
- Maintenance.

**Auto Purchase – Purchase cost of a vehicle****Auto Insurance****Clothing**

- Interview.
- Employment.

**Draft WMW 16-03c67 Welfare Reform Supportive Services**

- Protective.
- Uniforms.

**Other Supportive Services**

- State ID, including Enhanced.
- Birth Certificate.
- Tools/Equipment/Registration Fees.
- Internet Services.

**Pre-Employment Exam and Screening – Needed for a specific employment and if medical, not covered by Medicaid.**

- Pre-employment physical/immunizations.
- Drug testing.
- Professional Licensure/certifications.
- Background checks

**Private Vehicle Mileage – Allowances for transportation****Public Transportation**

- Bus passes.
- Taxi service.
- Uber.
- Lyft.

**Relocation – Must be related to an employment offer.**

- Moving expenses.

**III. Food Assistance Employment and Training (FAE&T) TLFA Support Services**

Support Services for FAE&T job seekers are designed to assist job seekers in overcoming barriers that prevent them from engaging in employment and training activities. The Support Services must be reasonable and necessary, and directly related to participation in activities, not for supporting job seekers' involvement in unsubsidized employment. Beginning with Orientation and during active participation, a job seeker may receive a maximum of \$960 of support services in a rolling 12-month period. State approval is needed for all policy exceptions. The MWA should email [LEO-FAET-Policy@michigan.gov](mailto:LEO-FAET-Policy@michigan.gov) with a detailed explanation regarding the exception request. The State will notify the WMW of the decision by email within 14 days. The monetary limit does not apply to Plus job seekers served by FAE&T Plus Contractors.

## Draft WMW 16-03c67 Welfare Reform Supportive Services

Support services may include:

- Clothing (appropriate for job search activity or interviews).
- Drug tests (required for employment or training program).
- Fees (i.e., activity, course registration, union dues, test fees, licensing and bonding fees, background checks needed for training or to support job search).
- Fingerprinting (required for employment).
- Housing assistance (limited to two months for rent & utilities only) applies only to Plus participants served by a Plus Contractor. Housing assistance is designed for emergency situations and rationale must be documented in the case file.
- Legal services (expunging a criminal record to secure employment).
- Medical services (i.e., TB test, vision exam, eyeglasses, dental care or physical to participate in the E&T activity or required for employment).
- Personal grooming supplies/services (i.e., personal hygiene products and services, including haircuts, to meet program or potential employer appearance standards).
- State of Michigan identification card, temporary driving instruction permit, driving skills test, and a driver's license.
- Technology equipment - enter in the OSMIS under fees
  - Cellular phone service (limited to three months and no other source of free data or phone service is available or appropriate for the situation).
  - Personal computer/laptop/tablet and necessary accessories.
  - Internet or hotspot (limited to three months unless provided for a training program with a longer length. Also, the MWA must ensure no other source of free internet is available or appropriate for the situation).
- Training materials, textbooks, and supplies.
- Transportation.
- Public bus pass.
- Gas cards for mileage reimbursement (using same table as PATH).
- Taxi (including Uber and Lyft Services). Taxi service must be temporary, and the rationale will be documented in the case file.
- Non maintenance vehicle repair (limited to \$350).
- Work and training tools (i.e., equipment, tools, safety clothing, and uniforms necessary to complete E&T training).

Support services may be provided in the form of prepaid allowances based on approximate costs, where the costs are reasonable and verifiable. Alternatively, support services may be provided through reimbursement to the participant for the actual cost of the service incurred.

Gas cards or vouchers can be provided, as a prepaid allowance, but their use will be restricted to a specific purchase or service allowed by the program. Any prepaid allowance will require the job seeker to provide a receipt to be returned to WMW to use as justification it was used for its

## Draft WMW 16-03c67 Welfare Reform Supportive Services

intended support service.

The case file, action plan, and OSMIS case notes will contain information that explains why the supportive service is necessary for participation in the E&T activities.

### **IV. FAE&T TLFA Job Retention Support Services (Entered in OSMIS as “Job Retention Supportive Services.”)**

Job retention support services will be used to assist the job seeker in maintaining employment and will only be provided when a job seeker is enrolled in the Job Retention activity. The annual maximum of \$960 is the combination of regular supportive services and job retention support services.

The following support services are allowable if they are required to maintain employment:

- Clothing (i.e., safety clothing, uniforms)
- Fees (i.e., union dues, test fees, licensing, and bonding fees).
- Personal Grooming Supplies/Services (i.e., personal hygiene products and services, including haircuts, to meet employer appearance standards).
- Transportation.
- Public bus pass.
- Gas cards for mileage reimbursement.
- Taxi (including Uber and Lyft Services). Taxi service should be temporary, and the rationale must be documented in the case file.
- Non maintenance vehicle repair (limited to \$350).
- Work tools, (i.e., equipment, tools, safety clothing, uniforms).

### **V. Disallowed Support Services**

The following are **not allowed** to be paid with FAE&T funds and do not qualify for reimbursement:

- Automobile insurance
- Automobile ownership/operator taxes (tags, title, license)
- Automobile purchase
- Drug/alcohol counseling therapy
- Living stipend
- Mental health treatment
- Relocation expenses
- Student loans, fees, penalties, or fines
- Bad debt
- Food staples and groceries



## Draft WMW 16-03c67 Welfare Reform Supportive Services

- Expenditures to support employment that was obtained prior to enrollment in FAE&T

## VI. Transitional Support Services

Transitional supportive services (TSS) are to be provided as appropriate while the FIP case is open, including during the Application Eligibility Period, and through the first 180 days of the job seeker's employment.

- TSS payments are intended to be used by the job seeker to cover miscellaneous expenses not normally covered by regular supportive services.
- TSS payments may be provided to reward successful milestones (see description below).
- PATH job seekers are eligible to receive up to \$125 in incentives per month per participant during a 12-month period.
- TSS payments may be awarded at any time during the program from the date of orientation through PATH termination.
- Only one TSS payment per successful milestone is allowable **per fiscal year**.
- All TSS payments will be documented in the job seeker's file, on the Individual Service Strategy, in the support services screen in OSMIS, and case noted.

SUCCESSFUL MILESTONE	SUPPORTIVE DOCUMENTATION	AMOUNT
<del>30 Days of Continuous Employment</del> Completion of Comprehensive Assessment	Pay Stubs/Employment Verification Verification of Assessment Completion	\$50.00 \$25.00
60 Days of Continuous Employment Completion of AEP	Pay Stubs/Employment Verification OSMIS	\$75.00 \$25.00
Obtained Employment	Pay Stubs/Employment Verification	\$50.00
90 Days of Continuous Employment	Pay Stubs/Employment Verification	\$100.00
Completion of first 30 days of the Community Service Program (CSP) or Work Experience Program (WEP)	Worksite Evaluation	\$75.00

## Draft WMW 16-03c67 Welfare Reform Supportive Services

<del>Met Work Participation Rate (WPR) for 30, 60 and 90 Days</del>	Participation Report (QG-163)	\$25.00 (for 30-day WPR) \$50.00 (60-day WPR) \$100.00 (for 90-day WPR)
Pass General Educational Development (GED) Test	Test Results	\$50.00 <b>\$100</b>
High School Completion	Diploma	\$50.00 <b>\$100</b>
Completion of Vocational Training	Certificate or Degree	\$125.00
WorkReady Certificate	Certificate	\$50.00
WorkReady Plus Certificate	Certificate	\$50.00
Completion of Job Readiness Curriculum in Tovuti	Documentation from LMS	\$50.00
<del>*Completion of all 4 WMW! Standard Workshops</del>	Case Notes of Attendance	\$25.00-
Satisfactory Completion of Subsidized Employment/OJT	Check stubs	\$125.00
Completion of <b>Career Portfolio Job Fit Assessment(s)</b>	<del>Career Portfolio Assessment</del> <b>Results</b>	\$50.00

~~\*Job Search Techniques, Introduction to Resumes, Career Exploration, and Introduction to Interviewing~~

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
215 Straight Ave NW  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS****Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

603 W Adams St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin St SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

12331 James St, Suite 130  
Holland, MI 49424  
(616) 396-2154

**MEMORANDUM**

**TO:** Executive Leadership and Strategic Engagement Committee  
(Executive Committee or EC)

**FROM:** Jacob Maas, Chief Executive Officer

**DATE:** February 13, 2023

**RE:** WMW WDB Member Nomination

**Background**

Since June 2022, the WDB has been awaiting selection of the new president by Grand Rapids Community College (GRCC). Dr. Charles Lepper has since been selected for the role. Staff are happy to announce they have received a board member application from Dr. Lepper to fill the vacant higher education seat on the WDB with term dates through October 31, 2023.

**Action**

Staff are seeking approval of nomination from the Executive Committee to support Dr. Lepper to fill the higher education seat on the WDB with terms of office through October 31, 2023. A request for formal appointment from the ACSET Governing Board will take place on February 27, 2023.

**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4100

**SERVICE CENTERS****Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

603 W Adams St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

12331 James St Suite 130  
Holland, MI 49424  
(616) 396-2154

**MEMORANDUM**

**TO:** West Michigan Works! (WMW) Workforce Development Board (WDB)

**FROM:** Jacob Maas, Chief Executive Officer

**DATE:** February 13, 2023

**RE:** WDB Member Roster

**Background**

Staff were recently notified that Randy Boss (Ottawa Kent Insurance) has stepped down from his seat on the WDB. We would like to thank Randy for his years of service. Randy previously served on the Ottawa County's board and assisted during our regionalization merger in 2015.

Due to this vacancy, the private sector percentage will drop below the required WIOA required 51% and we are seeking to fill two (2) private sector seats (preferably representing Barry, Ionia, Montcalm County). Applications are currently being accepted through March 3, 2023. Additional information can be found [here](#).

Our goal is to present nominations to the Executive Leadership Committee to support for appointment at the April Governing Board meeting.

Lastly, WDB Member Sara Whisler who recently joined the board in November 2022, has had a change in employment and will now be a private sector representative on behalf of her new employer, CarbonSix.



**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
215 Straight Ave NW  
Grand Rapids, MI 49505  
(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

603 W Adams St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin St SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

12331 James St, Suite 130  
Holland, MI 49424  
(616) 396-2154

**MEMORANDUM**

**TO:** West Michigan Works! (WMW) Workforce Development Board (WDB)  
**FROM:** Essential Service Awards Ad-hoc Committee  
**DATE:** February 13, 2023  
**RE:** Essential Service Awards

The annual [Beverly A. Drake Essential Service Awards](#) recognize the vital role that frontline workers have in our local economy. These awards honor individuals who go above-and-beyond their daily responsibilities and exhibit exceptional integrity, passion and commitment in their work.

The dedicated individuals in these front-line service roles are keeping the doors open, caring for families, keeping us healthy, stocking our shelves and keeping businesses running - and they are so important to our community.

58 Nominations were submitted in 8 categories: Administrative, Cleaning, Food Service, Government, Health Care, Nonprofit, Retail, Skilled Labor

After the nominations were scored eight exceptional individuals were named the 2022 Essential Service Award winners:

- Bayard Brooks in Conference Services at Grand Rapids Community College
- Rufina Alvarado in Kennel Care at Paws with a Cause
- Tyler Eickhoff in Food Services at Creative Dinning Services - LG Energy Solutions
- Michelle Huerta an Eligibility Specialist with Ottawa County DHHS
- Julie Ellsworth a Certified Nursing Assistant at The Laurels of Carson City
- Dreama Parker a Family Support Worker/Case Aide at DA Blodgett - St. Johns
- Gordon Burnham in Retail Sales at the Comcast - Xfinity Store
- Ronald Vanden Toorn an Engineer Tech at Perrigo Oral Care

Last week members of the Essential Service Awards committee began going to the workplaces of each winner to congratulate them and present them with a certificate and gift card. Those celebrations will continue this and next week.

Please follow West Michigan Works! on social media to join the celebration and help us congratulate these individuals and their employers. Then, at the end of the month, awardees will be formally recognized at the February Economic Club of Grand Rapids luncheon.

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at [westmiworks.org/about/](http://westmiworks.org/about/). TTY 711.*

# Service Summary Explanation

October 1, 2022 – December 31, 2022

## Management Observations and Highlights

- *Service Center Traffic:* We continue to see a slight increase in job seekers coming into our centers and are actively recruiting to increase this number.
- *Employers Served:* Staff spent a significant time with Returning Employers when Going Pro Talent Fund meetings were taking place within this quarter. We strive to reach out to new employers as well as maintain quality services for existing customers.
- *Jobs Filled by Industry:* Overall, Jobs filled decreased in December due to the heavy volume of Going Pro Talent Fund applications that were processed by staff and a natural decrease in jobs filled due to the holiday.
- *Going Pro Talent Fund:* This is a new way of reporting comparing the last fiscal year to the current. The Going PRO Talent Fund (GPTF) numbers presented are reflective of trainings that have been completed and paid out for FY21. Trainings were authorized to take place from February 2021 through January 2022. FY22 grants are currently being closed out monthly.
- *Hiring Events:* We are coordinating facilitated workgroups to reimagine hiring events during the fall of 2023. Virtual job fairs are offered to employers monthly.
- *Retention Solutions Network:* Success Coaches are providing more services to employees at member companies. We continue to work on recruiting more employer members.
- *WorkReady Certificates Earned:* We have begun the process of improving both attendance and the overall curriculum for these workshops. We will engage the Solutions-Driven Committee in this process.



# Service Summary Oct 1, 2022 to Dec 31, 2022

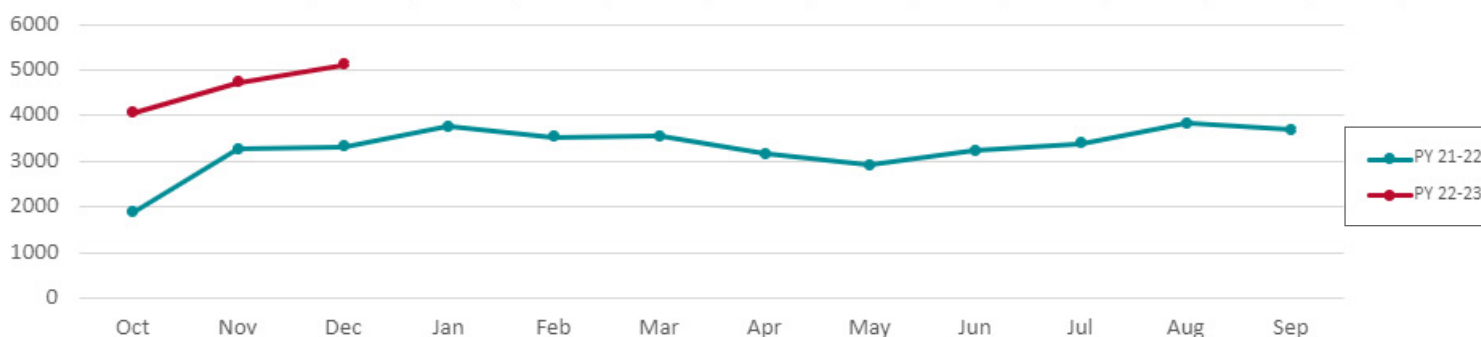
The data shown on this Service Summary are indicators of the organization's progress toward fulfillment of its services-based strategic priorities, as developed in the 2020 Strategic Plan: Enhanced Relationships, Pipeline Development, and Diversity and Inclusion. Each indicator is a reflection of the work conducted on an operational level to ensure robust service delivery and strategic plan alignment.

Additional information and explanation about the data presented are included the narrative.

## Strategic Plan Alignment

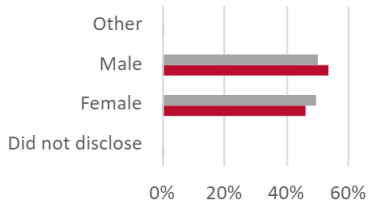
- Enhanced Relationships
- Pipeline Development
- Diversity and Inclusion

### Service Center Traffic & Call Volume\* (PY comparison by month) \*call volume not included in PY 21-22 numbers

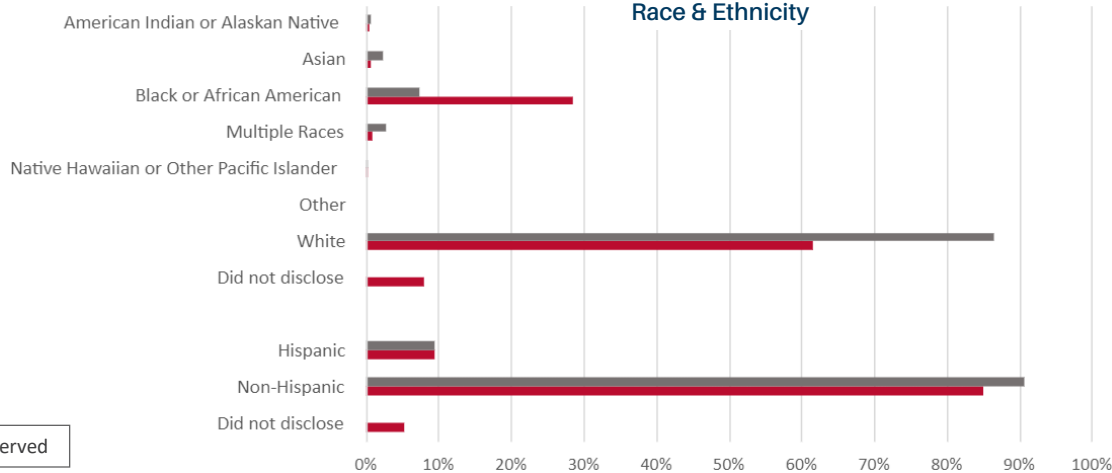


### Diversity of Job Seekers Served

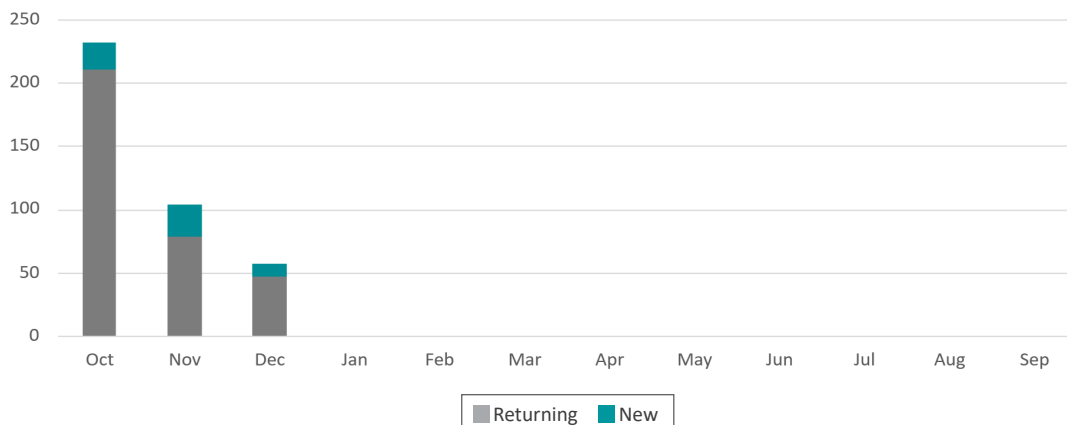
#### Gender



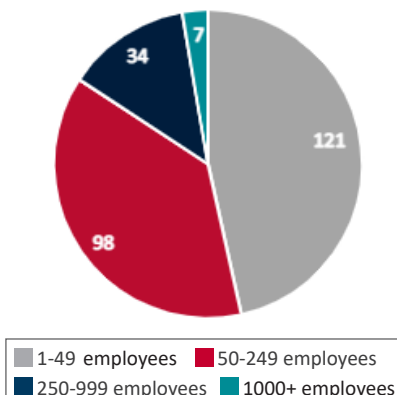
#### Race & Ethnicity



### Employers Served (unique count)



### Diversity of Employers Served (by size)





### Jobs Filled by Industry

	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Agribusiness	0	0	90									
Construction	39	5	43									
Healthcare	99	299	3									
Information Technology	106	69	0									
Manufacturing	367	302	226									
Other	60	99	73									
<b>Total</b>	<b>671</b>	<b>774</b>	<b>435</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Training: by Industry

	New Hire	Classroom	Apprentice	Credentials Earned
Agribusiness	1	0	0	0
Construction	8	13	0	0
Healthcare	22	69	2	42
Information Technology	1	45	0	0
Manufacturing	38	38	1	1
Other	59	104	0	66
<b>Total</b>	<b>129</b>	<b>269</b>	<b>3</b>	<b>109</b>

Active grants supporting new hire, classroom and apprenticeship training this reporting period:

- MICA 2.0
- MAICA 2.0
- WIOA Incumbent Worker Training
- WIOA On-the-Job Training
- WIOA Individual Training Accounts
- Going PRO Apprenticeships (GPA)
- PATH Subsidized Employment
- Future of Work
- National Dislocated Worker Grant
- Young Professionals

### Training (completed): Going PRO Training Fund FY22

	New Hire	Classroom	Apprenticeship
Agribusiness	42	55	0
Construction	87	34	39
Healthcare	978	85	14
Information Technology	119	53	0
Manufacturing	988	758	33
Other	224	187	1
<b>TOTAL</b>	<b>2438</b>	<b>1172</b>	<b>87</b>

\*Numbers reported as of January 3, 2023

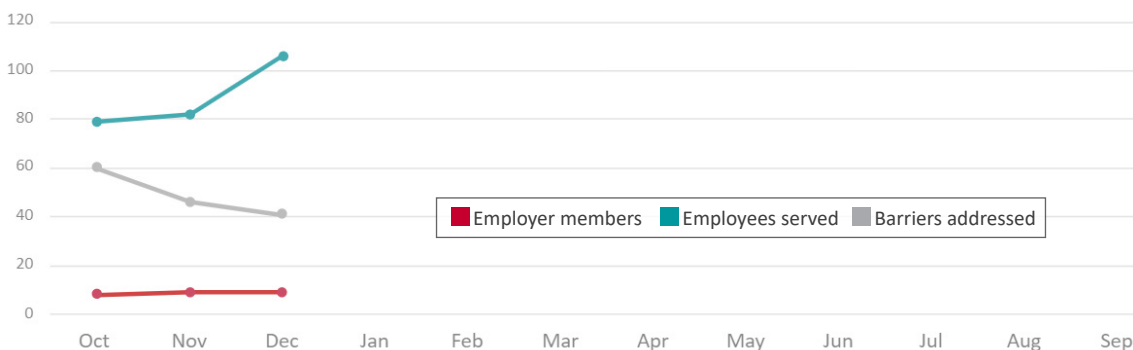
### Hiring Events

	Participating Events	Employers	Job Seekers
Q1	3	68	65
Q2			
Q3			
Q4			
<b>TOTAL</b>	<b>3</b>	<b>68</b>	<b>65</b>

### Retention Solutions Network

Success coach hours (cumulative, reported quarterly)

**387.00**



### WorkReady Certificates Earned (cumulative, reported quarterly)

**1,172**  
Pre-Assessments

**53**  
Post-Assessments

**33**  
WorkReady Certificates

**69**  
WorkReady Plus Certificates



Service Summary  
Oct 1, 2022 to Dec 31, 2022

## Service Summary: Strategic Plan Alignment and Indicator Descriptions

<p><b>Pipeline Development:</b> Expand the local pipeline of work-ready talent to meet the needs of the workforce and of West Michigan employers.</p>	<p><b>Enhanced Relationships:</b> Foster widespread networks to collaboratively address workforce needs in the region.</p>	<p><b>Diversity and Inclusion:</b> Enable a culture that honors the worth and dignity of all people, where staff and customers have equitable access to opportunities.</p>
---	--	--

The indicators shown on the Service Summary are provided to inform the board about the impact of services provided through a variety of workforce development programs. Each represents the implementation of goals in the Strategic Plan.

Indicator	Strategic Plan Alignment	Narrative
<i>Service Center Traffic &amp; Call Volume</i>	Pipeline Development	This indicator shows the funnel of job seekers entering our system through the service centers and virtual appointments, giving us an opportunity to expand the talent pipeline. In October 2021, we began implementing a new tracking system. During this period, UIA reinstated the Register to Work requirement, which brought more people into the centers. The data does not include attendance at workshops, focused job search, or coaching sessions. This will be added as the tracking system is expanded.
<i>Diversity of Job Seekers</i>	Diversity and Inclusion	This indicator shows the variety of job seekers we work with compared to the region. With the implementation of the new tracking system, we resumed tracking demographic data. Although we are in the early stages of collecting this data, management regularly observes and monitors this information.
<i>Employers Served</i>	Enhanced Relationships	This indicator shows unique employers served each month, and reflects the widespread networks developed by staff. An employer is counted once per program year as unique; they likely received multiple services throughout the year. A new employer is one that has never engaged with WMW. A returning employer is one that has received services from WMW in a prior program year(s).
<i>Diversity of Employers</i>	Diversity and Inclusion; Enhanced Relationships	This indicator shows a comprehensive picture of our employer customers based on size (total number of employees). This data is helpful in planning initiatives and for identifying specific employer groups. Although we work with any size company, we target those most in need of our services which are often smaller companies without internal HR capacity.

Indicator	Strategic Plan Alignment	Narrative
<i>Jobs Filled by Industry</i>	Enhanced Relationships; Pipeline Development	This indicator shows the number of jobs filled with employer customers of WMW and with our assistance. The variation in month-to-month numbers may reflect delays in reporting WMW, as well as unique needs within a variety of employers. Spikes in the numbers may also reflect hiring events supported by WMW.
<i>Training: by Industry</i>	Pipeline Development	This indicator shows WMW efforts to expand the local pipeline of work-ready talent by supporting training and skill upgrading. The data is presented by industries most in demand in the region. On-the-Job Training provided to New Hires results in advancement of skills and wages but does not provide a credential. This data does not include training funded by GoingPro Talent Fund.
<i>Training (completed): GoingPro</i>	Enhanced Relationships; Pipeline Development	As one of our largest funding sources for employer-driven training, GPTF is reported separately. Note that the last fiscal year reported is complete compared to the current fiscal year-to-date.
<i>Hiring Events</i>	Enhanced Relationships; Pipeline Development	This indicator shows major events that bring employers and job seekers together, requiring coordination across multiple departments and programs. We continue to look for new and innovative ways to conduct outreach to job seekers, including greater collaboration with community partners.
<i>Retention Solutions Network</i>	Enhanced Relationships; Pipeline Development	This indicator shows how we leverage networks among community partners to provide services to member employers. Data reflects services provided by Success Coaches via dedicated on-site hours as well as virtual. Services provided to each employee does not consider the high number of touchpoints with the coach. Barriers addressed can include needs for transportation, housing, medical bills, utilities, and many more, all so that workers can successfully engage and fulfill their role for the employer.
<i>WorkReady Certificate Earned</i>	Pipeline Development	This indicator shows the delivery of employability skills training, the highest need for skillsets expressed by the region's employers. Job Seekers take a pre-assessment to determine areas of readiness and areas for improvement; they only attend workshops for areas identified as needing improvement. A post-assessment determines their skill attainment and if successful, earns a certificate. This conveys to employers that they are "work ready."



**ADMINISTRATIVE OFFICE**

Area Community Services  
Employment & Training Council  
215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4100

**SERVICE CENTERS**

**Allegan County**

3255 122nd Ave  
Allegan, MI 49010  
(269) 686-5079

**Barry County**

130 E State St  
Hastings, MI 49058  
(616) 649-9850

**Ionia County**

603 W Adams St  
Ionia, MI 48846  
(616) 389-8525

**Kent County**

121 Franklin SE  
Grand Rapids, MI 49507  
(616) 336-4040

215 Straight Ave NW  
Grand Rapids, MI 49504  
(616) 336-4460

10075 Northland Dr NE  
Rockford, MI 49341  
(616) 228-6724

**Montcalm County**

114 S Greenville W Dr  
Greenville, MI 48838  
(616) 754-3611

**Muskegon County**

316 Morris Ave  
Muskegon, MI 49440  
(231) 724-6381

**Ottawa County**

12331 James St, Suite 130  
Holland, MI 49424  
(616) 396-2154

**MEMORANDUM**

**TO:** West Michigan Works! (WMW) Workforce Development Board (WDB)  
**FROM:** West Michigan Works! Staff  
**DATE:** February 13, 2023  
**RE:** Solutions Driven Updates

**Enhanced Relationships:**  
Foster widespread networks to collaboratively address workforce needs in the region.

**Pipeline Development:**  
Expand the local pipeline of work-ready talent to meet the needs of the workforce and of West Michigan employers.

**Diversity and Inclusion:**  
Enable a culture that honors the worth and dignity of all people, where staff and customers have equitable access to opportunities.

**Grant Updates**

**Health Resources & Services Administration (HRSA):** GRCC was awarded a \$2.9 million dollar grant by the Department of Health and Human Services (DHHS) and will partner with West Michigan Works!, Corewell Health, Cherry Health, and Trinity Health Systems to implement the grant. This three-year grant will expand the public health workforce in West Michigan through classroom training and apprenticeship opportunities. The focus is on 150 participants, with approximately 60% of grant dollars going directly toward students.

**Michigan Career Opportunity Academies for Community Health (MiCOACH):** is a \$3 Million-dollar HRSA grant awarded to the Department of Health and Human Services (DHHS) to increase the number of Community Health Workers (CHWs) and Health Support in targeted Intermediate School Districts (ISD), including Muskegon Heights. This three-year grant will aim to improve the dissemination of health information, connection to mental health resources, and help create safer, healthier school environments and communities. Throughout the course of this grant, WMW will partner to serve 24 recently or soon to graduate Muskegon Heights youth.

**The Michigan Citizen Reentry Initiative (MiCRI)** a cooperative grant opportunity with the US Department of Labor and the Department of Justice with a state award of \$7.6 million to launch the new initiative designed to reduce recidivism among justice involved citizens and increase their successful participation in employment and training opportunities. This includes individuals incarcerated in the Federal Correctional Institute (FCI) in Milan, Michigan and four Residential Reentry Centers (RRC). Although the planning stages for this grant is anticipated to conclude in April, participants will not be entering the RRCs until late May or early June 2023.

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. West Michigan Works! is supported by state and federal funds; more details at westmiworks.org/about/. TTY 711.*

As we currently understand it, WMW services cannot begin until this time.

***Diversity and Inclusion***

**MDARD Specialty Crop Grant.** The Agribusiness Talent Council of West Michigan was awarded a grant via West Michigan Works! to provide funding for over \$80,000 of food safety and leadership training. It will also cover the production cost for 5 videos to market high skill, in demand career opportunities at West Michigan are specialty crop growers.

**Going PRO Talent Fund FY23:** The Michigan Department of Labor and Economic Opportunity announced the award of \$47 million in statewide funding for the Going PRO Talent Fund (GPTF) for fiscal year 2023. West Michigan employers fared very well, with 193 receiving an award totaling \$17,463,904.00 (\$18.6M with admin). Award amounts range from \$2,247 to \$535,000. The industries that received the most funding are manufacturing, with 122 awards totaling \$11,346,969; construction, with 22 awards totaling \$1,992,440; and healthcare, with 9 awards totaling \$1,181,095.

This is the first of two cycles to be awarded for fiscal year 2023. The online application for Cycle 2 is scheduled to open from May 1-24, 2023. Cycle 2 awarded training may occur from July 17, 2023 - July 16, 2024.

An additional 9 applications, totaling \$618,580.00, are pending review for an award. A complete list of West Michigan's Going PRO Talent Fund Cycle 1 awards is attached. A full list of grant recipients for the 2023 fiscal year, per MWA, is available online at [Michigan.gov/TalentFund](https://Michigan.gov/TalentFund). ***Enhanced Relationships, Pipeline Development***

**Grants – Ongoing**

**Talent Pathways Program:** West Michigan Works! In partnership with The Right Place on a grant funded initiative called the Talent Pathways Program. The program is designed to help employers forge a path to success for current and future employees, leading to improved talent retention & recruitment. Participants in the program will receive grant funding to create career pathways in partnership with local training providers and community partners that result in sought-after industry credentials and certifications, access and develop a diverse talent pool, and build a culture of success for low-income employees. Seventeen Advanced Manufacturing and Technology employers located in Allegan, Barry, Ionia, Kent, Montcalm, Muskegon, and Ottawa Counties are participating and can receive up to \$25,000 in reimbursed training expenses, including wages. ***Pipeline Development, Diversity and Inclusion***

**Grand Rapids Community College's One Workforce Grant:** WMW has partnered with GRCC on a \$9.8 million H1-B One Workforce Grant, focusing on advanced manufacturing, received by GRCC. Similar to the America's Promise Grant, the H1-B One Workforce Grant is a 4-year grant and will rely on a network of partners across

the region, including Montcalm Community College, Muskegon Community College and multiple community partners to provide training and employment to hundreds of workers across West Michigan. We are currently in year 3 of this grant.

***Enhanced Relationships, Pipeline Development***

**Michigan Learning and Education Advancement Program (MiLEAP):** WMW, in partnership with Grand Rapids Community College, Montcalm Community College, Muskegon Community College, and West Michigan Center for Arts and Technology (WMCAT) received a \$2 million award to fund short term, high demand training that leads to a credential in the food processing, healthcare, IT, retail, sales, supply chain, and manufacturing. MiLEAP focuses on individuals who are dislocated, underemployed, essential workers, those living in distressed rural and urban communities and economically disadvantaged. The state granted a no cost extension through June 30, 2024 and we have expanded training opportunities to include high demand credentials offered through other local area providers.

***Enhanced Relationships, Pipeline Development***

**Michigan Rural Enhanced Access to Careers in Healthcare (MiREACH):** WMW has partnered with the Department of Labor and Economic Opportunity on a \$2.5 million USDOL H1-B Rural Healthcare grant program. This is a 4-year grant which aims to increase the number of individuals training in healthcare occupations that directly impact patient care; and alleviate healthcare workforce shortages by creating sustainable employment and training programs in healthcare occupations serving rural populations. ***Enhanced Relationships, Pipeline Development***

**State Apprenticeship Expansion (SAE) – West MI Works:** The Michigan Department of Labor & Economic Opportunity, Workforce Development (LEO-WD) approved our proposal submitted in response to the State Apprenticeship Expansion Grant Program. WMW was awarded \$525,800 which will help create 200 new registered apprentices during the grant period of April 13, 2021 through March 31, 2023. These funds will help cover employer costs and has allowed WMW to scale the registered apprenticeship programs by hiring an additional Apprenticeship Success Coordinator to develop new programs by working with our Industry Talent Councils. The grant was set to expire on March 31, 2023, but the State Dept of LEO is submitting a modification to extend the grant until June 30, 2024. ***Enhanced Relationships, Pipeline Development***

**State Apprenticeship Expansion (SAE) – Michigan Energy Workforce Development Consortium (MEWDC):** WMW was awarded a contract to provide Project Management and Apprenticeship Program Technical Assistance for a \$1.1 million State Apprenticeship Expansion grant awarded to the consortium by LEO-WD. WMW has hired a Project Manager (PM) to support the hiring of 427 apprentices at 28 energy industry companies statewide in critical job roles within gas and electric skilled trades and line-clearance tree trim. We are actively working with 23

companies and have over 300 apprentices that are enrolled or are actively being enrolled in the grant. ***Enhanced Relationships, Pipeline Development***

### Industry Talent Councils

There are a variety of ways to stay connected to the innovative work taking place under each of the WMW! Industry Talent Councils (ITC). Each council has expanded its outreach with dedicated LinkedIn accounts and bimonthly newsletters. The increased online presence will allow each ITC to provide employers and partners in each industry with pertinent information such as industry workforce trends, council initiatives and expansion of networks to participate in future projects. All Industry Talent Councils are actively planning for MiCareerQuest 2023. ***Enhanced Relationships, Pipeline Development***

**Agribusiness Talent Council of West Michigan (ATC): The Agribusiness Talent Council is an employer-led collaborative that seeks to expand the talent pool by promoting career pathways and opportunities in West Michigan's agribusiness industry.**

The ATC will be hosting an ongoing series of job fairs for historically marginalized segments talent streams. An "Ag-Jobs-4-All" was held 1/12/2023 event and had 10 employers registered, 8 job seekers attended, plus community partners who serve opportunity populations. The next event will be held 4/13/23 at the WMW Holland Service Center. Registration will open in early March. Several Career Ag-xploration Events were held over the last quarter. The next event will be held May 6th at Muskegon Farmers Market. Planning meetings are held 2<sup>nd</sup> Tuesday. Michigan Works! West Central staff are assisting in recruiting employers from Oceana and Newaygo, based on high number of Muskegon County students living in those counties. The ATC will be integrating a job fair space for older students and job seekers to engage with employers in addition to the activities aimed at younger students. The ATC will host an Agribusiness Spotlight Week the week of March 20-24. Classroom resources have been purchased for 23 classrooms for a guest reader to attend. Guest reader registration is open through 2/10, then matches will be made to participating schools. Two employers will be featured in WZZM spotlight segment. The Foods That Built West Michigan series continues to be highlighted in the bi-monthly newsletter issuance. ATC is continuously seeking nominations especially for Muskegon, Barry, Ionia, or Montcalm employers to highlight the full range of work being done across our region.

**Construction Careers Council (CCC): The Construction Careers Council creates a bright future for West Michigan's construction industry by building a diverse and qualified workforce.**

The CCC Traveling Roadshows has been widely popular with schools. To date, 16 traveling roadshows across West Michigan were completed reaching over 500 students. The CCC has formed a subcommittee to plan the next phase of traveling roadshows which will include opportunities to get involved with job shadows, and connecting with employers to do mock interviews. The MythBusters



Campaign featuring a collection of 30 second videos to dispel myths within the industry has been completed. Videos will feature local employers and employees in West Michigan and will be released to the public over the next two months. The CCC has started recruiting subcommittee members to plan and design a Women in Construction Week initiative that will take place in March 2023.

**Discover Manufacturing (DM): Mission: “We Exist to Inspire and Expand Manufacturing Talent in West Michigan.”**

Discover manufacturing will meet with its advisory leadership team in February to discuss ongoing and new projects. A DM subcommittee is actively working to make improvement to the DM manufacturing scholarship initiative. In May 2023, there will be \$10,000 awarded to students. Applications are available on the DM Website September 1 – April 2023. Discover Manufacturing Week was held in November 2022. In total, 9800 students and 112 employers participated. Educator participation is promoted concurrently Discover manufacturing Week registration. So far, over 30 educators and 27 manufacturers have indicated interest in the program. Information sessions are held frequently, and the council is actively matching schools and employers. Soon, select manufacturers will be invited to showcase their company through an Earn and Learn website directory that outlines tuition reimbursement, apprenticeships, internships, co-op opportunities on the DM website.

**West Michigan Health Careers Council (WMHCC): Mission: The purpose of WMHCC is to provide an employer-led collaborative council of healthcare employers, educators, workforce development, and economic development organizations working together to meet West Michigan’s healthcare talent needs.**

WMHCC is collaborating with IMPART Alliance on a State of Michigan MICA 3.0 grant initiative to improve outcomes for direct care workers across the state of Michigan. The council continues the advancement of several new and established apprenticeship programs. The council has made significant progress on revising and finalizing a comprehensive credential list for the healthcare industry. WMHCC is in the early stages of planning a family friendly, career fair carnival. Going for an innovative take on a traditional career fair that includes food and entertainment elements. A project group focused on retention is meeting regularly to develop a resource guide and best practices for barrier reduction in healthcare. This includes a community resource guide developed with the help of resource navigators. The guide will be shared once it is finalized. Anticipated to be available in January.

**West Michigan Tech Talent (WMTT): Mission: West Michigan Tech Talent looks to engage employers of Information Technology professionals with best practices, resources and a community to grow, develop, recruit and retain a diverse and inclusive world class IT workforce in West Michigan.**

WMTT is forming a subcommittee to work on the development of a Cyber Security Registered Apprenticeship program. The committee will be led by the WMW Apprenticeship Success Coordinator (ASC). A variety of program templates exist with the UDSOL office of apprenticeship which will allow for customization of a

program. As a next step, the ASC will strategize on the certifications and training employers are looking at apprentices achieving. Interested employers are being invited to attend a virtual meeting on Tuesday, February 14 from 10-11am to continue development on this apprenticeship program. WMTT will be hosting a series of four networking events in 2023 with the goal of adding 400 new IT professionals to their network. WMTT will also begin planning a Tech Trends event with Keith Brophy. This will potentially be the largest WMTT hosted event in history with approximately 250 attendees. More information will be provided as details are finalized.

## Programs

**West Michigan Works! Registered Apprenticeship Programs:** West Michigan Works! currently holds standards for 33 US Department of Labor registered apprenticeships, with over 150 active apprentices and almost 90 participating employers.

The WMW Apprenticeship Team has been working closely with the West Michigan Health Careers Council to develop new programs including adding an EEG (Electroencephalogram technician) Program to our standards. It is the first program of its kind in the nation. We are also engaging with community partners to develop a Cardiovascular Technician program and exploring programs for Anesthesiology Technician and Community Health Worker.

We have recently engaged with West Michigan Tech Talent and local partners to create a Cyber Security Apprenticeship program for interested employers. ***Pipeline Development***

**Ascend Youth Programming:** The Ascend team currently provides in-person and virtual programming for eligible youth across our 7-county region. We also continue to expand our partnerships to recruit more youth and to provide co-located services. We have recently developed partnerships to co-locate services within AYA (Kent County), Orchard View Adult Education (Muskegon), and ESCAPE Ministries (Ottawa). We continue to meet with partners to grow this type of strategy. On the horizon: summer youth work experience programming for 2023. ***Pipeline Development, Diversity and Inclusion***

**MiCareerQuest:** We are 4 months away from MiCareerQuest 2023. We have three opportunities for people to get involved: volunteering, hosting an exhibit, or sponsoring. Industry Council Leads are hard at work recruiting both sponsors and exhibitors. The ISD committee is working directly with teachers and school leaders to provide logistical support. Both exhibitor and volunteer registration forms are now open.

For those who can volunteer, this is an event that you will not want to miss. If you're able and willing to volunteer, [please register here](#). ***Pipeline Development***

**HireReach:** HireReach provides instruction and consulting to businesses interested in implementing skills-based hiring. After a couple of speed bumps, HireReach is now actively partnering with Kalamazoo to provide a Spring 2023 academy. HireReach also continues its involvement in the Opportunity for All initiative lead by Fred Keller and funded by the DeVos Foundation. HireReach will present a three-year plan to provide academies to West Michigan employers in March. This 3-year plan will provide an opportunity to train 96 employers in skills-based hiring over the next three years. ***Diversity and Inclusion***

**Retention Solutions Network:** After making necessary changes to service delivery, Retention Solutions Network has demonstrated stability through these changes. We are now experiencing mild growth as the first quarter experienced 37% growth in the number of shares purchased. This increase comes from the net addition of one company. The RSN Manager has also created a partner-employer advisory board that will help us determine how to grow RSN through a solutions-driven approach. ***Enhanced Relationships, Diversity and Inclusion***

**Learn, Earn and Provide (LEAP) Pilot:** LEAP launched in Muskegon as a pilot program at the end of January of 2022. It is a program aimed to assist non-custodial parents in obtaining and maintaining employment and get back on track with child support payments. This pilot will take place in close partnership with Muskegon County Friend of the Court and will include both voluntary referrals and mandated participation. We are in early conversations with partners in Allegan County on potentially expanding LEAP to include Allegan. ***Pipeline Development, Diversity and Inclusion***

**Clean Slate:** The Clean Slate law makes it possible for people to petition for an expungement. An expungement removes convictions from public criminal record and as a result, job seekers can legally state that they have never been convicted or arrested for that crime on job, school, and/or housing applications. With limited resources and automatic expungements scheduled to begin in April of 2023, we have shifted our services from providing financial resources for court costs and attorney fees to providing meaningful consultation, specific to their case, on options, resources, and eligibility to prepare them for April. ***Diversity and Inclusion***

## Initiatives

**Grow With Google:** WMW has received 100 scholarships to provide access to job seekers and incumbent workers to earn a Google Career Certificate. Most, if not all of those certificates have been claimed by job seekers.

Since initially receiving the scholarships, Grow with Google expanded their partnership to include the State of Michigan. This has allowed us to continue to offer these certificate programs to interested job seekers and incumbent workers. ***Pipeline Development***

**MEDC TAT EV & Mobility Pilot:** The Michigan Economic Development Corporation (MEDC) hired the Boston Consulting Group to conduct an analysis of best practices in workforce to bring together industry, higher education, training and recruitment program partners to support the need for reskilling and upskilling incumbent automotive industry workers and recruiting new employees into the industry. The TAT has reached out to West Michigan Works! to discuss implementation of a pilot project to support the hiring needs of four local employers in the Electronic Vehicle (EV) with the goal to expand educational and job support opportunities to build competitive, cross-industry talent for the future of electrification and mobility in the state. Based on our conversations to date, a potential partnership between MEDC and West Michigan Works! will include support for the following initiatives:

1. Recruiting approximately 1,300 qualified individuals in 2023 to fill Production Worker and Frontline Supervisor roles in the West region (connecting them to relevant short-term training programs where necessary)
2. Making additional strategic investments in job seeker support services that serve MI employer's needs and increase job seeker's ability to obtain those roles. Based on our conversation, examples of investments may be transportation vouchers or rideshare, translation of marketing materials or English as a Second Language (ESL) support, etc.



MEMORANDUM

ADMINISTRATIVE OFFICE
Area Community Services
Employment & Training Council
215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4100

SERVICE CENTERS
Allegan County
3255 122nd Ave
Allegan, MI 49010
(269) 686-5079

Barry County
130 E State St
Hastings, MI 49058
(616) 649-9850

Ionia County
603 W Adams St
Ionia, MI 48846
(616) 389-8525

Kent County
121 Franklin SE
Grand Rapids, MI 49507
(616) 336-4040

215 Straight Ave NW
Grand Rapids, MI 49504
(616) 336-4460

10075 Northland Dr NE
Rockford, MI 49341
(616) 228-6724

Montcalm County
114 S Greenville W Dr
Greenville, MI 48838
(616) 754-3611

Muskegon County
316 Morris Ave
Muskegon, MI 49440
(231) 724-6381

Ottawa County
12331 James St Suite 130
Holland, MI 49424
(616) 396-2154

TO: West Michigan Works! (WMW) Workforce Development Board (WDB)
FROM: Jacob Maas, Chief Executive Officer
DATE: February 13, 2023
RE: Wagner-Peyser Update

Update from the one-pager:

Alternatives:

Two alternatives will be considered, and the public had the opportunity to comment on these alternatives during the comment period of the NPRM.

Alternatives from the proposed rule:

a. Alternative 1

Under this alternative, the Department would return to the pre-2020 Wagner-Peyser Act regulations, reinstating the State merit-staffing requirement for all States except for the three States previously operating as exceptions: Colorado, Massachusetts, and Michigan. After careful consideration, the Department is not pursuing this alternative. These States operate ES by devolving it to the local level where it can be managed alongside WIOA title I services. While such alignment with WIOA title I has some value, it is outweighed by the benefits of aligning ES staffing with UI administration and adjudication, which would allow ES staff to provide surge capacity for UI administration and adjudication during times of high need. Therefore, the Department is proposing that all States, including those that previously operated as demonstration States, come into compliance with the merit-staffing requirement.

b. Alternative 2

Under this alternative, the Department would require States to come into compliance with the requirement to use State merit staff within 30 or 60 days of issuance of the final rule. The Department is not pursuing this alternative because it could result in significant interruption to ES labor exchange services in the four States not already operating in compliance with the proposed rule. Colorado, Delaware, Massachusetts, and Michigan would need to rapidly shift existing staff or hire new staff and may find themselves in violation of contracts for services negotiated after the 2020 Final Rule. The Department recognizes that this alternative would be a substantial change for those States that have relied on other staffing arrangements and they may need time to make adjustments to personnel, contractual arrangements, and service provision. Accordingly, the Department is proposing to allow those States 18 months from the effective date of the final rule to come into compliance with the merit-staffing requirement rather than stipulating that the States comply immediately.




Go

## View Rule

[View EO 12866 Meetings](#)

[Printer-Friendly Version](#) | [Download RIN Data in XML](#)

**DOL/ETA**

**RIN:** 1205-AC02

**Publication ID:** Fall 2022

**Title:** Wagner-Peyser Act Staffing

**Abstract:**

The Department proposed to revise the Wagner-Peyser Act regulations regarding Employment Services (ES) staffing to require that states use state merit staff to provide ES services, including Migrant and Seasonal Farmworker (MSFW) services, and to improve service delivery.

**Agency:** Department of Labor(DOL)

**Priority:** Other Significant

**RIN Status:** Previously published in the Unified Agenda

**Agenda Stage of Rulemaking:** Final Rule Stage

**Major:** No

**Unfunded Mandates:** No

**CFR Citation:** [20 CFR 651](#) [20 CFR 652](#) [20 CFR 653](#) [20 CFR 658](#)

**Legal Authority:** Wagner-Peyser Act

**Legal Deadline:** None

**Statement of Need:**

The Department identified areas of the regulation that changed to create a uniform standard of ES services provision for States.

**Summary of the Legal Basis:**

The Department is undertaking this rulemaking pursuant to its authority under section 12 of the Wagner-Peyser Act (29 U.S.C. 49k).

**Alternatives:**

Two alternatives will be considered, and the public had the opportunity to comment on these alternatives during the comment period of the NPRM.

**Anticipated Costs and Benefits:**

The proposed rule was estimated to have one-time rule familiarization costs of \$4,205 in 2020 dollars, as well as unknown transition costs. The proposed rule also estimated the rule to have annual transfer payments of \$9.6 million for three of the five States that currently have non-State merit staff providing some labor exchange services; transfer payments are monetary payments from one group to another, such as wages shifting from one employer to another, that do not affect total resources available to society. The transfer payments for this proposed rule were the estimated wage cost increases to the States associated with employee wages and fringe benefits. In the NPRM, the Department solicited comments from stakeholders and the public on the unknown transition costs, plus transfer payments that would be incurred by any States with some non-State merit staff providing labor exchange services.

**Risks:**

This action does not affect the public health, safety, or the environment.

**Timetable:**

Action	Date	FR Cite
NPRM	04/20/2022	<a href="#">87 FR 23700</a>
NPRM Comment Period End	06/21/2022	
Final Rule	06/00/2023	

**Regulatory Flexibility Analysis Required:** Undetermined

**Government Levels Affected:** State

**Federalism:** No

**Included in the Regulatory Plan:** Yes

**RIN Data Printed in the FR:** No

**Agency Contact:**

Kimberly Vitelli  
Administrator, Office of Workforce Investment  
Department of Labor  
Employment and Training Administration  
200 Constitution Avenue NW, FP Building, Room C-4526,  
Washington, DC 20210  
Phone:202 693-3980  
Email: vitelli.kimberly@dol.gov

